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Greetings from the Board!

Hi all! This year we celebrate our 10th



Annual Meeting in Pécs – this coming **March We. 29th, till Fri. 31th**. It is going to be full of proposals to keep **strengthening**

the Power of the Network! And of course, we will celebrate our 10th anniversary! We are happily collaborating with Istvan, Zoltán and Nikolett in Pécs

who are working hard and with great vision to prepare an enriched program - to leave **ENIEC's footprint in Pécs!** During our visit, we will have a chance to continue learning more about each other – including the projects in which we all have been involved during the last years, and to hear about the working experiences of ENIEC members working with minorities.

Kindly, remember paying the membership **fee 2017** before attending the Annual Meeting, and **register** before February 28th to avoid hotel penalties costs. Keep in mind that you will only need to cover your travel expenses, everything organized in Pécs are covered by ENIEC.

Come to Pecs, there is a lot to learn!

The organizing committee in Pécs already counts with the support of the City Major of Pécs, the Healthcare Leadership and Management Development Institute, as well as local stakeholders who work with the Roma Communities.

They have booked a wonderful **hotel** in the historic center of Pécs where we are going to celebrate our welcome dinner, and they collaborate closely with the **Faculty of Medicine at the University of Pécs**, which is the oldest University in the country.

In addition, for all of us who want to see more in and around Pécs, Istvan, Zoltán? and

Nikolett invite us to join them on the **tourist visits** that they volunteer to



facilitate!

Come to Pécs, there is a lot see!

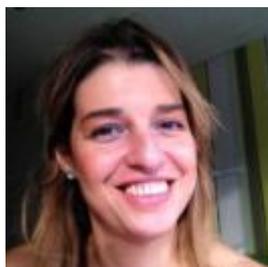


The program will also include special spaces - where we will have the possibility to learn from one another. One such space will

focus on how the work with **aging Roma has** evolved across Europe. ENIEC members will share their experience from Finland, Belgium, Sweden, and of course from Hungary! We will also be invited to participate in workshops facilitated by the communication group - who will present their proposals to advance **new ways to communicate** as well as activities to support us to get to know more about each other. There are also field visits organized and spaces where we can share the experiences and results of the **ENIEC working groups!** We will hear from the auditors group, booklet group, anniversary group, editors group, organizing group, communication group, recruitment group, and nomination group!

Come to Pécs, there is a lot to share!

And of course, this year is also about our **X Anniversary** and the program is full of **surprises** to make this meeting more special!



Kristel, Jennifer, Patricia and Nicolette have planned plenty of activities that will surprise all of us! We will also see the result of the **booklet project** thanks to Wendela, Yvonne, Inneka and Salou who have been working hard and with a lot of passion for the last two years! We will see **historical photos**, documents and of course, we will all see the impressions that you leave on the **e-magazine**

via jilster.com, an initiative that you will hear more about in this newsletter! Please be ready to smile and enjoy NICE achievements along these 10 years!

Come to Pécs, there will be a lot of fun!

We look forward to seeing you in PÉCS!

Invitation from the Board



Click on the imagen

X Years of Sustainability

Since the approval of the Sustainable Development Goals of the United Nations, it seems that all news relate to the concept of sustainability: sustainability communities, sustainability companies, sustainability policies, sustainability environment, etc. This has made me think about how ENIEC has been a sustainable network already for 10 years.

The Sustainable Development Goals aim to "bring countries and citizens of the world together on a path to improve the lives of people everywhere". ENIEC's mission also aims to improve the lives of aging migrants along Europe and since 2007, ENIEC has been able to sustainably develop a platform where its members share experiences, develop new practices and establish relations of mutual help.

ENIEC's mission is not far from what the Sustainable Development Goals pursue because, to ensure sustainability it is needed to consider all population groups and its characteristics. Aging and

migration are factors that affect the population growth which directly affects the development and implementation of the Sustainable Development Goals.

Since the first meeting in Copenhagen, ENIEC has been able to increase the focus on elderly migrants among decision makers, the public and the media both at a national and a European level; and ENIEC has also been able to provide each of its members the needed tools to develop a sustainable work in their daily professional lives.

ENIEC annual meetings are forums where its members discuss new methods, new practices, learn new skills and abilities that we take back to our countries and apply during our daily jobs. This peer learning process is the real power of the network, because ENIEC does not only leave a footprint on every city, ENIEC also leaves a footprint on each of us.

ENIEC provides professional benefits as well as important personal inputs. It provides opportunities to be of service to others, build and sustain relationships, expand horizons, create a sense of belonging, reach goals, give access to relevant information, create occasions for sharing ideas and generating new ones, provide a safety net for testing ideas and obtaining trustworthy advice, and much more!

Creating a network takes time, effort and patience. However, during 10 years ENIEC members have shown the will to develop a sustainable network, and this deserves a great anniversary celebration during our Annual Meeting.

Pécs is our next step to leave our footprint as a network, but also it is our next opportunity to strengthen our power and to acknowledge the time and



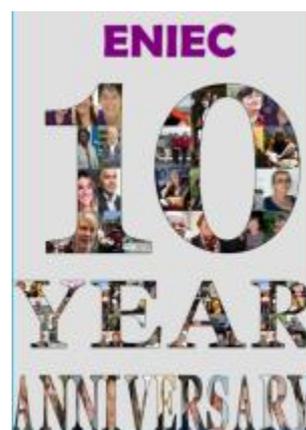
and efforts of all the people who have been part of ENIEC.

I look forward to seeing you all in Pécs to celebrate our 10 years as a sustainable network!

Lola Casal

Online Magazine to Celebrate ENIEC X Anniversary

One of the projects to celebrate our **X anniversary** is to create an **online magazine**, page and depict the vision and where each of us can design our own experiences that



along these years have lived as ENIEC members Sari Scheinberg and I coordinate this initiative.

To participate you only need to accept the invitation that you will receive by email from the website <http://www.jilster.com/>

It is a website in **English, Dutch and German**. Once you accept, you need to register and then you are ready to design your own page on "ENIEC X Anniversary e-magazine"

You can be as much creative as you want and **upload photos, poems, write anecdotes, draws, recipes, advices, tips for being an ENIEC member, did-you-knows, etc.** whatever inspire you to show what ENIEC is for you!

If you prefer you can also use one of the many templates that website provides or have a look at the tips that the web offers on <http://www.jilster.com/tips> . (Always use double click)

You can work at several times and save your work until it is ready to publish, and work together with other members. The deadline to click on *Publish* and send us your page is **February 28th**.

If you have any questions, you can check FAQ or of course, you can always email us.

(sari@chalmers.se and casal.sanchez.lola@gmail.com)

We are looking forward to seeing your pages!

Sari Scheinberg and Lola Casal

Welcome to Pécs

Dear ENIEC Members,

On behalf of the Organizing Committee of the 10th Annual Meeting in Pécs we are looking forward to welcome you by end of March 2017!

Maybe some of you have not received the invitation yet to the 10th ENIEC Annual Meeting in Pécs on 29 – 31 March yet. Note that latest by mid-February we have to confirm the hotel booking, so please send back the application form (see the link below) **immediately**. Many thanks to those members, who already submitted them!

https://docs.google.com/forms/d/e/1FAIpQLSc0EWOcoiOb-UIFkV_UH7WaTBHOSb6qJA1HvdJN-LDRukdUAq/viewform?usp=send_form

The ENIEC Board can confirm the hotel booking only for those colleagues who already covered their membership fee for 2017!

For those who would like to ask for travel and door to door transfer assistance and/or would like to spend some more days in Hungary, especially in Budapest, we suggest to contact the TENSÍ Tourist Agency directly via:

TENSÍ Aviation Ltd. Pécs
Hungary, 7621 Pécs, Teréz u. 17.
Phone: (36) 72/510-498
Fax: (36) 72/522-557
E-mail: congress@tensipecs.hu

Web: www.tensipecs.hu

We are looking forward to receiving your application in time and wish you a great time together here in Pécs.

Zoltán Kispéter

Getting Ready for our Annual Meeting – ‘Leaving an Eniec Footprint’

How to support Pecs Aging Community to be ready and get the most out from our ENIEC visit?

By Sari Scheinberg, PhD and Professor Istvan Szilard

I know from speaking to Istvan and his wonderful team – that there is so much to do to prepare a welcoming and meaningful conference for us in Pecs in March this year! However, in addition to the incredible work they are doing together with the Board and many various ENIEC committees to prepare for our anniversary, our program and the logistics involved – there are also other activities that are **not as visible**. I would like to share one such activity that I am involved in with Istvan – which is linked to one important vision we have in ENIEC which aims to support **ENIEC to leave a more lasting footprint wherever we go in Europe!**

The idea emerged soon after Istvan Szilard, agreed to take responsibility for the 2017 Annual meeting. During my first visit to Pecs, I had the opportunity to meet a number of city officials and local professionals working with the Roma community – and learned about their own activities - their visions and their challenges. Specifically, I learned that while the Roma are a prioritized minority group in Hungary – with special programs, and good examples of support & development going on – there was not much information (or at least readily available) on the well-being of Roma as they age.

In fact, I learned from additional meetings with a few Roma, a sociologist researcher and from Istvan - that there is little connection between the initiatives for the Roma and other programs that support wellbeing and aging in Hungary. In summary, it became clear from my first impressions, that while there are a number of professionals, experts, politicians, researchers engaged or dedicated to both the Roma and aging activities – there was sadly: little information available, little clear policy and no collaboration between any of the actors in these two realms.

I shared my impressions with Istvan and he reminded me how Hungary is 'one of the newer democracy's in the EU and at an early stage of their work with and for 'aging as a minority'. Then we had the idea that it would be beneficial to 'make an intervention in Pecs' which will support the local stakeholders to become more jointly aware and reflective of their *current situation* (eg: what is working and not working) and their *current relations* **prior** to the Annual meeting.

Our logic was that it would be great if the we (the organizing committee and myself) could support the local stakeholders to study, learn and connected e to defining and developing good quality care for elderly in Hungary. Also, we would like to help them to be more ready to share their experiences, become ENIEC members and curious to find good ideas from our members, which they can integrate back into their own context. What could be better than that?

Our logic was that if the stakeholders are 'more aware and connected - they can be more 'ready' to be active participants in the ENIEC Annual meeting and then - hopefully get inspired to share their experience and curious to find good ideas from our members - which they can integrate back into their own context. What could be better than that?

I then presented to Istvan **an approach** I developed and use in my work in

developing countries around the world to support participative learning and change with communities and systems - which I call '***mobilizing stakeholders for sustainable development***'. I told him I can support him and our 'local team' in creating and leading an 'action learning/research initiative' – that can support the key stakeholders working with ageing, minorities (Roma and others) and their intersection 'aging minorities' – to jointly assess (their current situation and conditions) which will thereafter support the formation of 'learning alliances' with a new culture and ways of relating that can support their future cooperation and development for aging as a minority in Pecs.

After further discussions, Istvan with the support of his team and the Pecs Medical School and I, representing the Society for Action Research and Social Innovation, agreed to lead this initiative together. Thereafter, I developed and shared a clearer review of the background purpose, goals and practical steps we can follow – to lead the 'Mobilization of stakeholders' in Pecs to generate more concrete information on what is happening and what can be improved regarding aging as a minority - using this action research design and process!

So what's next?

Well first, Istvan, Zlatan and others in their team - will support me in identifying and setting up a number of meetings/interviews with the key stakeholders – including: the elder minorities, those who are working with the elders or who affecting policy/programs - for the cross -road of aging as a minority in Hungary / Pecs today.

Then, I am scheduled to travel to Pecs on the 19th February and to lead this process in Pecs on Monday and Tuesday. Our joint aim is to listen to and explore together:

- what is working (collect good examples), what is not working (define needs),
- map relationships – and assess what supports and hinders collaboration, etc.
- to collect ideas for improvement

Then what? I hope that we can have some **concrete results**:

- Generate concrete information on the current status of aging as a minority in Pecs
- Identify and support the development of relations with and between the key professionals from the various sectors – who are dedicated to these questions – of aging as a minority in Pecs
- Generate new members for Eniec from Hungary
- And - Lead a roundtable discussion – with the local stakeholders – together with ENEIC members on the Friday afternoon after the Annual meeting is over – from 16 to 18. Everyone is welcome to join! More information and the exact time and place for our Roundtable will be announced shortly in the next Newsletter.

So –Istvan and I are sincerely hoping that you are interested in learning more about this approach and even participating in this work, in the real **power of ENIEC!**

And lastly – I do hope that this process will add to our Eniec vision – of contributing to the movement to support the capacity and community development in Pecs – by leaving an inspiring and meaningful footprint in Pecs as Istvan and his team host our Annual meeting for 2017!

Please contact me if you want to learn more and of course if you want to participate in any of these activities.

sari@imit.se or call - +46 70 628 6200

Sari Scheinberg and Istvan

News from the ENIEC Anniversary Celebration Team

As the ENIEC celebration team we will bolster ENIEC's 10 year anniversary celebration! In order to do so we got together twice. We are looking forward to seeing all of you in Pécs March 29th-31st for this special occasion! To make it a celebration not to forget, join our efforts and share your best memories...

- What are your fondest ENIEC-memories?
- How many annual ENIEC meetings have you participated in?
- Who are your dearest ENIEC-friends? And who would you like to get to know better this spring?
- What is worth remembering and sharing, because it was just so funny, so interesting, so life changing?
- What information was shared with you by an ENIEC member that you used in improving intercultural elderly care?

Do you also have a precious, funny, exciting, confronting, inspiring, embarrassing or other ENIEC moments which are still very clear in your mind?

Please share it with us and send a mail to Nicolet van Eerd: nicoletvaneerd@me.com

And don't forget to make sure to look fabulous!

Kristel, Patricia, Nicolet and Jennifer

News from the Booklet Team

ENIEC members Saloua Berdai, Wendela Gronthoud, Ineke de Kam and Yvonne Witter are editors of the booklet 'From home to home'. They are very happy that the booklet contains ten stories of older migrants from 10 different countries. Thanks to the ENIEC members in the different countries. ENIEC members Ute Bychowski (Germany), Grete Madsen (Denmark), Reidun

Ingebretsen (Norway), Lola Casal-Sanchez (Spain) Gittan Ekvall and Ria Liden (Sweden), Sema Oglak (Turkey), Sari Heikkinen (Finland), Saloua Berdai (Belgium), Istvan Szilard (Hungary), Wendela Gronthoud and Yvonne Witter (The Netherlands) interviewed an older migrant in their countries. We have stories of people from all over the world! At this moment the designer Yon Prüst is very busy with the lay-out.

During the ENIEC meeting in March the booklet will be launched. Every ENIEC member will receive a booklet. It will also be available in digital format right after the ENIEC meeting in Hungary via the website of ENIEC. www.eniec.eu

Yvonne Witter



The Booklet Group at work

News from the Communication Group

Communication worked very well between the members during the combined real life and skype meeting we held January 14th with Yvonne, Harry, Ineke, Wendela and Lola from Amsterdam, Hanna from London, Frédéric from Frankfurt and Saloua and Olivia from Brussels.

After a first meeting with the board in October, three topics remained to be discussed and worked out for the next annual meeting: 1) how to collect information about the knowledge and skills we have within the Eniec network; 2) how to use the booklet as a PR document to spread the idea of Eniec and the meaning of intercultural care; 3) how to conceive and develop an ENIEC website '2.0' as an efficient communication platform that integrates the information about members, projects, areas of expertise, news items ...

The answers to those questions, or at least the proposals of the communication group about them, will be presented to you in Pécs!

Olivia Vanmechelen

Sharing Knowledge and Good Practices

By Eva Rönkkö and Susanna Lehtovaara

As you may have read in the previous ENIEC Newsletter, the Society for Memory Disorders Expertise in Finland, ETNIMU-project organized a seminar "Unohtamista kaikilla kielillä" (Forgetting in all the languages) in November in Helsinki. Jennifer van den Broeke from Amsterdam was asked to give a talk about 'Cross Cultural Dementia Screening' developed by University of Amsterdam. She talked of how professionals strengthen their relationship with informal carers and the tool developed by Alzheimer Nederland with which migrants and their adult children can discuss dementia and its symptoms. The seminar was successful and there were over 150 participants (and almost all of the Finnish members of ENIEC were present). There seemed to be many participants that were interested to hear more about Jennifer's work and experiences in the Netherlands.



From left: Alina, Ruth, Jennifer, Siiri, Eva and Susanna

Sharing knowledge, our experiences and good practices continued through the following day. We had a full-day workshop concentrating on how to provide educational training for elderly care professionals (nurses and general practitioners) and what kind of health information is suitable for patients with low health literacy. Jennifer translated an article by her colleague on the importance of interaction between people from different cultures and language groups. The text really enlightened the importance of connecting with your patients and the people you're working with. The key thing, when you meet someone new, is to focus on the presence, to listen and to interact then and there. We had an interesting and intensive discussion about interaction and how you can build it between people from different background than you.

During the afternoon we didn't only discuss about important issues in trainings but we actually tried out a few participatory exercises which we have used in the trainings the past autumn. These exercises are based in drama education where the participants step into 'someone else's shoes' and may start to see the world and obstacles in life through the eyes of someone else, in our case an aging migrant. Every exercise must be resolved by discussion either with a partner or the whole group. Usually these are the situations where the participants have new ideas and more understanding of the situations they face in their daily work.

This year we are focusing our energy in developing good practices to train professionals working with aging migrants in service homes and in the service centres in Finland. Our social and health care services are faced with big changes in the near future and nobody knows exactly what is going to happen with elderly care and especially with service centres that provide daily activities for the elderly. For us it is important to make sure that the service providers realize that their clientele is expanding and getting more diverse. This advocacy work can only be done through a strong network and through training of the people working in the field.



Workshop day with members of ENIEC Finland and Jennifer

These kind of trainings and exercises would be interesting to learn and try out together, maybe even develop further in the ENIEC Annual meetings. The meetings are after all the best place to share knowledge, experiences and to learn from each other. We would be keen to learn new ways for training professionals in the field of intercultural elderly care!

What about China?

By Frédéric Lauscher

China is definitely not a European Country. So why are we writing here about China in the context of ENIEC?

China is a very big country in terms of size and in terms of population. 18.47% of the world population live in China, so we talk about 1.4 billion people. It's a fast graying /aging society. In 2015 there will be more elderly people than in the

rest of the world, and the amount is more huge when you combine this with three generations of the one-child policy. Also outside of China the number of



people with a Chinese background is growing very fast. Every year a steadily growing number of Chinese (people) leave China.

According to the UN migration report in 2015 nearly 4 million people left China. Most of them (about 3 Million) went to Hong Kong or Macao, but nearly 1 Million left to other countries. For those migrants Europe is a very attractive destination. In a lot of European Countries, Chinese migrants are the fastest growing group of migrants.

For example, in Frankfurt the number of Chinese living here is growing rapidly every year. From 2012 to 2013 the number grew by more than 11%. From 2013 to 2015 the number of Chinese migrants living in Frankfurt doubled from 2.600 to 5.200.

Although the median age of Chinese migrants in Frankfurt is 35 years, the number of



elderly Chinese is also growing. In 2013 there were only 86 Chinese over the age of 60 living in Frankfurt (3,3% of the Chinese), in 2015 there were already 290 Chinese over 60 (5,5% of the Chinese). The

forecast is that migration from China to Frankfurt will increase in the near future even faster.

If you look at the metropolitan area around Frankfurt, the number of Chinese migrants living there is much bigger. Chinese migrants tend to work in Frankfurt and live outside the city boundaries, because living there is cheaper than in the city itself. In the metropolitan area and Frankfurt altogether, we have already about 12.000 Chinese migrants and about 6% of them are older than 60 years of age.

Germany receives more and more Chinese nurses to work on the care sector. Until this working force has mainly targeted hospitals, but elderly care is becoming more attractive workplaces for Chinese nurses.



Just by looking at these few facts it is clear that for us in Frankfurt, "China" is a topic we have to think of in the near future.

Luckily, we have, with support of Jan Booi, already for some years had a co-operation with a Chinese nursing home. So we have already learned a lot about China and the Chinese mentality and culture.

In this cooperation, we exchange with the Suzhou Social Welfare Institute. This is a nursing home in the City of Suzhou, which is located in the direct neighbourhood of Shanghai. Besides the care for elderly, the institute cares for mentally disabled people, children and psychiatric clients. The city of Suzhou is not big in comparison to Shanghai, but it comprises nearly 11 million inhabitants,

which is big, compared to European cities.



This exchange goes back to a Dutch Chinese initiative starting in 1998. The co-operation between the Suzhou Social Welfare Institute and Jan Booij got more intense over the years, and in 2009 Frankfurter Verband was invited to be a partner in the cooperation. Since that time several delegations from Suzhou visited Frankfurt and vice versa.

When we came to China for the first time, the Chinese praised us for being ahead of them, and more experienced, etc. In many aspects, this is true by the first view. But now, after several trips to China, we learned that we can learn a lot by exchanging knowledge between our two different cultures.

China is a true intercultural experience. Many things are so very different from what we are used to. Beginning in everyday life, but also in questions about how to run a care organization, how to deal with the staff, and how to implement changes in an organization.

By seeing that things can be done very differently from what you are used to, you learn. You learn to question many things in your organization, previously considered necessary and non-negotiable.

One of the most impressive things is to see how fast our partner organization can learn and change practises. Every year we visit they show us something new, something they have changed in their organization.

We showed them for example how we try to make our nursing homes look more like a real home where you feel well and not like in a hospital. The next year we came to China, they had already implemented that idea in their nursing home.

By changing practises in the organization, they are surprisingly sensible about letting everybody keep his face. So helping everybody to keep his face and still being very fast in changing things is another thing that can be learned in the process of exchange.



Another thing we learned is how to be a good host. They really care about us, they give value to our visits and they honour us as guests. For them it is not only important to build a professional relationship, we are treated like friends. This helps a lot to get a deeper understanding of the work.

Through our partnership we are prepared for elderly Chinese migrants, and we have learned a lot for our own organisation. Connecting with China is one of the best and most fruitful things we did in the last years.

In the next newsletter Jan Booij will tell more about the developments since 1988.



A Multicultural Nursing Home in Denmark

By Anne Leonora Blaakilde

Research report from Denmark:

The first Multicultural Nursing Home in Denmark

The multicultural nursing home is the first of its kind in Denmark and it is situated in the capital Copenhagen. By initiative from the municipality of Copenhagen, the existing nursing home, Peder Lykke Centret, was in 2013 inaugurated as a nursing home with a profile for "ethnic diversity". This meant that a sum of money was provided for the realisation of this goal, and, simultaneously, another sum was provided for a research project, following the process of implementing multicultural care at the nursing home by the time of the initiating period of three years.

This text comprises some of the observations and results from the

research report (Algreen-Petersen, Blaakilde and Swane 2016).

Background

For more than 100 years Denmark has offered public care and nursing home accommodation to frail older persons. This means that in this country formal caretaking is accepted and expected in preference to family care as a part of Danish cultural history. Therefore, formal and professional care is a dominant, preferred value in the everyday life culture, and family culture consists of generations living independently apart in a so-called conjugal pattern of family life (Goode 1963).

Today, the major part of home care and nursing homes in Denmark are public or subsidised by state and municipalities. However, a sociopolitical development since the 1980s has valued independent living, where publically financed (and free) in-home help and care is provided, so today, more than 86 % of the population in the age group 85-89 live in their own homes (Hjemmehjælpskommissionen 2013). This also means that persons who live in institutions like a nursing home are representing the utmost frail and vulnerable citizens. According to jurisdiction, inhabitants at nursing homes are living in independent housing systems with each their apartment including 1-2 rooms with a separate bathroom, and these apartments are considered private living arrangements where inhabitants have the full right to reign, decide and lock their door.

In Denmark the level of migrants in the population is appx. 10 %, and politically, statistically and discursively, they are divided into two categories: "Western" and "Non-Western" migrants. The "Non-Western" migrants are getting the most sociopolitical attention, which also counts among this group of elderly immigrants, though it is (yet) a rather small group, comprising app. 21.000 persons (Statistics Denmark 2016). A great part of immigrants are situated in the municipality of Copenhagen, but very

few old migrants living here utilize elderly care and nursing homes. This has been identified as a potential problem for 1) equal access to professional health care among all Danish citizens, 2) sufficient care and help to vulnerable elderly people with a non-Danish background, 3) the burden of family care in migrant families (Municipality of Copenhagen 2012).

This was the background why the municipality of the Capital of Denmark, Copenhagen, decided to try to create a specific 'profile' to one of the existing nursing homes as a nursing home with a 'diversity profile'. Along with the implementation period for three years, a group of researchers studied the process. The methods used were action research methodology and ethnographic methods such as participant observation, personal and focus group interviews, 'shadowing', photo documentation and collections of policy and media documents. The material was collected with the help from and by leaders and manager, careworkers, inhabitants and their family members or other persons from their personal network, volunteers and participants at the day care center as well as in other clubs for migrants in the municipality. The latter groups of interest were included in order to obtain knowledge about their attitudes and expectations to formal care and their knowledge about the existence of the multicultural nursing home.

Aim of research

The aim of the research process was to follow, describe and qualify the processes in learning and practising intercultural care. The intention was to follow the process among the staff, the inhabitants, and their families. The idea was to obtain knowledge in a temporal perspective about experiences learned by the staff, and everyday experiences made by the inhabitants; by ethnic Danes as well as the new inhabitants from all other countries.

Observations

Along with the process, a row of new phenomena and activities were observed in the institution. First of all, the kitchen facilities were supplied for cooking of food according to Islamic precepts. A special room called the 'intercultural room' was established for religious ceremonies. It is equipped with a digital projector which can create different interiors; a Muslim mosque, a Christian church, and images from nature. The room is empty, except for a desk, which can be used for religious ceremonies. Another, smaller room, was coined a 'silence room' intended for praying and meditation. The physical surface of the institution was decorated outside and in common spaces indoors with banners and other indicators of the multicultural profile.

As an opening event, a great party with multicultural food and music was arranged at the nursing home, and several groups from the Copenhagen area with a variety of immigrant backgrounds were invited in order to learn about the existence of the new profile of diversity and of the possibilities in Denmark of formal and professional care-services.

In order to raise the competences of the staff, several activities were enacted.

The kitchen staff obtained extra education and training in cooking global food. All staff members went through education in cultural competences and cultural understanding, and almost everyone participated in a study trip to the Dutch institution De Schilderhoek in Haag in order to learn about their experiences.

The staff members at Peder Lykke Centret represent a large variety of nationalities and languages, and an internal 'bank of knowledge and languages' were established, representing a list of staff members who could support each other in specific cases with doubts and misunderstandings, due to their different cultural and linguistic competences. Network groups among the staff were

also established, focusing on each their interests and competences, which they are willing to share and by which they can support each other.

During the three-year period of the implementation, other experiences were made, and new practices were learned. One of them was the collection of 'life history'.

According to Danish jurisdiction, every new inhabitant at nursing homes should go through an interview about her/his life history for a digital record, available for staff. In the case of immigrants, it was acknowledged that new questions and other ways of questioning were necessary, and these were incorporated in the interviewing practice.

Research results

In the research process, a very important lesson was learned, methodologically. The intention had been to interview new and previous inhabitants in order to learn in a temporal perspective about the experiences made by inhabitants with an immigrant background, how the process went on, from moving in to getting used to living at the multicultural nursing home. More knowledge about their own and their families' impression of a Danish nursing home, the 'profile of diversity', and the formal Danish care-culture was anticipated.

However, what was learned was that fewer immigrants than expected accepted the invitation to live here, and among the ones who did come to live at the nursing home, their physical and mental health status were so bad that it was practically impossible to interview more than a few of these older immigrants. Furthermore, we found it ethically improper to carry out participant observation or following these inhabitants in their daily contact with the staff, because they would not be able to give us informed consent.



Most staff members went on excursion to Holland - de Schildershoek

What was more successful in the research process was the participant action research in the learning process together with the staff members during the three years, supplied by 'following' methodology focusing on staff members' interaction with inhabitants as well as participants' activities at the daycare center.

We could identify a process of learning which was enacted by some staff members, but not all of them. The succession of this process depended largely upon their stages of interaction with and challenges posed by their contact with older immigrants. In a successful relation, the researchers identified that the attitude from staff and management from the beginning was enthusiastic and positive. Since the method called "personcentered care" (Kitwood 1997) was practised at the nursing home, the staff felt confident in doing care which was individually fit for everyone in the house. However, as new inhabitants with other backgrounds than Danish arrived, the staff learned that 'some things' were more different and difficult to understand than expected. While the educational part of the process of developing the multicultural nursing home was supposed to focus on 'culture' the staff members were very interested in learning about this, since they expected to obtain some form of 'cultural tool box' from the educational courses. However, what they were taught was that 'culture' is a way of acknowledging complexity, including differences and

similarities among people in a variety of ways and perspectives. Not so easy to use as a tool box!

While practising care in cultural complex situations, they slowly learned by doing, discussing and reflecting, that each of these new inhabitants may represent different cultures with different needs compared to what was previously a part of the care competences of the staff members, but they also learned that such culturally distinct elements seldomly represented a dominant picture or influence of the challenges in specific care situations. Some of the staff members learned that it was often more important to take an approach from a more general human perspective, for instance acknowledging the influence of severe diagnoses of physical as well as mental character – often simultaneously, or of poverty or ill influence from a sinister life history, even though it could be quite difficult to obtain knowledge about such things, potentially resulting in PTSD.

So the staff learned to foreground personal problems and needs in preference to 'culture' which was still an important element in the attempts to understand, but they learned that 'culture' should be **part of** the perspective; not the primary perspective. Furthermore, they learned to understand that 'culture' is not a tool box, and that each person may represent a variety of different 'cultural' aspects.

The researchers identified this learning process as a way of practising 'cultural juggling', a term indicating that anticipations of the impact of 'culture' should never dominate staff members' attempts to understand and practice person centered and culturally competent care, dependent on the varieties of cultural representations by each inhabitant at the nursing home.

Evaluation

The research project was not an evaluation of the implementation process. Rather, it was an academic

observation and reflection along in the process together with the staff and management. Hence, the research process has provided an extra level of reflection in the staff members while they participated in action research, personal interviews and focus group interviews, where time was provided for discussion and reflection in collaboration with researchers who were observing and commenting the daily praxises. In this way, the research participation part was very beneficial for the project process.

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New Member: Riitta Ratia-Nummelin

I am Riitta Ratia-Nummelin, project manager in YOMO-project. I started working for The Capital Region Association for Cares and their Families (POLLI) at 2015 when YOMO-project started. Before the project, I worked with immigrant families in child protection. In my work I have used my previous experience with immigrant

families, although the work with carers is new to me. The project has given me new perspectives to the life of immigrants in Finland and I have met wonderful people and found cooperation partners with whom the collaboration is a joy.

YOMO-project is one of POLLI's projects and the name YOMO is an abbreviation of the Finnish words: **Y**hdenvertaisuutta = Equality

Osallisuutta = Participation

Monikulttuurisille = for Multicultural

Omaishoitoperheille= Caregiving Families

Objectives of YOMO-project are: 1) Informing families about caregiving support and benefits, 2) bringing multicultural caregiving families within the reach of services, 3) ascertain the needs of multicultural caregiving families and to communicate these needs to decision-makers and 4) to create peer support.



Yomo –team: Riitta Ratia-Nummelin and Tuulikki Hakal

For spreading information we have produced written material in various languages, for example "A Guide for Carers" and "Identify Your Caregiving Situation"-brochures. We have also produced short videos about informal care in Russian and Somali languages. We have organized information sessions for immigrants about caregiving and support services for carers in various low-threshold places. We have also trained voluntary workers for different cultural groups in order to spread

information about support and benefits for informal care and to assist in administrative formalities.

International Conferences

Ageing under lowest-low fertility and high emigration. The demography, the politics and the socioeconomic challenges

Warsaw, June 5-7th 2017

Deadline for abstract **submission: Monday, February 13th., 2017.**

The conference will be held at the University of Warsaw Library.

Details:

<http://migageing.uw.edu.pl/category/conf/>.



Cultural Heritage in Migration

Institute of Ethnology and Folklore Studies with Ethnographic Museum, Bulgarian Academy of Science, Sofia, Bulgaria.

June 15-16 2017.

Alongside the issues related to migration policies, immigrants' sociocultural adaptation and the functioning of immigrant networks in the receiving society, the intensive migration processes in the past three decades from Eastern Europe to West European countries and the United States pose in new perspective the topic of cultural heritage abroad, of its construction and maintenance in foreign cultural environments. Carried by the immigrants outside their homelands, this heritage is reconstructed in a specific way in the conditions of immigration and is a major factor in the formation and consolidation of immigrant communities. Depending on the time and circumstances of migration

and on the immigrants' generational affiliation, the introduction and acquisition of 'native' culture can begin already in the country of origin (through the family, school, media, etc.), but can also take place abroad – in family settings, in the communication with co-nationals inside the immigrants' networks, through the contacts maintained in the home country or in relation to the work of institutions, such as schools, churches, cultural associations abroad, etc. In the process of acquiring 'native' culture and establishing sites and institutions for this acculturation, immigrant communities pass through different forms and levels of consolidation, interacting with the cultural heritage brought in the new environment, as well as influencing upon it depending on the specific needs and sociocultural dynamics of the community. Immigrants not only use cultural heritage in their integration and consolidation (group or personal) strategies, but they also preserve in a particular way a range of important elements of the national culture – language, customs, beliefs, celebrations, folklore texts, etc. The latter play the role of core points in the individual and group identity of immigrants in the foreign environment, they are shared and pointed out in different contexts and are an object of maintenance and promotion through various community activities, media and social networks.

The current conference aims to outline some of the specific aspects of cultural heritage in migration, interpreting it from the perspective of its significance for maintaining immigrants' cultural identity in a foreign setting and its role in the processes of consolidation and institutionalization of immigrant communities. Dwelling mainly on examples related to the experience of Bulgarian communities abroad, the conference is open also for papers related to the role of cultural heritage among immigrant communities from other countries of Central and Eastern Europe. With this conference, we would

like to invite scholars from different scholarly disciplines interested in themes including (but not limited to):

- Cultural heritage from the viewpoint of immigrant communities and their consolidation, and the role of heritage in the consolidation of immigrant communities (as well as integration and identification among other immigrant communities in the host environment);
- Forms of 'importing,' construing, 'fighting for,' valorizing, preserving, maintaining and use of cultural heritage among and by immigrant communities;
- Institutions and informal associations of immigrants for construing, safeguarding and use of cultural heritage in the receiving society, as well as in the home country;
- Cultural heritage as a social capital from the viewpoint of institutions, the networks and the individual social strategies (including traditional professions, business initiatives related to heritage, etc.);
- Trends in construing new European forms of heritage based on migrations and EU policies, multiculturalism as an official policy and the 'undesirable heritage' as a strategy of distinguishing in a sociocultural perspective;
- The establishment of institutions (churches, church communities, cultural and educational associations, schools, museums, etc.) and the integration of immigrants to already existing institutions (e.g. cultural institutes, embassies, churches, etc.) – in historical and present-day perspectives;
- The interactions between institution-community-heritage; the role of different institutions of immigrant communities (schools, churches, associations, etc.);
- The social (real and virtual) networks as a factor for the consolidation of the immigrant communities and in the cultural heritage construction and preservation;

- The family as the main and natural environment for transmission of cultural heritage in the process of informal education in culture, customs, language, religion, name system, family narratives, everyday objects, imagery, calendar, etc.;
- The formal and informal consolidation as a nostalgic gesture and cultural need, as an integration strategy and social activity.

Working language: English

There is no fee for participation in the conference, but the organizers do not have the possibility to cover the participants' expenses for travel and accommodation.

Please, send your paper submissions until 31 March 2017 to email: conference@migrantheritage.com. The submission should include your names and institutional affiliation, paper title and a short abstract (up to 200 words). The organizers will send the information about the selected participants by 10 April 2017. A volume including articles based on the presented papers will be published by the end of 2017.

Conference team:

- Associate Professor Ph.D. Nikolai Vukov (coordinator)
- Dr. Mariyanka Borisova
- Dr. Tanya Matanova
- Dr. Yana Gergova
- Ph.D. student Valentin Voskresenski

From the editors

You can expect the next ENIEC newsletter by beginning of March 2017.

Before the 28th of February, all input should be sent to the editors.

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ENIEC Annual Meeting 2017

Program: The Power of the Network

Pecs 29.3.2016 – 31.4.2016

29.3.2017

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| From 15:00 | Registration in the lobby of “the Hotel Palatinus” |
| 16: 00 | Optional guided city tour offered by the organizing committee. |
| 18:30 | Welcome ceremony at the Hotel Palatinus |
| 19.30 | Welcome dinner at the Hotel Palatinus |

30.03.2017

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| 08:00 | Gathering in the lobby, transport to the Dean’s conference hall, University of Pécs Medical School |
| 08:45 | Opening of the annual meeting, Mohamed Baba, chairman |
| 9:00 | Presentation of Dr. Kia Golesorkhi. Healthcare Leadership and Management Development Institute |
| 9:15 | Experiences of ENIEC members working with Roma and other ethnic minorities. |
| 10:00 | Coffee break. |
| 10.30 | Working group – facilitated by the communication group. |
| 12:00 | Lunch. |
| 13:15 | Remarks from our network - Experiences of ENIEC members in 2016 |
| 13:45 | Workshop: The Power of the Network |
| 14:30 | Field visits, coffee/ tee during the field visits |
| 17:45 | Return to the hotel |
| 19:30 | Gathering in the lobby to go to the Anniversary dinner full of special surprises and dancing! |

31.03.2017

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| 8:00 | Gathering in the lobby, transport to the Dean’s conference hall, University of Pécs Medical School |
| 08:45 | General Assembly – part I |
| 11:00 | Coffee break |
| 11:15 | General Assembly – part II |
| 12:30 | Official Closing and ending AM |
| 14:00 | Optional guided city tour offered by the organizing committee. |

If you do not want to receive more news from ENIEC, please send an email to sari.j.heikkinen@gmail.com