

PRESE D'ATTO e RATIFICHE

*Approvate dall'Assemblea dei Soci A.N.S.D.I.P.P
riunitasi a Verona il 27.05.2009*

- 1. regolamento comitato etico approvato dal C.D. (nel testo allegato)**
- 2. regolamento disciplinare approvato dal C.D. (nel testo allegato)**
- 3. riconferma dell'adesione e recepimento del codice etico professionale deontologico EDE (nel testo che segue)**

EUROPEAN ASSOCIATION FOR DIRECTORS OF RESIDENTIAL CARE HOMES FOR THE ELDERLY E.D.E. - Code of Professional Conduct

E.D.E. – ANSDIPP Codice di Etica Professionale del Direttore – manager del sociale

E.D.E. è una federazione internazionale d'associazioni nazionali dei direttori di strutture per anziani in 18 Nazioni europee.

Il codice di etica Professionale s'ispira alla Carte dell'E.D.E. Riflette ugualmente la politica dell'E.D.E. concernente il management nel settore anziani e in special modo nel settore delle strutture residenziali per lungodegenti. Inoltre, il Codice fa riferimento alle condizioni di impiego in vigore in Europa per i direttori di strutture o di servizi per anziani.

Conseguentemente all'affiliazione all'E.D.E. le organizzazioni nazionali devono automaticamente aderire al Codice e devono promuovere l'osservanza delle sue norme e dei suoi valori da parte dei loro membri, secondo le possibilità di ciascuno.

Il Comitato Esecutivo dell'E.D.E. raccomanda che i contratti di lavoro dei direttori nei paesi membri facciano riferimento ai Codice D'Etica Professionale.

Gli articoli dello Statuto dell'Associazione E.D.E. facenti riferimento all'adesione delle associazioni, si applicano anche al Codice d'etica Professionale. Il Comitato Esecutivo dell'E.D.E. non verificherà sistematicamente se tutte le associazioni facenti parte dell'E.D.E. si conformeranno al Codice, comunque in taluni casi specifici, il Comitato Esecutivo dell'E.D.E. potrà aprire un'indagine meticolosa ed approfondita e, se necessario, prendere delle misure disciplinari in accordo con quanto contenuto nello Statuto fondante l'E.D.E.

Il Comitato Esecutivo dell'E.D.E. supporta tutte le organizzazioni affiliate nella promozione dei controlli periodici e volontari, usando il Codice di etica Professionale come punto di partenza.

Inoltre, le altre associazioni professionali operanti nel settore anziani, unioni e organizzazioni rappresentanti i consumatori e pubbliche istituzioni nei paesi membri sono invitate a sollecitare le organizzazioni aderenti all'E.D.E. a rendere conto della loro adesione al Codice. E' in parte per questa ragione che sia il Codice sia la lista delle organizzazioni associate all'E.D.E. sono state rese pubbliche.

E.D.E. è una federazione internazionale che rappresenta delle organizzazioni nazionali di direttori *innovativi, responsabili e competenti* nella direzione e nel managing delle strutture e dei servizi per anziani. I suoi membri vivono l'impresa e la responsabilità sociale guardando al futuro. Lavorano per le persone fragili, anziane e offrono cura e servizi a questa particolare categoria di persone.

Innovazione

Nello sviluppo e nell'offerta dei prodotti e dei servizi per gli anziani, i membri dell'E.D.E. e delle organizzazioni nazionali affiliate sono attenti ad offrire particolare cura ai loro ospiti anziani. I bisogni e le aspettative dell'utente devono essere prioritari, anche se questi bisogni e queste aspettative cambiano e si differenziano da

persona a persona.

Le organizzazioni nazionali affiliate all'E.D.E. garantiscono che tutte le cure e gli altri servizi offerti dalle strutture dirette dai loro membri, ora e per il futuro, saranno progettati ed attuati secondo i desideri e le necessità degli anziani. I principi di uguaglianza e accessibilità sono presi in considerazione. Uno degli obiettivi fondamentali dell'E.D.E. e dei suoi membri è assicurare la qualità dei servizi resi, mantenerla e migliorarla costantemente.

Responsabilità

I membri dell'E.D.E. e delle organizzazioni nazionali affiliate si comportano con correttezza gli uni verso gli altri ed in modo positivo, con rettitudine professionale sia verso l'interno che verso l'esterno delle loro strutture. Sono aperti alla cooperazione e al supporto mutualistico e alle critiche costruttive. Si occupano coscientemente delle questioni etiche. Non faranno niente che possa danneggiare l'immagine della professione o della reputazione dei colleghi.

Mantengono un obiettivo comune e cercano di raggiungere un equilibrio giusto tra i loro interessi, quelli delle loro istituzioni e quelli del settore anziani in generale. I membri dell'E.D.E. delle organizzazioni nazionali affiliate sono consapevoli di essere esempi per tutti gli impiegati del settore della terza età.

Fanno attenzione alle persone che lavorano per loro conto, siano essi dipendenti o volontari.

Offrono condizioni di lavoro favorevoli, in senso generale.

Competenza

I membri dell'E.D.E. e delle organizzazioni nazionali affiliate cercano continuamente di elevare il livello della loro esperienza individuale. Raggiungono questo obiettivo attraverso attività di formazione continua e post universitaria, incrementando il loro livello professionale a livello di know-how e di esperienze sia all'interno che all'esterno della loro organizzazione professionale.

Assolvono i loro doveri professionali in modo corretto e trasparente. Sono sempre pronti a rendere conto del proprio operare ai loro clienti, al personale, alle autorità di controllo ed agli amministratori. Ed ancora sono pronti ad accettare punti di vista diversi dai propri ed in linea con migliori prestazioni professionali. Dentro le loro strutture, cercano di sviluppare un management trasparente basato sulla propria esperienza e sulla propria capacità individuale che valorizza le norme e gli standard proposti dal Codice Etico Professionale.

4. riconferma dell' adesione e recepimento della carta europea dei diritti degli anziani nelle istituzioni EDE e del percorso formativo europeo di qualificazione al ruolo di direttore – manager del sociale

Preface

In Europe people are living longer.

The consequences of this have a considerable effect on both, the health and long term care sectors throughout the European communities. As a result, care homes and nursing homes in each country are challenged to achieve high quality services at reasonable cost, although confronted with the same demands. In order to discuss together the problems of care and assistance for our elder citizens, the chairmen of several national associations of directors of care homes in Europe held their first meeting in Hamburg in 1987.

One important objective of this meeting was to strengthen exchange of interests and practice, and to install regular meetings to open up opportunities for exchange of information and experience between the different national associations. In fact, at these meetings certain decisions were taken and given broad diffusion such as the quality of care and nursing assistance for elder citizens in homes, and the conditions in which staff in the home care sector in Europe can efficiently carry out their work.

On 6th April 1989, E.D.E. (European Association for Directors of Residential Care Homes for the Elderly) was founded in Luxembourg. E.D.E. is a professional organisation of residential and nursing home managers from all European countries.

Information about the E.D.E.

When you learn of the aims and objectives of the European Association for Directors of Residential Care Homes for the Elderly you will understand how important it

is, as a national home directors' association, to be represented in E.D.E. One of the most important tasks of E.D.E. is the exchange of information and experience between its members. This furthers the knowledge on both sides. And furthermore, as specialists in our profession we want to improve the quality of care and nursing assistance, and for this too it is important and meaningful to look beyond the national borderline.

Working together on mutual training standards, on possibilities of cross-border visits, conferences, congresses and study-days are the ingredients that improve the professionalism of the home director's function as well as the understanding of different forms of care and assistance. E.D.E. is working continually on further improvement of the specific understanding of the profession, and in particular on a professional code of ethical behaviour.

We, your national association, are ready to cooperate with you and support you.

Aims and Objectives of E.D.E.

The aim of the E.D.E. is the promotion of co-operation of national associations and corresponding national institutions of care for elder people as well as their representation on a European level.

The objectives of the E.D.E. are especially:

- Improvement of the social situation of the profession of care-manager of a home for the elderly,
- Promotion of the exchange of information about national developments in the field of social and medical provision for older people,
- Co-operation concerning advice for organisations in the field of social and medical provision for older people institutions at an European level,
- Advice for national associations of directors of homes concerning the provision for old people, partly or totally disabled, residing in homes,
- Initiation of international research projects in the field of the provision for old people dependent on help and care,
- Development of uniform standards for professional training to become a director and raising the standard of quality for directors,
- Co-ordination of aims and work of the national associations,
- Holding of international meetings, training courses and study tours,
- Public relations work.

Membership

The European Association for Directors of Residential Care Homes for the Elderly consists of full, co-opted and associate members.

A full member is a national organisation whose members are directors of care homes for older persons or home services for the elderly.

In countries where there are no associations or organisations for directors working in the care home sector, individual home directors can become a co-opted member of E.D.E. Co-opted members do not have the right to vote.

Finally, any person or organisation who is ready to support the purposes of the E.D.E. can become an associate member. Associate members do not have the right to vote.

Charter

“If we draw up a Charter on the rights of older persons in Europe that is to be accepted by every State, I am certain that after the different corrections each will make to it there will only be left one or two general provisions.” With these words in 1990 an European politician tried to make the point that it would be impossible to draw up a common charter of the rights of elderly persons in Europe.

We, however, home directors in E.D.E. did in fact achieve this and in 1993 during the 3rd E.D.E. Congress in Maastricht we presented the E.D.E. Charter for the Rights and Freedoms of the Aged accommodated in Homes, to Mr. F. Willockx, Minister of Pensions in Belgium, who was at that time the Chairman of the European Community.

Today this charter is the leading guide document in 17 countries, adopted not only by directors of care institutions but also by official bodies.

We have written in the charter that the rights and freedoms of older persons do not change when entering a care institution and that every older person has the right to receive individual care and medical aid suiting his needs. We have attempted to find a form of words that is applicable to the whole of Europe, disregarding

differences of social policies and life styles.

Older persons should not be regarded as a separate group, they should be given the possibility to live as full members of society and take part in it. Among the engagements written in the charter, E.D.E. home directors have stated the ethical foundation on which they may build their actions. One of these is their engagement to develop a policy giving quality of life in the home and to reduce as little as possible the unavoidable restrictions brought on by living in a community. Home directors are to preserve the independence of the older persons and to respect their desire to lead independent lives.

This includes the right to take personal risks, a right which prevails regardless of the level of disability. Our homes offer a living space respectful of all older persons and which allows them to maintain their potential of free choice.

We aim to make a Europe in which it will be possible to live in respect of every person whatever his age.

EUROPEAN CHARTER OF THE RIGHTS AND FREEDOMS OF OLDER PERSONS ACCOMMODATED IN HOMES

Justification

We, the Managers of Homes for Older People, gathered within the E.D.E., which includes the representative national Associations of the Profession, hereby solemnly declare our commitment to develop common harmonised thoughts and action to caring, supporting and respecting older people in our homes.

In response to one of the basic commitments of the EEC, to improve the well being of all Europeans, we believe that a European Gerontological Policy based on a number of common fundamental principles should be defined as a matter of urgency. We wish to ensure that all older people have the opportunity to benefit from quality services, and, by our exchange of views, ensure that the responsibility for gerontological services is accepted in our respective countries and at the European level.

Conscious of our role and of our responsibility, we believe that our commitment in common may help to work towards the emergence of this European Gerontological Policy.

Preamble

We declare that the rights and freedoms of older people are in no way reduced on entering a home.

We confirm our duty to ensure that such rights and freedoms are expressed, maintained and recognised of the level of autonomy of the said older person.

We consider that the basic principles enshrined in the Universal Declaration of Human Rights apply without restriction to the older citizen, regardless of mental or physical health, income level, social position or education.

We undertake to defend the older person against any infringement of these fundamental principles.

We believe that a European Gerontological Policy and harmonised National policies must be build up around the following four major themes:

- Quality of life
- Permanent adaptation of services
- Access to care
- Flexibility and adaptation of financing

For these reasons, the European Association for Directors of Residential Care Homes for the Elderly, the constituent National Associations and each of the member directors, hereby solemnly adopt this "European Charter of Rights and Freedoms of Older Persons Accommodated in Homes" and undertake to:

- Apply the principles in our respective homes and
- Promote consideration of these principles in national and international gerontological policies.

Section I – Quality of life

1. We are committed to developing a policy of quality of life in homes, permanently to ensure its improvement and to reduce any unintended constrains of life in collective circumstances.

2. We undertake to preserve the autonomy of older people to promote the expression of his or her free opinion, and to enable him or her to express both capacity for freedom of choice.
3. We recognise that all older people should have the rights to choose where they live. If they choose an institutional setting, they are entitled to the same conditions as if living at home.
4. We undertake to ensure that the right to privacy will be respected, his or her perceived space will not be invaded, and access there to be limited.
5. We recognise the right of the individual to control his or her own affairs regardless of the level of capacity.
6. We recognise the right to take risks and to exercise the freedom of choice and to enjoy them regardless of the level of capacity. We must always ensure that the potential of the older person, even if dependent, is not underestimated.
7. We undertake to recognise and maintain the social role of older people encouraging links with family, friends and the community by offering the ORP exchange, facilitating access to external services and by making available stimulating and well suited activities.
8. We undertake to offer older persons and their families the means of expression and the opportunity to play their part within our homes.
9. It is recognised that as a member of an extended family or community, that the rights and freedoms of each person are only limited by the need to respect similar rights of other members of the community.

Section II – Permanent adaptation of the services

10. We are committed to ensuring that the homes policies provide for continuing and developing responses to the wishes and needs of older persons, according to their state of health and expectations, in order to preserve their independence.
11. We consider a home for older people to be a collection of varied and differing services, offered to an older person, which are freely available according to their choice.
12. We undertake to ensure that the offer of services shall be as comprehensive as possible and not unreasonably withdrawn.
13. We undertake to monitor the quality of services made available so as to continually ensure that they meet the requirements and wishes expressed by the older persons.
14. We undertake to provide the older person with clear and all embracing information concerning the availability of services within as well as outside the home. Such services and means of assistance be clear, co-ordinated and accessible to every older person.
15. We undertake to make available within our various countries, resident's contracts in accordance with the principles in this charter and consistent with the rules of the home to which the homes and older persons would give their mutual agreement.

Section III – Access to care facilities

16. We consider that the responsibility taken for an older person is of a global nature, extending beyond the medical problem alone and that a global care response must be ensured without discrimination.
17. We undertake to guarantee to the older person in a home full access to care of a quality permanently adapted to the relevant state of health, without domiciliary discrimination.
18. We are concerned to provide to the older person an environment of social, medical and paramedical care by way of competent staff trained in the gerontological problems of age and disablement.
19. We hereby formulate the wish that emphasis be placed in all countries concerned by the need for training policies for all personnel attending older persons, that the job descriptions relating to older persons be revised and improved, and that new professional qualifications be recognised.
20. We undertake to favour possibilities of training for all members of staff, and to contribute at an European level towards the harmonisation of training standards of qualification.
21. We express the wish that the profession of manager of a home or service for the aged can profit from a similar harmonisation of training and standards of qualification, that be recognised at social European levels.

Section IV – Flexibility of financing

22. We express our concern that a gerontological policy of quality be offered to the whole of the population without discrimination of resources.
23. We express the wish that the cost of available services remain at an accessible level for older persons and that they be allowed to benefit there from according to their wishes and condition.
24. We express our concern that older persons be allowed decent and sufficient resources, regardless of the level of autonomy, and that they be allowed to manage them for as long as possible.
25. We express the wish that an effective social contribution be made to the financing of help to older persons, without discrimination by nature or destination.
26. We consider that the gerontological policy through all the European countries represents an important source of economic activity and employment, with promise for the future, and which must be at the level of our civilisation and development.
27. We are concerned to ensure that the policy of help provided to older or disabled persons be simplified, centralised and co-ordinated.
28. We undertake to fight the dismantling of institutional forces or administrative partitioning which involve inequalities in the care offered to older persons.
29. We express the wish that financing be continually adapted to the development and innovation of services.
30. We undertake to play responsible part in matter of gerontology, to take part in the collective effort to overcome the problems of public expenditure, while never sacrificing the quality of a European gerontological policy nor its permanent improvement.

E.D.E. Training Certificate

One of the aims of the E.D.E., as stated in its statutes, is to draw up common standards for the training of home directors.

The demographic evolution in Europe and the consequential need to take care of our old and very old citizens places those who give this care on a high ranking in the social scale. They also have to adapt to the changing demands of these very numerous older persons. This applies to initial training as well as further perfection courses or continuing education in care management.

For this reason E.D.E. laid down from the start in its statutes the task of founding the basic criteria for a training programme for home managers and directors in Europe.

In the course of study days and symposia guidelines for a fundamental framework of training have been drawn up by a pan-european working group. They have built up uniformed guidelines of training standards for the qualification of a home director that can be applicable to all European countries.

All the member associations in E.D.E. make it their task, within a certain length of time, to adapt their national training programmes to these European guideline standards.

By determining the European guideline standards for initial training and continuing education courses of Home managers and directors E.D.E. has made it clear that a specific technical training is absolutely required in face of the continual changing demands put on those who care for the elderly.

Furthermore E.D.E. delivers the accreditation certificate to both training institutes and the trainee managers and directors who follow the E.D.E. guidelines. After successfully finishing the course, the trainee directors then receive the accreditation certificate of qualification.

You find current information on our home page: www.ede-eu.org