



**REPORT
ON
NORWEGIAN
BEST
PRACTICE**



**ØVRE EIKER
KOMMUNE**



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PREFACE

This report provides some examples of Norwegian best practice on active and healthy aging through cooperation between the municipalities, volunteers and the users/patients. We have chosen examples we believe are relevant for our Hungarian partner.

The first section is meant to bring an overview of the Norwegian legislation. In the second section we present a 5 step model created by the National Centre for Development of Institutional and Home care services. Then we present activities that are in Oslo as well as other municipalities across Norway. In the last section we present activities in Øvre Eiker.

There are several non-governmental organisations that provide voluntary work in cooperation with the municipalities in Norway. Some of the main actors are following:

- Norwegian Red Cross
- Norwegian People´s Aid
- Salvation Army
- The social services of the Church
- The Church City Mission
- Lions
- Rotary

ABOUT THIS REPORT

This report is made as party of the EEA Grants-project „Healthy anc Active Ageing“.

Øvre Eiker Municipality, Buskerud, Norway
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NORWEGIAN LEGISLATION

In Norway we have legislation that regulates who and how municipal services should be conducted in reference to health and care. This includes a duty of confidentiality towards the different users and patients that we have. There are also legislations that regulate who and how to provide different health services. This provides frames and regulation for how we can organise cooperation between the services, volunteers and users/ patients and what the volunteers perform of tasks and services.

The main legislations are following:

1. The law of municipal health and care services – Lov om kommunale helse og omsorgstjenester
2. The law of rights and safety of patients and users – Lov om pasient og brukerrettigheter
3. The law of health personnel – Lov om helsepersonell
4. The law of public health – Lov om folkehelsearbeid
5. The Norwegian law of health- and care services § 3-1 The municipal superior authority, states, (freely translated by author);
 - "The municipality shall ensure necessary health- and care services to individuals that resides the municipality.
 - The responsibility of the municipality includes all groups of patients and users,

herein persons with physical or mental illness, damage or suffering, drug abuse issues, social issues or reduced functional ability.

- The responsibility of the municipality following the first article inherent the duty to plan, do research and act in such way that the size and intentions of the activities are according demands that are determined by legislation. The king can give further provision about the duty of content in secondary law.

- The municipal health- and care services include public organised health and care services that are not part of the responsibility provided by the state or county municipality.

- Services mentioned in the first article may be provided by the municipality or through agreements between the municipality and other public or private service providers. The agreements cannot be transferred. "



In Norway we have legislation that regulates who and how municipal services should be conducted in reference to health and care.

Further the law on health and care services go into details about areas of responsibilities as in § 3-2 Municipal responsibility of health and care services.

"To fulfil the responsibility according to § 3-1 the municipality shall among others offer following:

1. Health promoting and preventive services, including:
 - a. Health services in schools and
 - b. child health centre services
2. Pregnancy and maternal care services
3. Assistance at accidents and other emergency cases scenarios, including:
 - a. Emergency clinic
 - b. 24 hours accident and emergency unit
 - c. Medical emergency services
4. Investigation, making diagnosis and treatment including general practitioner

5. Social, psychosocial and medical habilitation and rehabilitation
6. Other health and care services including:
 - a. home-based health services
 - b. personal assistance
 - c. stay in institution including nursing home and
 - d. unloading services

The King in Council may provide regulations of demands for what the services must include according to the legislation above, including competence requirements within different services.."

Further there are legislation and guidelines provided by the state on how to conduct these services and competence/ formal skills needed to do so.

Source: www.lovdاتا.no



Utviklingscenter for
sykehjem og hjemmetjenester

NATIONAL CENTRE FOR DEVELOPMENT OF INSTITUTIONAL AND HOME-CARE SERVICES

The Centre of Development is a national initiative that will contribute to good nursing and care services in the municipalities. The initiative is financed through grants from the Directorate of health.

It is a Centre of Development in each county municipality and their main aim is to be a driving force on knowledge and quality in nursing homes and home-care services.

The Development Centre in Oslo together with the districts of Østensjø and Bjerke in Oslo

have developed a model on how to engage volunteers. The authors of the model are Heidi Karsrud Nordal from the district of Østensjø, Oslo municipality and Anne Romsaas from the Centre of development for home-care services in Oslo in the district of Bjerke.



5-STEP MODEL ON HOW TO ENGAGE VOLUNTEERS

1. RECRUITMENT

- What services are needed by the volunteers and for whom? Map the needs of your users/ patients.
- Listen to the employees. Those working closest to the users/ patients often have the best knowledge to their needs.
- Which user/ patient group need help from the volunteers? People living at home, attendants in nursing homes, users of Senior Centre, users of green care (farm/ agricultural activities or trip/ hiking groups)
- Who shall cooperate with the volunteers? Home-services, nursing home, or the Senior Centre?
- Who coordinates and who is the contact person?
- What are the users/ patients actual wishes? There is no point, establishing services that nobody wishes nor are in need of. Remember that you have duty of confidentiality of your users/ patients in home-based services and nursing homes.
- Focus towards the solution – not the problem.
- It must be the users themselves that must wish contact with the volunteers, but you can communicate information and put them in touch with each other.
- Create a culture in the services of holistic focus on the users/ patients and develop meeting-points for dialogues in reference to air out the needs of the users/ patients.
- Advertise clearly after volunteers. Be concise with what activities, tasks you ask for. I.e. “we search for volunteers” gives small responses, while “we search after a volunteer that can cook two Wednesdays a month between 12-14 pm from January to July” will provide a match.
- Mobilise internal engagement. Perhaps there are employees that wish to engage in voluntary work or have knowledge about someone who would fit perfect. Do you have an enthusiast among your employees?
- Create attractive arenas. Show the content of the Senior Centre and sell it as a clubbing house for adults. Then you ensure a wider recruitment.
- Remember that there are different generations participating and that you should satisfy their different wishes.

2. TRAINING

- All volunteers should be interviewed. Map their engagement and find their resources.
- Be aware that all are not within a standard norm. Create room for different personalities.
- All volunteers should sign a declaration of confidence and be informed about the values of the municipality.
- Provide training in different situations and through routines and culture.
- All volunteers are provided with a rotation plan with hours and days for their voluntary work.

3. GUIDING

- Give courses and lecture to the volunteers about issues and challenges they may be involved in.
- Common meetings and information meetings are good places for sharing experiences, receive feedback and building networks.
- Provide private conversations with the volunteers and give them personal feedback.
- Follow up the individual volunteer both in regard to his/ her participation and effort.

4. FOLLOW UP

- Focus on the individual volunteer and have a good dialogue.
- Does it work out fine? Does the volunteer have other wishes?
- Make guidelines with regard to the responsibility and authority of the volunteers. Avoid that there are a culture of "small leaders".
- Be available for feedback from the users/ patients.
- Create social arrangements for the volunteers – show that you appreciate them.

5. PHASE OUT

- End those engagements that do not function.
- Dare to be direct when someone does not fit the task or to be a volunteer. The users/ patients should be in focus and it is the respect of them that count.
- Remember that it reflects the public services if one coordinate volunteers that are not fit for the purpose.

Source: <http://www.utviklingscenter.no/english.180221.no.html>



Make sure your volunteers get properly trained, guided and followed up during their engagement.

ACTIVITIES IN OSLO AND ACROSS NORWAY

This section provides an overview of different activities and how they are organised. Source for this presentation is mainly a report freely translated called *Voluntariness – Active care* by Anne Romsaas.

VOLUNTEER CENTRE

In Oslo there are 31 Volunteer Centre were 12 are run by the municipal district themselves, 8 by NGO's, and 11 in partnerships by NGO's. In many, districts these volunteer Centre's have a good cooperation with the Senior Centre's and the home-care services.

The Volunteer Centre's have a board that sets the goals and purpose of the activities that the distinctive Centre will have focus on. An important goal is that the volunteers should contribute with what they find interesting and important. Thereby there are differences in how they organise their activities. Some Centre's have focused on children and youth and thereby are little involved in activities related to elderly. Though, the main group of Centre's has their main focus on activities towards the elderly.

The senior Centre or the home-care services contact the Volunteer Centre if there is anyone available. Mainly these activities are

transportation, companion help to i.e. hospital, General Practitioner or dentist. Some also provided "Visit services", were a person visit a person that is lonely or needs social contact. There are also Volunteer Centre's that provide help and assistance to elderly and sick like gardening, going to grocery store, follow at a shopping mall and other help the elderly is in need of.

All the Volunteer Centre's have a manager or a coordinator that coordinate their activities together with the board and members. Many Volunteer Centre's have organised that those who participate have to sign a declaration of confidentiality. Volunteer Centre's run by non-governmental organisations, hereafter NGO's, often seem to have a better cooperation with the home-care services.

The Volunteer Centre's receive public funding from the Ministry of Culture, and there are regulations ensuring that they are organised as non-profit organisations serving the better good for the population. There are approximately 300 Volunteer Centre's in Norway.





Volunteers can contribute to an active and healthy ageing so people can live at home longer.

SENIOR CENTRE

In Oslo there are 39 Senior Centre, were 16 are run by the municipal district, 23 by NGO´s. The activities of these Senior Centre´s have a large variety of cultural, physical training, social gatherings, handcrafts, different courses and so on.

Some activities;

- Cooking courses for widowers.
- Women-café and men gathering for immigrants which also contribute to recruitment of cultural diversity among the volunteers.
- Making hot meals for those attending the Senior Centre, and transportation to people living at home. (The meal is charged, though at lower cost than in restaurants)
- Café activities
- Pub with cultural activities
- Visit services for people that are lonely or in social need.

There are also Senior Centre´s that shares housing with other cultural activities, has housing on a restored farm or similar making it a social place with life and possibility to attend different activities of handcraft, physical and cultural experiences.

A good cooperation between different actors and organisations in a cooperative housing that are proper organised with coordination of activities provides vitality to the volunteers and the Senior Centre.

The Senior Centre´s also cooperate with the home-care services that provide them with knowledge on people that are in need of social activities but cannot manage to get to the Centre by themselves. In those cases the Senior Centre arrange transportation to and from the activities.

Some Senior Centre´s also have close contact with the municipal Senior-guide. The Senior-guide visit all past 80 to provide them with information about municipal services and activities they can participate in. The Senior-guide is a nurse that also can provide the elderly with an unformal health check if needed. Often the Senior-guide functions as a coordinator between the volunteers at the Senior Centre or the Volunteer Centre and the elderly. Some Senior-guides also have their workplace at the Senior Centre. All Senior-guides are employed by the municipality.

The Senior Centre´s have a board and a position as manager or coordinator. All the activities are done by volunteers. Some Senior Centre´s have interview processes with their volunteers to find out what they wish to do and to ensure their suitability for the activity. They also arrange courses for new volunteers and provide them with a rotation plan for their volunteer activities.

The Senior Centre´s are funded by their municipal. Those run by NGO´s tend to have a wider and better cooperation with other organisations and the local society than those run by the municipal.

ØVRE EIKER MUNICIPALITY BEST PRACTICES

We wish to present the activities in Øvre Eiker that provides activities to the elderly.

AKTIV EIKER

Aktiv Eiker is an inter-municipal organisation between Nedre Eiker and Øvre Eiker. It is an organisation with purpose to promote a healthy and physical active lifestyle. Their target group is the whole population in our municipalities, though they arrange activities for different age-groups. Their work is based on starting group activities, provide them with a start capital of knowledge on how to do their activities and organise themselves. Then Aktiv Eiker pulls their instructors out from the group and the group maintain their activities by themselves. Aktiv Eiker follow up the groups they have started by maintaining contact with the group from time to time to make sure that they function as intended.

Other activities that Aktiv Eiker does are as partner in mastering peer groups for people with different diagnosis. I.e. a diabetes group or a cancer group.

Aktiv Eiker then provides the group with courses on techniques of mastery of living and knowledge on how to handle their mental and physical life with the disease. These groups then arrange their own gatherings whereas Aktiv Eiker contributes to arrange courses according to the groups wishes.

Aktiv Eiker also co-operates with the Volunteer Centre in Øvre Eiker to provide the groups with location for their meetings and thereby also contribute to the recruitment of new volunteers.



Aktiv Eiker is an organisation with purpose to promote a healthy and physical active lifestyle. Here from a walk in the forest.

VOLUNTEER CENTRE

In Øvre Eiker the Volunteer Centre is owned in a partnership of the municipality and NGO's. The municipality pay the salary of the manager and provides location. The manager coordinates the volunteers and the activities situated at the location. The volunteers provide help with small chores, transportation and companion help to medical care or other activities. The volunteers must provide their own car. All the Volunteers working at the Centre sign a declaration of confidentiality.



The Manager of the Volunteer Center in Øvre Eiker Municipality coordinates the volunteers and the activities situated at the location.

THE CULTURE CALENDER

The culture calendar is a co-operation between the volunteers, the health and care services and the culture department in the municipality. The activities are once a week at the nursing home in Hokksund and Senior-apartments in Vestfossen. The activities are open for everyone to attend and the volunteers participate in the activities with music and singing, serving of coffee and waffles and sometimes a drink. There are also arranged pub nights with music. They also provide some transportation to the events.

The volunteer groups engaged in these activities have their base at Eikertun Hel-sehus where they also have a contact person that provide them with coordination of their activities with the services, locations, and makes sure that the volunteers feel welcome. Mainly the volunteers are elderly 60+ and mainly women.

HOT MEAL TRANSPORTATION

Some of the volunteers also participate in transportation of hot meal from the nursing home kitchen to elderly living at home. The municipality provides the car.





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