

VALAKUPIAI REHABILITATION CENTRE



**Services complying with European
quality standards!**



SERVICES COMPLYING WITH EUROPEAN QUALITY STANDARDS!

MISSION: to provide, constantly improve and develop comprehensive rehabilitation services for persons with physical disabilities in order to develop their self-sufficiency, full-fledged participation in public life, full self-realisation and better quality of life.

In 2000, the Lithuanian Council of the Disabled under the Government of the Republic of Lithuania established a public institution Valakupiai Rehabilitation Centre (VRC) for adults with severe and moderate physical disability. It is located in Valakupiai, one of the most beautiful places of Vilnius,

on the bank of the Neris River. Since 2002, a nearly 4000 sq. metres modern Centre has been rendering *medical, vocational and social* rehabilitation services to people with physical disabilities. At one time the Centre in Vilnius can provide services to more than 100 persons: 50 in-patient and 50 out-patient clients. More than 100 staff members are employed in the Centre, from them 60 are qualified licensed rehabilitation specialists.

During the period of 6 years the Centre was visited by more than 4000 clients. The majority of them have restored self-sufficiency skills and working capacity, acquired new professions and became active members of society.

Valakupiai Rehabilitation Centre was the first in Lithuania to provide vocational rehabilitation services for the persons with disabilities and implement standardised methods for the assessment and development of vocational capacities which are applied in the many European countries, the United States and Japan. Specialists of the Centre elaborated and implemented methodologies for provision of vocational rehabilitation services.

A comprehensive rehabilitation model, innovative work methods and application of new employment forms in Valakupiai Rehabilitation Centre contributed to the achievement of better employment results of the persons with disabilities: the number of employed clients has increased from 10 percent in 2002 to more than 50 percent in 2008.

Due to the high demand for vocational rehabilitation services, on 31 October 2008 the VRC established a division in Kaunas. The newly reconstructed building has vocational training classrooms where the persons with disabilities of the Kaunas County could take part in vocational and social rehabilitation programmes.

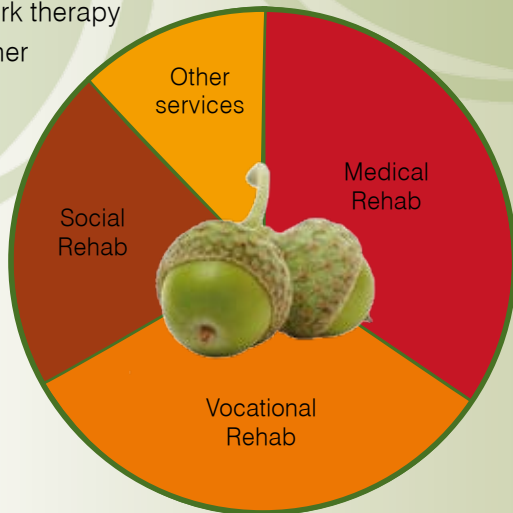
The quality of services provided in VRC complies with requirements of international quality certification **ISO** and **EQUASS Excellence** quality mark.



PROVIDED SERVICES

PROVIDED SERVICES:

- Vocational rehabilitation
- Medical rehabilitation
- Development of self-sufficiency skills
- Assessment and development of driving skills
- Enhancement of personal motivation to participate in the labour market
- Work therapy
- Other



- | | |
|--------------------|------------------|
| ■ Medical Rehab | ■ Social Rehab |
| ■ Vocational Rehab | ■ Other services |

TEAM OF SPECIALISTS

A team of 60 specialists in the Valakupiai Rehabilitation Centre includes: physical medicine and rehabilitation doctors, physiotherapists, occupational therapists, nurses, psychologists, social workers, rehabilitologist, vocational trainers, case and employment managers, speech therapist, mobility and driving instructors etc.



VOCATIONAL REHABILITATION

VOCATIONAL REHABILITATION is a coordinated and comprehensive application of rehabilitation, social, pedagogical, educative and other measures with a view to developing and restoring working capacity of the persons with disabilities and increasing their employment opportunities.

Target group: persons with disabilities of working age for whom the need for vocational rehabilitation was assessed in the Disability and Working Capacity Assessment Office.

Duration of service: up to 1 year.



Stages of vocational rehabilitation

- Assessment of vocational skills
- Vocational guidance and counselling
- Rehabilitation and/or development of new vocational skills
- Job placement support

Assessment of vocational skills

Assessment of vocational skills consists of the assessment of physical and psychosocial vocational skills of a person and comparison of the received results with the future vocational/workplace requirements.

Assessment of vocational skills is carried out via application of standardised methodologies and methods which have been applied in European countries and the United States for many years. After the assessment, the team of vocational rehabilitation specialists elaborates recommendations on:

- a possibility to engage in work activity;
- restoration of lost vocational skills, improvement of current underdeveloped skills and development of new skills;
- adjustment of workplaces (if needed).

Vocational guidance and counselling

This activity includes personal counselling on vocational suitability, information on planning a vocational career pursuant to vocational skills assessment results, client's needs and capacities.

During this stage vocational rehabilitation specialists carry out, via application of vocational guidance methods, the analysis of motivation to work/study, and the analysis of personal qualities relevant for a specific profession. Clients can test a desirable profession, participate in work simulation activity and make a decision on a profession.

Rehabilitation and/or development of new vocational skills

This activity involves rehabilitation of lost vocational skills and/or development of new skills via rehabilitation, work simulation, social and pedagogical measures and vocational training methods.

The goal of these services is to optimally restore vocational skills lost due to illness or disability, and to develop new skills by co-ordinating all measures of influence:

- **rehabilitation** (development of psychosocial and/or physical vocational skills relevant for a specific work);
- **social and psychological** (recovery of lost social skills, enhancement of personal motivation to participate in the labour market and society via enhancement of social adaptation in the work team, conflict management tools etc.);
- **work simulation** (rehabilitation and development of lost vocational skills for a specific workplace by applying a special methodology);
- **vocational training** (provision of vocational qualification or competence according to formal and non-formal vocational training programmes).

Clients of vocational rehabilitation can acquire vocational qualification pursuant to **49 vocational training programmes**.

Job placement support

This activity involves personal counselling on the labour market situation, development of job-search skills, workplace search services and counselling on workplace adjustment. These services are provided to the persons with disabilities or to potential employers.



SOCIAL REHABILITATION

SOCIAL REHABILITATION SERVICES comprise a coordinated and comprehensive application of social and pedagogical measures with a view to establishing or restoring social and self-sufficiency skills of the persons with disabilities and ensuring their possibility to take part in public life and labour market.

Types of services:

- Development of self-sufficiency skills;
- Enhancement of personal motivation to participate in the labour market;
- Assessment and development of driving skills;
- Work therapy.

DEVELOPMENT OF SELF-SUFFICIENCY SKILLS: development of self-service skills, wheelchair skills and application of other technical aid devices, strengthening of physical capacity, ergonomic and social education.

Duration of service: 21 day.

Selection criteria:

- Persons after spinal cord injuries or after other traumas, persons with severe physical disability or lacking self-sufficiency skills.
- Working age persons (aged 18-55 years).

- Persons with the assessed 0-40 percent of working capacity, as well as persons having insufficient daily life self-sufficiency skills.

Description of service:

- Development of self-service and leisure time skills necessary in daily life.
- Introduction of consequences of disorders of bio-social functions and problem solving tools.
- Counselling on application of environmental and technical aid measures, and on transportation, social services and benefits.
- Counselling of relatives.



ENHANCEMENT OF PERSONAL MOTIVATION TO PARTICIPATE IN THE LABOUR MARKET:

enhancement of personal motivation to participate in the labour market via counselling on integration into the labour market, assessment and development of qualities and skills relevant for work activity.

Duration of service: up to 61 day.

Selection criteria:

- Working age people (aged 18-55 years);
- Persons for whom 0-40 percent working capacity was assessed for the first time, or high/medium level of special needs.

Description of service:

- Assessment of personal vocational skills/working capacity.
- Assessment of personal capacities and motivation to participate in the labour market.
- Enhancement of personal motivation to participate in the labour market.
- Search for employment opportunities and assistance in personal integration into society and/or labour market.

ASSESSMENT AND DEVELOPMENT OF DRIVING SKILLS – assessment and development of driving skills, counselling on adjustment of vehicles and on legal issues.

Duration of service: 14 days.

Selection criteria:

- Persons with locomotor disorders.
- Not younger than 18 years of age.
- Persons for whom 15-40 percent of working capacity was assessed.

Description of service:

- Assessment of personal physical driving skills.
- Assessment of practical driving skills.
- Development of physical qualities in the sports hall (individual and team exercises).
- Development of driving skills.
- Counselling on an adjustment of a vehicle.
- Conclusion and recommendation on a possibility to drive an adjusted vehicle.

WORK THERAPY – development of social and vocational skills via work therapy tools.

Duration of service: twice per week (all year round).

Selection criteria

- Adults with the most severe disabilities (0-40 percent of working capacity).
- Persons who can work only 3 or less hours per day.

MEDICAL REHABILITATION

Profiles:

- Persons with nervous system disorders.
- Persons with the impaired musculo-skeletal disorders.

Target group:

- Adults having a doctor's reference (F 027) and certificate from the territorial Patients' Fund.
- Persons with the musculoskeletal disorders (after traumas, diseases, orthopaedic surgeries, after the initial extremity prosthesis, endo-prosthesis).
- Persons with nervous system disorders (after severe brain impairments, acute strokes, multiple sclerosis, Parkinson disease).

Types of rehabilitation



16-48 d.

- Rehabilitation II

20 d.

- Supportive rehabilitation

16 times

- Out - patient rehabilitation II

Services:

- Consultations of doctors;
- Treatment with medicines;
- Care (nursing) services;
- Physiotherapy in the sports hall and therapeutic pool;
- Occupational therapy, paraffin applications, heat/cold therapy;
- Physiotherapy (electricity, magnet, ultrasound, laser therapies etc.);
- Hydrotherapy (underwater massage, Jacuzzi)
- Massage;
- Counselling on the adjustment of orthopaedic techniques and technical aids;
- Individual and team exercises with the psychologist, relaxation;
- Consultations of speech therapist, restoration of speech functions;
- Consultations of social worker;
- Training of patients and their relatives.



OTHER SERVICES

OTHER SERVICES: services related to service provision to the persons with disabilities, employers, and NGO's; organisation of workshops etc.

Counselling – counselling of the persons with disabilities, their relatives and employers on integration into the labour market.

Assessment of workplaces – evaluation of requirements for a specific workplace (work activity), counselling on the adjustment of workplace.

Services for upgrading qualification of vocational rehabilitation specialists – organisation of qualification upgrading workshops, study visits, internship and conferences.

Specialists of the Valakupiai Rehabilitation Centre are licensed lecturers for the assessment of standardised vocational skills and development methods.

Training is carried on:

- Application of Functional Capacities Assessment test;
- Application of Psychosocial Capacities Assessment test;
- Application of the Instrument for Ability Oriented Job Placement;
- Various rehabilitation issues.

METHODOLOGICAL ACTIVITY

Elaboration of methodological material – elaboration and publication of vocational rehabilitation methodologies, methodological publications and information material.

During 2005-2007 VRC specialists elaborated methodologies for provision of vocational rehabilitation:

1. Assessment of vocational skills;
2. Vocational orientation and counselling;
3. Work rehabilitation;
4. Vocational training;
5. Job search and employment;
6. Assessment and development of driving skills.

These methodologies were approved by Lithuanian and foreign experts.

During 2005-2008 VRC specialists elaborated methodologies for provision of vocational rehabilitation:

1. Assessment and development of psychosocial skills for people with disabilities;
2. Assessment and development of cognitive abilities for people with disabilities;
3. Assessment and development of fine motorics for people with disabilities.

During 2007-2008 VRC specialists elaborated and publicized methodological publications:

1. "Work Simulation";
2. "Case Management in Vocational Rehabilitation Organization".

KAUNAS DIVISION

Kaunas division of Valakupiai Rehabilitation Centre provides vocational and social rehabilitation services to persons with severe and moderate physical disabilities.

Provided services:

- Assessment of vocational skills;
- Vocational guidance and counselling;
- Restoration and/or development of new vocational skills;
- Job placement support;
- Programme for Increasing Personal Motivation.

Modular vocational training programmes for:

- Accountant;
- Office Manager;
- Manufacturer of fine wood products;
- Individual dress maker-fitter;
- Website designer;
- Jeweller;
- Computer Basic Tutorials for beginners;
- Manufacturer of fine-skin products;
- Receptionist;
- Advertising designer;
- Computer network administrator.



ELABORATION AND IMPLEMENTATION OF PROJECTS

Since 2004 the VRC has been involved in various national and international projects (Programme for Social Integration of the Persons with Disabilities, Phare, Phare BAS, Leonardo da Vinci, EQUAL, EU Structural Funds etc.).

Through project activities VRC seeks to improve vocational rehabilitation services, elaborate innovative programmes and methodologies.

Strategic projects:

- „Solid System for Providing Vocational Rehabilitation Services for People with Severe Physical Disabilities” under Measure 2.3 of the Lithuanian SPD for 2004-2006. Main project results: a solid methodological system for providing vocational rehabilitation services: elaboration of 6 service provision methodologies approved by experts; implementation of quality management system under ISO 9001:2000/LST EN ISO 9001:2001 standard requirements.
- “Development of Vocational Rehabilitation Programme for People with Severe Physical Disabilities in Lithuania” under Measure 1.5 of the Lithuanian SPD for 2004-2006. Main project results: establishment of the Kaunas Vocational Rehabilitation Centre of the Valakupiai Rehabilitation Centre, acquisition of two vehicles adjusted for the needs of the persons with disabilities.
- “Development of a Solid System for Providing Vocational Rehabilitation Services for People with Disabilities” under Measure 2.3 of the Lithuanian SPD for 2004-2006. Main project results: elaboration of innovative vocational re-

habilitation methodologies, modular vocational training programmes, implementation of the Balanced Scorecard System, elaboration and implementation of the information service management system.

- “Development and Update of the Solid System for Providing Vocational Rehabilitation Services for People with Disabilities” under Measure 2.3 of the Lithuanian SPD for 2004-2006. Main project results: elaboration of the programme for enhancement of motivation of the persons with disabilities, preparation and publication of methodological publications about the case management and job simulation, the improved service quality pursuant to the requirements of the European Quality Rehabilitation Mark.



INTERNATIONAL QUALITY CERTIFICATES

Valakupiai Rehabilitation Centre is one of the most advanced rehabilitation institutions in Lithuania complying with European rehabilitation and social service standards.

In 2007, VRC implemented the Quality Management System and obtained the certificate of the external auditor Bureau Veritas Certification confirming that VRC complies with **ISO 9001:2000/LST EN ISO 9001:2001** standard requirements in the sphere of provision and establishment of vocational, social and medical rehabilitation services. The Quality Management System implemented according to this Standard ensures that clients are permanently provided with services complying with their expectations and legal requirements.



In December 2008, VRC was awarded with the European social services and rehabilitation quality mark **EQUASS Excellence**. With EQUASS quality mark is certified 18 organisations providing social and rehabilitation services all over Europe. Valakupiai Rehabilitation Centre is the first institution in Lithuania and Eastern Europe awarded with this quality mark for high quality of services.

EQUASS Excellence Quality Certificate is an impartial recognition of quality at European level and compliance of VRC services with the nine EQUASS quality criteria:

- Rights,
- Ethics,
- Leadership,
- Partnership,
- Participation,
- Person Centred,
- Result Orientation,
- Continuous Improvement,
- Comprehensiveness.

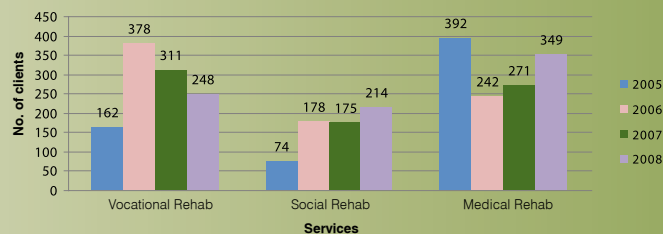


VALUES OF VALAKUPIAI REHABILITATION CENTRE

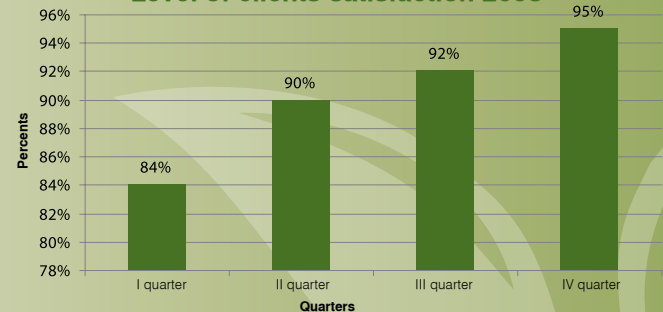
- All members of the society have equal rights and opportunities.
- Belief in the capacity of a person with disabilities.
- Respect for the rights and dignity of another person.
- Honest execution of duties with a view to providing the highest level services.
- Co-operation of the staff is based on trust and tolerance towards each other.
- Reliability towards the clients, state institutions, founders, social partners, service providers and the entire society.
- The entire work of VRC is executed according to the team work principle.
- Proactive attitude towards work, innovation and creativity are key challenges of the VRC staff.
- Responsibility to society.
- Continuous development of professional skills.

RESULTS ▼

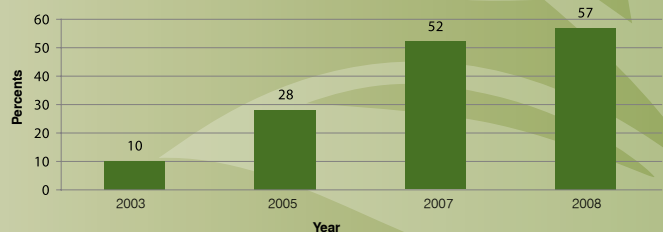
No. of clients according services 2005-2008



Level of clients satisfaction 2008



Percentage of employment of clients



INTERNATIONAL ACTIVITY

Valakupiai Rehabilitation Centre is actively involved in cooperation with organizations from foreign countries, implementation of international projects in the field of social integration of people with disabilities.

VRC is a member of the international organisation Workability International.

From 2009 Valakupiai Rehabilitation Centre would become an associated member of the European Rehabilitation Platform.

Involvement in the international activity provides for a possibility for VRC specialists to update knowledge, exchange experience with the European and other colleagues, and apply the best practice examples.



Map of partners ►



CLIENT AND GUEST RESPONSES

I am truly grateful to all staff members of Valakupiai Rehabilitation Centre for services and understanding. I'm so glad of having an opportunity to spend some time in the Centre. Here I became stronger both physically and psychologically, and acquired a new profession. I wish the personnel of the Centre and its clients patience and understanding in this really hard work.

Valdemaras, 9 October, 2008

"It was neither that this man sinned, nor his parents. This happened so that that the works of God might be revealed in him" (Jn 9,2).

I have chosen this quote from the Holy Writ not accidentally in order to express my gratitude to workers of Valakupiai Rehabilitation Centre. I have personally experienced that dedicated staff members can not only make you stand up from the sickbed, they also heighten spirits of people enfeebled by illness. I wish you all the best. Sincerely.

Jolanta Mažylė, 10 July, 2008



I want to express my sincere gratitude and respect to workers of Valakupiai Rehabilitation Centre. You demonstrated that we are a sound, united and caring society! I wish you patience and success!

President Valdas Adamkus, 29 August, 2008



Dear clients and workers of the Centre, I wish that you always and forever be a large and beautiful family!

Always with You - Vilija Blinkevičiūtė, Minister of social security and labour, 29 August, 2008



The leaflet is published from the State budget funds for implementation of the National Programme for Social Integration of People with Disabilities 2003–2012.

Contacts

In Vilnius:

Vaidilutė st. 69, LT-10100 Vilnius.

Tel. (8-5) 2477543

Mob. 8610 46813

Fax: (8-5) 2477542

In Kaunas:

A. Juozapavičius av. 34, LT-45228, Kaunas.

Tel./fax. (8-37) 24 18 81

Website: www.reabilitacija.lt

E-mail: info@reabilitacija.lt

