REPORT ON NORWEGIAN BEST PRACTICE
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PREFACE

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

The first section is intended to provide an overview of 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. We then present activities that take place in Oslo as well as other municipalities across Norway. In the last section, we present activities taking place in Øvre Eiker.

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

- The Norwegian Red Cross
- Norwegian People’s Aid
- The Salvation Army
- The Social Service of the Church
- The Church City Mission
- Lions
- Rotary

ABOUT THIS REPORT

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The main pieces of legislation are the following:

1. The Municipal Health Care Act – Lov om kommunale helse- og omsorgstjenester
2. The Patients´Rights Act – Lov om pasient- og brukerrettigheter
3. The Health Personnel Act – Helsepersonelloven
4. The Norwegian Public Health Act – Folkehelseloven
5. The Norwegian Municipal Health Care Act § 3-1, The Municipality´s Overall Responsibility for Health and Care Services, states;
   • “The municipality must ensure that people who reside in the municipality are offered the necessary health and care services.
   • The municipality’s responsibility includes all patient and health care user groups, including people with somatic or psychological illnesses, injuries or disorders, substance abuse problems, social problems or disabilities.
   • The municipality's responsibility pursuant to paragraph one includes the duty to plan, implement, evaluate and adjust the operations such that the scope and content of the services are in accordance with requirements specified in laws or regulations. The Ministry may, by regulations, issue more detailed provisions concerning the content of the duties.
   • The municipality's health and care service includes publicly organised health and care services that do not come under the control of the state or county administration.
   • Services referred to in paragraph one may be provided by the municipality itself or by the municipality entering into agreements with other public or private service providers. The agreements may not be transferred."
Further, the Municipal Health Care Act goes into detail about areas of responsibility, as in § 3-2, The municipality’s responsibility for health and care services.

“In order to comply with the responsibility pursuant to Section 3-1, the municipality must, among other things, offer the following:

1. Health-promoting and preventive services, including:
   a. Health services in schools and
   b. Child health clinics
2. Pregnancy and post-natal care services
3. Assistance in the event of accidents and other acute situations, including:
   a. Accident and emergency clinics
   b. 24-hour emergency medical response, and
   c. Emergency medical services
4. Assessment, diagnosis and treatment, including the regular GP scheme
5. Social, psychosocial and medical habilitation and rehabilitation
6. Other health and care services including:
   a. Health services at home
   b. Personal assistance, including practical assistance and training and support contacts
   c. Place in institutions, including nursing homes, and
   d. Respite measures

The King in Council may, by regulations, issue more detailed provisions relating to content requirements for the services pursuant to this provision, including provisions concerning expertise requirements for different types of services. …”

In addition, there are legislation and guidelines provided by the state on how to manage these services and the competence/ formal skills needed to do so.

Source: www.lovdata.no

There is a Centre for Development in each county municipality and their main aim is to be a driving force in maintaining the expertise and quality in nursing homes and home care services.

The Centre for Development in Oslo has, together with the districts of Østensjø and Bjerke in Oslo, 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 for Development of Institutional and Home Care Services in Oslo, in the district of Bjerke.
1. RECRUITMENT

• What services need volunteers, and whom do they serve? Map the needs of your service users/patients.

• Listen to staff. Those working closest to the service users/patients often have the best knowledge of their needs.

• Which user/patient group needs help from volunteers? People living at home, attendants in nursing homes, senior centre service users, green care (farm/agricultural activities or tour/hiking groups) service users?

• Who should cooperate with the volunteers? Home services, nursing homes, or the senior centre?

• Who coordinates and who is the contact person?

• What do the service users/patients actually want? There is no point in establishing services that nobody wants nor needs. Remember that you have a duty of confidentiality to your service users/patients in home-based services and nursing homes.

• Focus towards the solution – not the problem.

• The service users themselves must want contact with the volunteers, but you can pass on information and put them in touch with one another.

• Within the services, create a culture that has a holistic focus on the service users/patients, and develop meeting points for dialogue, to air the needs of the service users/patients.

• Advertise for volunteers clearly. Be concise with the activities and tasks you ask for. I.e. “we are looking for volunteers” gives few responses, whereas “we are looking for a volunteer that can cook two Wednesdays a month between 12 pm and 2 pm from January to July” will provide a match.

• Mobilise internal engagement. There may be employees that want to get involved in voluntary work or that know someone who would be a perfect fit. Do you have an enthusiast among your employees?

• Create attractive arenas. Show the inside of the senior centre and sell it as a club for adults. Then you ensure a wider recruitment.

• Remember that different generations are taking part and that you should satisfy their different wishes.

5-STEP MODEL ON HOW TO ENGAGE VOLUNTEERS
2. TRAINING
- All volunteers should be interviewed. Map their engagement and find their resources.
- Be aware that not all fall within a standard norm. Make room for different personalities.
- All volunteers should sign a declaration of confidentiality and be informed about the municipality’s values.
- Provide training for different situations and go through procedures and the organisational culture.
- All volunteers are provided with a rotation plan with hours and days for their voluntary work.

3. GUIDANCE
- Give courses and lecture to the volunteers about issues and challenges they may face.
- Normal meetings and information meetings are good places for sharing experiences, getting feedback and building networks.
- Hold private meetings with the volunteers and give them personal feedback.
- Follow up on the individual volunteer with regard to both his/her participation and effort.

4. FOLLOW-UP
- Focus on the individual volunteer and maintain a good dialogue.
- Is it working? Does the volunteer want anything else?
- Make guidelines with regard to the volunteers’ responsibility and authority. Avoid a culture of “small leaders” developing.
- Be available for feedback from the service 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.utviklingssenter.no/en-english.180221.no.html

Make sure your volunteers get properly trained, guided and receive follow-ups during their time volunteering.
VOLUNTEER CENTRE

In Oslo there are 31 volunteer centres, of which 12 are run by the municipality themselves, 8 by NGOs and 11 through partnerships with NGOs. In many districts these volunteer Centres have a good cooperation with senior centres and home-care services.

The volunteer centres have a board that sets the goals and purpose of the activities that the individual centre will focus on. An important goal is that the volunteers should contribute through something they find interesting and important. This means that there are differences in how they organise their activities. Some Centres have focused on children and youth and are therefore not very involved in activities related to the elderly. However, the main group of centres directs their main focus on activities at the elderly.

The senior centre or home-care service contacts the volunteer centre if there is anyone available. These activities are mainly transportation to, and companionship at places like hospitals, GPs or dentists’ surgeries. Some also provide “visit services”, were a person visits someone who is lonely or needs social contact. There are also volunteer centres that provide help and assistance to the elderly and sick like gardening, going to the grocery store and accompanying them to the shopping mall, or any other help the elderly person is in need of.

All the volunteer centres have a manager or coordinator who coordinates their activities together with the board and members. Many volunteer centres have organised things so that those who participate have to sign a declaration of confidentiality. Volunteer centres run by non-governmental organisations, hereafter NGOs, often seem to have a better cooperation with home-care services.

The volunteer centres 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 of the population. There are approximately 300 volunteer centres in Norway.
Volunteers can contribute to active and healthy ageing so people can live at home longer.

**SENIOR CENTRE**

In Oslo, there are 39 senior centres, of which 16 are run by the municipality and 23 by NGOs. The activities of these senior centres have a large variety of cultural activities, physical exercise, social gatherings, handcrafts, different courses and so on.

Some activities;
- Cooking courses for widowers.
- Womens’ café and mens’ gathering for immigrants, which also contribute to an improved of cultural diversity among volunteers.
- Making hot meals for those joining the activities at the senior centre, and hot meal delivery to people living at home. (The meal comes at a cost, though lower than in restaurants)
- Café activities
- Pub with cultural activities
- Visiting services for people that are lonely or in need of company.

There are also senior centres that share housing with other cultural activities, have accommodation on a restored farm or similar, making it a social place full of life and the possibility to attend different handcraft activities and physical and cultural experiences.

Good cooperation between different actors and organisations in cooperative housing, which is properly organised, provides vitality to the volunteers and the senior centre.

The senior centres also cooperate with the home care services that provide them with knowledge of people who are in need of social activities but cannot manage to get to the centre by themselves. In those cases the senior centre arranges transportation to and from the activities.

Some senior centres also have close contact with the municipality’s senior guide. The senior-guide visits everyone over the age of 80 to provide them with information about municipal services and activities they can participate in. The senior guide is a nurse who can also provide the elderly with an informal 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 centres have a board and a position as manager or coordinator. All the activities are performed by volunteers. Some senior centres 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 centres are funded by their municipality. 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 municipality.
Aktiv Eiker is an inter-municipal organisation run between Nedre Eiker and Øvre Eiker. It is an organisation which aims to promote a healthy and physically 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, providing them with a start capital of knowledge regarding how to run their activities and organise themselves. Then Aktiv Eiker pulls their instructors out of the group and the group carries on running their activities by themselves. Aktiv Eiker follows up with 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 a partner in mastering peer groups for people with a range of different diagnoses, i.e. a diabetes group or cancer group.

Aktiv Eiker then provides the group with courses on techniques for 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 by arranging courses according the groups’ wishes.

Aktiv Eiker also cooperates with the volunteer centre in Øvre Eiker to provide the groups with a location for their meetings and thereby also contributes to the recruitment of new volunteers.
VOLUNTEER CENTRE

In Øvre Eiker the volunteer centre is owned by a partnership of the municipality and NGOs. The municipality pays the salary of the manager and provides a location. The manager coordinates the volunteers and the activities that take place at the location. The volunteers provide help with small chores, transportation and companionship to medical appointments or other activities. The volunteers must provide their own car. All the volunteers working at the centre sign a declaration of confidentiality.

THE CULTURE CALENDAR

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

The volunteer groups engaged in these activities have their base at Eikertun Helsehus, where they also have a contact person who coordinates their activities with the services, locations, and makes sure that the volunteers feel welcome. The volunteers are mainly aged 60+ and are mainly women.

HOT MEAL DELIVERY

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