

## TEMPLATE N°1: IDENTIFICATION OF GOOD PRACTICES BY HOST ORGANISATION

NAME OF HOST ORGANISATION/INSTITUTION.

INSTITUTO VALENCIANO DE ACCIÓN SOCIAL (IVAS - VALENCIA)

### TITLE OF THE GOOD PRACTICE

**Students job-training programme in IVAS centers on certifications and specific fields which offer added value and an improvement of quality care of disabled people who is ageing.**

### GENERAL OBJECTIVE OF THE GOOD PRACTICE

**To improve the assistance and satisfaction of people with disability in an ageing situation thorough the combination of three factors:**

1. The formative demands stated by the professionals;
2. The training needs identified by supervisors and technical/director teams
3. The needs required by people with disability who are ageing.

To highlight that these three elements of the triangle are key to improve the care and guide the services towards inclusive models of intervention.

### MOTIVATION FOR CHOOSING THIS GOOD PRACTICE

IVAS pursues the life quality improvement of people with intellectual disability who are cared in its different services (day centers, occupational centers, residences and sheltered homes). One of the most important challenges is reorienting and, if it is necessary, to create units or services which give assistance to the new needs of people with disability who are ageing. The professionals training, their rehabilitation and the incorporation of new professional profiles are the roots of this reorientation. The incorporation of students from new certification curricula, through training practice agreements, enhances a direct evaluation of the impact of these new skills and competences on assisted people.

### SHORT DESCRIPTION OF THE GOOD PRACTICE (+/- 500 WORDS)

IVAS is aware of the ageing, both if it is normative or pathologic, raises a combination of new needs of this vital cycle of people. From the point of view of biopsychosocial model, this needs have to do both with personal autonomy -committed by the biological limitations inherent of ageing process, particularly if this develops with disease- and with psychological and social circumstances resulting from surrounding and contexts (barriers or facilitating factors) in which persons tries to cope with.

These needs are, sometimes, very basic or simple (Who pushes the wheelchair?, who peels the fruit? and others more complex (Who diagnosis I am depressed or I am starting a cognitive impairment or a dementia? Ones and others have in common the need to be managed in the most efficient, respectful and satisfying way for the user and the own services. The training process and the new professional profiles are understood by ones and others as an important tool to cope with these needs with success.

In some IVAS centers, through agreements with both training entities, Secondary schools or universities, are developed internship periods with trainee students of several certifications offered by these training organizations (some of them are new certifications which are not officially included by IVAS in its labour list of professionals workers, such as is the case of "Formative cycle of Dependence attendance of Secondary schools) which offer new professional profiles more updated and suitable to the users needs attended in these centers.

Specific examples of good practices in IVAS are: a) Trainee students of Miguel Hernández Psychology University have accomplished a psychopedagogical evaluation in Occupational center La Tramoia in Elche which has served for, among other things, to collect information about the ageing of its users b) In the occupational center el Maestrat of Benicarló, students of formative cycle of dependence attendance of secondary education school develop leisure time activities on Fridays evening for people with disability taking into the account the needs and likes of those who show ageing symptoms both normalized or not. The integration of trainee students in this daily dynamic of taking care of disabled people in our centers makes it easier a straight evaluation of the merits or not of a definitive incorporation of these profiles within the organization. In addition, it makes evident, in some cases, the need of changes in our workforce in order to improve their effectiveness in responding to our clients needs.

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#### **DESCRIPTION OF TARGET GROUP**

- Students of certifications linked to the fields of intellectual disability or ageing (psychologists, Occupational therapists, students of secondary formative cycles such as Attendance of people on dependence situation, Adapted sports technicians, gerontology...)
- IVAS professionals attending directly or indirectly to people with disability in an ageing or dependence situation.
- Human resources staff responsible of elaborating the jobs catalogue, of recruitment processes and training plans design.
- staff from the **customer/client** Service provision area responsible of needs detection and study from attended target people.

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#### **MEANS/METHODS OR TOOLS USED**

- Cooperation agreements with formative entities.
- Trainees students internship programmes to guarantee the optimal use of them and their positive impact on the organization.
- Assessment of new professional profiles aimed at community services.
- Design of new functions and professional skills resulting from these new needs.
- Staff recruitment. Performance evaluation.
- New formative methods.

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#### **SKILLS INVOLVED FOR THE CAREGIVERS**

- basic skills of elderly people health attendance.
- Training on normative ageing.
- Training on pathologic ageing.
- Training on life quality and inclusive models.

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#### **ATTITUDES INVOLVED FOR THE CAREGIVERS**

- will to care service
- Respect
- Empathy
- Flexibility
- Kindness
- **Patience**

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#### **RESOURCES NEEDED**

- Cooperation agreements with Formative entities which may provide from its catalogue of certification new professional profiles into our organization.
- Evaluation commission on internships formed by the management bodies and people responsible of the human resources and Service provision areas.
- Trainee students internship questionnaires linked to the impact that these professional profiles have on the people with disability and/or showing ageing symptoms. Questionnaires that collect the vision of the different centers professional categories.

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#### **NOTES**

The acquired experience during the years developing this good practice confirms that not only trainee students obtain professional experience during the internship but also in some cases they have been a good example and spur for our professionals who should have been from the beginning their guides or models to follow in these periods. We highlight that, in many occasions, the mere presence of these young students with news styles and new attitudes in their daily routine in our centers has a positive impact in the target group attended.