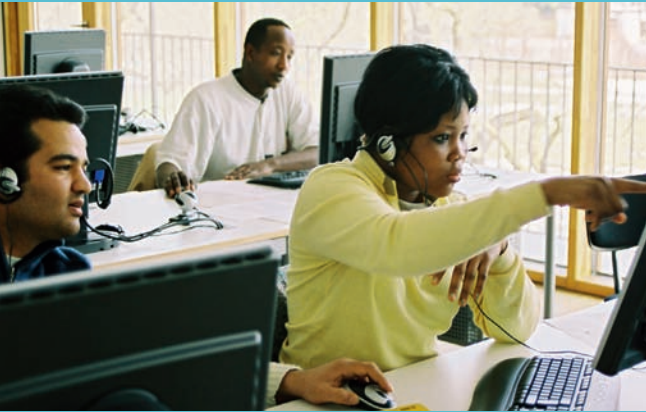


## Culturally Sensitive Elder Care – a new challenge for the geriatric care



## PUBLICATION DETAILS

**Culturally Sensitive Elder Care –**  
a new challenge for the geriatric care

**Editorial department:**

Sabine Reiter, Marlene Hermann, Thomas Wilhelm,  
Reiner Erben, Jakob Ludwig, Andreas Bärnreuther  
(Tür an Tür – Integrationsprojekte gGmbH)

**Photos:**

Andreas Bärnreuther  
(Tür an Tür – Integrationsprojekte gGmbH)

**Graphic design:**

Claudia Baumann, Augsburg  
[www.claudiabaumann.de](http://www.claudiabaumann.de)

Augsburg, September 2012

	<b>Page</b>
<b>Introductory Messages</b>	
Reiner Erben, Tür an Tür – Integrationsprojekte gGmbH .....	4
Stefan Glocker, Augsburg Adult Education Centre (vhs) .....	6
Jutta Gleich, Order of Malta (Malteser Hilfsdienst) .....	8
Peter Luibl, AWONIA (housing and care for the elderly) .....	10
<b>Background</b>	
The ESF Right-to-stay Programme/BAVF West Bavaria Network .....	12
<b>Introduction</b>	
Culturally sensitive elder care .....	14
<b>The “Culturally Sensitive Elder Care” Project (CSEC)</b>	
Qualification programme for refugees and migrants .....	16
<b>Interview</b>	
Jutta Gleich, lecturer at the Order of Malta (Malteser Hilfsdienst) .....	24
Milanka J., CSEC participant .....	28
<b>Appraisal</b> .....	32
<b>Literature &amp; Links</b> .....	34
<b>Participating Network Partners in the BAVF Network</b> .....	35

## Identifying Abilities – Unlocking Potential – Presenting Opportunities



Reiner Erben

The XENOS ESF Right-to-stay Programme seeks to help refugees access the labour market, and thereby promote their active participation in society. With the close collaboration of labour market stakeholders (employment agencies and job centres, chambers and industrial associations), refugee organisations, charities and educational institutions, the aim is to create programmes and services that facilitate the successful placement of the target group in the labour market.

In the Augsburg and West Bavaria region, this task is the responsibility of the BAVF network (BAVF = advice and job placement for refugees). In this brochure we would like to briefly present the work of BAVF. The focus, however, is on a skills development and qualification programme which has been developed and implemented in the network: culturally sensitive elder care (CSEC).

*Tür an Tür – Integrationsprojekte gGmbH* (with responsibility for coordinating and managing the network) planned this skills development and qualification pro-

gramme in tandem with the Augsburg Adult Education Centre (*vhs*). There were many motivating factors to gear the skills development measures towards elder care.

### Potential of refugees

Refugees mostly only have secondary access to the labour market, which essentially means that employment opportunities are often only available in areas in which there is a high demand for labour. This is the case in the field of elder care. Secondly, we know that refugees are highly motivated and want to work even in poorly paid or strenuous jobs. Having often been excluded from the labour market for many years, and deskilled as a result, refugees welcome the support programmes, which can be very effective. Thirdly, refugees offer a wealth of experience from diverse cultures, which is increasingly needed in the field of elder care. Given the demographic developments in Germany, there will also be a demand for culturally sensitive skilled labour in this domain.

*“Refugees are highly motivated and have a wealth of experience from diverse cultures.” Reiner Erben*

### Reiner Erben · Tür an Tür

Reiner Erben is the managing director of the integration project “Tür an Tür – Integrationsprojekte gGmbH” which was established in 2005 by the “Tür an Tür – miteinander wohnen und leben” association that promotes the rights of immigrants in Germany. Some of its current projects include:

- MigraNet – Regional IQ network for Bavaria in the nationwide “Integration through Qualification” (IQ) network
- BAVF: West Bavaria network for advice and job placement for refugees
- “First steps” – Refugee advice centre: at “Tür an Tür” volunteers develop and organise language courses for asylum seekers and individuals with a “tolerated” status.
- Integration centre for Augsburg: development of a comprehensive advisory structure for migrants in collaboration with charitable organisations, the city of Augsburg and migrant self-help organisations

Reiner Erben has coordinated the BAVF network since 2008 and is a member of the steering committee of the XENOS network for “employment support for refugees and legal immigrants with leave to stay” led by the Federal Ministry of Labour and Social Affairs (BMAS)

Tür an Tür

Integrationsprojekte gGmbH

**Tür an Tür – Integrationsprojekte gGmbH**  
 Wertachstr. 29 · 86153 Augsburg  
 Telefon: +49 (0)821 90 799-0  
 www.tuerantuer.de

### Cooperation as partners

Against this backdrop, *Tür an Tür* and the Adult Education Centre, *vhs*, needed a capable partner with experience in training in the care sector. The qualification programme presented in this brochure was then developed and implemented with the assistance of the *Augsburg Malteser Hilfsdienst*, the Augsburg arm of the Order of Malta.

I would like to take this opportunity to thank everyone for their constructive collaboration and willingness to take part in this experiment.

Qualifying and upskilling refugees in the field of elder care was a new experience for all the partners. We would like to present our experience in this brochure, put this topic forward for discussion, and recommend it as an example for others to follow.

I hope you enjoy reading this brochure.



Reiner Erben

Managing Director, Tür an Tür – Integrationsprojekte gGmbH

## Education Empowers – For Life

The Augsburg Adult Education Centre (*vhs*) has been a project partner of the Augsburg and West Bavaria BAVF network from the very beginning. It soon became apparent that career-specific qualification was needed in addition to German language skills. In view of the urgent need for carers in Germany, we thought it would make sense to offer training and qualification in this area. While the *vhs* was able to draw on its own resources, it also relied on the skill-set and expertise available in the network.



Stefan Glocker

### Language skills

In the BAVF network, the *vhs* is specifically responsible for language skills development and the social and educational support of the participants. The vocational German classes for elder care, which were held by the *vhs* both before and during the qualification programme, were a key factor in the success of CSEC. Several refugees were interested in taking part in the CSEC course but could not because of poor language

skills. Experience had shown that an A2 language level is required at the start of the qualification programme and a B1 level is required to pass the *Malteser Hilfsdienst* examinations. The progress the participants made in German during the qualification programme for culturally sensitive elder care was remarkable.

### Care-specific skills

In *Malteser Hilfsdienst* we found a partner that has both long-standing experience in the field of care-specific skills development, and also takes the special needs of our target group into consideration, factoring these needs into the training curriculum.

### Cultural competency

Far from being a modern buzzword, networking was part of everyday life during the culturally sensitive qualification programme in elder care. The teaching material for the cultural competency lessons, and their incorporation into the qualification schedule, was developed, coordi-

*“CSEC is testimony to all that is possible*

*when capable partners work together to achieve a common goal.” Stefan Glocker*

### **The Augsburg Adult Education Centre (vhs)**

*Knowledge and skills are key factors for integration, growth and employment. One of vhs Augsburg's particular strengths is its ability to respond to new social and economic developments and demands.*

*As the municipal further education centre, the Augsburg Adult Education Centre (vhs) has been a strong local education partner since 1904, offering a wide portfolio of services for adult education.*

*As a public institute for further education it is non-denominational and is not affiliated to any political party. Centrally located on Willy-Brandt-Platz 3a, the vhs Augsburg has modern teaching facilities and a highly skilled pool of lecturers.*

*Each semester the vhs offers over 2000 seminars in foreign languages, IT, health and fitness, society, culture and art, which are held by 600 lecturers.*

*The general education portfolio of vhs Augsburg focuses on six programme areas: society, career, languages, health, culture and special areas. The programmes on offer are needs-based and specifically target the educational requirements of adults.*



**vhs Augsburg e.V.**  
**Willy-Brandt-Platz 3a · 86153 Augsburg**  
**Tel.: +49 (0)821 50265-0**  
**[www.vhs-augsburg.de](http://www.vhs-augsburg.de)**

nated and implemented in practice by the vhs lecturers involved in this upskilling programme and the project staff. The lecturers had prepared perfectly for the target group both in terms of the teaching strategy selected and methodology applied. I would like to thank all the partners for the hard work they put in. The participants also realised the opportunity this project afforded them, were very committed and were keen to take part in additional study groups.

CSEC is testimony to all that is possible when capable partners work together to achieve a common goal.

Stefan Glocker

Director of the Augsburg Adult Education Centre  
(Volkshochschule Augsburg e.V.)

## Connecting Skills!

Culturally sensitive elder care is a qualification programme of the BAVF network. What does it have to do with the Order of Malta (*Malteser Hilfsdienst*) in Augsburg?



Jutta Gleich

In the BAVF network, *Tür an Tür* developed a sample model of how different institutions can work together and build on their individual skills for the good of refugees and for the benefit of the elderly.

Culturally sensitive elder care means developing an understanding for elements that are specific to different cultures. This is

only possible by getting to know the individual cultures themselves. The development of this “understanding” among the programme participants is a core competency of *Tür an Tür*.

Apart from their own native tongue, individuals who work in elder care need to be able to speak, understand and write German. Care skills are also required. In this respect *Tür an Tür* relies on the decades of experience and expertise which the Augsburg Order of Malta has in training care assistants.

## Culturally sensitive care

The Federal Ministry of Family Affairs, Senior Citizens, Women and Youth published a guide to culturally sensitive elder care training as early as May 2008.

People from many different cultures make Germany their home. They maintain the way of life of their native country, while also adopting elements that are typical of Germany. As they get older and require care, it is increasingly important that the carers develop an understanding for the senior citizen’s country of origin and culture.

Only in this way is it possible to keep communicating with patients suffering from dementia, to understand the behaviour of the sick individual, and to meet needs that can no longer be articulated.

## Learning from one other

People from other countries come to Germany to live. They enrich our lives by teaching us about their customs and way of life in everyday situations, and in political and religious life. They get to know our customs and living conditions.



*“By implementing specific projects, we promote exemplary integration and mutual understanding.” Jutta Gleich*

In coaching and supporting these individuals, BAVF consciously promotes the exchange of ideas and mutual understanding between the cultures.

#### ***The Order of Malta in Augsburg...***

*Training · Domestic emergency call service · Individual assistance for very severe disabilities · Individual school support · Cadets and youth · Medical services (MMM) · Civil protection · Emergency preparedness and response · Foreign aid service · Crisis intervention · “Order of Malta – with Pets for People” · Home visitation and support services · Work with people with disabilities · “Living with Alzheimer’s” project · Rescue service · Medical corps · Rapid-response teams · Armchair aerobics · Accessible mobile homes (in cooperation with “Rolli-Freizeit”) · Voluntary projects such as “Augsburg packt’s” (food packages for needy senior citizens) · Theatre trips for people with disabilities · “Aktion Glücksbringer” (care packages for the poorest of the poor) ... and much more!*



**Malteser**  
... weil Nähe zählt.

**Malteser Hilfsdienst e.V.**  
**Werner-von-Siemens-Str. 10**  
**86159 Augsburg**  
**Telefon: +49 (0)821 25 85 0 55**  
**www.malteser-augsburg.de**

This knowledge will be needed more and more in the field of elder care.

There are many reasons to thank the BAVF network for the work it does in integrating cultures.

It searches for ways to integrate people who flee other countries. It recognises what these individuals can offer our country. It builds networks to provide the best possible support to these people.

We wish *Tür an Tür* and the other BAVF partners continued success in this rather complex task. And we hope that representatives from the political arena and the public sector will always look favourably on and actively support the work of BAVF.

Jutta Gleich  
Deputy Training Manager, Order of Malta  
(Malteser Hilfsdienst e.V.)

## Solving Problems – Shaping Lives

First of all let me introduce myself: I worked with refugees for almost 20 years, advised and supported them, developed projects with refugees and campaigned for the rights of refugees. And it was always a remarkable experience when one of these refugees found proper work, when we had brought the work permit saga to a successful conclusion and one more could finally earn their own living.



Peter Luibl

### AWO welfare association as an employer of refugees

Today I am involved in managing a special kind of nursing home: we look after people in need of constant care, often patients in a continuous vegetative state. Respite care is also available. Now I have the opportunity to experience the integration of refugees into the labour market from another perspective. Do the refugees contribute to the institution, are they able to learn and can they work under pressure, are they able to deal with the care situation and the residents, are they reliable and are they also accepted by the residents and the team?

### Care-sector requirements

All these questions have one thing in common: there is no single answer that applies across the board to all refugees. However, what every refugee does need are good written and oral language skills as it is impossible to enter the caring profession without a command of the written and spoken language.

The caring profession nowadays demands a lot more from every employee, however: employees must be able to learn, be able to work under pressure, think in a structured manner, maintain an overview, keep calm in stressful situations, have the necessary care skills and – as has always been the case – know the right thing to say and apply the right approach when dealing with senior citizens and people in need of care.

### Refugees in elder care

I think that a good percentage of refugees would be suitable for the caring profession. The onus is on immigrant organisations to better inform refugees about this

*“It is impossible to enter the caring profession without a command of the written and spoken language.” Peter Luibl*

profession and attract them to it. Most refugees are surprised to hear that the caring profession is not particularly affected by economic crises and is not badly paid compared with other professions. The caring profession obviously does have its drawbacks, such as weekend shift work, frequently having to stand in for colleagues, and having to cope with difficult situations time and again.

### *Solving problems – shaping lives*

*This is the motto of everything we do.*

*As AWO Augsburg, we want to solve social problems. This is why we develop individual solutions and often take new approaches to competently tackle issues head on.*

*We want to shape our community. To this end we start new and innovative social projects and in doing so look to collaborate with other associations, the public sector and policy makers.*



Augsburg

**AWO Augsburg**  
**Rosenastr. 38**  
**86150 Augsburg**  
**Telefon: +49 (0)821 345 80-0**  
**www.awo-augsburg.de**

But anyone who can deal with these conditions is sure to find a rewarding and interesting job in the care sector.

### Prospects for refugees

I am delighted that this collaboration with *Tür an Tür* has meant that two refugees can work as care assistants in our home, while another two are still with us as interns. We might be able to offer one a permanent position some time soon. Our wish is for some of “our” refugees to complete the 3-year training course to become a geriatric nurse but this has not been possible to date on account of personal conditions and legal requirements. However this is an area we are also glad to continue working on in collaboration with *Tür an Tür*.

Peter Luibl  
 Manager of the AWONIA nursing home, AWO Augsburg

## Integration into the Labour Market and Society The ESF Right-to-stay Programme

The ESF Right-to-stay Programme (“federal programme for employment support for refugees and legal immigrants with leave to remain”) has been in place since 2008 and is funded by the Federal Ministry for Labour and Social Affairs (BMAS) and the European Social Fund (ESF). In a second funding period, 28 networks have been working on some 230 individual projects nationwide since November 2010. This will continue until December 2013. The aim is to aid the long-term labour market integration of refugees with right to stay, and refugees with at least secondary access to the labour market.



*“The ESF Right-to-stay Programme helps people who have been living in Germany for many years to become permanently integrated into the labour market and therefore into society.”*

*Federal Minister Ursula von der Leyen*

### Background

The ESF Right-to-stay Programme was prompted by a change in legislation surrounding refugees who have been living in Germany with a “tolerated” status for many years (Conference of the Ministers of the Interior on right of residence rules of 17/11/2006, and legal right of residence regulations of 28/08/2007). According to the new law, refugees with a “tolerated” status for many years can receive a work permit under certain conditions. One of the key requirements is that the individual takes up work and is not in receipt of social benefits. This is where the ESF Right-to-stay Programme comes into play and helps place refugees in work. The programme’s target group has been expanded to include asylum seekers and refugees with a tolerated status with at least secondary access to the labour market.

[www.xenos-de.de](http://www.xenos-de.de)



Funded by the Federal Ministry for Labour and Social Affairs and the European Social Fund

## West Bavaria Advice and Job Placement Network for Refugees (BAVF)

During the ESF Right-to-stay Programme’s first funding period (1/9/2009 to 31/10/2010) the “Advice and Job Placement Network for Refugees” (BAVF) was set up in Augsburg by *Tür an Tür – Integrationsprojekte gGmbH* to implement the programme. The Swabian Chamber of Crafts (*Handwerkskammer für Schwaben*), the Augsburg Adult Education Centre (*vhs*) and the Augsburg employment agency were the network partners. In the second funding period (1/11/2010 to 31/12/2013), the work of BAVF goes beyond the Augsburg region borders to include the West Bavaria region. New partners

joined in the form of the charitable organisations *Caritasverband Würzburg*, *Caritasverband Augsburg*, *Diakonisches Werk Ingolstadt* and the Bavarian Refugee Council (*Bayerischer Flüchtlingsrat*). The Augsburg immigration authorities and the Augsburg job centre are strategic partners in the network.

### Successful networking

Practical experience has shown that the interplay between refugee organisations, charitable organisations, employer associations, providers of further education and basic income support is key to the successful integration of refugees in the labour market.

Regular exchange of ideas and information, clear division of labour, further training in the form of informative events and workshops are among the main elements of the networking activities.

Profile- and resource-driven career advice services provided in the BAVF network seek to integrate refugees into the training and labour market on the long term.



The potential of refugees is promoted in the classroom and in practice

## Culturally Sensitive Elder Care – What Does This Entail?

**D**emographic change is shaping the current face of elder care. Longer life expectancy and lower birth rates mean there are ever more older people in our society. Increasing numbers of individuals with a migrant background are also living in Germany. Forecasts indicate that immigrants who came to Germany in the 1950s and 1960s will be the fastest growing potential group of individuals in need of care, which is due to the “healthy-migrant effect”. This refers to the fact that while the first group of migrants were very healthy (as people in poor health or with chronic conditions were not granted a work permit), today they experience an above-average rate of illness which can be put down to the difficult working conditions they faced and the stress associated with the migration situation.

### Defining culturally sensitive elder care

People living in Germany have vastly different social, cultural and religious needs. These needs often take centre place when individuals reach old age or are ill. However, elder care in Germany is still not ready to

meet culture-specific requirements, and there is a need for reorientation and realignment in the care sector. Culturally competent care means being attentive, identifying different needs, and taking such needs into consideration. Information, advice and health education are just as important here as needs-specific individual care that puts many demands on care staff. While staff require appropriate training, and culturally sensitive elder care must be incorporated into training curricula, there is also a need to systematically link work with the elderly and work with migrants. Multicultural teams, cross-cultural skills and intercultural openness constitute the three main pillars of culturally sensitive elder care.

### Multicultural teams

The more cultures, religions, nationalities and languages there are in a team, the greater the team’s flexibility to respond to individuals with a migrant background who are in need of care. Furthermore, the staff in the multicultural team can also gather intercultural experience



Team work: care staff and refugees work side by side

and put this knowledge to use in their care work. For this reason, it is important to place particular emphasis on the culturally sensitive training of people with a migrant background.

### Cross-cultural skills

Cross-cultural skills means delivering care beyond the limits of cultural diversity. It requires an ability to perceive the distinctive features of other cultures as something special, to consider these cultures to be equal alongside other cultures, and to act adequately

in every culture. To this end the staff must identify and question their own values, and see them in relative terms in order to gain more confidence in their day-to-day duties. Given this process of translating theory to practice, cross-cultural skills can also be regarded as extended social skills and are part and parcel of acting and working in a professional manner.

### Intercultural openness

Intercultural openness seeks to open up institutions to everyone living in this country, remove social exclusion and discrimination, and break down existing barriers to access. This is not just the task of individual care institutions but of all areas of business, politics and administration. It must be promoted “from above” and accepted “from below”, and jointly implemented. Promotional and public relations efforts are an important factor in this respect as they play the role of both messenger and facilitator. Integration commissioners can help.

## Qualification Programme for Culturally Sensitive Elder Care (CSEC) in Augsburg

The CSEC programme is a special scheme open to refugees that pays particular attention to the participants' previous experience, language skills and personal circumstances. This refugee-focussed qualification programme in the field of elder care was designed by the Augsburg Adult Education Centre (*vhs*) in collaboration with *Tür an Tür – Integrationsprojekte gGmbH*. The idea came about as a result of a suggestion made by the Augsburg job centre, and a labour market analysis conducted by the Bavarian Right-to-stay networks.

### Preparation

A strong partner for the project was found in the *Malteser Hilfsdienst*, the German arm of the Order of Malta with experience in the field of elder care. Additional partnerships then followed in 2011:

- **AWO Augsburg** with *AWONIA*, a company involved in housing and care for the elderly (Hammerschmiede social centre and *Christian-Dierig-Haus* senior citizens' centre)
- **diako** – *Evangelische Diakonissenanstalt Augsburg* (a religious charitable organisation) with the Pauline-

Fischer-Centre and the vocational training college for elder care and elder care assistance.

Raising awareness for refugees and their personal circumstances among the partners early on was essential to prevent misunderstandings or eliminate prejudices right from the start. This coaching of the participating partners is extremely important. Regular briefings were held with all the lecturers and parties involved both ahead of and during the qualification programme. A web search found various approaches to the culturally sensitive part of the programme. These approaches were then compared and an individual curriculum developed.

### *Refugees are predestined for culturally sensitive elder care*

*The qualification programme targets asylum seekers, individuals with a tolerated status and refugees. Offering great cultural diversity and a wide range of languages, this target group is ideally suited for working in culturally sensitive elder care. Refugees themselves have generally had marked migration experience and are therefore predestined to develop or build on cross-cultural skills. Furthermore, they are very willing to learn and work. It is important to nurture this and give people the chance to use their skills in the best possible way. The CSEC qualification programme presents a perfect opportunity to achieve these goals.*





**CSEC qualification**

- Order of Malta training course and 3-week internship make up the certified training course for nursing and care assistants
- Refugee-specific and cultural competency portfolio additionally developed by the BAVF
- Duration: 22 weeks, 360 hours in total for qualification as care assistant with the Order of Malta, plus 445 hours for the CSEC course



## CSEC as a Qualification Programme for Refugees and Migrants

The certified full-time course offered by the Order of Malta (course for nursing and care assistants) at *Malteser Hilfsdienst in Augsburg* was split into several modules over 22 weeks and expanded to include an additional refugee-specific element:

### CSEC modules

- **Preliminary vocational German course**  
A2 level of German language is absolutely essential to successfully participate in the programme. Interested refugees undergo a language proficiency assessment, based on the common European framework of reference, and a one-on-one career guidance interview before taking part in the preliminary German course which is based on the participants' language level.
- **Introduction and experiential education day**  
Written agreements concerning course participation and course regulations are concluded with the participants. The job centres or the BAVF network covered some of the travel expenses. The refugees receive social and educational support throughout the entire programme



First aid lesson in the Order of Malta course

duration. Cooperation exercises based on experiential education are ideally suited as an introduction.

- **Intercultural training and skills training**  
The refugees learn the fundamentals and central concepts of "intercultural understanding", and learn how to deal with cultural differences to then reflect on how their own culture has influenced their lives. Resource- and profile-related skills assessment complements the intercultural training process.

*“We have learned with one another  
and from one another”*

*Victor K., CSEC participant 2011*

- **Course for nursing/care assistant**  
Principal lecturers of the *Malteser Hilfsdienst* teach the course contents in small groups.
- **Tutoring (remedial support) for the Order of Malta course**  
A nurse experienced in working with refugees goes over the content of the Order of Malta training course with the participants, answers any questions and does comprehension exercises to support the refugees during the course.
- **IT training for elder care assistance**  
In addition to PC-based job application training, the refugees receive practical introductory training in the IT-assisted AWO care programme from a manager of a care facility.
- **German for careers in elder care**  
In parallel with the Order of Malta course, German-as-a-foreign-language teachers teach the refugees vocational German with the aim of achieving an A2/B1 language level.



Job-specific German classes at the adult education centre

- **Cultural competency lessons with the following modules**
  - Dealing with cultural differences
  - Reflecting on one's own culture and how it has shaped your life
  - Older migrants in Augsburg
  - Health and sickness in migration
  - Religions of the world and their implications for care in practice
  - Dying – Death – Mourning
  - Hospice work – intercultural burial rituals
  - Culture-conscious communication
- **Six-week internship at a care home for the elderly**  
A 120-hour internship (3 weeks) is mandatory to earn the Order of Malta certificate. At the suggestion of the managers of the *AWONIA* Hammerschmiede social

*“The importance of being able to rely on direct knowledge from other cultures became very clear to me.”* *Marlene Herrmann, CSEC lecturer*

centre and the diako Pauline-Fischer-Centre, the internship was extended to 240 hours (6 weeks) in 2011. The six-week internship has been beneficial for both the elder care facilities and the programme participants as it offers an intensive learning environment and the possibility of assigning participants to specific duties.

BAVF issued internship certificates for all participants in the internship phase to protect the internship facilities from any issues stemming from migration law regulations.

Employment permits (and residency requirement waivers up until April 2011) were obtained by BAVF from the immigration authorities.

- **Intensive preparation for the final examination**

After their internships, the refugees prepare intensively for three weeks for the nursing/care assistant certificate. Remedial classes with mock examinations are held in the morning, while German language classes are given in the afternoon. The aim is for the participants to reach language level B1.

- **Examination at the *Malteser Hilfsdienst***

Theoretical examination (multiple choice) and practical oral examination with conclusion of course and presentation of Order of Malta (*Malteser Hilfsdienst*) certificates

- **Completion and certification**

At the end of the qualification programme, a public CSEC wrap-up event was held with statements from the CSEC participants, lecturers and individuals responsible for the programme. Here it was also possible to chat informally at the buffet which was prepared by participants of the BAVF qualification programme for hotels, restaurants

- **Advisory service for recognition of credentials**

Supporting the CSEC programme, BAVF also offers advice on qualifications received abroad for all



**Jutta Gleich explains the human anatomy**



Public CSEC wrap-up event with presentation of certificates and speech by a CSEC participant

participants. For example, by getting the equivalent of a German school-leaving certificate recognised, participants can meet the requirements for the 1-to-3-year training course in the field of elder care.

- **Contact with employers and job placement services**  
It was possible to place all the participants in an internship thanks to intensive efforts to locate internships and tap existing Order of Malta contacts. To this end the BAVF placement agents created individual application portfolios. In the last stage of the course,

the participants were invited to individual coaching sessions with the BAVF job placement agents to receive support during the job search and initiate the first steps in the job placement process.

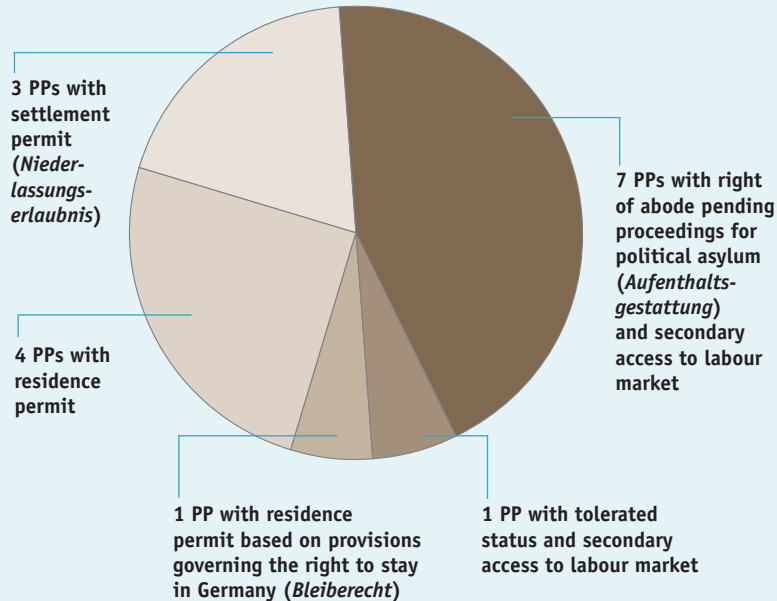
In some cases, employers were contacted through BAVF. In particular human resources managers became more aware of the situation of refugees, the work permit procedures and the fact that individual participants only have secondary access to the labour market.

### Participants (PP) by residence status

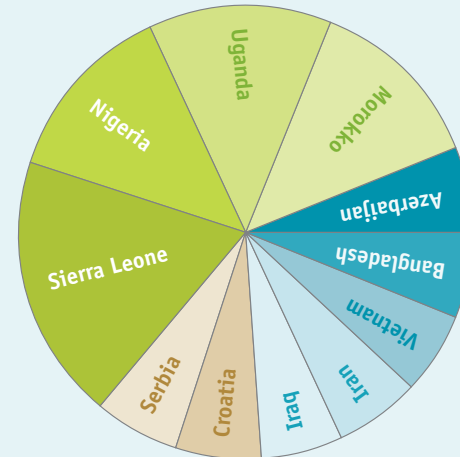
CSEC 2010 (9 PP)

+

CSEC 2011 (8 PP, thereof 1 PP from 2010)



### Countries of origin of the participants



#### Professional qualifications from their native countries

Journalist · Teacher · Pharmacist · IT engineer · Artist (archaeological illustration) · Literary scholar Housewife and mother (3) · Joiner · Nurse · Caretaker · Psychologist · Car bodywork painter · Business and marketing Sales agent

## Results of examination taken at the Order of Malta

Certified examinations, divided into theory and practice

- 13 PPs passed the practical examination
- 2 PPs passed the resit of the practical examination
- 9 PPs passed the theoretical examination
- 4 PPs passed the resit of the theoretical examination
- 1 PP did not pass the resit of the theoretical examination
- 1 PP did not take the resit of the Order of Malta exam for asylum-related reasons
- 1 PP quit the programme to take up a position in another area

## Placement rate

(As at July 2012) of the 16 CSEC participants between 2010 and 2011

- 5 PPs with permanent contract in a care facility for the elderly
- 2 PPs with paid internship in a care facility for the elderly, one of whom has been offered a place on the 3-year course to become a geriatric nurse starting on 1/9/2012
- 3 PPs took up work in another field
- 3 PPs not permitted to work for reasons under legislation relating to foreign nationals
- 1 PP had to leave Germany
- 2 PPs seeking employment, no position as yet

### Your points of contact for CSEC



#### Augsburg Adult Education Centre (vhs)

Stefan Glocker  
Willy-Brandt-Platz 3a  
86153 Augsburg  
Tel. +49 (0)821 50265-0  
stefan.glocker@vhs-augsburg.de



#### Tür an Tür – Integrationsprojekte gGmbH

Sabine Reiter  
Wertachstr. 29  
86153 Augsburg  
Tel. +49 (0)821 90799-0  
sabine.reiter@tuerantuer.de



## Interview with Jutta Gleich, lecturer at the Malteser Hilfsdienst

*The CSEC programme is now in its second year, having been implemented twice in collaboration with the Order of Malta (Malteser Hilfsdienst), the Adult Education Centre (vhs) and Tür an Tür. Can you tell us how you first got involved in the project and how the collaboration has developed?*



**Jutta Gleich**

BAVF asked us whether we would train refugees to become elder care assistants. They presented their project: German language training at the *vhs*, personal participant support from *Tür an Tür*, and the Order of Malta responsible for teaching basic care information and skills. We were excited to see how the seminar would develop.

Some of the lecturers we appointed to the project had a migrant background. This helped the refugees realise that it is possible to settle down and have a solid base in Germany.

We also found the course enriching. The participants were delighted to attend and enjoyed the learning experience.

*How did the project change you or your job?*

I did not know that it could be so difficult for people from other countries who are willing to work to actually find a job in Germany. I was also unaware of the problem of getting foreign credentials or school-leaving qualifications recognised.

We often had very interesting talks and discussions during the seminars. The participants were very well educated, and often held university degrees and had worked in senior positions in their countries of origin.

The exchange of knowledge and experience concerning different cultures, customs, and different facets of religious interpretation and religious practice in the Muslim faith is also hugely beneficial. Our society is becoming more and more heterogeneous. In my opinion it is absolutely essential to have a knowledge of and understanding for different cultures so that we can all live together in harmony in our country.

One example illustrates this point: we have the nice tradition of offering cakes, filled rolls, and cold and hot drinks at the end of the course, and to wrap up the seminar with an informal get-together. However in the last



*“I did not know that it could be so difficult for people from other countries who are willing to work to actually find a job in Germany.” Jutta Gleich*

course this day happened to fall during Ramadan, which was something we had not factored in. It was a pity that three course participants could not eat anything for religious reasons.

The talks are beneficial for the participants because they get to practice German. It is an enormous challenge for them to complete the course in a language which for them is not so well known.

Whenever there were any problems the challenge was to explain something in a way that could be understood. The participants often explained the course context to one another in their native languages or in English.

#### *Have the courses changed?*

Not really. The refugees are in a dedicated course and that is always our special course. We apply the same standards that we do in other courses. The course is “special” because the refugees want to learn, because they want to be in the class, and because they are grateful for the attention they receive. A lot changes for the course participants. There is mostly

no such thing as in-patient elder care in their cultures. Hospitals in their native countries often only offer medical services, while the family generally takes care of feeding and caring for the elderly relative. Here they experience care being given by staff, and medical care that appears to not allow people to die. This is a big issue for them. In their native countries many people die earlier in life because medical services are inaccessible to the general public. Attention must also be paid to small details in the seminars: For example, the participants in the first course did not know what wash cloths were, and we first had to explain the point and purpose of these “objects”. We must be very careful and sensitive when teaching the topic of “intimate hygiene”. Men and women attend the course together so we find ways to facilitate communication despite the religious reservations of some of the programme participants.

I sometimes wish that participants in our other courses could receive a similar level of support. Time and again we have people who are allowed to work in the country

but have a lot of problems with the language, learning, and finding their way in Germany.

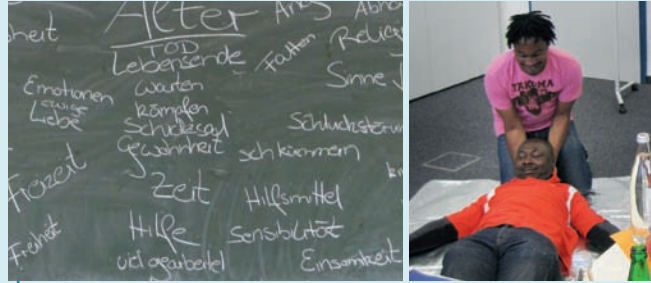
**Did you find differences between the two CSEC courses?**

No. Things went smoothly from the very start and we did not have any issues. It was nice to have the experience of the first course.

The colleagues at *Tür an Tür* were always friendly and professional in dealing with Ms. Kirsch, who is in charge of the program at our end. There were never any organisational problems, and collaboration was always very constructive. I was delighted to see that one individual who took part in the first course was able to complete the second course successfully the second time around. He made a lot of progress in German. This clearly shows that many people just need to be pointed in the right direction and then they can achieve what they set their minds to.

**How would you rate the CSEC project?**

I think it is very good. The people who work in the BAVF network know the legal regulations inside out, and that is important as you really need to know your stuff in this



Course content taught in small groups with hands-on training

area. Furthermore, you need to be very patient and invest a lot of time. I am also delighted with the support the participants receive in the course. They examine the material in detail, they learn German, they are coached and they often do things together. That is a good setup.

The individuals want to live here and establish a solid base in this country. It is tough enough for them. They receive valuable support from the BAVF network in overcoming some hurdles. I think this is very important and worthwhile. The cultural competency aspect of this project complements the work of BAVF and our course contents very well. For example, the participants had discussed “dealing with dying and death” with *Tür an Tür*. We then addressed this topic from a care-sector perspective. The participants summarised what they had discussed and done. I find this type of interaction to be very productive

and worthwhile. Furthermore, it will become increasingly important in the care facilities when people of different cultures are in need of care. It is important that the staff understand their opinions, points of view and customs.

***How would you generally rate the situation as regards culturally sensitive elder care?***

That's the thing. I think this issue is only gradually becoming relevant as you still mostly have German residents in nursing homes. But at the very latest when the young generation can no longer care for their older family members – due in part to their own personal circumstances – there will be a need for care staff to develop an understanding for other cultures. Among foreign families it is still taboo

if they can no longer care for their family members – just as it was the case in Germany around 40 years ago.

Culturally sensitive elder care will become more and more important whenever nursing homes have increasing numbers of people from different cultures who are in need of support and assistance, and when the residents are from different faiths.

For example who knows the ritual ablutions performed by Muslims? How can these religious needs be taken into consideration? Currently we only teach foreign course participants about our culture. But this will probably change in the foreseeable future. It will be interesting to see how things develop.

***Is there anything else that you would like to say?***

I hope that this worthwhile project can be continued. Whoever wants to live and work in Germany needs to speak the language. They need professional support to be able to find their way and establish a solid base here. They need the opportunity to be able to work. The collaboration of three partners that each brings its own skills and abilities to the project is the perfect setup in my opinion.

***Profile of Jutta Gleich, deputy training manager***



*She started as a voluntary elder care assistant at Malteser Hilfsdienst 30 years ago, and has been working full-time as a nurse and teacher for the care professions since 2003. Together with Inge Kirsch, the training manager, she is responsible for the interests of the "Training" department.*

## Interview with Milanka J., 2010 CSEC participant

### *What used you do before the CSEC course and how did you hear about the CSEC course?*

I was at home. I always had mini jobs, mostly cleaning. But I spent most of my time at home with my children. One day I was speaking to an advisor at BAVF and was asked whether I'd be interested in doing a course in elder care. I took the opportunity and it was definitely the right move!



**Milanka J.**

### *Had you ever previously considered working in elder care?*

No. I used to be quite squeamish and would never have considered elder care. I always wanted to be a hairdresser but that dream ended because of the situation in Croatia and my residence problems here in Germany.

### *How did you find the CSEC course?*

The course was fantastic. We all had problems with the language, but the lecturers made a real effort and always took our difficulties into consideration. That was really great because I didn't have to feel embarrassed that I

didn't know anything and that I had never done a German course.

### *What did you like most about the CSEC course?*

I learned a lot, and also gained an insight into my own life. I see a lot of things differently now. My knowledge has increased and I can now appreciate life a whole lot more since I know how things could also be.

### *What happened after the CSEC course?*

I started an internship as an assistant at AWONIA. The internship was originally planned for a year but I was taken on after a few months. I just made a lot of progress because I was a fast learner. Now I have a part-time job so I still have time for my daughters. I work in intensive care with patients in a continuous vegetative state, but sometimes I am also assigned to respite care.

### *And now you have a permanent job?*

Yes. Peter Luibl and the other managers even think that I should go further and should do the three-year train-

## Now I can proudly say: “I have a career.”

*Milanka J., 2010 CSEC participant*



Milanka J. has found her professional home in elder care

ing course with them. However I am not yet entirely sure whether I want to go back to school. I’m still thinking about it.

### *What has changed in your life as a result of the CSEC course?*

I am far more self-confident as I can finally say that I have a “career”. In Croatia I couldn’t finish school because of the war and then we fled to Germany. After

that everything just went round in circles. We were not able to go to school because of our legal situation. But not having a career always bothered me. It was always a bit embarrassing when I introduced myself or when someone asked me about my profession and I didn’t have one. I can’t tell everyone my story and explain how I ended up in this situation. But now I can proudly say: “I have a career”.

### *The CSEC course was not just about elder care, but particularly focussed on culturally sensitive elder care. Do you have the impression that you need that in your everyday professional life?*

Yes, definitely. Where I work there is no difference whether the patient is German or whether he/she comes from another country. For us, all the patients are equal. But everyone is a little bit different, also with regard to their culture. You see this at work, particularly among Turkish patients. For example when I am washing them it is important to know in what order I should take the water. It helps me a lot that I now understand this, and I know how the patients want to be washed.



**Milanka J. with manager Peter Luibl and two CSEC interns at AWO**

Or when someone now talks about an illness I know a lot more. Different countries have different ways of treating an illness and things are done differently here in the nursing home for the elderly.

*At the start you said you were quite squeamish, and found a lot of things unpleasant or disgusting. How did you deal with that?*

In the first week it was so bad that I couldn't eat or drink anything there because I found it so gross. I only ate

once I got back home. It was a lot better in the second week and later on I just suddenly started seeing things from a different perspective. I felt sorry for the people, and it wasn't their fault. And then I decided that I wanted to continue with this career. It is the perfect fit for me. I don't just go about my chores, I put my heart and soul into everything I do in this job.

*Is there also a multicultural mix in the team?*

Yes, we all come from different countries. We don't even ask each other where we come from any more. We're just a lot of different people, and that's great.

We had one case where we had a Croatian resident who could not speak German. My colleagues knew that I was there and called me so that I could go and speak to the lady. When I talked to her she was delighted to have someone there who could speak her language. Then she ate and drank, which she refused to do beforehand. That really was a wonderful experience. Sometimes people forget a language and can only speak their native language. So it's great to have people from many nations working in the team.

*“I have been given a new lease of life since the regulations surrounding the right to stay mean my residence status is now certain.”* Besa J., BAVF participant

**Is there anything else that you would like to say?**

I can only say that the course helped me a lot and I cannot thank everyone enough. It really means a lot to me that I started from nothing, made a lot of progress and am now happy. I have found something that I can do. I feel free and at ease when I'm working and I just feel that's a good thing. I can only tell other people that they should simply try it out. At the start I also didn't think this job would be the right thing for me. But you simply have to do it and listen to your heart. It's a tough job, but also a very nice job.

**Profile of Milanka J.**



Milanka J., 33, in Germany since 1997. After her request for asylum was refused, she lived with her family in Germany for 10 years with a “tolerated” status (*Duldung*). Only as a result of the right to stay regulations (*Bleiberecht*) did she receive a work permit at the end of 2007 and the right to stay in Germany at the start of 2011.

**Asylum and the right to stay in Germany**

- **Application for asylum in Germany**  
Asylum seekers whose asylum procedure is ongoing are granted a **right of abode** pending proceedings for political asylum (***Aufenthaltsgestattung***).
- **Persons entitled to asylum** pursuant to Art. 16a of the German Constitution or **recognised refugees** under the Geneva Convention on Refugees or refugees who are **protected against deportation** receive a **temporary residence permit** (***befristete Aufenthaltserlaubnis***).
- Persons whose **request for asylum has been refused** but who cannot be **deported** for factual or legal reasons are granted **tolerated status** (***Duldung***) (temporary suspension of deportation).
- **Right to stay** (***Bleiberecht***) for individuals who have been tolerated for many years  
Individuals who have “tolerated” status and entered Germany before 1/7/1999 receive a **“trial residence permit** (***Aufenthaltserlaubnis auf Probe***)” and are allowed to stay in the country if they meet certain conditions, work, and can earn their own living (pursuant to the decision of the Conference of Interior Ministers of 17/11/2006 and the legal regulations surrounding the right to stay of 28/8/2007).



## Opening Language Courses for Refugees – Promoting Integration into the Labour Market

The refugees who took part in the CSEC qualification programme were highly motivated and the majority successfully completed the programme. There were several job placements in the field of elder care for those with unrestricted access to the labour market. In some cases the job placement effort failed because the individual only had secondary access to the labour market. In one case, even though the individual had a training contract for a three-year elder care training course the immigration authority turned it down despite the fact that a final judgement on the asylum procedure had not yet been passed. The reason given was that a three-year training course would lend an element of permanence to the stay of a young man from Uganda, an unwelcome development when an asylum request is still being processed.

### Shortage of skilled workers in elder care

From our own experience and from talks with the dedicated partners in the care sector it is clear that there is currently a huge demand for qualified care workers. An additional special qualification in the intercultural and

culture awareness field will play an increasingly important role in the future, and should already be an integral part of every training and skills development programme in the care sector.

However, it is also clear that the placement of asylum seekers, individuals with a tolerated status and recognised refugees in the labour market cannot automatically close the gaps in the field of elder care.



2011 CSEC participants following the certificate presentation ceremony in the “Golden Hall” of the Augsburg City Hall



## Changing the framework conditions

Both the numbers of people taking part in qualification programmes with a focus on culturally sensitive elder care and the numbers placed in training or work in the field of elder care would be significantly higher particularly if the following legal conditions for asylum seekers and individuals with a tolerated status were amended:

- Immediate access to regularly-funded language courses following arrival in Germany
- Unrestricted access to the labour market at least after three months in Germany
- Access to training in the field of elder care (also without school-leaving qualifications that are recognised in Germany)

**The amendment of these conditions surrounding immigration law and labour market regulations is a central prerequisite to successfully qualify refugees in the field of culturally sensitive elder care and place them in training and employment.**

### *Aims of the West Bavaria Network for Advice and Job Placement for Refugees (BAVF)*

- *We advise and support refugees in order to place them in permanent employment in line with their qualifications, and to improve their prospects of staying in Germany.*
- *We work to enable individuals with a right to stay and refugees to gain access to the support instruments of the employment agencies and job centres.*
- *We want to improve the support infrastructure for young refugees.*
- *We want to pool knowledge from the fields of further education, labour-market support and work with refugees, and create permanent partnership structures.*
- *We raise employers' awareness for refugees as a target group.*
- *We organise public relations and lobbying activities to improve the integration of refugees into the labour market.*

### Literature tips for “Culturally sensitive elder care”

**Foitzik, Andreas (publ.): Für eine kultursensible Altenpflege.** Eine Handreichung (Arbeitskreis Charta für eine Kultursensible Altenpflege/Kuratorium Deutsche Altershilfe), Darmstadt 2002.

One of the clearest and best theoretical disquisitions on culturally sensitive elder care.

**Lenthe, Ulrike: Transkulturelle Pflege. Kulturspezifische Faktoren erkennen – verstehen – integrieren,** Vienna 2011.

**Neuberger, Julia: Sterbende unterschiedlicher Glaubensrichtungen pflegen,** Bern 2009.

**Paillon, Monika: Kultursensible Altenpflege.** Ideensammlung mit Fokus Demenz (Reinhardts Gerontologische Reihe, Bd. 47), Munich/Basel 2010.

These books deal with the practical side of culturally sensitive elder care in detail, and can therefore be useful for everyday care activities – both for care staff and family members

### Link tips for “Culturally sensitive elder care” and asylum

**[www.kultursensible-altenhilfe.de](http://www.kultursensible-altenhilfe.de)**

Guide to culturally sensitive elder care available for free download and “packages” with teaching material on culturally sensitive elder care

**[www.migesplus.ch](http://www.migesplus.ch)**

Informative material on culturally sensitive elder care and different illnesses available in several languages, most available for free download

**[www.xenos-de.de](http://www.xenos-de.de)** (ESF Right-to-stay Programme)

**[www.esf.de](http://www.esf.de)** (European Social Fund)

**[www.bmas.de](http://www.bmas.de)** (Federal Ministry for Labour and Social Affairs)

**[www.esf-meine-geschichte.de](http://www.esf-meine-geschichte.de)** (*Angekommen* film about BAVF)

**[www.bavf.de](http://www.bavf.de)** (BAVF West Bavaria Network)

**[www.basix-hef-rof.de](http://www.basix-hef-rof.de)** (eBook, guide)

**[www.bamf.de](http://www.bamf.de)** (Federal Office for Migration and Refugees)

**[www.zuwanderung.de](http://www.zuwanderung.de)** (Federal Ministry of the Interior)

**[www.asyl.net](http://www.asyl.net)** (Asylum and Migration Information Association)

**[www.ecoi.net](http://www.ecoi.net)** (Country of Origin Information Network)

# West Bavaria Network for Advice and Job Placement for Refugees (BAVF)

[www.bavf.de](http://www.bavf.de)



## Tür an Tür – Integrationsprojekte gGmbH

Wertachstraße 29  
86153 Augsburg

## BAVF-Coordination

Reiner Erben  
Tel. +49 (0)821 455427-10  
reiner.erben@tuerantuer.de

Thomas Wilhelm  
Tel. +49 (0)821 455427-11  
thomas.wilhelm@tuerantuer.de



## Volkshochschule Augsburg e.V.

Willy-Brandt-Platz 3a  
86153 Augsburg

## Qualification, job placement, vocational German, social and educational support

Stefan Glocker  
Tel. +49 (0)821 50265-10  
stefan.glocker@vhs-augsburg.de

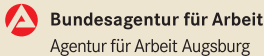


## Handwerkskammer für Schwaben

Siebertischstraße 52-58  
86161 Augsburg

## Profiling and placement in the skilled trades sector

Egon Herzig  
Tel. +49 (0)821 3259-1479  
eherzig@hwk-schwaben.de



## Agentur für Arbeit Augsburg

Wertachstraße 28  
86153 Augsburg

## Profiling and job placement

Dr. Annette Rosch  
Tel. +49 (0)821 3151-379  
annette.rosch@arbeitsagentur.de



## Diakonisches Werk Ingolstadt e.V.

Schranenstraße 5  
85049 Ingolstadt

## Advice and support for refugees for labour market integration in Neuburg/Donau (BFI)

Regine Schindler  
Tel. +49 (0)8431 5369171  
regine.schindler@dw-in.de



## Caritasverband für die Diözese Augsburg

Auf dem Kreuz 41  
86152 Augsburg

## Career advice for refugees in Neuburg/Donau

Wolfgang Friedel  
Tel. +49 (0)821 3156-241  
w.friedel@caritas-augsburg.de



## Bayerischer Flüchtlingsrat

Augsburger Straße 13  
80337 München

## Mobile advice for refugees, authorities and refugee advice centres

Tobias Klaus  
Tel. +49 (0)89 41615995-0  
bleib@fluechtlingsrat-bayern.de



## Caritasverband für die Diözese Würzburg

Franziskanergasse 3  
97070 Würzburg

## Vocational, linguistic and social integration for refugees

Antonino Pecoraro  
Tel. +49 (0)931 38666-657  
antonino.pecoraro@caritas-wuerzburg.de

*CSEC – Culturally Sensitive Elder Care – a qualification programme  
for asylum seekers, refugees and migrants*

*[www.bavf.de](http://www.bavf.de)*