

The skill and craftsmanship of Sceilig Crystal's workers is reflected in its long list of high profile corporate clients.

What's the relationship between RehabCare and some of Ireland's finest quality handcut glass? The answer is crystal clear. Sceilig Crystal has been producing the highest quality fine crystal since its establishment by Rehab in 1988. Originally located in Cahirsiveen, Co Kerry, close to the towering sea crags of the Sceiligs from which the business gets its name, the workshop moved to Blennerville two years ago.

Sceilig Crystal's modern and spacious workshop and showrooms are now located in the Jeanie Johnston Shipyard, close to Blennerville's famous windmill. Perched on the edge of Tralee Bay, this picturesque village is a popular spot with tourists, many of whom travel the short distance from Tralee town centre to Blennerville on the local steam train.

Visitors to Sceilig's showrooms can see for themselves the range of high quality items available from Sceilig Crystal. The collection includes beautifully crafted tableware, giftware, corporate gifts and presentation pieces. Vases,



Sceilig's Crystal clear vision

bowls, decanters, and storm lamps are among the most popular items in the collection. Visitors are also welcome to tour the Sceilig workshop, and even try their hand at cutting glass, a task that is definitely not as easy as it looks!

"Each piece of crystal is cut completely by hand and is therefore unique. A huge amount of skill and craftsmanship is involved in the production of each and every item", says Geoff Elvins, supervisor at Sceilig Crystal. "Although all of the crystal produced in the workshop is

hand cut using traditional methods, Sceilig Crystal is anything but backward looking. We are constantly developing and expanding our range of products to incorporate not only the latest designs and styles, but also new trends in cutting and engraving crystal.

"One of the latest developments in glassware is personalised engraving, which means we can now engrave any image onto crystal. So not only can we engrave company logos, but also images from your favourite photographs. As you



The finishing touches being put to another piece of Sceilig Crystal. Below inset is the RehabCare team.

and packing the finished product,” says Geoff.

However, it’s not all work. Time is set aside every Wednesday afternoon for the clients to enjoy pursuits such as swimming, yoga, and Spanish lessons, whilst a selection of new activities are being planned following the results of a recent questionnaire distributed among clients.

“I enjoy coming to work. We have great fun here,” says Pauline Browne. As one of the centre’s glass markers, Pauline is responsible for marking out some of the most intricate patterns and designs on the pieces of glass before each of them are individually hand cut.

Sheila O’Sullivan is the centre’s longest serving client, having been with Sceilig Crystal for the past eight years. Although she gets

involved in all aspects of production, Sheila particularly enjoys cutting glass and is one of Sceilig’s most experienced glass cutters.

“I’ve loved cutting glass from the very start, I couldn’t give it up. It’s not easy, you need to concentrate and get used to the angles, but if you enjoy what you do, it is so much easier to work at it. I love to see my pieces on display in the showroom and I feel really proud when people come in and buy them.”

For a limited period, Sceilig Crystal is offering discounts to Rehab staff members and clients. For further information on this offer and on Sceilig Crystal’s collection of gift and tableware, please contact Geoff Elvins - RehabCare Tralee at: Tel (066) 7186354; Fax (066) 7186357 or sceiligcrystal@rehabcare.ie



can imagine, it’s become a very popular way of personalising corporate and individual gifts.”

Twenty RehabCare clients currently work in Sceilig Crystal and each takes pride, not only in the quality of the crystal they produce, but also in their impressive customer service record. The

Southern Health Board and the ESB are among Sceilig’s list of high-profile corporate clients.

“There’s a great sense of teamwork here in the centre. Everybody has the opportunity to get involved in all elements of the process, from marking and cutting the glass, to cleaning, polishing



The European Platform for Rehabilitation (EPR) has unveiled a new quality mark for rehabilitation services throughout Europe.



A two-pronged initiative to establish new standards of excellence in rehabilitation services for people with disabilities and others who are disadvantaged throughout Europe has been launched in Brussels.

The European Platform for Rehabilitation (EPR) unveiled a new quality mark for the sector, along with its European Rehabilitation Academy at the event hosted by European Parliament President, Pat Cox MEP.

The organisation also formally announced a change of name from the European Platform for Vocational Rehabilitation, signalling the broadening of its activities into areas such as medical rehabilitation and social care.

Founded a decade ago, the EPR's primary objective is to assist its members, which include NTDI, RehabCare and Rehab UK, to achieve continuous professional excellence, best practice and competitiveness in every aspect of service delivery.

Rehab Group chief executive, Frank Flannery, told 130 MEPs, Parliament officials and senior personnel from all the main stakeholders in the sector who

L to R: EPR general secretary Jan Spooren, Wallis Goelen, EC unit chief for people with disabilities and UK MEP Liz Lynne.

Excellence in Action

attended the launch, that the European Quality in Rehabilitation Mark (EQRM) would have a significant impact on services that people with disabilities across the Continent need to live as equals.

“The EQRM is based on an entirely different concept to other quality marks which simply give the guarantee of a minimum level of performance,” said Mr Flannery, who is chairman of the Awarding Committee for the Mark.

“It is designed for organisations that have already achieved minimum require-

ments at national and European level and are striving for excellence, not just on a single day every couple of years when an assessment team visits their premises, but on a consistent basis.

“But it is more than merely a badge of competence. More importantly, it is an objective measure of high quality that allows for customers needs to be met more effectively. As a result, getting involved in the process is, if anything, more important than actually achieving the Mark. Crucially, the EQRM also pro-



Rehab Group chief executive Frank Flannery told those attending the launch, that the European Quality in Rehabilitation Mark (EQR) would have a significant impact on services that people with disabilities across the Continent need to live as equals.

vides a system of benchmarking which, for the first time ever, enables comparisons to be made between the standards achieved in similar rehabilitation services across national boundaries.”

Developed in partnership with all the main stakeholders in the rehabilitation sector, the EQR is based on nine Principles of Excellence which are reviewed through assessment under 45 different criteria.

They provide a framework for developing methods which can add value to rehabilitation services and therefore lead to more relevant outcomes.

Typical customers include business units in larger organisations or dynamic small organisations operating a core business in the rehabilitation sector, whether on a public, private, or not for profit basis. The European Rehabilitation Academy was set up by the EPR in early

2002 to provide an integrated approach to all professional development activities relevant to the rehabilitation sector.

The Academy offers a comprehensive range of customised development programmes which are designed to ensure professional excellence at all levels within service providing organisations.

This is not a traditional academic structure, however, although a number of European universities are co-operating with its work.

The focus of the Academy is primarily on the acquisition of know-how and the development of professional competencies. A system of accreditation is also being developed for all its activities.

The development programmes comprise:

- A Further Training and Education Programme
- Summer School programmes

- Learning Groups
- English language courses

Chairman of the Academy Council and director of Italy’s Instituto Don Calabria, Stefano Schena, said it was essential for organisations to place heavy emphasis on developing the professional competencies of their staff in order to meet the basic objective of assisting people with disabilities to improve their quality of life.

The EPR are deeply convinced that they can be meet future challenges only through continuous professional improvements, he added.

Quality, professional capabilities and human resources were the main assets that will help large organizations survive in a market that becomes increasingly competitive.

Orbis, a joint venture involving NTDI and Optimum, a management consultancy firm, offers training and expertise on disability management in the work environment.

In a report released to coincide with the recent European Day for People with Disabilities, the Equality Authority detailed what it called the “widespread failure of employers and service providers to reasonably accommodate the needs of people with disabilities”.

Disability is one of nine grounds covered by the 1998 Employment Equality Act. The Act requires employers to provide special treatment facilities so that an employee with a disability can be fully capable of undertaking his or her job, provided this cost does not exceed a ‘nominal’ amount.

During the first three-quarters of this year, the Equality Authority investigated no fewer than 56 cases relating to disability in the workplace. However, it is not only companies employing people with disabilities that need to make changes. Disability discrimination cases are increasingly also being brought against companies in the service sector under the Equal Status Act 2000.

The Act requires providers of services such as restaurants, pubs, shopping centres and clubs to “accommodate the needs of people with disabilities by making reasonable changes.”

“In the light of current legislation, it’s obvious that employers and employees



Equality at work

need to be aware of the issues surrounding disability,” says Helen Chan, Business Manager with Orbis – Human Resources Development Limited.

Established in January 2002, Orbis is a joint venture between NTDI and the commercial training and management consultancy firm, Optimum Limited. With NTDI’s expertise in the disability sector and Optimum’s commercial training background, Orbis quickly established itself as one of the country’s leading disability and diversity management special-

ists. The company offers a range of training and consultancy services, ensuring that employers are fully informed of current legislation and are in a position to establish best practice in the areas of recruitment, employee development and customer service.

“Discrimination cases can prove very costly for organisations, so it is important that policies are implemented in relation to disability and equality and, most importantly, that these policies are communicated effectively to every corner of



Helen Chan, Business Manager with Orbis – Human Resources Development Limited. “More HR professionals in the private sector are becoming aware of the need for disability and diversity training.”

why the organisation decided to embark on its disability awareness training programmes.

“Current legislation was certainly a factor. Disability is one of the nine grounds covered by the Employment Equality Act, and as an organisation it is therefore important we are aware of disability issues and best practice in managing disability in the workplace.”

“However, there were also other motivating factors. A number of people with disabilities are employed within our workforce. As an organisation we are committed to looking at disability in the workplace, not as a difficulty, but as an opportunity. The disability awareness training that Orbis delivers is an important part of our policy in ensuring that people with disabilities within our organisation feel valued and respected.”

According to Helen, the training provided by Orbis is very client-driven and can differ depending on the personnel it is aimed at. For instance, at management level, the focus tends to be on financial and legal issues, and how to effectively manage disability and diversity in the workplace.

Whereas training for frontline personnel tends to focus on general disability awareness and etiquette.

While the majority of Orbis training-programmes are concerned with disability, the company’s services also include awareness training in bullying and harassment, diversity, equality and anti-racism.

For further information on Orbis, contact Helen Chan at info@orbis.ie; telephone (01) 4069458.

the organisation, from the chief executive, through to departmental managers and front line personnel.”

“In Ireland, the most proactive firms in the area of disability training tend to be multinational companies and public sector organisations. However the balance is beginning to shift, with more HR professionals in the private sector becoming aware of the need for disability and diversity training. This is a trend that looks set to continue next year, with the publicity

surrounding the European Year of People with Disabilities and the Special Olympics World Games focusing attention on disability. In addition, as new legislation is introduced in the future, and more and more people with disabilities are encouraged to enter the workforce, the role of Orbis will evolve.” Dun Laoghaire Rathdown County Council is among Orbis’s growing customer list. According to Equality Officer, Pat Coffey, there were a number of reasons

Ireland's top fund managers are pitting their wits against each other to raise funds for RehabCare's autism respite services.



Sports broadcaster Tracey Piggott among a wealth of fund managers at the launch of the second Rehab Great Investment race.

Great Investment Race

“And they’re off...”, RTE sports presenter Tracey Piggott took on the role of official starter as Ireland’s fund management thoroughbreds broke from the stalls at the launch of the second Rehab Great Investment race. Devised and organised by Rehab Lotteries, the Rehab Great Investment Race pits the country’s leading fund managers against each other and the market in a bid to raise funds for Rehab.

Each of the six participants in the race received a cheque for €100,000 from Atlantic Philanthropies, the private foundation set up by multi-billionaire businessman Chuck Feeney. The fund managers need to use all their skill and expe-

rience to outwit each other, and the financial markets, in an effort to raise as much money as possible for the Rehab Group.

Among the competitors are Hibernian Investment Managers, the clear winners from the first Rehab Great Investment Race. Hibernian are keen to repeat their wonderful performance in last year’s race, which saw them nearly doubling their investment fund during the course of the year.

Hibernian’s 88 per cent return on their investment accounted for more than two-thirds of the overall sum of €130,729 which was raised for the Rehab Group. The overall total return on investments

last year was 22 per cent, a very solid result at a time when the financial markets were in real turmoil following September 11th, and most investors were nursing serious losses.

This second Rehab Great Investment Race will finish in October 2003. The money raised from the race will be used to further expand and develop RehabCare’s autism respite services nationwide.

You can keep track of how all the competitors are doing by checking out the ‘Rehab Great Investment Race’ column which appears monthly in the Irish Times.

In just six months time, nine Rehab sports stars will be going for glory in the Special Olympics World Games.

Irish medal hopefuls Fiona Brady and Elaine Fahey both attend RehabCare in Navan and are teammates in the Arch Basketball Club.



Olympics countdown!

The final countdown is on. It's now just six months to the start of the 2003 Special Olympics World Games, the biggest sporting and cultural event ever staged in Ireland. Over 7,000 athletes from 160 countries will participate in the Games in front of an anticipated crowd of 500,000 spectators.

For nine lucky Rehab clients, the event will mark the culmination of months of dedicated training and hard work. In June they will join their teammates in representing Ireland at what will be the biggest sporting event to be held anywhere in the world next year.

The lucky participants' names were randomly chosen following a draw of medal winners at the Special Olympics National Games held last June. Rehab clients will represent Ireland in events

ranging from golf, football, equestrian, basketball and swimming. **Fiona Brady** and **Elaine Fahey** both attend RehabCare in Navan and are teammates in the Arch Basketball Club. They are very excited at the prospect of participating in front of a home crowd, and have high hopes of securing an Olympic medal for their country.

Up in Donegal, the excitement is building as three clients from NTDI Lifford begin their final preparations for the World Games. **Oliver Doherty** will compete in the golf competition and is hoping to match the recent sporting successes of Pdraig Harrington and Paul McGinley. Two of Oliver's colleagues in the employee-based training programme, **Gareth Egan** and **Oliver Boyle** have also been selected to represent Ireland in

the Games. They will be participating in the soccer competition alongside fellow footballing star, **John Cousins**. John, who works with Gandon Enterprises in Tallaght, was a member of the victorious Cheeverstown team who won gold at the National Games.

Rehab will also be represented in the swimming pool courtesy of NTDI Bantry client, **Damien O'Donovan**. Damien also hopes to repeat his success at the National Games, where he returned home to Cork with no fewer than two gold medals, one for the 25 metre backstroke and the other for the freestyle relay.

Meanwhile in Limerick, two RehabCare clients, **Mary Crosse** and **Jane Spillane** will be going for gold in the equestrian competition.

People of the

**A Who's Who of 2002. From the hal-
lowed turf of Croke
Park to the war rav-
aged plains of
Mozambique, this
year's great achiev-
ers have again
proved it is possible
for individuals to
make the difference.**

An armchair army of almost half a million people tuned in to RTE's live broadcast of the 28th ESB/Rehab People of the Year Awards as Dr TK Whitaker was named as the 'Greatest Living Irish Person'.

The retired public servant received the prestigious award, marking the 75th anniversary of Awards sponsors the ESB, for his towering role in creating the foundations of Ireland's economic success. In addition to the once-off award to Dr Whitaker, there were seven recipients of the annual awards which were presented by An Tanaiste Mary Harney at the event in Dublin's City West Hotel and Country Club attended by more than 800 people. The Magnificent Seven were headed by former Republic of Ireland soccer star, **Niall Quinn**, who received the Irish Person of the Year Award for his



A Salute to

Year Awards



People of the Year Award winners and sponsors. From left: Declan Doyle, chairman, Rehab Group; Joe Kernan; Dr. TK Whitaker; Francis Fitzsimons; Caroline Casey; Martin Gildea; An Tanaiste, Mary Harney, TD; Niall Quinn; Rosemary Daly; Colm O'Gorman; Tadhg O'Donoghue, chairman, ESB.

extraordinary act of generosity in giving away the entire proceeds of his testimonial match in Sunderland – over £1 million sterling.

Niall divided the money equally between the children's hospitals in Crumlin and Sunderland, apart from £100,000 which he donated to the Third World charity, GOAL.

Francis Fitzsimons was awarded the International Person of the Year Award for what the adjudication panel, made up of print and broadcast media editors from both sides of the border, described as “his selfless dedication” to improving the lives of children orphaned during the civil war in Mozambique.

Francis took a career break from St Mark's National School in Tallaght in 1992 to help establish a primary school in the region of Maforga, before deciding to stay on as principal with his family. Thanks to his efforts,

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Our Heroes

People of the



Award winners Joe Kernan, Armagh GAA manager and former Sunderland and Ireland soccer star Niall Quinn the school now caters for more than 450 children.

21-year-old Corkman Martin Gildea received the Young Irish Person of the Year Award for his “positive attitude, courage and his inspiration to those around him” following a succession of serious illnesses since birth.

Martin was born with Hirschsprungs Disease, a disorder that caused over one third of his bowel to be useless. He received his first colostomy at the age of four months, was found to be deaf in one ear at the age of three and throughout his early childhood was forced to endure major surgery and long hospital stays on many



This year's Young Irish Person of the Year, Martin Gildea, pictured with last year's winner Daraine Mulvihill.



Helen Doyle chats with John Hussey, vice-chairman of the Rehab Group Board.



People of the Year Award winner, Francis Fitzsimons, with his wife, Ursula.

Year Awards



Frank Flannery, chief executive, Rehab Group; Tadhg O'Donoghue, chairman of ESB; Dr TK Whitaker, and Padraig McManus, chief executive, ESB



Maire Mulvihill and Pat Rabbitte, T.D.



Elaine Murray and Mark Collis.

different occasions. Having overcome all of this, Martin was diagnosed as having a rare and aggressive form of cancer, known as Rhabdomyosarcoma, on the same day as he was accepted at the University of Limerick. After undergoing chemotherapy treatment, which kept him out of college throughout most of his first year, another tumour was discovered by his doctors last April.

However, Martin recently completed his second year exams with honours just a week after returning to college following a successful operation to remove the new tumour.

Colm O'Gorman was hon-
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