



Anthony E. Guillaumier  
Chairperson

## Down to Earth

Anyone who has ever chaired a foundation or other organization will tell you that the role carries with it a certain weight, not least because of the enormous responsibility that comes with the territory which often quite literally weighs you down. In addition to this responsibility, there are also a multitude of tasks that need to be carried out, if deadlines are to be met and projects carried out. A lot of what we do at Richmond revolves around meetings - meeting people, meeting deadlines, attending functions - being physically present is all important. It can also be very tiring, time consuming and consuming of oneself.

Not only is the head of any organization, whether corporate or otherwise, responsible for all that happens within his set-up, he is also expected to lead by example. He has got to keep focused in a crisis in order to be better equipped to respond efficiently and positively to the varying situations and challenges that may crop up from time to time.

My business background was also hugely encouraging and gave me the right boost enabling me to offer and emulate the same leadership skills in the voluntary arena.

Knowing that you have the power to make someone's life's better can sometimes give you a false sense of security. You tend to forget that you are very much a part of the same battle that someone else is fighting. The fact that someone is looking upon you for your help and assistance has the strangest effect of making you feel invincible and infallible. When you get used to being the rock that everyone else comes to depend on, it's easy to forget that you are as vulnerable as the next guy. I was recently 'rudely' reminded that I am as human and as fragile as everyone else and I am not immune to life's troughs and pitfalls. Their wars, their battles, their weaknesses are mine too.

And so, in a strange reversal of roles and ironies, I found myself needing the assistance of the people who usually depend on me for my aid.

I was attending a work function - a concert by Amadeus Choir at St. John's Co-Cathedral in aid of Richmond Foundation. I am still not sure how, why or wherefore, but at one point I was feeling "funny" and next thing I know I had passed out. There I was, sprawled over the beautiful marble floor of the Cathedral (I never saw it that close up before), while my nearest and dearest anxiously waited for a sign of life from my end.

Whilst I was being whisked away to a nearby waiting ambulance (another first for me) life went on regardless and as usual, which was actually comforting. I was pleased to hear the concert resume its repertoire leaving the packed audience to guess what the commotion in the front row was all about. There's a certain comfort that comes with knowing that life does and will go on, with or without you. That you are not as indispensable as you think you are.

The doctor that attended to me at Mater Dei asked me if I wanted to stay another twenty four hours as their guest, but I politely told him that I wanted to stay twenty four years at the very least, although not in hospital of course. So I stubbornly (not without a hint of tough macho bravado there) signed myself out of hospital and returned home.

Not without thinking about all that had happened though. I realized that being weak and dependent is something that requires a lot of grace, resignation and acceptance. It's not something that I would like to have to get used to, but something I may well have to do one day. It was a learning experience that quite literally brought me down to earth - with a bang. It was an experience which I wouldn't necessarily want to repeat in a hurry, but one which taught me a great deal about myself and life generally. We all have a role in life. We all serve in our different ways. Even people who are completely dependent on others are as valuable as those who rush around feeling important. To quote John Milton 'they also serve who only stand and wait.'

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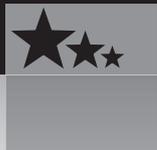
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# World Mental Health Day 2010

## Mental Health Problems, Poverty and Social Exclusion Mediterranean Conference Centre

Friday, 8th October 2010

### CONFERENCE CALLS FOR ACTION ON LEGISLATION, EDUCATION, EMPLOYMENT AND BASIC SERVICES FOR PERSONS EXPERIENCING MENTAL HEALTH PROBLEMS

Living in poverty may result in a variety of problems, from not having enough money to spend on food and clothes to experiencing poor housing conditions, homelessness and even mental health problems. Poverty also means having to cope with limited lifestyle choices that may lead to social exclusion.

As part of the 2010 European Year for Combating Poverty and Social Exclusion and to mark the World Mental Health Day, Richmond Foundation aimed to find ways forward to promote social inclusion for people with mental health problems and fight poverty.

The Richmond Foundation organised a full day conference to call for action on legislation, education, employment and basic services for persons experiencing mental health. The conference, which was held at Mediterranean Conference Centre, attracted a cross section of participants ranging from psychologists, psychiatrists, nurses, and social workers, to students in the caring sector, persons who experienced or are experiencing mental health problems and their families.

The aims of this conference were to:

- Increase awareness on the themes of mental health, poverty and social exclusion;
- Better understand the link between mental health and poverty;
- Mainstream the issues of mental health within social and economic policies;
- Encourage stakeholders, including service users, relatives, professionals and policy makers to take the necessary action.

Dolores Gauci, EY Ambassador and Chief Executive

Officer of Richmond Foundation, outlined the crucial role that education, legislation, the labour market and basic services play in ensuring social inclusion for persons experiencing mental health. She said: "Unless these aspects are made accessible, the quality of life cannot be ensured and poverty prevails. Persons who have a mental illness experience poverty and social exclusion because of stigma and because of this stigma they do not access services until perhaps too late."

Mario Schiavone, Secretariat Officer at the Ministry of Education, Employment and the Family and member of the National Implementing Body, in his opening address said that "mental health cannot be treated or discussed in isolation. It is of paramount importance that this theme be kept in focus when drafting policies which are aimed at enhancing the quality of life of every citizen. We have to look at the person in a holistic manner as nobody can be considered as a healthy person if he is not mentally healthy."

Other speakers included Dr JosAnn Cutajar a senior lecturer in sociology at the University of Malta; Ms. Irene Schembri, President of Anti Poverty Forum Malta; Dr. Juliette M. Galea, a practicing lawyer; Prof. Carmel Borg, a professor at the Faculty of Education, University of Malta; Mr. Claudio Farrugia, Chief Executive Officer of Employment and Training Corporation; Mr. Leonid McKay, coordinator of Outreach at Caritas Malta. Hon Mario Galea, Parliamentary Secretary for the Elderly and Community Care.

During the plenary session Mr. Claudio Farrugia reiterated that ETC will be resuming the Supported Employment Programme in conjunction with Richmond Foundation in 2011. Moreover, Hon Mario Galea confirmed that Parliament will be discussing the new Mental Health bill in the first weeks of 2011.

After the plenary session, there were four workshops, each focusing on either legislation, education, employment





**STOP  
POVERTY  
NOW**

or basic needs. The following were some of the intriguing points raised in the workshops:

1. Professionals, even in private practise must be encouraged to keep records and recording of their service users.
2. Code of conduct for professionals should be in place and adhered to so that service users are respected and treated with dignity whilst receiving the service.
3. Introducing the concept of family mentors / health workers who are well versed in social, health and educational matters to assist the family when children are still very young.
4. Life-long learning is an important aspect mentioned within the workshop. This must be encouraged as it should alleviate poverty, increase opportunities and facilitate the recovery process of persons with mental health problems..
5. There should be more awareness on mental health issues to employees and employers.
6. There should be adequate support for persons with mental health problems in accessing, seeking and remaining in employment.
7. Social security benefits do not motivate people to work on full-time basis. Incentives should be in place to help people getting out of poverty trap through prolonged unemployment.
8. Free medication for all and not to persons with schizophrenia only!
9. More support for people with mental health problems including asylum seekers and refugees.
10. Duplication and fragmentation of services should be strategically avoided and thus there should be better



*Left: Mario Schiavone, Secretariat Officer at the Ministry of Education, Employment and the Family and member of the National Implementing Body - Centre: Dolores Gauci, EY Ambassador and Chief Executive Officer of Richmond Foundation - Right: Ms. Irene Schembri, President of Anti Poverty Forum Malta*

coordination and harmony amongst existing services.

The 2010 European Year for Combating Poverty and Social Exclusion tried to raise awareness about poverty and social exclusion and the consequences. Within the EU, 84 million people, approximately 16% of the European population, live in or are at risk of poverty.

# Fun Day

On the 11th October 2010, Richmond Foundation has organised the yearly Fun Day at St. Aloysius College. During this day all users and staff were involved in different games such as football, potato race, musical chairs and many others. Thus, during this day the users had the possibilities to meet with other people who made use of the sporting facilities and in this way they were able to get an example of how they could integrate with others. Besides, the users had the opportunity to meet with important people such as. Thea Garret. H.E. Dr. George Abela President of Malta delivered a speech and presented our users with a medal acknowledging their participation in the Fun Day.



*Dolores Gauci, CEO; H.E. Dr. George Abela, President of Malta. Mr. A. Guillaumier Chairperson Richmond Foundation.*



# Richmond Foundation

## Adopting ISO 9001

### A laborious process... a paradigm shift!

Introducing the ISO 9001 system at Richmond Foundation has been a laborious process that took almost three years, since January 2008. ISO is not just a matter of paper work and lip service. It is 'do what you preach and give evidence of what you do'. Certainly, Richmond Foundation has been doing what it has been preaching, however, the evidence was not in place. Much, even more than statutorily required, was being done, yet evidence was not systematically recorded. The whole exercise indeed required a paradigm shift... a radical change in mentality.

Thanks to the patience and perseverance of all members of staff at Richmond Foundation, this project has been successfully accomplished.... though, getting ISO certified is not a one-off show or the end of it. One needs to work hard to maintain and continuously improve the system. ISO certification does not guarantee perfection... but it shows a strategic and organizational commitment to continue improving its services by receiving feedback from all stakeholders and satisfactorily meet the comprehensive requirements as dictated by ISO 9001:2008.

Every so often, the Malta Standards Authority (MSA) will be coming to Richmond Foundation to carry out an audit and certify whether Richmond Foundation should continue with the certification or otherwise such certification is withdrawn. To ensure quality of services and strict adherence to ISO 9001 requirements, there are two internal auditors who periodically visit the units of the Foundation and carry out an extensive internal audit. These internal auditors, namely, Ms. Adele Marie Bonello and Ms. Mariella Mamo have been trained as internal auditors by the Malta Standards Authority. These internal auditors have been doing a sterling and meticulous job. Through these internal audits, the unit coordinators systematically address areas for improvement or non-conformities.

Another feature of ISO is the feedback system which has to be put in place. Stakeholders may either pass positive or negative feedback,

compliments, suggestions or even complaints. The latter are adequately addressed to make sure that the Foundation honours agreements with its stakeholders, being service users, professionals or suppliers etc.

This exercise would have been futile if it did not help the Foundation to put the service user at the centre of the system. Service users are also given systematic opportunities to give us feedback and rate their satisfaction about our services. ISO does not allow a system which gives false hopes or unreal expectations. ISO is a systems of realism! Do what you preach and show what you do!

Holger Saliba, operations manager, coordinated

this project; he was continuously supported and encouraged by Dolores Gauci, CEO. Along the process, the Foundation has graciously been assisted by a number of people who provided valuable input. These people include four social policy students: Richard Bezzina, Kathleen Micallef, Jean Paul Zammit and Francesca Degabriele. Eng. Joseph Micallef acted as a consultant along the process and his input was indispensable. Such consultancy was partially sponsored by the Malta Enterprise.

Such certification is a proof that the Foundation is committed to promote mental health, prevent mental illness and provide quality services to persons with mental health problems or those who are at risk of experiencing such problems.

## What is ISO 9001?

ISO 9001 is a global quality management standard. Thousands of companies in over 100 countries have adopted it, and many more are in the process of doing so because it controls quality.

ISO 9001 applies to all types of organisations, even non-governmental organisations. It does not matter what size they are or what they do. It can help both product and service oriented organizations achieving standards of quality that are recognized and respected throughout the world.

ISO is the International Organisation for Standardisation. It is located in Switzerland and was established in 1947 to develop common international standards in many areas. Its members come from over 150 national standards bodies.

## Why is ISO 9001 important?

ISO 9001 is important because of its orientation and philosophy. ISO 9001 is important because of its international orientation. Currently, ISO 9001 is supported by national standards bodies from more than 150 countries. ISO 9001 is also important because of its systemic orientation. Right attitude of workers is not sufficient to guarantee quality. The organization also needs to institutionalize the right attitude by supporting it with the right policies, procedures, records, technologies, resources, and structures. Quality attitude should be sustained by the quality management system to ensure a world-class standard of quality.

**Richmond Foundation is the first NGO in Malta (in the field of health and social care) that obtained ISO 9001.**





# receives the ISO 9001

Richmond Foundation is the first NGO in the health and social care sector which has received the ISO 9001 certificate. The certificate was awarded by Mr. Francis E. Farrugia, Chairperson of the Malta Standards Authority to Mr. Anthony E. Guillaumier, Chairperson of Richmond Foundation. This conferment took place in the presence of Hon Chris Said Parliamentary Secretary for Consumers, Fair Competition, Local Councils and Public Dialogue.



Hon Chris Said acknowledged the significant work of Richmond Foundation which promotes mental health in the community at large and supporting over 1000 persons with mental health problems a year. Hon Said explained that such award should be doubly satisfactory for the Foundation as it is the first NGO in this sector which managed to obtain such an award and moreover, the Foundation had no external pressure to achieve this certificate but wanted to get this award because it believed in its value. The certificate shows the Foundation's commitment in providing a quality service to its users, being accountable and transparent in its operations and continually improving its services.

*Hon. Chris Said addressing Richmond Foundation Staff*



*Mr. A. E. Guillaumier (left) receiving certificate award from Mr. Francis E. Farrugia Chairperson of the Malta Standards Authority in the presence of Hon. Chris Said.*





Fleur De Lys:

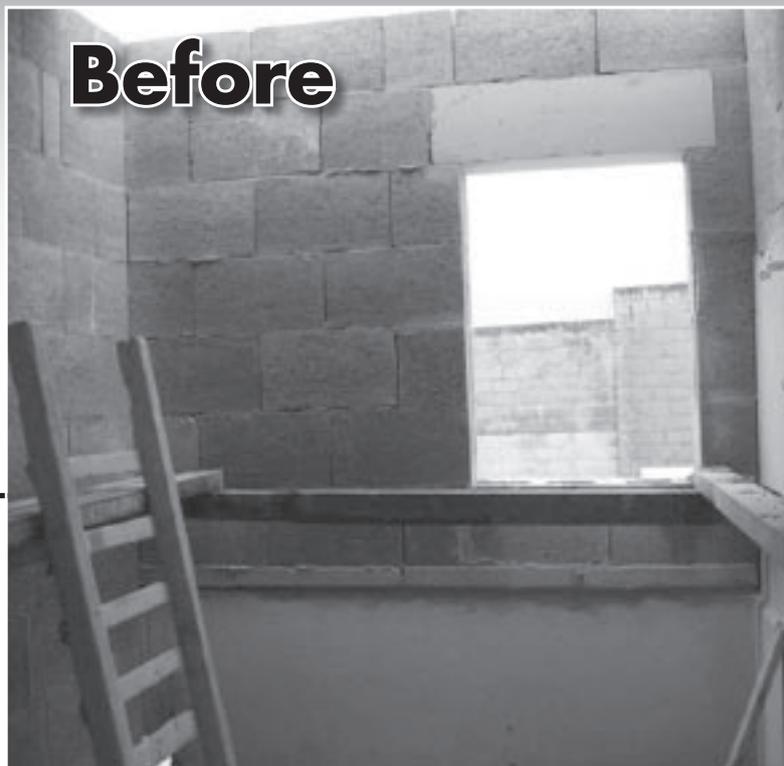
# Moving to Semi Independent Living

In April 2010, Richmond Foundation rented a house at Fleur De Lys, in order to set up a Group Home for women. This is another step forward in the provision of accommodation for patients with mental health problems. The beneficiaries will be women who are either staying in a hospital or are living in the community that require more support. This Group Home will offer the opportunity for the women to lead an independent life. A member of staff will be visiting the residence on a daily basis for a few hours in order to assist tenants with scheduling their day. Tenants will be assigned a key worker whose role is to monitor and evaluate the short, interim and long term needs of users.

The Supportive Housing Scheme staff was entrusted with the refurbishment of the house; the house had to be converted from 3 main bedrooms to seven bedsits. Major works included the building of the third bathroom on the third floor, gypsum portioning of bedrooms, plumbing and electrical works and other finishing works, all aimed to help the tenants have good quality accommodation.

The house is now nicely refurbished ready to accommodate seven females in a homely environment.

Photos show the works in one of the bathrooms.





## A Talent Show for Universal Children's day

The idea of one day organising a Talent show at the residential therapeutic programme K.I.Ds run by the Richmond Foundation has been brought up countless times during the programme's three year history, however for one reason or another, it never materialised. After the children celebrated last year's Universal Children's day by creating a painting, this year, outgoing K.I.Ds coordinator Joseph Galea grabbed the bull by its horn and decided to hold the much talked about Talent show for this year's children's day.

It was decided that some children who are good in dancing, would prepare a couple of dances, whilst others would sing. All the residents of K.I.Ds also decided to form a choir and prepare a few Maltese songs accompanied on the guitar by staff from K.I.Ds. Moreover, all children drew a picture so as to decorate their playroom where the Talent show was to take place. Some of the children even created their own costumes for their item. The idea of inviting the Commissioner for Children, Ms. Helen D'Amato was also proposed and the children were very happy when she accepted to attend. With a few ideas here and a few rehearsals there, the children were set for the show which took place on the 18<sup>th</sup> November. Ms. Dolores Gauci, CEO of Richmond Foundation, Holger Saliba, Operations Manager, K.I.Ds staff, as well as the children's parents or care givers were present for the evening.

The Talent show as a huge success for many reasons and was appreciated by all those that were present. It was also a good opportunity for K.I.Ds to open its doors further for the children's parents. There were many smiles and words of praise during the small party held after the activity.

The children would like to thank Ms. Helen D'Amato for her presence, as well as all K.I.Ds staff for being instrumental in the rehearsals. Word has it that discussions are already underway for a similar event in the near future.



**Commissioner for Children, Ms. Helen D'Amato with two children at K.I.Ds.**



On 9 December 2010, Ms. C. Gonzi, wife of Malta's Prime Minister and Vice-Chairperson of Richmond Foundation held a reception for all the active volunteers of the Foundation together with their spouses and partners, as well as the Unit Coordinators, in order to celebrate volunteering and in recognition of the efforts made by the Foundation's group of volunteers. Also present were Mr. A. E. Guillaumier and Ms. D. Gauci (Chairperson and CEO of Richmond Foundation respectively). The event was held at Villa Francia, the historic mid-18th century baroque-style villa tucked away in the quaint village of Lija. Ms. Gonzi praised the sterling work carried out by all the Foundation's personnel and their contribution to society. Mr. A.E. Guillaumier and Ms. D. Gauci spoke of how important the volunteers are to the Foundation in general, the Unit Coordinators and the clients themselves. They expressed their gratefulness for the valuable contribution of reliable volunteers who give freely of their time wherever and whenever the Foundation needs them. Ms. M. Cachia, Volunteer Programme Coordinator, who is a volunteer herself, spoke of what volunteering means to her, and how rewarding and enriching volunteering is. All volunteers were presented with a token of appreciation and awards were given to those who showed exceptional commitment. Awarded volunteers were Ms. M. Giuliana Fenech, Mr. S. Busuttil, Ms. P. Schembri, Ms. M. Cachia, Ms. C. Falzon, Mr. B. Scicluna and Ms. M. Camilleri. At the end of the very pleasant reception the Curator of Villa Francia gave a brief history of the Villa and led the group on a very interesting tour of the exquisitely restored building.



**Ms. Mary Cachia volunteers coordinator rewarded by Chairperson.**

**CEO. Ms. D. Gauci, Mrs. C. Gonzi and Chairperson Mr. A. E. Guillaumier**



# Secondary Traumatization

If you have chosen a job which involves helping people in some way, chances are you are able to be present to another human being, make contact and empathize with them. If the people you work with on a daily basis are suffering, helpless, in distressed emotional states or who have endured some kind of trauma, you may be vulnerable to experience a variety of psychological and physical symptoms, similar to those experienced by the patients or the victims themselves. As helpers exposed to traumatic events in our work, it can be traumatic for us too. This is referred to as vicarious or secondary traumatization.

## Signs and symptoms of secondary traumatised

Take some time to think about how your work has affected you. How has it changed your sense of who you are, your ability to build and maintain relationships, your beliefs about life and spirituality, your sense of personal safety and that of your loved ones, your sense of control over your life?

Have you noticed that you no longer enjoy your life as you used to, or seem to have more emotions of sorrow, grief, helplessness and hopelessness? Working with trauma may result in the helpers suffering symptoms of post-traumatic stress disorder: recurrent nightmares, intrusive thoughts, hyperarousal, generalized fear and mistrust in others and the world, and changes in beliefs regarding independence, self-esteem and intimacy. Other symptoms related to depression and anxiety can also emerge. Physical symptoms may also result, such as sleeplessness, headaches, hypertension and backpain as well as gastrointestinal problems such as constipation, diarrhea and irritable bowel syndrome.

Other signs could be the increase in the use of substances such as caffeine, cigarettes, alcohol or drugs.

Moreover, if you have experienced difficult events in your own personal life, the experience of the victim or patient could be a trigger to bring up and bring you in touch with your own past. If the past experience being triggered is not dealt with adequately, the risk of vicarious trauma (or secondary traumatization) and its symptoms is increased.

## Dealing with secondary traumatization

First it is important to be in touch with yourself so that you can become aware quickly of when your work is having a negative influence on your health, your relationships and your life. Notice whether the emotions you absorb at your workplace (such as sorrow, hopelessness or anger), follow you home. It is important to first identify and become aware of the presence of these feelings, then find ways to help you process and express these emotions, so that they do not stay stuck in your mind and body.

This can be done by learning how to take care of yourself. Take care of your physical health by maintaining a balanced diet, getting adequate sleep and making time for physical activity. Notice what helps you to relax, cope with stress and feel good about your life. This could be spending time with your partner or children, finding a hobby which refreshes you (reading, dancing, sports, art, music, etc) or meeting friends. Spirituality is also very important because it helps to make meaning of your life and focus on what is really important for you.

Another very important way of dealing with secondary traumatization is never to isolate yourself but to make contact with and find support from others. One idea is to develop a buddy system in the workplace, whereby each employee has an identified person they can talk to and share their experiences and emotions with. This peer support (trust is essential) can offer the safe space to be able to talk about what you are experiencing and how your work is affecting you. Buddies can motivate each other to implement the self care strategies discussed above.

Outside the workplace, having a strong network of supportive friends and family members is very important. People with good social support networks feel more positive and are able to handle their life situations and stress more effectively.

If the symptoms of secondary traumatization highlighted above, are affecting your life, you may also need to seek the help of a professional, such as a psychologist or counselor. This would provide you with a safe space to be able to share your experience and how this is affecting you, and be guided on how to deal with your work more adequately and how to relieve symptoms.

Finally it is important to be realistic of what expectations you have of yourself and your job. Expecting yourself to save or help all those who are in your care may not be realistic, but knowing that you will do your best to provide a good service is more achievable.

Fleur Mifsud Bons  
Clinical Psychologist

**SOSP - Staff Organisation Support Programm - Tel: 2144 5551**

**The SOSP programme is to ensure a working environment that fosters motivation and commitment, reduces sources of stress and promotes harmony among employees at every level.**





# Nuncio's Visit

On Thursday 6<sup>th</sup> October 2010 at 11:00 am, H.E. Mgr. Tommaso Caputo, Apostolic Nuncio accepted Richmond Foundation's invitation to visit the Head Office at St. Venera. In this visit, His Excellency had the opportunity to meet various service users and members of staff and learn more about the Foundation's mission, services and challenges encountered.



*H.E. Mgr. Tommaso Caputo, Apostolic Nuncio with staff members and users at Richmond Foundation Head Office.*

# Learning and Improving Social Skills at the Leisure Centre

The Leisure Centre provides opportunities to persons experiencing social exclusion and loneliness to meet and establish networks and friendships by engaging in creative, educational and fun activities in a positive and safe environment as well as improving the persons' social skills. A variety of activities are organized which include games, crafts, art, outings, drama and discussions on social skills.

Being one of the aims of the Leisure Centre, learning social skills is a topic which we often tackle as these are the basis for getting along with others. A lack of social skills can lead to behavioral difficulties which may then lead to peers rejection, emotional difficulties and difficulty in making friends, aggressiveness and mental health problems such as depression.

The following is a list of Social Skills which are important that an individual has so as to enable him/her enjoy positive relationships in his/her life:

- Cooperation
- Sharing
- Participation
- Being a Friend
- Helping Others
- Being Patient
- Following Directions
- Taking Turns
- Focusing on Task
- Accepting Differences
- Listening
- Praising Others and Refraining from Put Downs
- Positive Communication and Interactions
- Being Polite and Courteous

- Using Good Manners
- Respecting Ourselves, Others and Items
- Being Respectful

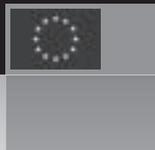
Those who attend the leisure centre, start the weekly session by introducing themselves. They learn how to listen to others and to wait until it is their turn to speak. Ice-breaking games help them getting to know each other better since they encourage fun and social interaction. Snack times are encouraged as well. Besides enjoying a healthy snack together, one learns how to serve themselves, to take turns and share with others. During this time, conversations happen and this helps them to feel more part of a group.

Some of the topics discussed at the leisure centre include Assertiveness, Introducing ourselves, Positive thinking and self-esteem. Such discussions help people to build self-confidence in order to feel accepted. They also build relationships which enhance their self-esteem and sense of belonging.

A way to teach social skills is by practicing behaviors and rehearsing social situations. By organizing role plays, the session gets more interesting and they learn how to understand social situations, others' reactions and the effects they leave on other people, which all in turn, improve social skills.

The Leisure Centre is open to all from 18 years upwards and held at St. Augustine's centre, Valetta. It is managed by staff, volunteers and service users and opens once a week on a Monday from 5.30pm till 7pm.





## Leonardo da Vinci Placement

### Ruth Marniscalco

My experience visiting different Rethink services in the West Midlands, UK

Thanks to this placement, I had the opportunity to visit a good number of mental health services that Rethink offers in different areas in the West Midlands. My placement had a particular focus on mental health and people from black and minority ethnic communities (BME). Birmingham, the place I was based in, is the second largest city in the UK and it is also home to many BME people with the majority coming from Asia, the West Indies, Somalia, Eastern Europe and Ireland. In fact 27% of the population in Birmingham is from BME communities.

There are many different services that people with mental health difficulties can access. Some of the services I visited include a nursing home where people live in the community with support, supported housing, home support and floating support which offer support to people in their homes, gardening projects, psychological services, different groups, drama group, different drop in services where people can go and socialise and employment and training services amongst others. Apart from visiting these services, I also had the chance to attend 3 groups in Birmingham. These were a women's group, a mental health awareness group and a current affairs group. Some of the service users came from different cultural backgrounds. One of the service users I met was half Maltese. All the groups I attended were

held in the community. All these services aim at helping users to engage in healthy activities in the community, learn new skills and to have a better quality of life.

Some of the services I visited were for carers of people with mental health problems. As carers, they are very significant people in the lives of people with mental health difficulties and they need to be acknowledged, valued and supported. I had the opportunity to attend a carers group called 'Re-access' which is specifically for West Indian carers. The person facilitating the group is also a West Indian. Guest speakers were invited to this particular session and they spoke about an advocacy service for carers. I also went to two carers' visits in Birmingham, an elderly British widow and an elderly Irish couple. Both families care for their daughters and both daughters have schizophrenia. Other carer services include help lines, respite services, support groups and information on different aspects of caring.

I am very grateful that I was given the opportunity to participate in a Leonardo project and visit these services. This



Ms. Ruth Marniscalco with Rethink members of staff.

experience has been very enriching and it has positively contributed to the work I do as a project worker at Villa Chelsea as it has not only helped me to reflect on the work I do but also on the mental health services in Malta as well as the different services I had been to during my placement.



## 'Iċ-Ċavetta'

### Maltese literacy toolkit for employment and education inclusion

**'Iċ-Ċavetta' project promotes an equal and inclusive labour market by empowering disadvantaged persons facing social exclusion and difficulties to access the labour market by equipping them with basic Maltese literacy and computer orientation skills. This is a key tool for these persons to be able to access further education and employment. The project is partly financed by the European Union under European Social Fund (ESF), Operational Programme II – Cohesion Policy 2007 – 2013.**

The main aim of this project is to increase Maltese literacy skills, computer orientation skills and work values among disadvantaged adult.

The project is managed by Paolo

Frere Institute, Żejtun and it involves the following five partners, including a transnational one: Richmond Foundation, Employment and Training Corporation, Inspire, YWCA (Malta) and Tallinna Ulikool Kasvatusteaduste Instituute – Estonia

The progress of the project has been timely and satisfactory. Moreover, project partners, including Richmond Foundation, have been actively involved throughout the course of the project. Indeed, eight project partners meetings took place between July 2009 and October 2010. The project has been extended to allocate reasonable time for training. Thus the training of vulnerable groups can take place until September 2011 and the final conference of this project will take in the succeeding quarter.

Since the tool kit has been developed, trainers have been trained and thus each partner will organize at least 200 hours of training using the developed tool kit.

One of the ingredients of active inclusion is also literacy. This principle has already been endorsed by the Foundation in the setting up and running of the Community and Technology Learning Centre (CTL). In the past, literacy training has also been given to users by volunteers on numerous occasions. Reading is also a commendable way to use one's time constructively and thus it can be very helpful to our service users. This literacy tool kit is truly useful and Richmond Foundation is very proud in being one of its active partners.



# ESF Impact Assessment of Mental Health on Employment for Policy Development ESF 3.71



## Richmond Foundation discusses research findings and policy recommendations regarding the impact of mental health on employment with Maltese employers and employer's representatives

"29.5% of the persons interviewed said they were diagnosed with anxiety problems, whilst another 26.9% said that they were diagnosed with some form of stress problems, and 24.4% with Depression"

Richmond Foundation (VO/0017) in partnership with the Employment Training Corporation (ETC), Malta Employers Association (MEA) and Compagnie de Sporen (Belgium), has been awarded funding under Cohesion Policy 2007 – 2013 (OP II – ESF) Structural Funds for a project entitled "Impact Assessment of Mental Health on Employment for Policy Development".

The project, implemented over 2009 and 2010, assessed the impact of mental health on employment. The research has identified obstacles and labour market distortions which

need to be addressed to develop, improve or change policies and systems that contribute towards the access, integration, retention and progression in employment, especially persons experiencing mental health difficulties.

Richmond Foundation has presented the research findings and the draft policy recommendations during two seminars held on 1st and on 3rd December 2010 for a number of employers and employer's representatives at the Palace Hotel in Sliema.

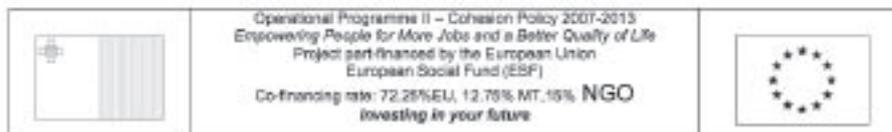
The seminars were aimed to serve as the launching pad to mobilise the employers and employer's representatives to help finalise and strengthen the policy recommendations which Richmond Foundation hopes can be translated into realistic and achievable actions that will provide persons experiencing mental health

difficulties with a better quality of life and work.

[The draft policy recommendations can be viewed on [www.richmond.org.mt](http://www.richmond.org.mt) Feedback on the policy recommendations will be received by Richmond Foundation by 10th December 2010. The feedback is to be sent to [info@richmond.org.mt](mailto:info@richmond.org.mt)].

The full research findings and report and the final policy recommendations will be presented during a conference aimed for policy makers, employers, unions and other stakeholders on 20th January 2011/ ENDS

For further information about the project:  
[info@richmond.org.mt](mailto:info@richmond.org.mt) | 21224580 | 21482336  
| [www.richmond.org.mt](http://www.richmond.org.mt)



## HEALTH PROMOTION

# The Wellness Program

The mind and body are often said to be a single system and we are constantly learning more about how our mental health affects our physical health and vice versa.

The Wellness Program aims at helping people to lead physically healthier lifestyles. It works in two ways, by educating people about proper nutrition and by giving the opportunity for people to perform basic exercise.

This is the second year that the wellness program will be held. We have taken into consideration the opinions of the people who attended the program and have worked on improving different aspects of the program.

The Wellness Program is held every Thursday between 5 and 7pm. It will take place in the gymnasium of St Albert College, Valletta.

Those interested in participating in the program can

- download the application form found on the Richmond website
- get it filled in by their GP or psychiatrist
- send it to us by post at 424, St Joseph High Street, St Venera

For further information please call Jean Paul or Francesca on 21482336.





A Special Thank You to our benefactors, who generously offer their contributions supporting our cause.

# Car Lottery in Aid of Richmond Foundation Official Presentation.

Friday 14th January 2010 at 10am  
site Mira Motors Ltd, Imriehel.

The Chevy Spark Lottery winner is Mr. Agius Mario of ticket number 033424

drawn earlier at Mira Motors Ltd. In the presence of the Lotto & Gaming Authority Inspector, Richmond Foundation Chairperson Mr. A.E. Guillaumier and the car company directors.



## Board of Trustees

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## Self-Help GROUPS

- Qatt esperjenzajt xi problema ta' sahha mentali?
- Tahseb li ghandek problema ta' sahha mentali?
- Ghandek xi qarib/a li ghaddew jew ghaddejmin minn problemi ta' sahha mentali?
- Ejja u aqsam li esperjenza tieghek ma hafna oħrajn
- Ejja u tghallem dwar il-kundizzjoni li ghaddej/a minnha
- Ejja u tghallem kif iggib ruhek mal qarib/a tieghek

Tempej li Richmond Foundation fuq in-numri ☎ **21482336 / 21440324** u tinghata d-data u l-hin tal-grupp.

## Never Mend LEISURE CENTRE

WHEN  
Mondays 5.30pm – 7.30pm  
WHERE  
St Augustine's Youth Centre,  
Old Bakery Street, Valletta  
FOR WHOM  
Adults

If you wish to attend or become a volunteer contact  
**Christiana Farrugia** at Richmond Foundation

☎ **21482336 / 2140324**

**www.richmond.org.mt**



for Community Mental Health



## Richmond News

RICHMOND FOUNDATION JOURNAL

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