FACTSHEETS
How to implement victim assistance obligations?
UNDER THE MINE BAN TREATY OR THE CONVENTION ON CLUSTER MUNITIONS

Concrete actions to improve the quality of life of victims and persons with disabilities
Assistance to victims of mine/explosive remnants of war (ERW) is an obligation for States Parties to the Mine Ban Treaty (MBT) and the Convention on Cluster Munitions (CCM). The Cartagena Action Plan and the Vientiane Action Plan include specific commitments that States Parties have agreed on to implement their victim assistance (VA) obligations effectively, in particular to improve the quality of life of victims. The United Nations Convention on the Rights of Persons with Disabilities (CRPD) provides the most comprehensive framework to address the needs & advances the rights of all persons with disabilities (PwD), including mine/ERW survivors. Regional frameworks on disability and development are also relevant, such as the Incheon Strategy to “Make the Right Real” for Persons with Disability in Asia and the Pacific and the African Decade of Persons with Disabilities.

OBJECTIVE OF THESE FACTSHEETS
The Victim Assistance Factsheets were developed by Handicap International (HI) as a tool to provide concise information on what victim assistance (VA) is and on how to translate it into concrete actions that have the potential to improve the quality of life of mine/ERW victims and persons with disabilities. The factsheets target States Parties affected by mine/ERW, States Parties in a position to provide assistance, as well as organizations of survivors and other PwD, and other civil society - and international organizations.

METHODOLOGY
The factsheets build on a review of existing literature on VA, Disability and Inclusive Development, including publications such as the WHO Community-Based Rehabilitation Guidelines, sector and country-specific publications by HI, as well as others by the Anti-Personnel Mine Ban Convention Implementation Support Unit, the ICRC and other organizations. Technical feedback was also solicited from HI’s Technical Advisors with contributions from HI field teams. Discussions also took place with survivor and other partner organizations in mine/ERW affected countries. The final content, however, is the sole responsibility of HI and reflects the organization’s policy and practice.

OVERVIEW OF THE FACTSHEETS
This package consists of 12 factsheets. Six focus on a specific sector or public policy area that VA is an integral part of and the remaining six are dedicated to cross-cutting issues. With a view to promote synergies between different frameworks, each factsheet makes clear links with development sectors and issues. This approach aims to avoid duplication of efforts and gaps between those done in the context of VA and other development efforts; to promote linkages between similar initiatives and to facilitate an efficient use of resources. More importantly, integrating VA in wider efforts on Inclusive Development will result in more significant and sustainable improvement in the quality of life on mine/ERW victims and PwD, which is the main goal of VA.

THE 12 TOPICS COVERED IN THESE FACTSHEETS ARE:

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These factsheets have been designed so that they can be used as a package, or on a stand-alone basis. Each factsheet is divided into different sections, including: definition of the VA sector or cross-cutting issue, the international legal & policy frameworks, the main stakeholders, common challenges in low-income countries, a successful project, recommendations, indicators, description of a project or program, and references.

Section 6 of each factsheet lists recommendations for States Parties to the MBT & the CCM. States affected by mine/ERW will find examples of what can be done at the national level to improve VA, while States in a position to provide assistance can find ideas of what affected States are doing, and can do, on VA; and as such, come across ideas on the kind of policy, plan, programs & projects they may contribute to through international cooperation efforts. In addition, factsheet 12 focuses specifically on how International Cooperation can support VA.

In most sheets, Section 6 on Recommendations & Section 7 on Indicators are subdivided into three parts:

1. Quality of life,
2. Access to Services,

The information is organized in this manner so as to reflect the fact that different interventions have a direct impact on one of these three levels. HI, however believes that advances in access to services & in legislation & policies are important, but that these should ultimately contribute to having a positive, measurable & sustainable impact on the quality of life of victims & PwD.

**KEY CONCEPTS**

- **ACCESS TO SERVICES:**
  When using the term “access to services” throughout these factsheets, the following six criteria underlie the concept of “access”: availability, accessibility, acceptability, affordability, accountability & good technical quality (see factsheet 9: Accessibility/Access to Services).

- **NON-DISCRIMINATION:**
  In this context, it refers specifically to the fact that no discrimination should be made against or among victims, or between survivors and other PwD. VA efforts should benefit to other PwD, in the same manner as efforts to advance the rights of PwD and their families should include survivors and their families.

- **INCLUSIVE DEVELOPMENT:**
  Ensuring that all groups in situation of marginalization, vulnerability or exclusion (such as most victims and PwD) benefit, contribute to & participate meaningfully and effectively in all development processes.

- **VICTIMS:**
  All persons who have been killed or suffered physical or psychological injury, economic loss, social marginalization or substantial impairment of the realization of their rights caused by the use of mine/ERW. They include those persons directly impacted by mine/ERW as well as their affected families and communities. They are referred to in the factsheets as ‘victims’.

- **PERSONS WITH DISABILITIES:**
  According to the CRPD, PwD include those who have long-term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others.

- **TWIN-TRACK APPROACH:**
  Refers to an approach that promotes Inclusive Development through two complementary and equally important methods:
  - By implementing specific actions that promote the individual and collective empowerment of mine/ERW victims and PwD. (See factsheet 8: Empowerment)
  - By eliminating all physical, attitudinal and communication barriers that exclude persons with disabilities from development. (See factsheet 9: Accessibility/Access to Services)

We hope that readers will find these factsheets informative and useful, and that they serve as an invitation to learn more about ways in which to contribute to VA and Inclusive Development. Handicap International welcomes all input and comments. Detailed guidelines, technical documentation and good practices on these topics are listed in each sheet.

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WHAT IS MEDICAL CARE?

Medical care is one of the components of Health services. It is the prevention, identification, assessment & treatment of health conditions & impairments. The goal of emergency medical care is to provide acute trauma care: first aid, blood transfusions & other immediate measures that prevent death and permanent impairments after a person survives an accident. The goal of continuing medical care is to promote the person’s full recovery with measures such as pain management.

Medical care is the first step to ensure a person can survive an accident and minimize the risk and level of permanent impairments as much as possible. Yet, medical care that responds to an injury is only part of the wider health services. Survivors need and have the right to access appropriate medical care even after they have recovered from the initial trauma.

Health services are comprised of the following components:

- Health promotion: strengthening the skills of individuals to change the social, economic & environmental conditions to alleviate an injury’s impact on health.
- Prevention: Primary (avoidance of illness), secondary (early detection and treatment) and tertiary (rehabilitation) prevention measures.
- Medical care (including emergency & continuing medical care): Identification, assessment, surgery and treatment of health conditions and impairments.

LEGAL & POLICY FRAMEWORKS

MDGs: Goals 4, 5 and 6.

WHO ARE THE MAIN STAKEHOLDERS?

Organizations of survivors and PwD | Service providers: Hospitals, including emergency medical transport services, community health centers
Ministries: Health
International organizations: WHO.

WHAT ARE COMMON CHALLENGES IN LOW-INCOME COUNTRIES?

- Limited or no healthcare human and material resources (including first aid respondents and safe supply of blood) available in rural areas, where the majority of victims live.
- Transportation to healthcare centers is often long and expensive: barriers such as distance and cost tend to make it difficult for people to access health services regularly, in particular for children which is needed when they are growing up.
- Few surgeons are trained in amputation techniques & eyesight saving measures that are often necessary after a mine/ERW injury.
- Healthcare services often require payments that are not affordable for poor persons, such as the majority of survivors.
- In conflict-affected areas, insecurity makes it difficult or impossible for health services to exist. Often, there are little to no mobile teams or itinerant services.
- Lack of female health service providers, which makes it difficult for female survivors to access these services in certain contexts.
- Insufficient healthcare staff is trained on the rights of PwD or on how to ensure persons with different types of impairments can access information on prevention, promotion and medical care & services; as such information about health services rarely reaches survivors.

SUCCESSFUL PROJECTS IN ACCESS TO HEALTH

In Afghanistan, the WHO collaborated with the Ministry of Public Health to build capacities in emergency & essential surgical and anesthesia procedures at regional and provincial hospitals through the Integrated Management for Emergency and Essential Surgical Care program.

In Colombia, the Ministry of Social Protection, with support from the ICRC, produced a technical guide on emergency medical care and trained surgeons from regional hospitals in mine/ERW affected regions. The ICRC and the Colombian Red Cross provided community-based first aid training in 12 of the affected regions.

In Thailand, the Emergency Medical Services System has expanded to all provinces and local communities, including 27 mine/ERW affected provinces. A network of emergency response teams can be accessed in emergency situations by dialing the emergency hotline and is available throughout the country with the exception of remote communities along the border areas.
**What Can States Do?**

**To improve quality of life:**
- Train local populations in mine/ERW affected areas on first aid.
- Ensure that survivors and other injured persons receive follow-up from both surgical & nursing teams and from rehabilitation professionals.
- Ensure that PwD, including survivors, and their families are well-informed on the risks and benefits of surgeries and that they are aware of the cost and duration of the treatment.
- Develop people's skills by providing health education & other information to enable them to exercise more control over their health.
- In particular, ensure that girls & women with disabilities, including survivors, have access to sexual & reproductive health services on an equal basis with girls & women without disabilities.

**To improve access to services:**
- Ensure health facilities have adequate equipment and supplies of safe blood & medication.
- Ensure adequate trauma surgery & pain management capacity.
- Guarantee health services are free or affordable and accessible to survivors, PwD & other individuals in need.
- Implement disability awareness training for health professionals.
- Ensure presence of female health care providers.
- Develop and support referral systems to facilitate access for PwD, especially women & children, to all health services.

**To improve access to legislation and policies:**
- Legislation & policies on health should be in accordance with the CRPD.
- Legislation & policies on health should be in accordance with the CRPD and take into consideration the specific needs of mine/ERW casualties & other victims of trauma.
- Health-related legislation is in accordance with CRPD and takes into consideration the specific needs of mine/ERW casualties & other victims of trauma.
- Increased awareness among healthcare staff on the rights & needs of PwD.
- Increased capacity in the areas of surgery & anaesthetic in, or close to, affected areas.
- # of health programs procedures to reach & include men, women, girls & boys with disabilities.

**How to measure progress**

The factsheets show some areas in which States should be able to demonstrate change. Advances in access to services and in legislation & policies should ultimately contribute to making a positive impact in quality of life.

- **Quality of life:**
  - # of local people trained in first aid in villages with high incidence of accidents.
  - # of trained healthcare workers in affected areas.
  - Increased awareness among healthcare staff on the rights & needs of PwD.
  - Increased capacity in the areas of surgery & anaesthetic in, or close to, affected areas.
  - # of health programs procedures to reach & include men, women, girls & boys with disabilities.

- **Access to services:**
  - # of local people trained in first aid in villages with high incidence of accidents.
  - # of trained healthcare workers in affected areas.
  - Increased awareness among healthcare staff on the rights & needs of PwD.
  - Increased capacity in the areas of surgery & anaesthetic in, or close to, affected areas.
  - # of health programs procedures to reach & include men, women, girls & boys with disabilities.

- **Legislation and policies:**
  - Health-related legislation is in accordance with CRPD and takes into consideration the specific needs of mine/ERW casualties & other victims of trauma.
  - Health promotion, prevention & medical care policies include measures and a specific budget to include PwD on an equal basis with others.

**Project Example:** Training of Paramedics in Northern Iraq

**Identified problems:** Most mine/ERW casualties live in rural areas, yet most doctors and medical facilities are located in cities. In Northern Iraq, there was little capacity to provide pre-hospital care for victims of trauma.

**Objective:** To improve access to pre-hospital care by training a core group of paramedics, who in turn would train first responders at the community level.

**Activities:** Training of 6,000 lay-persons to be first responders and of 88 paramedics (1996–2004). All patients were registered with monitoring of time intervals, interventions performed, pre-hospital treatment effect & mortality rate.

**Sustainability:** The trained paramedics & first responders live in the targeted areas, so that the resources stay on-site beyond project duration. All had extensive personal experience responding to people injured & killed by mine/ERW. Retention of paramedics in the program was 72% after 8 years. The project was implemented in cooperation with existing local hospitals & regional health authorities.

**Key indicators:** 88 paramedics were trained. In turn, they trained 6,000 layperson to be first responders in their own & neighboring villages in basic life support for trauma victims. 2,349 patients received treatment during the period. Of these, 919 persons suffered from mine & other penetrating injuries, and 1,430 from blunt trauma or other medical emergencies. The mortality rate in victims decreased from 28.7% to 9.4%, as did the time interval from injury to first medical help, from 2.4 hours to 0.6 hours. The majority of fatalities were found at the site of injury after they had died. The pre-hospital treatment effect improved significantly.

**Duration:** Results reported from 1999 to 2005; the project is still ongoing.

**Implemented by:** Tromso Mine Victim Resource Center in cooperation with Trauma Care Foundation Iraq.

**Donor:** Norwegian Ministry of Foreign Affairs.

**References**
- WHO, UNICEF, ILO, IDDC. CBR Health Guidelines. 2010
- GICH, Assistance to Landmine/ERW survivors in the context of disarmament.
- References from annual reports: *Prehospital Trauma Care Systems*. 2005; *Prehospital Trauma Care Systems*. 2005.
WHAT IS REHABILITATION?

Rehabilitation is a process aimed at enabling survivors & other PwD to reach and maintain their optimal physical, sensorial, intellectual and social levels of functioning.

Rehabilitation supports survivors & other PwD in reaching their maximum level of health and wellbeing, in living independently, and in being included in society.

Components of Rehabilitation are:

- Prosthetics and Orthotics services (P&O): Production and fitting of prostheses & orthotics to allow a person to walk again or to improve upper limb function. A prosthesis replaces a limb and an orthotic supports or improves sensorial & motor functioning. Prostheses & orthotics belong to the group of assistive devices, which also included mobility devices such as wheelchairs and walkers.
- Physiotherapy: Use of manual techniques, exercises & basic devices to improve & develop motor and sensory function, as well as control pain.
- Occupational Therapy: Therapeutic use of everyday life activities with individuals or in group setting to increase participation at home, school, workplace, community, culture, sport & leisure activities. Aims to address & reduce physical, psycho-social and sensory impairments.
- Speech Therapy: Treats all disorders of voice, speech and language not related to mental or hearing impairment.

LEGAL & POLICY FRAMEWORKS

CCM: Art. 5 para. 1 & 2.H. Art. 6 para. 7. Art. 7 para. 1.K.
Vientiane Action Plan: Actions #25 and #28.

WHO ARE THE MAIN STAKEHOLDERS?

Organizations of survivors and PwD | Service providers: Rehabilitation centers & related teams managed by NGO, international NGO, public services | Ministries: Health, Social Affairs, Education | National professional organizations of rehabilitation specialists
International professional organizations such as International Society for Prosthetics and Orthotics (ISPO), the World Confederation for Physical Therapy, and the World Federation of Occupational Therapists | International organizations: ICRC.

WHAT ARE COMMON CHALLENGES IN LOW-INCOME COUNTRIES?

- Limited financial resources for healthcare system and more specifically for rehabilitation services in rural and remote areas.
- No national planning for the development of rehabilitation and specifically for P&O services; both tend not to be integrated into healthcare programs.
- Some rehabilitation programs might only focus on physiotherapy & assistive devices, or on certain type of functional limitation (vision, mobility…) without linkages to other rehabilitation services.
- Few rehabilitation professionals, with little or no training on resources at the community-level in particular in mine/ERW affected areas.
- No proper follow-up once the rehabilitation service user is discharged
- Little to no linkage with medical, social & mental health services.
- Potential users do not always know about existing rehabilitation services & processes to access them.
- Users cannot afford the actual cost of rehabilitation services or related costs, such as transport, lost income & child care.
- Users do not participate in the planning, monitoring and evaluation of services.

SUCCESSFUL PROJECTS IN REHABILITATION

In South Sudan, the ICRC supports the Ministry of Gender, Child and Social Welfare in the management & operation of the Juba Physical Rehabilitation Reference Center, which serves as the referral center for the country. To respond to existing challenges, the ICRC:
1. Provided support to cover the cost of transport & accommodation for those attending the center.
2. Facilitated the development of a referral system.
3. Supported outreach visits & information campaigns. It also donated materials & components to ensure that the Center had the means to provide services. More than 1,440 persons benefited from various services in 2011. The ICRC also provided on-site support, mentoring and scholarships for courses in P&O and supported the Ministry in developing its capacity to implement, coordinate & manage physical rehabilitation activities.

In Mozambique, Handicap International (HI) opened rehabilitation centers in the 1980s, together with the ICRC. For 15 years, HI worked in several regions to support or set-up Physical Medicine and Rehabilitation services, mainly P&O centers, and deliver services directly; transit centers were set up to host beneficiaries coming from remote areas and a community-based rehabilitation program was developed. The organization supported in-house and institutional training of rehabilitation professionals. Later on, HI strengthened its partnerships with national authorities to develop the rehabilitation system in the country, through support to policy development, organizational capacity development of service providers and advocacy at the ministry level for resource allocation within the rehabilitation sector.
WHAT CAN STATES DO?

To improve quality of life:
- Facilitate access to rehabilitation services that a survivor and other PwD may need, including physical, occupational & speech therapy, P&O and pain management.
- Consider the specific requirements of men, women, girls & boys with regards to the design, durability & age-appropriateness of assistive devices.
- Rehabilitation services, including assistive devices, should meet users’ needs & be adapted to local environmental conditions.
- Ensure follow-up of all users or rehabilitation services, in particular of children whose needs change often while they grow.

To improve access to services:
- Ensure that physiotherapy is available as soon as possible after the accident to prevent complications, prepare for rehabilitation & facilitate the use of assistive devices.
- If possible, provide assistive devices made of local materials & which are produced locally.
- Train a sufficient number of rehabilitation professionals (physiotherapists, P&O technicians, occupational and speech therapists) in accordance with the needs of the population & their geographic location.
- Ensure quality care & education of professionals for the benefit of patients through ISPO recognition - the global standard for P&O.
- Promote the availability, knowledge & use of assistive devices amongst survivors, other PwD & their families.
- Develop mobile & community-based rehabilitation services.

To improve legislation and policies:
- Ensure rehabilitation is an integral part of health legislation & policies, in line with CRPD, by enabling PwD to attain & maintain maximum independence in part through a multidisciplinary assessment of individual needs & strengths.
- Ensure that sufficient resources are allocated for its implementation, including in rural and remote areas.
- Develop a rehabilitation network with sufficient coverage, including reference centers, community P&O workshops & mobile teams.
- Eliminate taxes & duties on imported rehabilitation materials.
- When international organizations are involved in service provision, ensure national authorities have a clear plan to take over by developing the necessary technical, human & financial resources to ensure sustainability.

HOW TO MEASURE PROGRESS

The factsheets show some areas in which States should be able to demonstrate change. Advances in access to services and in legislation & policies should ultimately contribute to making a positive impact in quality of life.

- Quality of life:
  * # of users receiving treatment and devices.
  * Reduction of the time between needing a service and accessing it.
  * # of persons actively participating in developing their rehabilitation plan.
  * # of users reporting increased social participation after accessing rehabilitation services.
  * # of persons using their assistive device a year after they first received it.

- Access to services:
  * Increase in the # of rehabilitation services provided in rural and remote mine/ERW affected areas.
  * Level of ISPO accreditation.
  * % of rehabilitation services with adequate equipment.
  * # of services that are free or affordable.
  * # of users referred to medical, social or other services.
  * # of service providers regularly reporting on quality criteria (affordability, attitude of staff & suitability of devices...).
  * # of therapists & technicians attending initial or continued professional training, including women.
  * # of PwD employed in rehabilitation services.
  * Existence of mechanisms for service users to express their demands.
  * # of service providers including users in the planning, monitoring & evaluation of the service.

- Legislation and policies:
  * Rehabilitation is integral part of healthcare legislation & policies, and in accordance with CRPD standards.
  * Guidelines for physical rehabilitation exist.
  * Relevant data for decision-making is routinely gathered.

PROJECT EXAMPLE: ACCESS TO MEDICINE AND REHABILITATION SERVICES IN ALBANIA

Identified problems: Rehabilitation services were not well-developed in the country; no training facilities for rehabilitation professionals.

Objective: To enhance the equal and sustainable access for all to quality Physical Medicine & Rehabilitation services.

Activities:
1. Training & capacity development of rehabilitation professionals. 2. Support to develop rehabilitation services in one affected region (Kukes Regional Hospital). 3. Support to development of rehabilitation policy.

Sustainability:
1. Ensuring ownership by national stakeholders: Ministry of Health, training institutions, local services. 2. Development of local training capacities & training of trainers. 3. Support for the definition of a national action plan on rehabilitation.

Key indicators: * A national physical medicine & rehabilitation strategy and action plan was adopted
* 70 physiotherapists graduated at the newly established bachelor programme
* 18 doctors completed a one-year course in physical medicine & rehabilitation
* 6 trainees participated in P&O training
* 399 people received P&O services
* 70 physiotherapists graduated at the newly established bachelor programme
* 18 doctors completed a one-year course in physical medicine & rehabilitation
* 6 trainees participated in P&O training
* 399 people received P&O services
* One regional hospital has a well-functioning rehabilitation unit (Physiotherapy, P&O services)
* DPOs are active in advocating their rights & monitoring the National Disability Action Plan.

Stakeholders: Albanian Mine Action Executive, Ministry of Health, Nursery Faculty of Tirana, two Belgian Physiotherapy schools.


References
Mental Health including psycho-social support is generally a priority amongst other health issues.

There are very few professionals in the fields of psychology & psychiatry in affected countries where they tend to be based in big cities.

Little effort is made to include mental health in larger health prevention & promotion activities at community level.

International cooperation efforts on VA tend to place insufficient emphasis on support to mental health programs.

People living with psychiatric disorders & their families are generally not sufficiently organized to advocate effectively for proper care.

It is difficult to integrate mental health services into primary health services as providers of the latter tend to already be confronted with an excessive workload.

Mental health professionals & peer-to-peer support providers tend to be predominantly male, which makes it more difficult for women to access mental health services. Mental health services for children are generally lacking.

In Tajikistan, the Ministry of Labor & Social Protection of the Population spearheaded regional cooperation efforts to strengthen psychological & peer support. Two Regional Psychosocial Rehabilitation Conferences have been organized in Dushanbe in cooperation with the Tajikistan Mine Action Center (TMAC) and the UN Afghanistan Disability Support Programme. Tajik survivor organization members also attended a one-week training workshop on peer support by the Afghanistan Landmine Survivors’ Organization in Kabul, Afghanistan. TMAC and UNDP also provided support to two newly established survivor-run NGOs in Dushanbe & Khujand that promote peer support.

In Uganda, the Ministry of Gender, Labour & Social Development produced the kit “Psychosocial Support for Survivors of Landmines & ERW: A training manual for community level development workers.” The manual is used to train Community Development Workers & Rehabilitation Officers in affected communities.
**WHAT CAN STATES DO?**

To improve quality of life:
- Provide individual psychotherapy sessions, set up mobile multi-disciplinary teams, therapeutic discussion groups, peer-to-peer support & therapeutic cultural, sports & leisure activities in affected communities that positively impact victims’ mental health.
- Together with survivors and PwD establish a personalized treatment plan that responds to the specific needs and expectations of each person.

To improve access to services:
- Provide technical, financial & organizational support to new and existing community-based associations that provide mental health services, in particular peer-to-peer support. This type of support often is the most effective proximity-service available to victims & PwD in rural and remote areas.
- Train, support & supervise community & social workers, psycho-social counsellors, & other persons that provide mental health services in order to improve their practice.
- Create or strengthen referral systems so that persons with mental health issues & psychological distress are referred to necessary services.
- Encourage the creation of forums of discussion & coordination that include psychologists & psychiatrists, social workers, PwD, victims & their families for the purpose of facilitating an exchange of practices specifically related to challenges faced by victims.
- Support the creation of a national association of mental health workers.

To improve legislation and policies:
- In accordance with the CRPD, authorities should develop policies which ensure respect for the mental integrity of persons with psychological & psychiatric issues in all public service sectors.
- Any public health policy must contain a significant section on mental health, covering prevention, care & follow-up, and include specific actions that contribute to removing the stigma associated with mental illnesses.
- Policies must reinforce the role of patients & their family as stakeholders in the health system in their own right, alongside health professionals.

**HOW TO MEASURE PROGRESS**

The factsheets show some areas in which States should be able to demonstrate change. Advances in access to services and in legislation & policies should ultimately contribute to making a positive impact in quality of life.

- Quality of life:
  * Increased # of self-referrals by victims & PwD living with psychological distress or psychiatric disorders to mental health services.
  * Reduction in the prevalence of psychiatric disorders or psychological distress. * Increased participation of victims & PwD in cultural, sports & leisure activities important for them.

- Access to services:
  * Improved access for people suffering from psychological distress and/or mental disorders to prevention, screening & mental health services. * Increase in health, social institutions & local associations that ensure continuity in the care management of victims & PwD with psychiatric and/or psychological disorders. * Increase in the # of mental health professionals per 100,000 inhabitants. * Increased # of mental health community workers reaching rural & remote areas. * Increase in the # of peer groups in a given territory. * Increased # of mental health community workers. * Increased # of victims & PwD trained in peer-to-peer support.

- Legislation and policies:
  * Abolition of any laws & policies that are discriminatory of persons with mental disabilities. * Increased # number of tools for monitoring & assessing the country’s mental health management system. * Existence of CRPD compliant national mental health policies or a national mental health plan, with relevant laws, implementation decrees & budgets.

**PROJECT EXAMPLE:** PEER TO PEER SUPPORT IN EL SALVADOR

**Identified problem:** Social exclusion and extreme poverty of PwD & their families, including survivors of armed conflict.

**Programs implemented by ‘the Red’**


**Activities:** Peer-to-peer support: one PwD supports another PwD, based on knowledge, capacities & on similar personal experiences. The Red has a team of field workers with disabilities who visits other PwD to understand their needs & define a personal plan of action in accordance with the person’s priorities, potential & environment. The Red notes that although peer-to-peer support certainly contributes to improving mental health, it should not be seen as a substitute for professional psychological support.

**Sustainability:** Peer-to-peer support has been very successful in improving psychological & socio-economic wellbeing; it promotes sustainability in three ways: 1. PwD themselves are trained & improve their own knowledge & capacities, and share them with their peers. 2. PwD can use peer-to-peer support with the main goal of promoting self-esteem & psychological wellbeing, and also as a methodology to provide support in a specific sector (e.g. employment or health). 3. Collective empowerment is strengthened via local associations of PwD for advocacy & awareness campaigns.

**Key indicators:** Around 700 PwD annually trained on peers on health, human rights & business management topics; 100 PwD receive support to start self-employment projects. In 2012, 160 persons received mobility devices. These indicators concern PwD (including survivors) — a larger number actually benefits, such as family members.

**Donors:** Government of Norway, InterAmerican Foundations, Provictimis Foundation.

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References

WHAT IS EDUCATION?

The goal of Education is to ensure all people are able to learn what they need & want throughout their lives. Inclusive Education is a process to increase participation in Education, in a way that effectively responds to the individual needs of all learners, including girls, boys & persons in situations of vulnerability (such as victims & children with disabilities - CwD). Inclusive Education is a right in and of itself, and a way to facilitate the realization of other rights (like access to health, employment & political participation).

Components of education:
- Early childhood care & education: Focuses on survival & development including health, nutrition & hygiene (3 to 6 years).
- Primary education: First stage of schooling, should be free of costs & compulsory for all (6 to 15 years).
- Secondary and higher education: Beyond the compulsory level, a gateway for a productive & fulfilled life (15 to 24 years).
- Non-formal education: Wide range of education initiatives in the community such as home-based learning & community-led initiatives.
- Lifelong learning: Takes place throughout the entire life cycle and focuses on knowledge & skills needed for employment.

LEGAL & POLICY FRAMEWORKS


WHO ARE THE MAIN STAKEHOLDERS?

Organizations of survivors, PwD & CwD, DPOs, parents’, students’ & teachers’ associations | Service providers: Mainstream & special schools, organizations providing informal & non-formal education, teachers associations, teachers’ training colleges | Ministries: Education, Health, Social Affairs | International organizations: UNESCO, UNICEF.

WHAT ARE COMMON CHALLENGES IN LOW-INCOME COUNTRIES?

- Lack of understanding on the part of the family of benefit of school attendance by CwD, in part as a result of lack of support within the family & community.
- No specific law to promote inclusive education and no laws that mandate that CwD must go to school.
- Lack of overall education strategy at community level, with little to no links between different forms of education.
- Negative stereotypes of girls & other marginalized groups such as child survivors & other CwD that further limit access to education.
- Lack of, or poor quality of teacher training – as a result, they might only have a basic level of education and no exposure or training on how to ensure that all children are able to follow lessons and be included in school & community life.
- Lack of appropriate teaching aids & other equipment.
- “Failure to learn” considered the child’s “fault”, instead of as a problem with the education system.
- Lack of hygiene, safety & access to sanitation facilities in schools frequently leads to a high drop-out rate, particularly for girls with disabilities.

SUCCESSFUL PROJECTS ON INCLUSIVE EDUCATION

In El Salvador, Community-Based Rehabilitation (CBR) staff worked with CwD using learner-centered methods including games. After a year, teachers became convinced that inclusion was possible if inclusive teaching methods were adopted. The CBR program offered training for these teachers in a particular district and paid an itinerant teacher to offer regular, on-site support. The school established the first inclusive system in El Salvador; the Ministry of Education paid the training & salary of 3 itinerant teachers to cover all primary schools in that district.

In Sri Lanka, a local CBR program identified a number of CwD. A pre-school director showed interest in including them, but said their teachers were not skilled. The program identified national resources that provided training on inclusive education & sponsored the teachers to attend. Teachers, CBR staff, parents & CwD developed a plan for inclusion and also worked with other children & their parents to raise awareness and ensure everyone contributed to the process.

In Togo, HI, in partnership with the Federation of Togolese DPOs and the Ministry of Education, provided personalized support for CwD to access education, carried out awareness-raising among parents & communities, strengthened linkages between special & mainstream schools, trained teachers on inclusive education, and provided technical support to improve the accessibility of schools and their education methodologies & tools. A team of mobile teachers & school directors were trained in inclusive education, Braille and Sign Language. As a result, 16 schools became physically accessible, 949 CwD accessed medical & rehabilitation services to improve their autonomy and 318 CwD, previously not attending school were enrolled. A national working group on inclusive education was launched.

Quick Facts

- 42% of mine/ERW casualties are children.
- In situations of conflict, boys may be recruited as child soldiers and miss out on school. At least 5% of these boys will have impairments and will be too old to attend primary school at the end of the conflict.
- About 72 million children are excluded from education globally. One third of them are CwD.
- The level of poverty of a given household often influences children’s enrollment in school. In poor households, or in those facing a trauma, girls often are the first to stop going to school.
**WHAT CAN STATES DO?**

To improve quality of life:
- Provide direct support to CwD to enable their school attendance: identification of CwD, referral mechanisms, support access to those health, rehabilitation & social services they may need to facilitate their participation in school.
- Work alongside family members to ensure they know in practical terms how to support the child to access and remain in school.
- Raise awareness of community members and teachers on disability issues & rights in order to dismantle discriminatory attitudes & practices.

To improve access to services:
- **Challenge attitudes** that consider the CwD as the “problem” instead of looking at external barriers to the child’s participation.
- Implement **accessibility measures** at school in terms of the physical structure, means of communication & access to information.
- Create linkages between mainstream & “special” schools, where they exist.
- Form school groups that share **itinerant resource teachers** trained on inclusive education and who can share good practices & resources among different schools & provide regular on-site support.

To improve legislation and policies:
- Ensure that all legislation & policies related to education are inclusive of CwD and in accordance with the CRPD, i.e.:
  - * Complement teachers’ training curriculum to also include methodologies & techniques on inclusive education.
  - * Develop the education system in such a way so as to enable it to successfully train, recruit & employ teachers with disabilities.
  - * Build capacities within the Ministry of Education on designing inclusive policies.
  - * Adopt accessibility norms for schools.

**PROJECT EXAMPLE:** INCLUSIVE EDUCATION FOR CHILDREN WITH DISABILITIES IN ETHIOPIA

**Identified problem:** CwD face physical, attitudinal & communication barriers to attend and remain in school.

**Main objectives:**
1. To reinforce the capacities of teachers & other education service providers to include CwD in their programs. 2. To increase the awareness of the families of CwD on the benefit of education for their child.

**Activities:**
1. Capacity building of teachers & other relevant stakeholders to improve the quality of instruction for CwD. 2. Promotion of a more active role of DPOs in inclusive education. 3. Awareness raising activities among families of CwD. 4. Technical support for schools to develop or improve accessibility features, adapted equipment & training materials. 5. Identification & dissemination of lessons learned & best practices with the Ministry of Education and USAID to promote upscale & replication.

**Sustainability:** Project based on the national & regional education system & schools. It trains government Education officials, local teachers & DPO members so they have improved knowledge & skills beyond project duration. It ensures linkages with the Ministry of Education and will disseminate lessons learned & good practices to promote replication & inform policy-making.

**Key indicators:**
- Half-way through the project: 6 schools have undergone an accessibility audit and carried out recommended adaptations; 80 teachers have improved their practices after following training; 80 officials of the Bureau of Labor and Social Affairs and the Regional Education Bureau have increased their knowledge on inclusive education tools, methods & approaches; 210 DPO members have improved their skills to support CwD & PwD to access education.

**Duration:** Two years (ongoing).

**Implemented by:** HI, partners: Ministry of Education & DPOs.

**Donors:** USAID, Charleville-Mezières Cooperation.

**References**
- WHO, UNESCO, ILO, IDDC.

**HOW TO MEASURE PROGRESS**

The factsheets show some areas in which States should be able to demonstrate change. Advances in access to services and in legislation & policies should ultimately contribute to making a positive impact in quality of life.

> **Quality of life:**
  - * Reduction of school drop-out rate among CwD, compared to the average rate. * # of CwD attending school.
  - * # of CwD reporting increased participation in sports & recreation activities.
  - * Improvement in social & academic progress of CwD.
  - * # of CwD finishing primary education.
  - * # of CwD accessing primary school in rural & remote areas (formal education, mobile schools…).
  - * # of PwD involved in the education system as role models, teachers or decision-makers.

> **Access to services:**
  - * # of teachers trained on how to include CwD in mainstream education.
  - * # and types of accessible teaching tools available.
  - * # of schools implementing accessibility standards, including for sanitation facilities.
  - * # of disability awareness sessions for all children at school to welcome CwD as equal peers.
  - * Positive change in knowledge & attitudes of teachers and community members regarding inclusive education.
  - * Existence of coordination mechanisms involving national authorities, teachers, parents, associations of parents & DPO.

> **Legislation and policies:**
  - * The Ministry of Education generates statistics on the number of CwD in school.
  - * Change in Knowledge-Attitudes-Practices of decision-makers in the educational system.
  - * Existence of inclusive education action plans (at local, national, regional levels) in accordance with the CRPD.
Women with disabilities, including female survivors, are often excluded from daily life, victims & PwD often have lack information on existing services. Even when information is available, it often is not enough. Most victims & PwD, in particular those most vulnerable, require personalized support to be empowered and to move forward, approach & receive the services they need.

As a result of being excluded from daily life, victims & PwD often have poor self-esteem which reinforces the cycle of exclusion as a result of their reluctance to take part in social activities & events.

Children with disabilities, including child survivors, may not receive equal love, affection, stimulation & opportunities as others.

Women with disabilities, including female survivors, are often excluded from certain social roles, such as marriage & parenting. They often face double discrimination as a consequence of being a woman and being disabled.

Family members may feel that being related to someone with a disability brings shame, so they do not encourage or allow their participation in cultural, sports, leisure and other social activities.

DPOs, in which membership is a means to increase social participation, may inadvertently discriminate against women with disabilities as men with disabilities tend to lead DPOs, leaving little to no space for the voice of women with disabilities.

In Bosnia and Herzegovina, sport & leisure activities have been recognized as a way to facilitate social inclusion and psychological well-being of PwD. There are clubs of sitting volleyball, wheelchair basketball, football & athleticism for, and inclusive of, men & women with disabilities. In Republika Srpska, the Secretariat for Sport and Youth has a focal person to promote sports & physical activity for PwD. The government has an annual budget allocation for inclusive sports.

In Mozambique, in 2011, RAVIM (Landmine Survivors Assistance Network) and HI, in coordination with the Ministry of Women & Social Action and the National Institute on Social Assistance, are implementing a project to facilitate social inclusion of PwD & CwD. To date, 328 persons, of which 118 are children, have been identified, supported to define their needs & priorities, and referred to accessible services. In addition, 65 service providers have been trained on accessibility, the rights of PwD and on which steps to take to facilitate access of PwD to health & social services.
To improve quality of life:

❯ Support victims & PwD to identify their needs, skills, priorities, resources & interests and to develop & implement a feasible plan of action to achieve their goals (e.g. education, employment, social life).

❯ Support victims & PwD to identify opportunities to participate in community life (e.g. join local groups such as survivor organizations, DPOs or others for the general population).

❯ Work with families so they learn how to better support and empower a family member with a disability and on how to advocate together for their rights.

To improve access to services and social activities:

❯ Identify community workers that can be trained to provide personalized social support at local level (CBR, social & health workers, others…)

❯ Include personalized social support as part of the regular training program of social & health workers.

❯ Identify, map and disseminate information on services in the community.

❯ Support service providers to ensure victims & PwD can access their services.

❯ Work with leaders in the community to encourage them to raise people’s awareness about the rights of victims & PwD; to challenge discrimination; and to create opportunities for community discussions on disability.

❯ Work with associations so that they become interested & knowledgeable about how to include PwD in their activities, in particular women groups so that women with disabilities are included in their activities.

❯ Train sports & cultural associations on the rights of PwD and on easy adaptations to their equipment, game rules & physical facilities.

To improve legislation and policies:

❯ Include personalized social support, inclusive culture, sports & leisure activities as well as key elements related to community life in national action plans to assist the victims & disability.

❯ In compliance with the CRPD on freedom of expression and opinion, ensure the voice of PwD is taken into account in policy fora.

❯ Encourage and inform local, national and international stakeholders on how to include victims & PwD in their culture, leisure & sports policies & programs.

❯ Undertake a review of current laws and policies that may contain discriminatory approaches or barriers to social inclusion of PwD.

Project example: Social inclusion of victims in Uganda

Identified problems: Victims & PwD face important barriers to participate on an equal basis with other people in social & work life. | Main objectives: 1. To support the authorities in achieving their VA obligations as per the MBT & the Cartagena Action Plan. 2. To identify victims in the two most affected regions, and improve their access to social & livelihood services. | Activities: A) Policy: Enhance VA coordination by organizing multi-stakeholders workshops with the Ministry of Gender, Labor & Social Development. B) Personalized support: Provide individual support to enable victims to define needs & priorities and develop a plan to reach their goals. C) Access to services: Map health, psychosocial and livelihood services and support them to become accessible (awareness raising & training). Within social activities, a focus was given to sport & leisure activities, which was a priority for self-help groups. D) Empowerment: Support self-help groups to start & improve their capacities and activities related to sport & leisure (easy adaptations to sport & leisure rules and equipment to make them accessible).

Sustainability: Based on various elements including: 1. Responding to the identified needs of the Ministry and mobilizing local stakeholders 2. Improving national coordination by mobilizing several national stakeholders through workshops. 3. Providing training to social & livelihood service providers & self-help groups in the target areas to ensure they are accessible beyond project duration. 4. Providing personal support to ensure an improvement in the quality of life of victims.

Key indicators: 2448 victims & 1230 PwD were identified. 900 victims & PwD received personal social support. An impact study assessed food intake, housing conditions, savings, skills, self care & mobility at the end of the project:

- 93% of the respondents said that at least one of these 5 dimensions improved, and 24% reported improvements in 4 or 5 dimensions.
- 20 service providers became more inclusive of survivors & other PwD.
- 20 self-help groups were trained to improve their social activities.
- 4 coordination meetings at national level and 1 at local level.

Duration: 18 months | Implemented by: HI; partners: Uganda Landmine Survivors Association, MoGLSD.

Donor: AusAid.

References

** WHAT IS ECONOMIC INCLUSION?**

- **Economic inclusion means** that all persons, without discrimination, can benefit from, participate in, and contribute to, the economic development of their communities. Its **goal** is to guarantee all persons have enough income to ensure adequate standards of living through employment & social protection. It increases the income of a person & her family, and improves social participation & psychological well-being. Economic inclusion benefits a single person as well as the collective development of her family & community. Most victims & PwD mention economic inclusion as their first priority.

The main components of economic inclusion are: (1)

A) Employment:
- **Self-employment:** A person who works for herself instead of for an employer. It is often the main option available in low-income countries, but not the best one for everyone.
- **Waged employment:** A person carries out a paid job under contract. Employment requires **skills development:** Technical & professional skills, business management skills & core life skills (goal-setting, time management, communication…). In addition, **financial services** (savings, credit, insurance and money transfers) are of particular importance for self-employment.

B) Social protection: is comprised of social insurance & social assistance and is composed of measures that provide a safety net for persons in situation of vulnerability and which ensure minimum living standards including food, clothing, housing, water & sanitation.

**LEGAL & POLICY FRAMEWORKS**

- CCM: Art.5, para 1 & 2.H. Art.6, para 7. Art. 7, para 1.K.
- CRPD: Art. 27, 24. MDG #1.
- ILO Convention 159, Vocational Rehabilitation and Employment.

**WHO ARE THE MAIN STAKEHOLDERS?**

- **Organizations** of survivors & PwD | **Service providers:** Vocational training centers, Business Development Services, microfinance providers, social services, employment centers, Chambers of Commerce, trade unions, entrepreneurial groups, public & private employers, NGO & other organizations working on livelihoods & entrepreneurship development | **Ministries:** Labor, Agriculture, Social Affairs, Finance and/or relevant authority on Microfinance, Development Planning, Office on Poverty Reduction | **International organizations:** ILO.

**WHAT ARE COMMON CHALLENGES IN LOW-INCOME COUNTRIES?**

- Employment programs often focus on urban or semi-urban areas, instead of rural & isolated areas where the majority of victims & PwD live.
- Programs may focus on facilitating access to one service (eg, training centers) instead of looking globally at all the services people may need to develop an economic activity successfully (microfinance, business development support, linkage to markets…) 
- **Vocational training is not always market-led.**
- There is little knowledge on how to adapt the workplace for a PwD, whereas being creative and gathering ideas from other PwD in the community often suffices if there is no professional support on site.
- **Prejudices remain strong** among families, employers & service providers regarding the skills & competitiveness of victims & PwD. Long-term coaching is necessary to change knowledge, attitudes & practices but tends to be lacking.
- Economic inclusion projects may overlook possibilities for **waged employment.**
- **Government social protection mechanisms** are minimal in low-income countries.
- Often, a gender analysis is not included in economic inclusion programs, which may lead to, or reinforce, discrimination against women.
- **Families of persons killed by mine/ERW** are often overlooked by livelihood programs.

**SUCCESSFUL PROJECTS IN ECONOMIC INCLUSION**

- **In Ethiopia,** the Ethiopian Center for Disability and Development (ECDD), supported by the ILO, provides training on disability for business, industry & public sector organizations. In rural areas, it works with DECSI, a microfinance provider. DECSI now includes PwD as a result of the research, advocacy & training of the ECDD & the Tigray Disabled Veterans Association. In 2010, 900 persons (5% of DECSI’s clients) were PwD; DECSI now has a monitoring system to measure improvements in this area. (5)

- **In Nicaragua,** the microfinance institution ProMujer reached out to local DPO & to social services to include women with disabilities in their microfinance services. ProMujer includes women with disabilities in communal banks, and also provided services to a communal bank organized by 30 women with disabilities. Participants also attend sessions on reproductive health & prevention of domestic violence. (6)

- **In the Philippines,** 650 members of the National Federation of Cooperatives are PwD. They produce mainly school chairs & desks for the Ministry of Education. Their business motto is “We do not want you to buy our products out of pity but because they are a better deal”. (7)
WHAT CAN STATES DO?

To improve quality of life:

- Support victims & PwD to develop a relevant & feasible plan of action towards employment.
- Programs should ensure that financial services and training workshops are as close as possible to target communities & its members.
- Program support should not finish once the person starts a business or is employed - follow up should be ensured for at least 6 months.
- Programs are more successful when, instead of focusing on an individual, the family is also considered in planning & managing the economic activity, as well as in money management training and in the process of accessing capital.
- A special focus should be placed on women of working age as they encounter greater barriers to economic inclusion, and because of their key role in improving the living conditions of their families.

To improve access to services:

- Work with mainstream services such as microfinance institutions & vocational training centers to support them in identifying the barriers they face to become accessible to and inclusive of PwD.
- Propose coaching for these services over a period of time to ensure they improve their practices & policies in aspects such as knowledge of rights, non-discriminatory attitudes and practices from the organization’s staff, accessibility in terms of physical structures & communications, reasonable accommodation & affordability.
- Partner with employers to carry out an analysis of their recruitment procedures, possible adaptations in the workplace to increase accessibility & training for staff to include PwD.

To improve legislation and policies:

- Legislation & policies on employment and poverty reduction should be in accordance with the CRPD. These should be followed by plans & budgets for implementation at local level.
- Employ PwD in the public sector.
- Ensure victims & PwD can actively participate in economic policy-making & planning at national, regional and local level.
- Establish and maintain policies & programs on social protection and those that support PwD seeking a job.

HOW TO MEASURE PROGRESS

The factsheets show some areas in which States should be able to demonstrate change. Advances in access to services and in legislation & policies should ultimately contribute to making a positive impact in quality of life.

- **Quality of life:**
  - * Increase in household income.
  - * Increase in profits of disabled entrepreneurs.
  - * Improvement in technical and business skills.
  - * # of people remaining in a job after one year.
  - * # of active business one year after start-up.
  - * Better capacity to access a nutritious diet all year round.
  - * Better capacity to manage household income.
- **Access to services:**
  - * # of services including victims as beneficiaries.
  - * # of victims completing vocational training/receiving loans or grants.
  - * # of victims being employed.
  - * # of awareness raising and training sessions on disability and inclusion for mainstream service providers.
- **Legislation and policies:**
  - * Discrimination in labor law on the basis of disability is abolished.
  - * National legislation on employment is in accordance with CRPD standards.
  - * Poverty reduction policies include specific measures for victims & PwD.
  - * Resources are allocated at local level to promote economic inclusion.
  - * Victims & PwD actively participate in policy & decision-making at community level.

PROJECT EXAMPLE: ECONOMIC INCLUSION OF PERSONS WITH DISABILITIES IN LAOS

**Identified problem:** Increasing household’s income is a priority for most PwD, including survivors, in Laos, yet many barriers exist for them to access waged employment and self-employment.

**Objectives:** 1. To increase the access of PwD to waged employment. 2. To support PwD to start or expand income-generating activities through access to credit, technical & business skills training, & business development support.

**Activities:**
- **A) Waged employment:** Establishment of a job placement center; capacity development of the Laos Disabled People Association (LDPA) to support job-seekers with disabilities; awareness raising & partnerships with employers; personal support for PwD to apply, enter & remain in waged employment.
- **B) Self-employment:** Personalized support for PwD to develop business plans, access technical & business skills training, and access capital (mix of grants and microfinance); capacity building of the staff of LDPA and Offices of Labor & Social Welfare in target districts.

**Sustainability:** Project designed & implemented with LDPA; participation & capacity building of the Offices of Labor & Social Welfare, awareness raising & training of employers, coaching of PwD to facilitate the sustainability of their employment.

**Key indicators:** Self-employment: 312 persons accessed loans; 202 participated in technical training; 97 in business development training; 236 in training on financial education. Waged employment: 66 persons employed; 172 employers share job announcements with LDPA.

**Duration:** 42 months. ** Implemented by:** H1, LDPA.

**Donor:** USAID, Belgian Cooperation, European Union.

In some countries, some men developing
affected areas are often remote. The time & cost involved in reaching the

Women & men experience the same conditions differently. Indeed, the prevalence of pov-
erty & economic dependence is higher among women. Generally, women have limited power
over their sexual & reproductive lives, are more likely to be victims of violence than men, and
lack influence in decision-making. (1)

The goal of a gender approach is to achieve gender equality: ensure girls, boys, women &
men among victims & PwD all bring their experience, knowledge & interests into the develop-
ment agenda; and that they contribute to and benefit equally from improvements in their
quality of life. This involves working with girls, boys, women & men to analyze and, if necessary,
change attitudes, behaviors, roles & responsibilities at home, in school, in the workplace & the
community. Unless a gender approach is used, unequal access to resources is likely to continue
undermining the right to freedom and the quality of life of both men & women in the long run.
Improvements in quality of life of all on an equal basis benefits society as a whole.

Girls, boys, women & men are all direct & indirect victims of the physical, psychological, social & economic consequences of mines/ERW; but they are affected differently by this threat.

In 2011, 90% of casualties where the sex was known were male. Child casualties accounted for 42% of all civilian casualties for whom the age was known. (2)

After a mine/ERW accident, the female fatality rate is 43%, whereas that of men is 29%. (3)

Women with disabilities often face greater discrimination than their male counterparts when accessing services. (4)

Women & girls with disabilities suffer a higher rate of sexual abuse & have less access to information on reproductive health. (5)

Men outnumber women in paid employment. Jobs taken by women are less secure than those of men; women earn less
and have less social protection than men. (6)

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and have less social protection than men. (6)
WHAT CAN STATES DO?

To improve quality of life:
- Projects & programs should include survivors (mostly men & boys) but also indirect victims - their caregivers & family members (mostly women & children).
- Ensure services respond to the diverse needs of men & women, boys & girls. In health services, make sure there is female professional staff & privacy for patients during their physical examinations. In vocational & business training, make sure the timing allows for the participation of both men & women.

To improve access to services:
- Collect data & report on # of victims (men, women, boys & girls) accessing services, including those targeting women (such as safe pregnancy & maternal health) & children (such as vaccination campaigns).
- Invest in analyzing the roles of different groups of victims & PwD including women & men, and their level of access to & control over resources.
- Ensure gender balance among health workers & counselors to best address the specific needs of women, girls, boys & men.
- Make arrangements to provide suitable accommodation so that women & child survivors are able to access services, particularly if they must travel from home.
- Consult and involve men & women in the design, implementation, monitoring & evaluation of programs & policies.

To improve legislation and policies:
- Ensure the budget allows taking a gender approach to plans & programs: allocation of public resources should reflect the needs & rights of men & women; and, if necessary, specific initiatives to empower women should be implemented.
- Assess the needs & contributions of men, women, boys & girls in existing revenues, expenditures & allocations. If necessary, adjust the budget to benefit all groups.

PROJECT EXAMPLE: GENDER APPROACH IN CAMBODIA

(10)

Identified problem: In Cambodia, as in many other countries, PwD face discrimination. More specifically, women with disabilities in rural areas face what UNESCAP refers to as « triple discrimination »: being female, poor & having a disability. The barriers they face to exercise their rights & respond to their needs are complex, and if a gender approach is not included in projects, such barriers will remain — or even reinforced.

Objectives of the project:
1. To provide tailored-support to men & women who are victims & PwD to start their own business & improve their quality of life. 2. To train authorities & services to include PwD.

Gender approach: The project: 1. Used participatory approaches to ensure women & men had equal voice & opportunities, and took into account their different roles & responsibilities. 2. Made accommodations so that the timing of the vocational & business trainings made it accessible to both men & women. 3. Collected, disaggregated & reported on data by sex, age & socio-economic indicators based on quality of life criteria, as defined by men & women. 4. Ensured staff included both men & women in all capacities. 5. Planned for 45% of all the beneficiaries of the project to be women—49% was achieved. 6. Facilitated access to health services for women, including safe pregnancy & reproductive health; and to domestic violence prevention programs, beneficial both for men & women.

Sustainability: The field officers working for a local NGO include PwD on staff; is based in the most affected province and takes a gender approach throughout its work. Local authorities & service providers were trained to ensure PwD accessed their services. Individual support was provided for a year following business start-up to increase chance of success.

Key indicators: 560 persons participated in the project. 78% increased their income in the first year. 100% reported an increase in overall quality of life (including income, access to food, school, health services and social participation).

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Many PwD experience disempowerment in the family & the community. They may be strongly supported by their families but also over-protected; or rejected and excluded from community life, which reinforces the sense of being victims instead of agents of change. Staff in public services and other service providers may not be aware of the rights of victims & PwD and not know in practical terms how to make reasonable accommodations to ensure access to their services.

Government staff may not know that it is their responsibility to ensure the informed & active participation of victims & PwD. They may not know how to go about eliciting such participation, or tend to dialogue with one person or organization without knowing to what extent the person or organization is actually representative & accountable.

In some countries, DPOs are relatively new stakeholders in civil society and thus often need to improve their capacity in terms of representation, democratic governance, mobilization of members, information & knowledge sharing, and sustainability strategies.

**WHAT IS EMPOWERMENT?**

Empowerment is a process through which persons build their confidence, capacity & self-esteem to understand and claim their rights, make decisions, speak out & participate in all aspects of community life. Its goal is to ensure victims & PwD can exercise self-determination and enjoy their rights & responsibilities on an equal basis with others.

At the individual level, it allows a person to take responsibility for his or her own life and to take action to enjoy his or her rights – such as participating in the community with choices equal to others. At the collective level, the growth of a democratic, representative movement of victims & PwD is a fundamental condition to ensure that governments, service providers & the society at large respond to their needs & rights. It also helps ensure that they are involved & actively participate in the planning, implementation & monitoring of legislation, policies & programs that concern them.

Individual and collective empowerment of victims & PwD is one of the two tracks of the twin track approach to inclusive development.

**Components of empowerment are:**

- **Individual empowerment:** The tailored or personalized support that is necessary for the most vulnerable victims so that they can strengthen their self-determination & achieve their life goals. This process enables a person to build his or her capacities & decision-making powers by developing self-confidence, self-esteem, a sense of initiative & by gaining control over his or her own life.

- **Collective empowerment:** Process through which groups of victims & PwD, such as survivor organizations & DPOs, associations, self-help groups & federations created and led by PwD, develop their capacities to represent & mobilize their peers; advocate for change in policies & practices; monitor human rights; empower their members. Such organizations play an essential role in promoting inclusive societies where the rights of victims & PwD are fully realized. DPOs, including survivor organizations, also play an essential role in increasing access to services.

**LEGAL & POLICY FRAMEWORKS**

- **Vientiane Action Plan:** Implicit in Actions #30, #31 #32.
- **Cartagena Action Plan:** Section IV, Action #23.
- **CRPD:** Implicit in Article 3.

**WHO ARE THE MAIN STAKEHOLDERS?**

Organizations of survivors & PwD, other civil society organizations such as those of women

- Service providers in all sectors relevant to VA | Ministries: Social Affairs or ministry in charge of Disability & VA, all other ministries for advocacy | International networks: International Disability Alliance, International Disability and Development Consortium, Disabled People’s International
- International organizations: Secretariat for the CRPD and other relevant UN agencies.

**WHAT ARE COMMON CHALLENGES IN LOW-INCOME COUNTRIES?**

- Many PwD experience disempowerment in the family & the community. They may be strongly supported by their families but also over-protected; or rejected and excluded from community life, which reinforces the sense of being victims instead of agents of change.

- Staff in public services and other service providers may not be aware of the rights of victims & PwD and not know in practical terms how to make reasonable accommodations to ensure access to their services.

**SUCCESSFUL PROJECTS THAT PROMOTE EMPOWERMENT**

**In Colombia,** one local government, realizing many of its CBR programs lacked community ownership, supported the establishment of the Foundation of Persons with Disabilities FUNDISCA, to facilitate the empowerment of PwD by training and encouraging them to assume leadership roles within the CBR program and to play an active role in planning & controlling their own lives. FUNDISCA mobilized PwD, parents, caregivers, displaced persons, indigenous people, community members & community leaders. It has 218 members & 20 CBR staff who promote self-esteem, family inclusion, access to services & dialogue with local authorities.

**In Uganda,** the Ugandan Landmine Survivor Association (ULSA) has worked since 2005 to build the capacity of survivors through psycho-social support & leadership training by establishing social & economic support mechanisms such as peer-to-peer support, exchange visits, recreational activities, livelihood projects & a referral system to medical & rehabilitation services. ULSA raises awareness on the MBT, the CCM & the CRPD and collects and disseminates information on mine action. ULSA’s partners include the National Union of Disabled Persons in Uganda, the National Council for Disability & the Ministry of Gender, Labour & Social Development. Since its inception, ULSA has worked with over 400 survivors & PwD. This includes direct support to survivors in the regions of Kaseme, Lira and Agago/Pader as well as leadership training to over 40 leaders in 10 districts of Uganda.
WHAT CAN STATES DO?

To improve individual empowerment:
- Provide personalized social support to victims to identify their needs & resources and develop a plan of action to achieve their goals.
- Work with families so they learn how to support & empower a family member with a disability, and how to advocate together for their rights.
- Support victims to join local organizations of survivors and/or PwD, & other groups for the general population.

To improve collective empowerment:
- Support DPOs to carry out self-assessments to identify the areas in which they require capacity development.
- Develop the organizational capacities of DPOs by training its members at local, regional & national level. This may include project management skills & resource mobilization, which remain a challenge for most DPOs, but also advocacy to influence legislation & policy-making, awareness-raising, public speaking, mobilization of the media, and how to use these tools in a strategic manner according to advocacy goals.
- Provide information on training opportunities in areas such as human rights, the CRPD & national human rights monitoring.
- Support DPOs to strengthen their function as representative organizations: governance, dissemination of information & accountability.
- Support the organization of study tours or exchange trips between DPOs including targeted visits, sharing information & replication of practices upon return.
- Facilitate the representation of victims & PwD in all aspects of implementation and monitoring of the MBT, the CCM & the CRPD at local, regional, national & international level.
- Ensure organizations of victims & DPOs know about and can actively participate in policy-making & program planning, monitoring & evaluation at national, regional & local level – not only on VA, but on all processes & sectors that concern them, along with other members of civil society.

PROJECT EXAMPLE: BAN ADVOCATES™

“Ban advocates” (BA) is an advocacy group of cluster munitions victims from 12 countries. It started in 2007 with the support of HI.

Identified problem: Lack of systematic & informed involvement of victims (survivors, family members of people injured & killed, persons living in affected communities) in the process to ban cluster munitions.

Objectives: To empower victims – also referred to as BA themselves - to know & advocate for their own rights; to support international efforts to rid the world of cluster munitions; to raise awareness on the human impact of cluster munitions and advocate for a total ban, nationally & internationally.

Activities: 1. Identification & awareness-raising of victims in affected countries. 2. Peer support & training of the BA to increase their psychological well-being and improve their capacities to engage in effective advocacy. 3. Support to BA to network with other victims, DPOs & civil society networks & organizations. 4. Technical, logistical & financial support to facilitate the BA’s advocacy initiatives at national & international level.

Sustainability: The BA are engaged in peer support and participated in several trainings on the CCM, the MBT & the CRPD, and on advocacy & management. They increased their network with other civil society organizations & are recognized as representative members of their communities by government officials. BA actively participate in policy dialogues at local, national & international level. Their commitment towards the universalization and implementation of the CCM & the MBT perseveres, particularly regarding VA, and more largely, advocating for the rights of PwD.

Key indicators: * There are 32 BA in 12 countries, of which 11 are women. * Active participation & expert contribution of the BA in over 25 conferences related to the CCM & the MBT, as well as in 4 regional workshops on VA. Advocacy efforts continue in their respective countries. * Participation of BA in 7 formal trainings & specific briefings prior to each conference.

Duration and donors: 6 years, ongoing as of March 2013. Norwegian Ministry of Foreign Affairs and Belgian Ministry of Foreign Affairs, Foreign Trade and Development Cooperation. Past contributors: The Diana Princess of Wales Memorial Fund, the Netherlands, Australia, Ireland and Austria.
WHAT IS ACCESSIBILITY?

Accessibility means all persons have freedom of movement and can use a service in safety, regardless of age, gender, disability. It is linked to the concept of universal design - products & services should be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design (e.g. a well-built slope is accessible to all, no need to add stairs for persons without disabilities). Its goal is to ensure that the physical environment & information can be accessed by everyone, with no physical, communication or attitudinal barriers, with dignity and the highest possible level of independence. It helps improve quality of life through increased participation, mobility & communication of PwD - but also benefits society as a whole, including older persons, persons with temporary impairments, children & pregnant women. Therefore, accessibility is not a constraint but an added value.

Because of its important contribution to improving quality of life, a great emphasis has been put specifically on access to services. Six criteria underlie the concept of access, namely: availability, accessibility, affordability, acceptability, accountability & good technical quality. All services, including those in mine/ERW affected areas should meet these six criteria of accessibility.

The following methodologies contribute to making services accessible and thus inclusive of PwD:

- Assessment: improve understanding of the challenges faced by, and priorities of, service providers in terms of accessibility.
- Information: improve service providers’ knowledge on the rights & needs of PwD.
- Awareness: change negative attitudes & policies on the part of service providers towards PwD.
- Training: improve the practical skills of a service provider to increase accessibility of services for PwD. This includes training on how to make the physical environment accessible for the majority of persons (including those with physical and other impairments); and on how to facilitate & improve communication with persons who are hearing, sight or intellectually impaired.
- Advocacy: change the policies of service providers or relevant authorities towards the inclusion of PwD.
- Coaching: Ongoing support to service providers to improve knowledge, attitudes, practical skills & policies at all levels, among all staff, in a sustainable manner.

LEGAL & POLICY FRAMEWORKS


WHO ARE THE MAIN STAKEHOLDERS?

- Organizations of survivors & PwD. | Service providers in all VA sectors. | Ministries: Infrastructure, all other Ministries. | International organization: International Organization for Standardization and other relevant UN organizations.

WHAT ARE COMMON CHALLENGES IN LOW-INCOME COUNTRIES?

- Survivors & PwD often report the following barriers to accessing services: insufficient financial means to afford the services, geographical distance, perceived negative image of PwD by service providers, physical inaccessibility of the service, communication difficulties, overly complicated administrative procedures & lack of information on existing services.
- Some organizations may facilitate awareness raising sessions to improve service providers’ accessibility without considering that regular support & practical technical advice is required to ensure services become and remain accessible & inclusive at all levels.
- Services providers may have the misconception that PwD only need « specialized » services, and do not know about their rights & needs, or see accessibility as a « luxury » or second step, when accessibility is a right & easy adaptations can be made to ensure services are accessible to everyone from the start of their existence.

SUCCESSFUL PROJECTS THAT PROMOTE ACCESSIBILITY & ACCESS TO SERVICES

- In the Burmese Refugee camps in Thailand there is high percentage of PwD including survivors. They face more difficulties in mobility, communication & access to services than the rest of the population – which already faces severe challenges. HI improved the accessibility of the camps by simple adaptations to slippery dirt slopes and in the huts of PwD. It trains other organizations to become accessible, such as those working on healthcare, water & sanitation. ZOA, a partner NGO, has supported survivors to adopt their tools so they can engage in gardening & farming activities.

- In Uganda, the organization Uganda National Action on Physical Disability, along with the Ministry of Gender, Labor & Social Development, developed and disseminated Accessibility Standards to facilitate the implementation of the National Policy on Disability. These provide practical guidance for architects, service providers & policy-makers during the design & implementation of construction projects.

Quick Facts

- Setbacks in the accessibility of services for survivors occurred in at least 12 countries in 2011, mostly as a result of declining international assistance & new or intensified conflicts.
- When a person is poor & has a disability, she faces significant barriers to access services. This in turn limits opportunities for reducing her level of poverty.
- The effect of disability-based discrimination has been particularly severe in education, employment, housing & transport.
WHAT CAN STATES DO?

To improve quality of life:
› Carry out accessibility diagnosis & provide solutions in the homes of survivors & other PwD, including water & sanitation facilities.
› Provide tailored/personalized support to ensure survivors & PwD know about & are empowered to access all services they need.

To improve access to services:
› Ensure survivors & PwD can provide input into efforts to improve accessibility, and that persons with different types of impairments (visual, hearing, speech, physical, mental, intellectual & multiple impairments) are represented.
› Assess service providers’ knowledge, attitudes & practices in the area of accessibility and jointly design a tailored strategy to improve accessibility of their services.
› Carry out awareness raising activities on accessibility with specific, verifiable objectives & indicators. Make sure awareness raising activities are targeted & relevant to the specific audience: architects, authorities, service providers, etc.
› Train services providers on what accessible & inclusive services mean in practical terms & in their specific sectors, services & geographical areas of intervention.
› Prepare & disseminate practical guidelines on accessibility that are adapted to the context & also specific guidelines per sector (health, education, employment…). These should include accessibility in terms of physical, attitudinal & communication perspectives.
› Identify innovative practices & ensure their dissemination.
› To ensure sustainable impact of efforts to improve accessibility, target select service providers for coaching including awareness raising, training & advocacy to improve infrastructure, communication & attitudes of the whole organization & staff and ensure follow-up on outcomes of these efforts over the following 6 months.

To improve legislation and policies:
› Ensure that legislation & policies in all sectors include accessibility standards that are based on good practice.
› Support the development & implementation of local accessibility plans at community provincial level both technically & financially.

HOW TO MEASURE PROGRESS

The factsheets show some areas in which States should be able to demonstrate change. Advances in access to services and in legislation & policies should ultimately contribute to making a positive impact in quality of life.

› Quality of life:
* # of survivors reporting increased mobility in their homes after accessibility modifications.
* # of victims reporting access to a given service for the first time * # of victims reporting improvement in quality life as result of being able to access services.

› Access to services:
* Increased percentage of PwD amongst overall users of a given service * Improved knowledge, attitudes & practices in regards to accessibility by service providers * # of actions to improve accessibility that are carried out by participants following training on the subject.
* # of service providers receiving ongoing coaching to make their services accessible for PwD. * Accessibility is included in existing training curriculums on architecture, urban planning & civil engineering.

› Legislation and policies:
Availability & # of government audits on accessibility undertaken with the participation of PwD * Existence of mandatory technical standards for barrier-free access to all buildings.

PROJECT EXAMPLE: ACCESSIBILITY OF THE SMALL BUSINESS EMPLOYER ELIBY IN SENEGAL

Identified problems: Lack of employment opportunities (up to 60% of overall unemployment); lack of knowledge on the part of employers on how to make their services accessible to, & inclusive of, PwD (in particular, disabled poor women) in the mine-affected region of Casamance.

Objectives of the project: 1. To improve the accessibility of a local small cashew nut producer; 2. To support survivors & PwD to access waged employment in conditions of decent work, on an equal basis with others.

Activities: 1. Improved knowledge & attitudes of small business staff & at community level on the rights & capacities of PwD through awareness raising sessions. 2. Improvement of practices of small business owners through training on how to enable employment of PwD following the ILO standards for decent work. 3. Provided technical support to improve the physical accessibility of the cashew nut factory (entrance to the premises, circulation in the small factory, adaptations to the job stations, toilets & to equipment & tools for wheelchair users…) 4. Support to the small business owners to liaise with a fair trade network. 5. Provided personal support for PwD to access waged employment (personnalized social support, referral to rehabilitation services & assistive devices, as well as to vocational training).

Sustainability: The project was implemented jointly with a small local business; contacts were facilitated with a fair trade network to facilitate linkages with national & international markets; an awareness raising video was prepared to disseminate good practices.

Key indicators: Over 40 PwD were employed by both the small business & its partners, representing at least 10% of their work force.

Duration of the project: 3 years.
Donors: Embassy of the Netherlands.

Implemented by: HI, EnterpriseWorks, Eliby.

References:

Employees with and without disabilities working together. Senegal, 2010.
Data collection refers to gathering, analyzing & sharing information in a given domain. In the context of VA, this means the collection of data on the number, situation & quality of life of victims. Its goal is: 1) To understand, report on & disseminate information on the number, sex, age, situation, needs & capacities of victims; 2) To enable Ministries & other stakeholders to formulate, implement, monitor & evaluate policies, plans & programs to respond to the rights & needs of victims. Without relevant & precise data, it is impossible to propose effective policy options, to have a baseline to measure progress, to mobilize resources, and more generally, to plan & implement VA effectively & strategically.

There are many methodologies to carry out data collection. Usually, a few of them are used at the same time – ideally, in a coordinated manner – to respond properly to different data collection objectives.

Main methodologies include the following:

- **Casualty data collection**: Gathering & analyzing data on casualties with the main purpose of planning risk education, clearance & land release. The Information Management System for Mine Action (IMSMA) is one tool often used for this purpose by Mine Action Centers & Authorities. (10)
- **Needs & capacities assessment & mapping of services**: These methodologies gather relevant data to understand the situation in a given territory, and to plan & prioritize programs including allocation of resources in a participatory manner. Data is collected on A) the target population: needs, demands, capacities & resources; and B) the environment: service providers, social & cultural norms and infrastructure that can act as either facilitators or barriers to the quality of life of victims. (2)
- **Diagnosis for personalized support**: It collects information about, and with, the most vulnerable of victims & PwD with the specific aim of supporting them to improve their quality of life. It includes the needs & priorities of the person and feedback from her family & professionals such as health & social workers; it also identifies barriers & facilitators in her environment. (11)

### Quick Facts

- 4,286 identified mine/ERW casualties worldwide in 2011. (10)
- Casualty data is more systematic in countries using IMSMA; but other methodologies are more comprehensive to plan & monitor VA.
- Most affected countries lack baseline information on the quality of life of victims – thus it is difficult to measure progress.
- Only 10 countries have carried out fairly comprehensive VA needs assessments. (5)

### Legal & Policy Frameworks

- **CCM**: Art.5, para 1, 2.A. Art.7 para 1.K.
- **Vientiane Action Plan**: Actions #22 & #25.
- **Cartagena Action Plan**: Section IV, Action #25.
- **CRPD**: Art.31.

### Who are the Main Stakeholders?

- **Organizations of survivors & PwD**
- **Service providers in all sectors of VA**
- **Ministries**: Social Affairs, Focal Point on Disability, all other Ministries
- **Mine Action Centers (MAC) and Authorities (MAA)**
- **International organizations**: The UN Statistics Division, the Geneva International Centre for Humanitarian Demining.

### What are Common Challenges in Mine/ERW Affected Countries?

- **Most countries have not yet established statistics, data collection & census mechanisms in accordance with CRPD standards.**
- **Health information systems in most developing countries are weak.**
- **There are limited resources & trained staff on data collection methodologies, and on how to interview victims & PwD. Authorities, service providers & DPO may gather data with little coordination among them and often lack a mechanism to compile data in a systematic manner. Such data is rarely comparable and thus difficult to use to understand the global situation.**
- **In some cases, the data collected is not used to design programs to improve the quality of life of victims, with the negative consequence of only raising expectations.**

- **Not enough coordination between the MAC, the MAA & Ministries regarding data collection methods, their purpose & use.**
- **Lack of knowledge on how to design appropriate questions on disability**: traditional questions asking household members if they are "deaf, blind, crippled or mentally retarded" use dated terminology & are based on a medical approach that is outdated and has shown to be limited & biased. The number of PwD identified using such an approach has been low and has allowed governments to largely ignore them, or to relegate the policies & programs regarding PwD to medical care & rehabilitation services only. (7)

### Successful Projects on Data Collection

- **In Albania**, extensive data collection used for program design & information sharing contributed to the success of the VA program in 2005-2009. In 2011, the DPO ALB-AID maintained data on all the survivors among its members. The Albanian Red Cross Society collects data on casualties in 12 provinces. Data is disaggregated by age, sex & recorded in the IMSMA database. (9)

- **In Cambodia**, a project by HI, the local NGO OEC and the Cambodian DPO collects data on the basic needs, capacities & participation in community, social & political life of victims before & after project completion, which allows to measure and to report on improvements in quality of life. (10)

- **In Nicaragua**, information on survivors has been collected as part of disability community surveys across the country. (11)

- **In Afghanistan**, the 2005 National Disability Survey resulted in a better understanding of the number of PwD, including survivors, and their needs & priorities in the areas of health, rehabilitation, education & livelihoods. (9)
WHAT CAN STATES DO?

National-level:
› Casualty data collection via IMSMA is more adequate for setting priorities in terms of risk education, clearance & land release than for establishing priorities in inclusive development & VA.
› When a MAC takes the lead on VA, it should be on a temporary basis and with a focus on raising awareness, mobilizing & supporting relevant Ministries to take this responsibility - particularly if one Ministry is already in charge of Disability.
› Identify a Ministry, Authority or Committee in charge of guiding & coordinating data collection efforts for the specific purpose of improving VA & access to services for PwD.
› Data that will be used to define policies, plans & programs related to VA should remain under the primary responsibility of relevant Ministries (Health, Social Affairs, Employment…).

Field-level:
› Define the different data collection needs & goals in a participatory manner in order to decide on the most appropriate methodologies. A single methodology (e.g. injury surveillance, survivor needs and capacities assessment…) cannot respond equally well to the needs of Mine Action programs, of VA policy planning, or to measuring and reporting on improvements in the quality of life of victims.
› Ensure that all efforts related to improving data collection regarding survivors are linked to larger efforts to collect data on all PwD.
› Train data collectors on effective data collection methodologies, on the rights of victims & PwD, and on communication methods with persons with different types of impairments.
› Ensure that those victims interviewed understand the purpose of data collection.
› Establish safeguards to ensure confidentiality & respect for the privacy of the data on victims & PwD.
› Ensure that the questionnaires use appropriate terminology regarding disability, i.e. avoid using discriminatory terms such as « crippled ». Questions & terminology should be based on UN Statistics Division recommendations, which follow the International Classification of Functioning. Examples exist on how this has been incorporated in a number of censuses in Asia.(12)

EXAMPLE OF A DATA COLLECTION MECHANISM: THE CAMBODIA MINE/ERW VICTIM INFORMATION SYSTEM (13) (14)

Identified problem: Lack of systematic, comparable, precise & up-to-date information on mine/ERW casualties in Cambodia.
Objective: To provide systematic collection, analysis, interpretation & dissemination of information about casualties of landmines, unexploded ordnance & other ERW in Cambodia.
Activities: The Cambodia Mine/ERW Victim Information System (CMVIS) chain of operations is formed by data gatherers who are selected for their knowledge of a specific geographic area, and trained on how to fill the CMVIS forms. They report to a provincial coordinator who feeds the data to capital. CMVIS also relies on a network of volunteers in areas less contaminated by mine/ERW.
Sustainability: CMVIS was established in 1994 by the Cambodian Red Cross with technical and financial support of HI & UNICEF. The process of transfer to the Cambodian Mine Action & Victim Assistance Authority (CMAA) was completed in 2009.
Key indicators: The information system is completely managed by the CMAA. CMVIS has enabled the Cambodian government to establish that from 1979 to January 2013 there have been a total of 64,214 mine/ERW casualties. As of January 2013, 30% of casualties were engaged in livelihood activities at the time of their accident, 78% of all casualties were injured and 22% died, and 31% were children. This information allows casualties. As of January 2013, 30% of casualties were engaged in livelihood activities at the time of their accident, 78% of all casualties were injured and 22% died, and 31% were children. This information allows for planning & prioritizing mine action activities and, along with other data, informs the planning of VA.
Managed by: The Cambodian Mine Action and Victim Assistance Authority.

HOW TO MEASURE PROGRESS

The factsheets show some areas in which States should be able to demonstrate change. Advances in access to services and in legislation & policies should ultimately contribute to making a positive impact in quality of life.

› National census includes disability using relevant questions & interview approaches, following the guidelines of the UN Statistics Division.
› The national injury surveillance system differentiates between different causes & types of injuries, including those resulting from mine/ERW accidents.
› IMSMA data on casualties is used as a first step to identify victims and disseminated to relevant Ministries in a systematic manner.
› A data collection mechanism on PwD exists, in accordance with the CRPD & includes data on survivors.
› A focal point or Committee exists to guide & coordinate all data collection efforts related to VA, including different mechanisms & methodologies (injury surveillance, IMSMA, survivor needs & capacities assessments…).
› Data collectors are trained in methodologies & on meaningful & respectful communication with victims & PwD.
› A participatory baseline is established to measure and report on progress on VA with a focus on quality of life & participation.
› Pertinent data is disseminated & available to relevant stakeholders, while ensuring the confidentiality of victims.


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Managed by: The Cambodian Mine Action and Victim Assistance Authority.

Thoeun Leang, grocer and beneficiary of TIGA project, Battambang Province, Cambodia, 2013

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WHAT ARE NATIONAL ACTION PLANS?

- States Parties, in particular those accountable to, and responsible for, the well-being of significant numbers of victims, have committed to elaborating a National Action Plan to assist victims. Their goal is to establish a strategic & coordinated framework through which: a) All ministries and other stakeholders increase their awareness on the rights & needs of victims & PwD; b) A focal point/committee on VA and/or disability is established; c) Clear & specific responsibilities are identified to ensure VA is adequately addressed; d) There is improved coordination among stakeholders working on VA, disability, development efforts; e) Victims & PwD are empowered and participate in decision-making; f) Baseline data exists which allows for monitoring and reporting on progress in VA nationally; g) There is common basis on which to mobilize national, and if necessary, international resources.

National Action Plans to assist victims should: a) be linked to or included in larger plans on disability/inclusive development when existent; b) be drafted with the informed participation of victims & PwD; c) be based on data collected in the process of a survivor needs assessment & a mapping of services; d) be in accordance with the standards & guidelines set by the CRPD, the CCM, and the Vientiane & Cartagena Action Plans; e) be built on good practices from different sectors, i.e. health, rehabilitation, mental health including psycho-social support, education, social & economic inclusion; f) incorporate a gender & age-sensitive approach.

The development of a National Action Plan to assist victims can launch a national disability dynamic, particularly in those countries not yet party to the CRPD, contribute to improving national ownership, facilitate the sustainability & impact of VA, and that of broader disability & development efforts, and allow each State Party to identify its own priorities & objectives in a participatory manner.

National Action Plans should include, at the minimum:
- An analysis of existing legislation & policies relevant to VA, disability & development.
- An analysis of relevant stakeholders.
- An analysis of the current situation in each sector relevant to assisting the victims.
- A description of what data still needs to be collected/updated.
- A list of SMART objectives per sector with actions to reach them & indicators to measure progress.
- A summary of resources needed to implement, monitor & evaluate the plan including national & international resources already secured, and resources yet to be secured.
- A summary of the monitoring mechanism of the Plan.

LEGAL & POLICY FRAMEWORKS

- CRPD: Art.33.

WHO ARE THE MAIN STAKEHOLDERS?

- Organizations of survivors & PwD; community-based & civil society organizations, including those of women & women with disabilities | Service providers in all VA sectors | Ministries: Health, Labor, Social Affairs, and others relevant to VA, disability & development | Mine Action Centers and Authorities | International organizations: ICRC, UN agencies & others relevant to VA.

WHAT ARE COMMON CHALLENGES IN MINE/ERW AFFECTED COUNTRIES?

- No or little knowledge, involvement & commitment of relevant Ministries (Health, Labor, Social Affairs, etc.) in a given VA topic. It may still be considered as the primary responsibility of Mine Action stakeholders, instead of the responsibility of each relevant Ministry.
- Not enough links or coordination between VA efforts & frameworks to advance the rights of PwD.
- Lack of sufficient, updated, relevant & comparable data on survivor needs and available services, and data analysis to build a relevant & feasible National Action Plan on VA.
- Not enough human & technical resources to lead the design, implementation, monitoring & evaluation of National Action Plans.
- Not enough commitment or capacities to regularly update, monitor & evaluate the Action Plan once it has been adopted.

EXAMPLES OF NATIONAL ACTION PLANS ON VICTIM ASSISTANCE & DISABILITY

- Alabama has a National VA Plan that is aligned with the recommendations of the Cartagena Action Plan. The Albanian Mine and Munitions Coordination Office monitors its implementation, which allows Albania to report in detail on its VA efforts. Survivors are represented at all levels of planning & implementation of the Plan. (4)
- In Jordan, VA is included in the National Disability Strategy. The Higher Council for the Affairs of Persons with Disabilities is the national focal point on VA. VA is coordinated through the Steering Committee on Survivors & VA, and includes governmental & non-governmental representatives as well as survivors. VA is also included in the National Mine Action Plan 2010–2015. (4)
- In Chad, a National Action Plan on VA was adopted in 2012. It is in accordance with the Cartagena Action Plan, and recognizes the principle of non-discrimination between victims & PwD. The coordination effort was led by the Mine Action Center with the active participation of relevant Ministries (in particular of Social Affairs), the ICRC, NGOs & DPOs that include survivors. Technical support for the process was provided by the United Nations in partnership with HI.

Quick Facts:

- At least 19 States Parties to the MBT had national coordination mechanisms addressing VA in 2011.
- At least 17 States Parties to the MBT had VA or broader disability plans that explicitly included survivors.
- For the first time in recent years, in 2011 several States Parties reported declines in quantity & quality in all VA sectors.
HOW CAN STATES PREPARE A NATIONAL PLAN OF ACTION?

This section is based on “The thirteen-step strategic approach to assistance VA” developed by the AP Mine Ban Convention Implementation Support Unit. It includes some modifications built on HI’s recent experience in supporting the development of National Action Plans, and Inclusive Local Development Plans, in various countries. It also builds on policy papers & publications on Inclusive Local Development by HI and the International Disability and Development Consortium. This section is an overview of the process - each country should certainly adapt it to its own context and make sure that there is no duplication between efforts to advance VA & the rights of all PwD.

1. Raise awareness on the VA framework and on the rights & needs of victims & PwD among key Ministries & other relevant stakeholders. Develop information materials in accessible formats. Involve victims themselves as partners in awareness raising activities & in the development of the National Action Plan from the beginning of the process.

2. Assign responsibility for the process of drafting the National Action Plan. This responsibility should be that of the same entity that is responsible, or focal point, for the rights of PwD - e.g. the Ministry of Social Affairs or of Gender and Youth. If no such focal point exists, other possibilities to spearhead the process on a temporary basis should be explored – including the Mine Action Center or Authority. Ultimately, the responsibility should fall under the most relevant Ministry.

3. Designate an inter-ministerial/inter-sectoral committee to coordinate the whole process. This group should be representative of all the different sectors of VA (e.g. health, economic inclusion) and include representatives of Ministries, services providers & organizations of survivors & PwD. The Committee should have an official mandate with adequate resources and terms of reference.

4. Carry out a preliminary situation analysis. In order to develop a relevant plan, it is necessary to understand a) the existing legal & policy context; b) the current situation of victims (needs, demands, capacities, resources & priorities); c) conduct a stakeholder analysis: who is doing what and where, in terms of service provision, in all sectors of VA. If necessary, conduct of an in-depth study can be included in the Action Plan itself.

5. Organize a first national workshop & consultations to introduce the topic of VA as fitting in broader disability, development & human rights frameworks; review & complete the preliminary situation analysis & start discussing possible ways forward. All relevant stakeholders should participate in this workshop.

6. Organize working groups per sector (rehabilitation, education, etc.) & develop SMART objectives, indicators & actions to reach them. Each working group should identify an organization/focal point to lead discussions & report on the work of each group throughout the process. Note that, when actions or projects are already taking place and contribute to the Action Plans’ objectives, these should also be included in the Plan. This ensures that the efforts implemented are fully taken into consideration, and that future actions build on existing initiatives. The Plan should include a budget that mentions and clearly differentiates national & international resources, as well as secured & non-secured funding.

7. Organize a second national workshop to integrate work of each group, prioritize & finalize a draft of the National Action Plan. Compile and present work of all groups and prioritize objectives & related actions on the basis of existing resources.

8. Disseminate the draft plan to all relevant stakeholders for final comments & approval, and follow any necessary adoption procedures.

9. Coordinate, monitor, evaluate & report on the advances & challenges faced in implementing the Action Plan, at local, national & international level, and on regular basis. Victims & PwD should be actively involved in the monitoring & evaluation of the Plan, as well as in all other stages.

10. Update and review the Plan at least once a year to ensure it remains relevant and that any challenges are addressed as soon as possible.

References

- HI. Inclusive Local Development Policy Paper. 2009

Identified problem: Afghanistan is one of the countries with the most mine/ERW victims in the world. Lack of coordination & absence of a systematic approach to VA were seen as an obstacle to responding to the rights & needs of victims and more generally of PwD.

Objectives: The main goal of the Plan was to “address the rights & needs of all PwD, including mine survivors, within the framework of the Afghanistan National Development Strategy & the MBT”.

Methodology: The Afghanistan’s National Disability Action Plan 2008-2011 was drafted in a consultative process under the auspices of the Ministry of Labor, Social Affairs, Martyrs & Disabled, in link with the MDGs and the National Development Strategy. It was drafted through a series of awareness sessions & workshops and includes a review of the status/current situation, objectives in 2006 & revised objectives in 2008, and actions to achieve the revised objectives. Through consultations and on the basis of the MBT & on national priorities, the following sectors were identified as pertinent for inclusion in the Plan: 1. Data collection; 2. Emergency & continuing medical care; 3. Physical rehabilitation; 4. Psychological support & social reintegration; 5. Economic reintegration; 6. Community based rehabilitation; 7. Inclusive education; 8. Laws and public policies. It is currently being reviewed & updated.

Sustainability: The National Action Plan was led and drafted by relevant Ministries with international stakeholders providing technical support. From the outset, it was linked with national disability & development frameworks. It was established through a consultative process involving all national & international stakeholders and, in particular, survivors & PwD.

Led by: The Afghanistan Ministry of Labor, Social Affairs, Martyrs and Disabled.

WHAT IS INTERNATIONAL COOPERATION AND ASSISTANCE?

International Cooperation & Assistance refers to all support provided to affected States & stakeholders by countries, regional or international organizations, to implement VA in an effective, efficient & sustainable manner. It can be channeled through bilateral, regional & multi-lateral mechanisms, amongst others: UN Agencies, as well as through South-South cooperation to the ICRC, NGOs, service providers, organizations of survivors & PwD.

Affected countries face multiple challenges that impede the swift & effective implementation of VA, such as ongoing conflict, widespread poverty & lack of sufficient human, technical & financial resources. As such, the goal of international cooperation & assistance is to support States that lack sufficient resources to comply with their VA obligations, thus ensuring the rights of victims & PwD are enforced and their quality of life is improved. International cooperation & assistance have more impact if it responds to the priorities set by affected States Parties in their National Action Plans. This is why International Cooperation is one of the pillars of the MBT & CCM, and is included in the Cartagena & the Vientiane Action Plans.

Modalities include:

- **Technical support**: On-site support for the implementation of a specific project, such as developing a National Action Plan or carrying out a needs assessment & mapping of resources.
- **Capacity development**: Training & coaching of relevant authorities or service providers on a regular basis over a period of time, with the goal of improving their knowledge, attitudes, practices & overall skills on a given topic. It may be specific to one sector (e.g. training of rehabilitation professionals), or on aspects such as Monitoring & Evaluation of policies & programs.
- **Financial support**: Budget support through bilateral, regional or multilateral mechanisms to States, UN & international organizations, international & local NGO, organizations of survivors & PwD and service providers.

LEGAL & POLICY FRAMEWORKS


WHO ARE THE MAIN STAKEHOLDERS?

- Organizations of survivors & PwD | Service providers in all sectors of VA | Ministries: All relevant
- Ministries in affected countries | International organizations: UN agencies, GICHD, ICRC, international NGO | Regional & multilateral forums | International Development & Cooperation agencies such as: ADA, AusAid, AFD, BMZ, CIDA, DFID, DGDC, JICA, NORAD, SIDA, USAID, WRA …
- Ministries of Foreign Affairs of countries committed to international cooperation & assistance.

WHAT ARE COMMON CHALLENGES FOR INTERNATIONAL COOPERATION?

- Prioritizing international cooperation is difficult when there are few evidence-based studies analyzing needs & capacities of victims, existing services and resources, & national efforts to respond to the gaps.
- There are still many barriers that prevent PwD from being included in all aspects of development & development cooperation; and difficulties remain in ensuring efforts on VA are based on, or at least linked to, efforts on the inclusion of PwD.
- Countries committed to international cooperation & those affected may have different priorities.
- Good practice on international cooperation on VA from different countries has not yet been well-documented, making it difficult to maximize.

SUCCESSFUL PROJECTS IN INTERNATIONAL COOPERATION

In Afghanistan, the Afghanistan Landmine Survivor Organization (ALSO) implements projects on peer support, awareness raising, accessibility, inclusion, advocacy & empowerment. These activities are supported by WRA through Clear Path International (CPI) and OSI, CIDA, Norway, Finland and Australia’s Embassies, as well as by small grants from ICBL, CMC & HI. CPI made a big difference for ALSO’s early activities through 1. Provision of funding for the first peer support project; 2. Covering in part of ALSO’s capacity building & running costs; 3. Ongoing support throughout the years; 4. Development of ALSO’s human resources through training on accounting, management & monitoring. Through its projects, ALSO has empowered hundreds of women with disabilities including female survivors; nearly 100 schools & other public places became accessible; introduced peer support as a new concept in Afghanistan; supported numerous persons to enroll in school & find jobs. ALSO has contributed to ratification of the CRPD & CCM. (1)

In the Democratic Republic of Congo, the UN Mine Action Coordination Center (UNMACC) provides support to national authorities & mine action organizations to coordinate & implement VA. UNMACC mobilizes resources, advocates for the ratification of the CRPD & maintains the victims’ database. Donors include Japan, AusAid & MONUSCO. In 2011-2013, UNMACC provided sub-grants to national NGO for VA projects, in particular on economic inclusion; it carried out a VA survey; updated the victims’ database & led the effort to draft the National Strategic Mine Action Plan 2012-2016 and led, facilitated, supported and worked together with partner organizations on the development of the National Strategic Plan for Assistance for Mine/ERW Victims and other PwD 2011-2013. As a result, 1,243 survivors were identified & 228 are engaged in income generating activities & have improved their household income; 135 persons have accessed physical rehabilitation services; there is harmonized information on VA; an updated database is functioning. The UNMACC promotes projects that use a comprehensive approach including physical rehabilitation, psychosocial support & economic inclusion, which ensures a more lasting & significant improvement in the quality of life of survivors. (2)
This section includes recommendations for affected States to mobilize international resources available for VA, disability, development & human rights more effectively and recommendations for countries committed to international cooperation & assistance to facilitate fulfilling the VA provisions of the CCM & MBT in line with the CRPD. For specific recommendations on each sector that VA is part of, or on cross-cutting issues, please refer to factsheets 1-11.

Recommendations for affected States:

- Collect, analyze & disseminate evidence-based information on the needs & capacities of victims & PwD, on existing resources & service providers, and on national efforts to comply with VA provisions of the CCM & MBT in line with the CRPD.
- Develop a National Action Plan to assist victims and/or Disability, complete with a situation & gap analysis, SMART objectives & related activities & budget.
- When requesting international cooperation or assistance, demonstrate how it could contribute to achieving one or more SMART objectives of the National Action Plan to assist victims and/or Disability. Mention all national & international efforts already committed towards the same objective.
- Request international cooperation & assistance jointly with relevant stakeholders such as NGO, organizations of PwD & survivors, service providers.
- Accede to or ratify relevant frameworks such as the MBT, CCM & CRPD, as this will increase funding opportunities that will benefit both survivors & PwD.

Recommendations for countries and organizations committed to International Cooperation & Assistance:

- Ensure that VA efforts are streamlined with other development activities such as health care, education, empowerment & humanitarian assistance. At the same time, ensure continuous VA funding as a part of mine action dedicated budgets to avoid funding gaps for as long as VA is not taken into consideration into broader development funds. VA-specific budgets should be available even after a country has been declared mine and cluster munition free until the quality of life of victims is equal to that of the rest of the population.
- Ensure all funded development efforts are disability-inclusive. Train new & current staff responsible for assessing funding applications on VA & disability-inclusive development.
- Request recipients of international cooperation & assistance in all sectors to provide information on what measures will be taken to ensure their development efforts are inclusive so that victims & PwD may benefit on an equal basis with others.
- Be flexible & respond to the demonstrated needs & gaps in affected countries, including on less-funded aspects such as mental health, psychosocial support projects, medium & long-term capacity development of survivors organizations, DPO & national authorities.

Recommendations for countries and organizations committed to International Cooperation & Assistance and for affected States:

- Document & disseminate good practices & lessons learned on how international cooperation & assistance has supported national efforts on VA, including on strategies to link VA contributions to those undertaken as part of broader disability, development & human rights efforts.
- Consult with & employ PwD at all levels, including top-management. Appoint persons with specific responsibility for VA & disability. Such persons should have authority to influence decisions & budget allocation.
- All research, data collection, monitoring & evaluation of development programs should disaggregate data by sex, disability & age.
- Ensure the needs & capacities of victims are recognized and related efforts are being undertaken in forthcoming development & humanitarian agenda.
- Promote regional & bilateral exchanges on good practices as a key element in cooperation strategies.
- For States Parties to the MBT and/or CCM, report in article 7 how international cooperation & assistance to VA contributes to, and is being integrated into, broader disability, development & human rights strategies; contributes to the development of an inclusive system of available and accessible services and to improvement in quality of life of victims & PwD.

The project: HI implemented a four-year project from 2009-2012 which promoted South-South cooperation on VA in Asia & South East Asia, the Middle East, Central & East Africa and Central Asia. Four regional VA workshops were organized to raise awareness on VA & disability more broadly, increase knowledge on how to develop a national action plan on VA/disability, and to provide a platform by which affected & donor states could exchange on best practices and capitalize on opportunities. These workshops were joined by all relevant stakeholders from a given region, namely representatives from Ministries and Mine Action Centers from mine/ERW affected countries; representatives from countries committed to international cooperation, regional organizations, DPO & survivor organizations, the ICRC, UN agencies, the ILO, ITF, the GICHD, the ICBL & the CMC. These regional workshops were organized in Bangkok, Amman, Nairobi, Dushanbe & Vientiane.

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ABBREVIATIONS AND ACRONYMS

ADA: Austrian Development Agency
AFD: Agence Française de Développement
AusAid: Australian Agency for International Development
BMZ: Federal Ministry for Economic Cooperation and Development (Germany)
CBR: Community-Based Rehabilitation
CIDA: Canadian International Development Agency
CCM: Convention on Cluster Munitions
CMC: Cluster Munition Coalition
CMVIS: Cambodia Mine/ERW Victim Information System
CPI: Clear Path International
CRDP: Convention on the Rights of Persons with Disabilities
CwD: Child with Disability
DFID: Department For International Development (UK)
DGDC: Directorate General for Development Cooperation (Belgium)
DPO: Disabled People's Organization
ERW: Explosive Remnants of War
GDP: Gross Domestic Product
GICHD: Geneva International Centre for Humanitarian Demining
HI: Handicap International
ICBL: International Campaign to Ban Landmines
ICRC: International Committee of the Red Cross and Red Crescent
IDDC: International Disability and Development Consortium
ILO: International Labor Organization
ITF: International Trust Fund
IMSMA: Information Management System
ITF: International Trust Fund
IMSMA: Information Management System for Mine Action
JICA: Japan International Cooperation Agency
LDPA: Lao Disabled People’s Association
MAA: Mine Action Authority
MAC: Mine Action Center
MBT: Mine Ban Treaty
MDGs: Millennium Development Goals
NGO: Non-Governmental Organization
NORAD: Norwegian Agency for Development Cooperation
OECD: Organization for Economic Co-operation and Development
OSI: Open Society Institute
PwD: Person with Disability
SIDA: Swedish International Development Cooperation Agency
UN ESCAP: UN Economic and Social Commission for Asia and the Pacific
UNDP: United Nations Development Program
UNESCO: United Nations Educational, Scientific and Cultural Organization
UNMACC: United Nations Mine Action Coordination Center
USAID: United States Agency for International Development
VA: Victim Assistance
WHO: World Health Organization
WRA: Office of Weapons Removal and Abatement
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