

# Disability and Inclusion in Sustainable Development



## A PRACTICAL MANUAL FOR DISABILITY INCLUSION

Developed By:



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## 1.0 INTRODUCTION

- 1.1 The concept of disability has been evolving. <sup>1</sup>This has seen the concept even changing in the way different persons perceive disability. As the concept of disability has been evolving over time, even the way it has been viewed has been evolving from the negative perception of disability to a more positive perception today.
- 1.2 Previously disability was viewed as being as a result of impairment on the body of a person. <sup>2</sup>This created a very negative attitude towards the person with a disability. It therefore led to segregation of persons with disabilities so that they could be rehabilitated in sheltered homes or continued to receive medical attention. Persons with disabilities were viewed as objects of charity and social protection. Today, the perception has changed. Disability is being viewed as a resulting from the interaction of persons with impairment with the attitudinal and environmental barriers that hinder them from participating in society on an equal basis with other people. <sup>3</sup>
- 1.3 In view of this, society has started to think of breaking the attitudinal, environmental and institutional barriers to ensure persons with disabilities participate in society on an equal basis with other people and enjoy and exercise all their human rights and fundamental freedoms on an equal basis with other people. This is a process because it is not a one-stop activity. Disability Rights Watch (DRW) views the whole process as a process of building the concept of "inclusion". DRW believes that inclusion is a process of ensuring that all persons with disabilities are effectively accommodated within the communities they live in and their issues mainstreamed in all aspects of human development across economic, social, cultural, political and civil rights. Therefore inclusion means that all people should treat persons with disabilities without any form of distinction, exclusion or restriction on the basis of their disabilities. <sup>4</sup> Ultimately, inclusion stands for a world in which everyone is given equal opportunities to explore their full potential and participate equally in society.
- 1.4 DRW is premised on the provisions of the UNCRPD and all its thinking is based on this Convention. It is in view of this that DRW believes that inclusion is all

<sup>1</sup> N Convention on the Rights of Persons with Disabilities: Preamble (e) (...disability is an evolving concept...

<sup>2</sup>Medical model: the disability was being blamed on the impairment as causing the perceived restriction in performance of the person

<sup>3</sup>UN Convention on the Rights of Persons with Disabilities; preamble (e)

<sup>4</sup>UNCRPD Article 2: definition of discrimination on the basis of disability

about universal design.<sup>5</sup> This means that when any person with a disability gets out into society, they would find the attitudinal, environmental and institutional aspects of the society fully accommodating with completely no need of any form of adjustments to fit the person with a disability. Persons with disabilities must act and feel independent, accepted and contributing meaningfully to the development of their community. The principle of respect for inherent dignity and autonomy of persons should prevail everywhere in society for persons with disabilities. It should be noted here that DRW recognises the fact that universal design is about all people.

- 1.5 The principle of “independent living and being included in the community”<sup>6</sup> is core for the full and effective inclusion of persons with disabilities. More still, this should be supported by policy and legislation measures. This means that State policies, laws and programmes should embrace inclusion. They should be clear on mainstreaming disability issues in all aspects of life and national development.
- 1.6 It is in view of this that DRW developed the idea of having a simple manual to guide DPO advocacy work in influencing the State and other institutions that provide public services to mainstream issues of development in all policies, laws and programmes for the purpose of enhancing full and effective inclusion of persons with disabilities. This calls for inclusive programming with adequate allocation of budgets and human resources. The manual can be used by any other institution to carry out a self-assessment in as far as inclusion is concerned.

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<sup>5</sup>UNCPRD: Article 2 – definition of universal design

<sup>6</sup>UNCPRD: Article 19 – independent living and being included in the community

## **2.0 DISABILITY RIGHTS WATCH**

### **2.1 Background**

DRW was formed and registered in 2011 as a company by guarantee. It was specifically formed for the purpose of capacity building of disabled peoples organisations (DPOs) and other institutions in the field of human rights and strategic advocacy. It is involved in strategic advocacy work for the implementation of the UN Convention on the Rights of Persons with Disabilities.

### **2.2 Vision**

The vision of the organisation is "persons with disabilities in Africa enjoying their rights and fundamental freedoms on an equal basis with the rest of the people and the promotion of the respect of their inherent dignity enhanced".

### **2.3 Mission statement**

The mission statement of the organisation is "to defend, protect and promote the economic, social, cultural, civil and political rights and fundamental freedoms of persons with disabilities and ensure the respect of their inherent dignity on an equal basis with any other people in Africa".

### **2.4 Objectives**

The objectives of DRW are:

- A) Advancing and defending of human rights  
To defend and protect persons with disabilities from all forms of discrimination, exploitation, violence and abuse;
- ii) Publicity and promotion of human rights  
To promote the rights and fundamental freedoms of persons with disabilities outlined in the United Nations Convention on the Rights of Persons with Disabilities (CRPD) and other international human rights covenants and conventions;
- iii) Demonstration of models  
To demonstrate and model ideal situations of fulfilling the enjoyment of human rights by persons with disabilities in all aspects of life;
- iv) Capacity building of Disabled People's Organisations  
To build the advocacy capacity of Disabled People's Organisations and their umbrella federations and bodies in Africa;

- v) Litigation and legal precedence  
To establish legal precedents to promote the rights and fundamental freedoms of persons with disabilities and to use these precedents for the purpose of transforming laws across Africa;
- vi) Promotion of domestication of Convention on the Rights of Persons with Disabilities  
To develop and promote best practice on the domestication of the Convention on the Rights of Persons with Disabilities (CRPD) across Africa.

## **2.4 AESI (Access and Empowerment for Social Inclusion) approach**

### **AESI Approach**

Disability Rights Watch uses the AESI (Access and Empowerment for Social Inclusion) approach in all its work. It uses the AESI approach to plan, implement, monitor and evaluate all its work. The AESI approach is a twin-track approach that works to achieve effective social inclusion of persons with disabilities in society. The twin-track approach means that DRW will ensure public service providers mainstream their facilities and services to enhance access by all categories of persons with disabilities while at the same time Disabled People's Organisations (DPOs) are empowered with strategic advocacy skills to effectively influence policy and practice change.

### **AESI and the twin-track approach**

#### **Access**

DRW will be engaged in strategic advocacy at global, regional, sub-regional and national level to ensure full and effective inclusion of persons with disabilities in development. DRW will work with DPOs, DPO Networks at all levels, INGOs and other Civil Society Organisations in advocacy work. It will ensure women and children participate in matters that or may affect them. It will also ensure persons with psycho-social and intellectual disabilities participate on an equal basis with other people. The purpose of this strategic advocacy is to ensure that all public services and facilities are accessible to persons with disabilities and that persons with disabilities can access the same services and facilities on an equal basis with others.

DRW will use the following advocacy strategic approaches: rational; collaborative; pressure; strategic litigation.

## **Empowerment**

DRW will build the capacity of DPOs to be able to carry out effective strategic advocacy work at national and community level. DRW will deliberately target DPOs that have a direct link with their individual members, beneficiaries and communities. It will build the capacity of these DPOs in: strategic advocacy; resource mobilisation; reporting; organisational management.

### **3.0 UNITED NATIONS CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES**

The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), and its Optional Protocol were adopted in December 2006. It came into force on May 3, 2008. The UNCRPD is viewed as a progressive piece of international human rights law. The Convention does not in any way bring new rights for persons with disabilities. It only recognises disability as a human rights issue on the international platform. Thus it views persons with disabilities as subjects who have got rights and are able to enjoy and exercise those rights on an equal basis with other people. In view of this it moves away from perceiving disability using the medical model to the social model.

The UNCRPD looks at disability as resulting from the interaction of persons with impairments with various barriers which hinder full and active participation in society on an equal basis with the other persons without disabilities. This places the Convention within the social model which is rights based rather than the medical model which is more inclined to health and charity interventions. It looks at disability as being caused by the constraints and barriers persons with impairments face when attempting to participate equally in society.

DRW views 'inclusion' as a principle that is ultimately carrying the outcome of having discrimination on the basis of disability reduced in all sectors of human development and across social, economic, cultural, political and civil rights. It is therefore essential to understand the definition of 'discrimination on the basis of disability' from the UNCRPD. Discrimination on the basis of disability "means any distinction, exclusion or restriction on the basis of disability which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field".<sup>7</sup> This definition in the UNCRPD includes denial of reasonable accommodation as a form of discrimination on the basis of disability.

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<sup>7</sup>UNCRPD, Article 2

Reasonable accommodation means necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms.<sup>8</sup> There has been an argument that applying reasonable accommodation is on the more expensive side because it requires making modifications to already well established programmes, facilities, services etc.

It is because of this that it is important to consider inclusion from the concept development and planning stage of every programme, service or building. Therefore, it is then easier and cheaper to adopt the principle of 'universal design'. Universal design means "the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. "Universal design" shall not exclude assistive devices for particular groups of persons with disabilities where this is needed".<sup>9</sup>

Article 3 provides for the General Principles of the Convention. These Principles are: respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons; non-discrimination; full and effective participation and inclusion in society; respect for difference and acceptance of persons with disabilities as part of human diversity and humanity; equality of opportunity; accessibility; equality between men and women and; respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.

The above General Principles should consistently be referred to in the process of carrying out disability and inclusion audits. They guide the principle of inclusion.

Other Articles of the UNCRPD should be extensively studied in order to appreciate inclusion in all aspects of life.

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<sup>8</sup>UNCRPD Article 2  
<sup>9</sup>UNCRPD Article 2

## **4.0 DEFINING DISABILITY AND THE SOCIAL MODEL OF PERCEIVING DISABILITY**

The CRPD defines disability as resulting from the interaction of persons with impairments with various barriers which hinders full and active participation in society on an equal basis with other people without impairments.<sup>10</sup> It emphasises the presence of attitudinal and environmental barriers as being the cause of the failure by persons with disabilities to participate on an equal basis with other people. In view of this, persons with disabilities find it difficult to enjoy and exercise their economic, social, cultural, political and civil rights on an equal basis with other people. So, it is not the presence of the impairment which inhibits participation and inclusion but the presence of attitudinal, environmental and institutional barriers in society. It is on this standing that advocacy for inclusion should be premised. Focus should be more on breaking the attitudinal, environmental and institutional barriers, than on focussing on changing the person with the impairment.

The World Report on Disability, released on June 9, 2011 by the World Health Organisation and the World Bank, provides evidence to facilitate the implementation of the CRPD. It defines disability as complex, dynamic, multidimensional and contested. Drawing upon the International Classification of Functioning (ICF, 2001) it advocates that disability should be neither viewed from a medical nor social perspective: persons with disability can often experience problems arising from their health conditions resulting in activity limitation and the individual's personal and environmental factors. The personal factors recognised such as self-esteem and motivation. The environmental factors recognised are products and technology, the natural and built environment, support and relationships, attitudes and services, systems and policies. A balanced approach needs to be taken combining both the approaches depending on the different aspects and nature of disability.<sup>11</sup> This is very essential as we get to get into inclusion analysis of policies, laws, programmes, environment etc.

In view of the above, focusing on the limitations or restrictions a person has and blaming them on their impairment is what is referred to as viewing disability from the medical model. While focusing on the attitudinal and environmental barriers as being responsible for hindering the person with the impairment from enjoying and exercising their rights on an equal basis with other people is referred to as the social model. This manual will be focusing more on the social model.

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<sup>10</sup>UNCPRD Preamble, paragraph (e)

<sup>11</sup>World Report on Disability, (WHO/WB) 2011

## **5.0 GUIDING CHECKLISTS FOR DISABILITY AND INCLUSION ANALYSIS**

### **5.1 General Guiding Questions**

As we get into inclusion analysis of any policies, laws, programmes, environments etc. we need to have the main guiding questions that will give us an informed picture of what we are looking for. These questions interrogate the existing and future planned policies, laws, programmes and environments in order to ensure they maximise the opportunities and potential for persons with disabilities to be fully included at all levels of development (local community to national levels) and at all stages of development (conceptualisation, designing/planning to evaluation). These questions are also asked across all sectors of human development such as education, health, employment, social welfare and recreation or sports.

The general questions below are categorised according to the programme development and implementation stages of designing/planning; implementation; monitoring and evaluation and; revising/re-designing.

1. Designing/planning
  - a. Are the vision, mission, objectives and planned activities taking into consideration the inclusion principles for persons with disabilities and at the same time addressing the existing barriers for them?
  - b. Do the corresponding outcomes, results and budgets reflect the inclusion aspects of persons with disabilities and therefore addressing the barriers that may hinder effective participation?
  - c. Does the design framework include persons with disabilities who may require more intensive support, for instance, children, women, those with mental and intellectual disabilities and those with multiple disabilities?
2. Implementation
  - a. Are persons with disabilities easily accessing the mainstream programmes or services?
  - b. Are persons with disabilities fully and effectively participating in the implementation?
3. Monitoring and evaluation
  - a. What difficulties, barriers or restrictions persons with disabilities are

facing during the implementation?

- b. Are persons with disabilities effectively involved in the evaluation?
  - c. Did the implementation enable full and effective access and participation for persons with disabilities?
4. Revision/re-designing
- a. What current or future opportunities or options exist to enhance access and participation for persons with disabilities?

Above all, all the questions should be checked on whether the aspect of compliance to the principles of the UNCRPD. At the same time, it is important that checks are made on the effectiveness and quality of participation by persons with disabilities at all the four levels is addressed. The above general questions may be modified according to the situation or circumstances under which they are applied. They are not rigid, thus, they are being referred to as general questions. It should also be observed that the responses to these questions are not perfect and should not be any way be marked 'wrong' or 'right'.

## 5.2 Policies, laws and Programme Inclusion Analysis

The following questions are used to check policies, laws, and programmes.

- a. Is the policy, law or programme being analysed in line with the provisions of the Persons with Disabilities Act of 2012?
- b. Are the objectives and strategies of the policy, law or programme consistent with the general principles of the UNCRPD?
- c. Is the policy, law or programme addressing the issue of discrimination on the basis of disability?
- d. Is the policy, law or programme consistent, in general with other policies across different ministries/departments you know?
- e. Are the values of inclusion explicit and clear?
- f. Is the policy, law or programme evidence-based and reflective of actual needs of persons with disabilities that address the barriers that affect them?
- g. How does the policy, law or programme affect (negatively or positively) persons with disabilities and their families?
- h. Is the aspect of human resource development (hiring and training) specifically stated to address rights and needs of persons with disabilities?
- I. Is the aspect of financial resources specifically stated to address rights

- and needs of persons with disabilities?
- j. Does the policy, law or programme clearly outline the means of effective and quality participation of persons with disabilities and their families?
  - k. Does the policy, law or programme specifically outline the aspects of respect for dignity, autonomy and independence of persons with disabilities?
  - l. Does the policy, law or programme provide for any form of incentives for public entities that provide for full and effective inclusion of persons with disabilities?
  - m. Does the process of public consultation include views of the public on the effective inclusion of persons with disabilities and their families?
  - n. Is the policy, law or programme specific on how it addresses the rural-urban differences and the barriers affecting persons with disabilities?
  - o. Is the policy, law or programme specific on the gender differences of persons with disabilities?
  - p. Does the policy, law or programme specifically address the issues of ICT, language and other communication modes?
  - q. Is the criterion upon which the policy, law or programme going to be monitored and evaluated consistent with the principles of the UNCRPD?
  - r. Does the policy, law or programme outline how persons with disabilities will participate in the monitoring and evaluation?
  - s. Is the policy, law or programme specific on how it will be disseminated to persons with disabilities, especially in accessible formats?

### 5.3 Budgets

Budgeting is a critical component of development at all levels in every sector. Therefore, it is important that all budgets for public expenditure should be checked for inclusion. Inclusion or inclusive development must be supported by adequate financing. Without financing, inclusion may never be realised. The questions below are used to check for inclusive budgeting.

- i) Does the budget's theme or goal clearly reflect inclusion?
- ii) Does the budget include financing for environmental accessibility, modifications and adjustments?
- iii) Does the budget provide for financing appropriate language and communication modes like sign language interpretation and Braille transcription respectively; signage; simple language etc?
- iv) Is the budget provide for training of staff on inclusion: e.g. judiciary, police, prison, education, disaster risk management, banking staff?
- v) Is there financing for training of persons with disabilities on disability inclusion and effective participation?

- vi) Does the budget provide for financing of community-based inclusive development?
- vii) Is there a specific funding for awareness creation on disability inclusion and other aspects of disability?

It should be noted that the above questions may not apply in all circumstances. The questions may be modified to fit the sector or field being analysed.

The National Budget should always include:

- I) Financing for economic inclusion of persons with disabilities – e.g. access to financial loans and mortgages.
- ii) Financing for social and cultural activities – e.g. sports, inclusive heritage sites etc.
- iii) Financing for inclusive education, inclusive quality health, inclusive disaster risk management, inclusive tourism etc.
- iv) Financing for inclusive social protection programmes.

#### 5.4 Community Level Inclusion

Inclusion has got a direct bearing and impact on people at community level. Therefore, it is important to ensure that community level programming is analysed for effective inclusion. Use the questions below for community level analysis. This form of analysis is more effective when conducted in focus group discussions. The discussions should be open-ended and free. It is prudent to have targeted focus group discussions for persons with disabilities on their own and some without or inclusive of persons with persons with disabilities within the same community.

- I) Is the community specifically knowledgeable on disability inclusion?
- ii) Does the community have any support groups specifically for persons with disabilities (comprising persons with disabilities only)?
- iii) Does the community have inclusive support groups addressing disability issues?
- iv) Does the community have youth peer support groups addressing those who require more intensive support – e.g. children, women, persons with mental, intellectual and multiple disabilities?
- v) Are there any community programmes in which persons with disabilities are actively involved?
- vi) Are persons with disabilities deliberately invited for community development activities?
- vii) Is the community aware of any funds targeting inclusion of persons with disabilities in community programmes – e.g. Community

Development Fund, Constituency Development Fund, including persons with disabilities?

- viii) Is the community aware of any funds targeting persons with disabilities – e.g. loans or grants?
- ix) Is the community directly involved in the inclusion of children with disabilities in the local mainstream schools?
- x) Is the community aware of any person with a disability who may act as a successful role model for other persons with disabilities?

## 5.5 Environmental Inclusion

Environmental barriers do not only include physical barriers. It includes all forms of barriers that hinder different categories of persons with disabilities from participating on equal basis with other people. In many instances, when people hear of accessibility to the environment they quickly think about ramps. Access analysis is done through access audits.

### **What is an access audit?**

An access audit is generally an “assessment of an aspect of an environment, (building or external area) and services in terms of user friendliness i.e. accessibility. It is a measure of how well the environment and method of service delivery meets the needs of existing and potential users, whether they be staff, visitors, volunteers, pupils, patients, and students or others. It is also a process through which potential barriers to access may be identified and recorded alongside suggested improvements in a way that enables people responsible for a site, building or service to move on to the next step of planning and implementing change.

There are a number of activities that ought to be undertaken before the actual audit. A successful and effective access and accessibility audit will be one that has been properly thought through and well planned. Planning should start ahead of the date of the audit day and planners need to consider and respond to a wide range of key issues. The following should be prepared or done before the actual audit is carried out;

- I) Selection of premises/places to be audited- There is need to have a list of places that need to be audited. These must be public buildings or premises. They may be private enterprises or privately owned buildings that are open to the public. The auditors need to identify these buildings beforehand

- ii) Before the actual audit and after the list of buildings to be audited have been identified, there is need to write to the owners of the building or premises that you intend to audit. A letter/letters must be written to seek permission from the owners of the premises that you wish to audit. These letters must be sent in good time so as to give the owners of the building time to prepare and get ready for this activity, i.e. fit it into their programme. A month at the most is sufficient time for notification. The permission letter gives the build owner an idea of what an access audit is, its importance and how it will benefit both the persons with disabilities and the building owner. The letter must be accompanied with an audit time table /schedule indicating the date and time of the audit.
- iii) The audit team should include persons with different categories of disabilities and one without a disability. The team should be able to read and write English.
- iv) The audit team needs to be trained. Each member will need a metallic measuring tape, gradient measure, checklists, a pen, pencil and rubber.
- v) Adhere to the access audit ethics. Arrive at the place of audit a few minutes before the actual audit time; avoid disturbing the clients or avoid inconveniencing the business of the premises; dress modestly- there is a lot of activity/bending during the audit, ensure you dress comfortably; carry permission letters in your file; all checklists must be in folders for each auditor; be polite to people / anyone who approaches you with questions at the audit; if you are stopped from auditing by any person "stop immediately"-do not argue with the person, explain to them what you are doing and if they insist stop and call your team leader. The team leader must then come and talk to the person and explain that permission was sought; when offered drinks or anything to eat, you can accept but that should not interfere with you audit and the report; record accurate measurements; never steal- emphasis this to the team NEVER pick anything that does not belong to you from the audit premises; stick to time; do not ask the escorting officer or one passing by or client to assist you with your work; give only official phone numbers as you do audits on an official basis – do not give your personal number.

The checklist below will assist you do your access audit.

**Access and Accessibility Audit  
CHECKLIST**

DETAILS OF BUILDING OCCUPIER/SERVICE PROVIDER AUDITED	
NAME	
OWNER	
ADRESS	
CONTACT	

NAME OF AUDITOR & DATE OF AUDIT	
AUDITOR	
AUDIT DATE	
AREA AUDITED	

**Access and Accessibility is a Human Right**

Equality of access by all to the built environment is a fundamental human right. If access by a person with a disability to a place - or the accessibility of a place itself – is very difficult, unsafe, or impossible or only possible by impairing the dignity or the equality of the person involved, this breaches the human rights to equality and human dignity and will amount to unfair discrimination.

**Unfair Discrimination in Zambian Law**

Discrimination that is unfair is prohibited in terms of the National Constitution and under the laws of Zambia in the Persons with Disabilities Act 2012

**Who Has the Right to Equal Access**

The following people have a human right to equal access to the built environment:

- (a) People with physical disabilities
- (b) People with temporary disabilities and pregnant women
- © Senior citizens with age-related difficulties in access

**Advantages for Owners of Buildings / Facilities of Having Accessible Premises**

- 1 Older citizens (often with more money to spend) may become new customers
- 2 A positive image of the business and an improved public image usually results
- 3 A positive business profile as disability rights-respecting and sensitive business

- 4 Avoiding access-related human rights litigation in the High Court / Supreme Court
- 5 Not being forced to comply with Court Orders to provide access
- 6 A new market: disabled customers who will support a disability-friendly business
- 7 A new and exciting marketing and advertising opportunity

1 PARKING BAYS / ARRIVAL AREAS / ACCESS ROUTES

**1.1 PARKING BAYS**

Are there designated parking bays for PWDs?

Yes	No
-----	----

If YES How many parking bays?

--	--

Are the parking a minimum of 3.6 by 4.8 metres?

Yes	No
-----	----

Are they clearly marked?

Yes	No
-----	----

Is there a designated drop off point?

Yes	No
-----	----

**1.2 ARRIVAL ARE**

ASIs there a designated pathway to the entrance of the building from the various access points?

Yes	No
-----	----

If YES Is it clearly marked and signposted?

Yes	No
-----	----

Does it have appropriate lighting?

Yes	No
-----	----

Does your access area have dropped curbs for access to the building?

Yes	No
-----	----

Does your access area have good lighting?

Yes	No
-----	----

**1.3 ENTRANCES**

Is the entrance at least 900mm wide (between door stops)? Does the entrance:

Yes	No
-----	----

· has a level landing outside?

Yes	No
-----	----

· have a level threshold?

Yes	No
-----	----

Does the entrance door:

- have door controls and handles that are easy to see and at a height which can be reached by wheelchair users (no higher than 1,000mm from floor level)?  Yes  No
- have at least 300mm alongside the leading edge (of all doors) to enable wheelchair users to open the door?  Yes  No
- have a colour that is different from the walls?  Yes  No

In the entrance area:

- is there seating inside the main entranceway?  Yes  No
- is the entranceway adequately lit?  Yes  No

## 2 CIRCULATION AREAS

Are there circulation areas?

If YES Are all circulation areas all a minimum of 1.2 metres?

Is the seating at frequent intervals?

Do the doors have vision panels low enough to include wheelchair users in the field of vision?

Are internal doors fitted with lever type handles or 'D' pull handles at a height appropriate for a wheelchair user (1,000mm from floor level)?

Are the doors light enough to be used by disabled people with limited mobility or strength?

Yes	No

Are all doors a minimum of 750 mm wide?

Do all windows open away from circulation areas or are they above 2.0 metres?

### 3 RAMPS

OUTSIDE RAMPS: Are there ramps for access to the building if the internal layout it is at a different level?

INSIDE RAMPS: Are there ramps for access within the building if there are changes of level?

LANDING SURFACE Is there 2 metres level landing surface between the ramp and the door?

RAMP DIMENSIONS: Are all Ramps:

- at a gradient of 1:12 or shallower, for existing ramps?

- incorporating a level landing length at the top and bottom of the ramp, 1,200mm long?

- clear of door swings?

- a minimum 1.1 metre wide?

- having firm slip-resistant surfaces?

Are HANDRAILS for ramps:

- at a height of 900mm (1,000mm at landings) on both sides running their entire length?

- extended by 300mm at the top and bottom of ramps to guide people safely to level ground?

- having a maximum diameter of between 45 and 50mm for comfort?

### 4 STAIRS, HANDRAILS & LANDINGS

#### 4.1 STAIRS

Does the environment have stairs?

If YES Are the stairs:

- slip-resistant?

Yes	No
-----	----

- having a tactile surface to indicate the beginning and end of the flight of steps?

Yes	No
-----	----

- well lit, preferably from the side?

Yes	No
-----	----

STEP DIMENSIONS: If there are stairs, are they accessible?

Yes	No
-----	----

- Is there a minimum tread width of 250 mm?

Yes	No
-----	----

- Is there a maximum rise between steps of 175 mm?

Yes	No
-----	----

- Is the vertical rise of stairs no more than three metres before a landing is reached?

Yes	No
-----	----

- Having the nosing strip of each step in a contrasting tone/colour to the tread (and ideally the risers should be of a different colour to the treads)?

Yes	No
-----	----

## 4.2 HANDRAILS

If there are stairs, do the stairs have handrails?

Yes	No
-----	----

If YES Are the handrails:

- at a height of 900mm (1,000mm at landings) on both sides running their entire length to enable those with a weakness on one side to use them (handrails should be provided, however short the flight of steps may be) ?

Yes	No
-----	----

- extend or turn down to indicate the beginning or end of the step's run?

Yes	No
-----	----

- have a maximum diameter of between 45 and 50mm?

Yes	No
-----	----

### 4.3 LANDINGS

If there are stairs, do flights of stairs have landings between them?

Yes	No
-----	----

If YES Are there intermediate landings in long flights of stairs?

Yes	No
-----	----

### 5 LIFTS

Does the building / environment have lifts for access installed?

Yes	No
-----	----

If Yes: Does each lift have the following DIMENSIONS:

- a minimum of 1,400mm deep x 1,600mm wide

Yes	No
-----	----

- a door to the lift at least 750mm wide

Yes	No
-----	----

- a threshold to the lift level with the internal and external floors

Yes	No
-----	----

Within the lift are there:

- LIFT CONTROL BUTTONS set at a suitable height no more than 1000 mm from the floor?

Yes	No
-----	----

- An EMERGENCY TELEPHONE/ALARM BUTTON set at a suitable height no more than 1000 mm from the floor?

Yes	No
-----	----

- An AUDIO/VOICE ANNOUNCEMENT of doors closing and floors reached?

Yes	No
-----	----

- CONTROL BUTTONS that:

Yes	No
-----	----

- have tactile and Braille markings?

Yes	No
-----	----

- are of a different colour than the walls of the lift?

Yes	No
-----	----

- a MIRROR on the back wall to assist wheelchair users?

Yes	No
-----	----

- a FLIP-UP SEAT in the lift car to support a wide range of disabled and older people,

Yes	No
-----	----

especially in the event of lift failure?

- Are their appropriate control buttons

Yes	No
-----	----

## 6 TOILETS

Does the building have toilets for people with disabilities?

Yes	No
-----	----

- DIMENSIONS: are they 1.5 by 2.0 metres minimum?

Yes	No
-----	----

- SIGNAGE: are they signposted?

Yes	No
-----	----

- DOORS: do they have outward opening doors?

Yes	No
-----	----

- Do they open onto a private area or toilet washroom?

Yes	No
-----	----

- EMERGENCY ASSISTANCE: Do they have an emergency assistance alarm fitted?

Yes	No
-----	----

- GRAB RAILS: Do they have suitable grab rails?

Yes	No
-----	----

- FLUSH BUTON: Is the flush button no higher than 1000mm from the floor and fully accessible?

Yes	No
-----	----

- TAPS: Are the taps light enough to use or fitted with lever type actions?

Yes	No
-----	----

- BASINS: Are the basins wall mounted without legs with a clearance of 650mm to the floor?

Yes	No
-----	----

- Are the basins fitted no higher than 830 mm to the top edge?

Yes	No
-----	----

- Are the basins fitted so that they can be used from the pan?

Yes	No
-----	----

## 6 SHOPS / BARS / CAFES

### 6.1 COUNTERS

Do all counters (i.e. information point, bar, food serveries, retail counters) have a section which is approximately 760mm from the floor with a 700mm high, 500mm deep knee recess to enable wheelchair users to approach?

 Yes No

### 6.2 AISLES

Are aisles in the shop areas/cafeterias wide enough to enable wheelchair users and parents/carers with double buggies to pass through with ease?

 Yes No

Are areas provided where wheelchair users can turn around to avoid travelling in one direction down lengthy aisles?

 Yes No

### 6.3 DISPLAYS

Do all items have large and clear pricing?

 Yes No

Do menus display items in large print and in Braille?

 Yes No

## 7 HOTELS

Does the hotel have a room or rooms which are accessible for people with disabilities?

 Yes No

If YES Is there a maneuvering space of 36 inches on either side of the bed or beds?

 Yes No

Do doors, door handles, controls, wash hand basins and toilets comply with the standards found elsewhere in this checklist?

 Yes No

Do these rooms have roll in shower facilities?

 Yes No

## 8 AIRPORTS

Does the airport have designated parking, drop off points and signage?

 Yes No

Are all counters (i.e. information points, check in desks, bar, food serveries, retail counters, security desks) have a section which is approximately 760mm from the floor

 Yes No

with a 700mm high, 500mm deep knee recess to enable wheelchair users to approach?

 Yes No

Are aisles in the shop areas/cafeterias wide enough to enable wheelchair users and parents/carers with double buggies to pass through with ease?

 Yes No

Are areas provided where wheelchair users can turn around to avoid travelling in one direction down lengthy aisles?

 Yes No

Do all items have large and clear pricing?

 Yes No

Do menus display items in large print and in Braille?

 Yes No

Does the airport have a passenger assistance vehicle for access to planes?

 Yes No

Does the airport provide transport facilities between the check in desks, security area, retail zones and departure lounges?

 Yes No

Are clocks / timetable display boards and other information points clear, uncluttered and in contrast to surrounding surfaces?

 Yes No

## 9 EMERGENCY EXITS

Have emergency audio and visual alarms been installed?

 Yes No

## 5.6 General self-assessment and action planning

### Disability Inclusion Self-assessment

It is usually important to make a self-assessment of the organisation if there is no disabled people's organisation to carry out the disability and inclusion audit. This self-assessment may be done even when there has been no awareness raising on disability and inclusion for the organisation. If there has been no disability and inclusion audit done, the scoring 0-5 is done through a general assessment of the organisation as a group of staff members.

If the self-assessment is done after the disability and inclusion audit, the guide below is used.

Answer all the questions in the checklists above or get the report from the disability and inclusion auditor who did the analysis. Divide the actual score you have got by the total number of questions and multiply by 100. This will give you a percentage.

E.g. if you scored 3 out of 10 questions, then you divide  $3/10 \times 100$ . This will give you 30%. The scale below then guides you.

PERCENTAGE (%)	SCORE (0 to 5)
Below 1%	0
1% to 20%	1 (planning to do something)
21% to 40%	2 (little done)
41% to 60%	3 (average)
61% to 80%	4 (very good)
81% to 100%	5 (excellent)

Please assess yourself using the scores 1 to 5 as guided in the above table.

0 – doing nothing

1 – planning to do something

2 – have done something little

3 – have done something on an average

4 – have done very good work

5 – have done excellent work.

Inclusion Area	Current Level of Inclusion	Reasons for Current Rating	Projection After One Year	Projection After Five Years
Knowledge and Awareness				
Programme Planning				
Programme Implementation				
Programme M&E				
Accessibility				
Policies Participation of women with disabilities				

Apart from the above self-assessment areas, ask yourself the following:

- a. Does the organisation have a clear statement of intent and commitment to disability inclusion?
- b. Is disability inclusion part of the organisation's internal and external reporting?
- c. Does the organisation have a specific policy on disability inclusion or it will mainstream disability across all its policies?
- d. Does the organisation deliberately employ persons with disabilities as a way of enhancing inclusion?
- e. Is the organisation deliberately engaged in research on issues affecting the rights and needs of persons with disabilities?
- f. Does each of the senior management members have a specific role in promoting disability inclusion?
- g. Does the organisation have a specific person to coordinate the implementation of disability inclusion?
- h. Does the organisation have a specific committee that coordinates the implementation of disability inclusion?
- I. Does the organisation deliberately influence other organisations to adopt disability inclusion policies, laws and programmes?

## Disability Inclusion Action Planning

Draw your action plans according to the scores you gave yourself in the self-assessment. Be ambitious but realistic. Make a one year action plan. This action plan will of course be reviewed after this one year and re-planning done.

STRATEGY	TASKS TO BE PERFORMED	PERSON RESPONSIBLE	BY WHEN
Knowledge and awareness			
Programme designing			
Implementation of programmes			
Monitoring and evaluation of programmes			
Accessibility			
Policies			
Participation of women with disabilities			

## 6.0 CONCLUSION

Disability inclusion analysis is essential in that it assists to identify the disability and inclusion gaps and barriers that exist in policies, laws, programmes and environments. The disability and inclusion audits are a gauge to how far public policies or programmes comply with the provisions of the UNCRPD. It should be noted from the onset that while disability and inclusion audits seem to target persons with disabilities, they are mainly ensuring that public policies and programmes are friendly and usable by all people. It is thus important that the audits should always recommend the use of the universal design approach. It is the responsibility of all citizens at community, district, provincial and national level to ensure they understand and embrace the ultimate goal of the disability and inclusion audits in order to achieve an inclusive society.

The disability and inclusion audits offer public and private service providers with simple tools to plan and implement inclusive policies and programmes that will enable persons with disabilities fully and effectively participate in community and national development. The audits also give opportunities to persons with disabilities to exhibit their potential and personal capabilities. It is

therefore very important that the audits are embraced now. The audits are a good tool for inclusion as we enter the post-2015 era into the Sustainable Development Goals (SDGs)

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