



Inclusion of people with disabilities, older people and other vulnerable groups at risk of exclusion in Shelter response

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QUICK FACTS

- **15 %** of any population has some form of disabilities (WHO), yet they are among the most vulnerable and neglected in any type of emergency.
- **9%** of Nepal's population is 60 or over
- Evidence from previous events shows high rates of mortality and morbidity compare to other
- For every child conflict fatality, three times as many are injured or permanently disabled

Statistics following the earthquake and tsunami in Japan in 2011 showed that the fatality rate for people with disabilities who were registered with the government was 2.06% while that for the general population was 1.03%

GAPS IN HUMANITARIAN RESPONSE

- Progress has been made in the way **humanitarian frameworks and policies** address the issue of inclusion BUT the stakeholders continue to face **difficulties to translate those policies into action.**
- Persons with disabilities and most vulnerable people are often **neglected** in the contingency planning, assessment, collection of data, design and delivery of humanitarian relief, **making them 'invisible' to relief operations.**

GAPS IN HUMANITARIAN RESPONSE

- They are at greater **risk** of being **physically or emotionally abused**
- **Specific action** is rarely undertaken to **ensure their protection**
- Vulnerable people are rarely **consulted and included** in decision making processes

This de facto exclusion worsens the long term impact of the crisis on these vulnerable people and communities.

LEGAL AND POLICY FRAMEWORKS

- **International Humanitarian Law and humanitarian principles:** Common Art. 3 of the Geneva Conventions; Art. 16,17, 56 and 59 of the Fourth Geneva Convention; Art. 72, 75, 76 and 77 of Additional Protocol I; Art. 4 and 7 of Additional Protocol II
- **Convention on the Rights of Persons with Disabilities:** Art. 9, 11, 19 and 32;
- **Convention on the Rights of the Child:** Art. 3.3, 6, 23 and 24;
- **Convention on the Elimination of all forms of Discrimination Against Women:** Art. 2 and 12; 1951
- **Convention relating to the Status of Refugees:** Art. 23
- **European Union Consensus on Humanitarian Aid**
- **Humanitarian Charter and Sphere Handbook**

MINIMUM STANDARDS

SHELTER, SETTLEMENT AND NFIs

SHELTER, SETTLEMENT AND NFIs STANDARD 1:

People with disabilities and older people, and their carers, are included in the design, implementation, monitoring and evaluation of shelter/settlement programmes, and they participate in relevant needs assessments.

SHELTER, SETTLEMENT AND NFIs STANDARD 2:

Information relating to shelter and settlement assistance and essential NFI distributions is fully available and accessible to people with disabilities and older people.

SHELTER, SETTLEMENT AND NFIs STANDARD 3:

People with disabilities and older people have safe and equitable access to shelter and settlement facilities that are appropriate, adequate and safe for them to use.

SHELTER, SETTLEMENT AND NFIs STANDARD 4:

People with disabilities and older people, and their carers, are included in the design, implementation and monitoring and evaluation of NFI programmes, and they participate in relevant needs assessments.

SHELTER, SETTLEMENT AND NFIs STANDARD 5:

Cash and voucher and NFI distributions are designed, targeted and implemented in ways that ensure dignity and minimise exclusion or marginalisation and other risks for people with disabilities and older people.

WHAT CAN HUMANITARIAN ACTORS DO

Humanitarian agencies

- ✓ **Consult** populations at risk of exclusion
- ✓ Encourage their **participation**
- ✓ Ensure their **assessments are inclusive** (SADDD & Family or social support, discrimination, livelihood and distance to services)
- ✓ Work to **eliminate existing barriers** (physical, institutional and attitudinal)
- ✓ Ensuring **comprehensive accessibility**: Physical
- ✓ Inclusive ways to disseminate information. (Audio, written)
- ✓ **Map existing services** to refer and respond to urgent basic and specific needs of the most vulnerable.
- ✓ Ensure that the coordination mechanisms identify and address the **specific vulnerability-related concerns** within sector forums.

WHAT CAN HUMANITARIAN ACTORS DO

Donors

- Systematically **dedicate an appropriate share of funding** to inclusive emergency programme
- Integrate criteria related to exclusion factors as a requirement in emergency calls for proposals.
- **Develop guidelines and strategies to better address the needs of the most vulnerable persons,**
- **Support governments and local authorities** to adapt strategies, services, infrastructures and regulatory frameworks to guarantee accessibility by vulnerable people.

WHAT CAN HUMANITARIAN ACTORS DO

States

- **Ensure all services and assistance are available and accessible** to everyone, including people with specific needs.
- **Develop strategies** that strengthen existing family and community support mechanisms for the most vulnerable, including for people with specific needs.
- **Address gaps in the quality of primary healthcare services** including for people with chronic diseases and people in needs of rehabilitation services.
- **Ensure services**, including medical assistance and longer-term rehabilitation, are available for postoperative patients to avoid or reduce long term impairment.
- **Ensure the participation** of vulnerable people in project design and implementation.

INDICATORS FOR INCLUSION SHELTER, SETTLEMENT AND NFIs

Technical capacity, knowledge and skills

- Trained staff to **ensure delivery of inclusive shelter response**
- **Induction and training** for all staff on inclusion of most vulnerable
- Staff **know the key issues and basic statistics** vulnerability and exclusion factors
- Staff **aware of barriers** experienced by vulnerable persons
- Organizations have **set of tools and resources to gather disaggregated data** that reflects vulnerability AND exclusion factors: demographics (age, gender, disability, ethnics, etc.), needs related to demographics (impairment related needs, age-related needs, gender-related needs) and barriers to access services (discrimination, cost, unavailability of specific services, etc.)
- A set of **tools and resources to consult and communicate with** different impairments, with children and teenagers, etc.
- Project staff demonstrate the **ability to identify and respond to barriers to participation for vulnerable groups**
- Teams carrying out project **implementation and assessment or evaluation assignments** include at least **one person trained on vulnerability and inclusion**
- Each technical team or unit includes at least one person with knowledge and skills on vulnerability and inclusion for their sector
- **links with agencies focusing on vulnerability**, Staff Know who to contact for advice & referral

INDICATORS FOR INCLUSION SHELTER, SETTLEMENT AND NFIs

Project and programme design, implementation and review

- Need assessment **Consultation of vulnerable**
- Designing of the Project **address the specific and basic Needs** of Persons with disabilities and other vulnerable
- Include **enough funding for inclusion**
- Trained staff to **ensure delivery of inclusive shelter response**
- **Project activities, services and facilities are designed to maximise access and participation of vulnerable**
- **Targeted assistance** is provided where particular needs of vulnerable persons have been identified (e.g. appropriate NFIs)
- **Referral and follow up** for specific needs
- Use variety of **communication methods**
- Vulnerable persons **participate in monitoring and evaluation** (e.g. include in project committees)
- **Feedbacks of the beneficiaries,**
- The TORs for project evaluations examine and **report on the extent of access and participation** for vulnerable persons , including reporting at coordination level (i.e clusters)

Actions for Inclusion-WASH & Shelter

Actions for inclusion recommended in Inclusion fact sheet WASH & Shelter Earthquake Nepal

- Ensure that populations at risk of exclusion (**including these not owning their land/shelter**) are reached in **shelter reconstruction** and **training masonries**; e.g. using inclusive targeting criteria, through outreach mechanisms, etc.
- Ensure that **distribution mechanisms** are disability/gender/age sensitive: through outreach and/or transportation of in-kinds, providing support for reconstruction (using community mechanisms, awareness, volunteering, or cash-for-work)
- Ensure that **emergency kits and shelter/WASH designs** are disability/gender/age sensitive:
 - E.g. Including warm clothing, mats and mattresses to provide thermal comfort and water-proof bed covers, sanitary pads for women and girls, hygiene promotion information and assistive devices for people with disabilities, designs using the RECU principle (Reach, Enter, Circulate and Use the facility) and ensuring an unbroken chain of movement.
 - Prioritizing families where lack of access to water supply might increase protection risks (see Earthquake Impact section).
- Ensure that comprehensive WASH arrives to areas where cholera has been previously reported.
- For example, “children with physical disabilities will have more difficulty enduring cold weather conditions and will require extra layers of clothing to keep warm”. IFRC, HI, CBM (2015) *All Under One Roof. Disability-Inclusive Shelter and settlements in emergencies*
- HI (2009) *How to design and promote an environment accessible to all*. Handicap International



Thank you

**For more information and technical
support, Please contact**

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Handout # 4 Communication with older people: 10 tips

1. Ensure peaceful environment, good acoustics: When speaking with older people, either alone or in a group, ensure that the environment is peaceful. Limit background noise, such as traffic, the mosque, radio or television or shouting children.
2. Speak clearly, but not too loud: Older people often have trouble hearing. It is a common misunderstanding that shouting makes people hear you better. It is more effective to speak clearly and slowly rather than very loud. Also, make sure that people can see you speaking.
3. Separate group discussions with older men and older women: When conducting Focus Group Discussions (FGD) in order to obtain data, separate discussions with vulnerable groups should be held. In Aceh, HAI recommends to have FGDs with older men and older women separately. This is because older women tend to be silent when men are around.
4. Group meetings not longer than 1,5 hours: When organising group meetings with older people, try to limit the duration to maximum 1,5 hours. This is because many older people tend to lose focus when the meeting takes longer. Morning time is best to meet, as people's minds are still fresh.
5. One topic at the time: Some older people have difficulties moving from one subject to another and get easily confused when more than one topic is discussed at the same time. So, limit yourself to discussing one topic at the time. Clearly indicate when you are moving to a new topic.
6. Examples work better: The ability of some older people to think in abstract terms is reduced. When explaining a new concept or idea, try to work with examples and stories (case studies).
7. Repeat your message: One aspect of ageing is that the capacity of the short-term memory is diminished. This is why older people tend to have more difficulties with processing new information than younger people. It is therefore very important to repeat your message to older people. At the end of the meeting, recapitulate the most important points/outcomes. It may be necessary to meet several times with older people to get your message internalised.
8. Speak the local language: Whereas most younger people are able to communicate fluently in Bahasa Indonesia, many older people are far more comfortable speaking in their native language. When they are addressed in their native language, they are more apprehensive and are more likely to retain the information that is being conveyed.
9. Ensure illiterate people can also understand the session: Illiteracy amongst older people, especially older women, is still high. Ensure that people who are unable to read or write can also follow the discussion or take part in the training. Use pictures to get your message across.

Be respectful! Older people deserve respect. In all circumstances, treat older people with dignity and always show that you value what they have to say. Allow them the time and opportunity to tell their stories and experience with you. Wherever possible, make provisions for them to contribute.

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TRANSITIONAL SHELTER**

Why Older People?



- **Approx 8.2% of Nepal's population** of 27 million is 60 or over.
- Mental fall-out among older people from the earthquake has been observed
- Older women and men are ready to help others but are often too proud to help themselves
- Strong evidence that older persons suffer disproportionately from disasters even in developed countries.
- Systematically excluded from emergency responses by NGO's and also positive community coping strategies

Where, With Whom and Targeting Criteria

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- 5 VDC's in Sindhupalchowk-Helambu, Ichowk, Talamarang, Kiul, Mahankal
- 2 VDC's in Nuwakot- Gorshyang and Ratemate
- Partner with CSRC
- All VDC's have blanket transitional shelter between Action Aid and HAI in Sindhupalchowk, and Save the Children and Caritas in Numerkot
- Our targeting criteria are those who are over 60, not yet received TS support, fully/partially damaged house (structurally unsafe, minor cracks excluded)

About our Transitional Shelter

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- TSCC formation- Role in identification, mobilisation, dissemination of information, distributions, CRM.
- Model shelters will be constructed
- Shelter construction and winterisation orientation sessions will happen same day as distribution (morning), then will receive shelter kit
- Will be supported during construction with technical support
- Given a cash grant of 15,000NPR by cheque and 2 blankets after the construction of the shelter is verified

Shelter Pack Contents



| SN | Item | Cost NRs | Cost GBP |
|----|-----------------------------------|---------------|---------------|
| 1 | 1.5 bundles CGI sheets 24 gauge | 13,200 | 85.16 |
| 2 | 1 kg 2" iron nails | 90 | 0.58 |
| 3 | 1 kg 3" iron nails | 90 | 0.58 |
| 4 | 0.5 kg 2.5" iron roofing nails | 85 | 0.55 |
| 5 | 1 kg GI wire 14 gauge | 125 | 0.81 |
| 6 | 1 claw hammer 0.5 kg weight | 290 | 1.87 |
| 7 | 1 hand saw 18" | 180 | 1.16 |
| 8 | 1 door lock set | 250 | 1.61 |
| 9 | 1 solar lamp | 700 | 4.52 |
| 10 | 2 blankets (standard single size) | 2,000 | 12.90 |
| | Total | 12,610 | 110.04 |

How It's Made Age Friendly

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- **Inclusion** of older people throughout the process through the TSCC, PDM's (disaggregated to age and sex), CRM
- **Cash grant** can be used to pay for labour costs for TS construction for those who don't have the capacity to do it themselves
- **Proxy arrangements** for collection of materials and
- **distributions at a ward level**
- Attention to **winterisation** through orientation session and blankets, important for older people who might be particularly susceptible to seasonal ailments.
- HelpAge team trained on **Communicating with Older People**
- Provision of **solar lamps**

Age Sensitive Shelter

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1. **Understand the needs and capacities of older people:** Age sensitive assessments- age/sex disaggregation, older people (+60 years of age) specific FGD's, questions specifically related to older people
2. **Ensure that older people participate and are represented.** Adapt your communication style- see communicating with older people tips. Try to incorporate cash for self-prioritisation of needs, flexibility and choice. Multiple options to give feedback/complain to ensure inclusion of older people. Give opportunities for older people to hold levels of responsibility in community decision making forums
3. **Incorporate age appropriate features into HH and community shelters:**
 - I. Features for older people to enter/exit easily (e.g ramp)
 - II. Location of shelters close to key services e.g. water, healthcare and also other community members so not to isolate older people
 - III. Hand-rails, non-slip floors
 - IV. Adequate lighting and ventilation, easy access to WASH facilities
4. **Promote coordination, cooperation and sharing-** integrated programming, multi-vulnerable approach

Inclusive Shelter

Shweta SHARMA - inclusion coordinator

CBM - Emergency Response Unit - Kathmandu - Nepal

Inclusive Shelter

- assessment

Inclusive Shelter

Shelter and its immediate surrounding are starting point for Inclusive community.



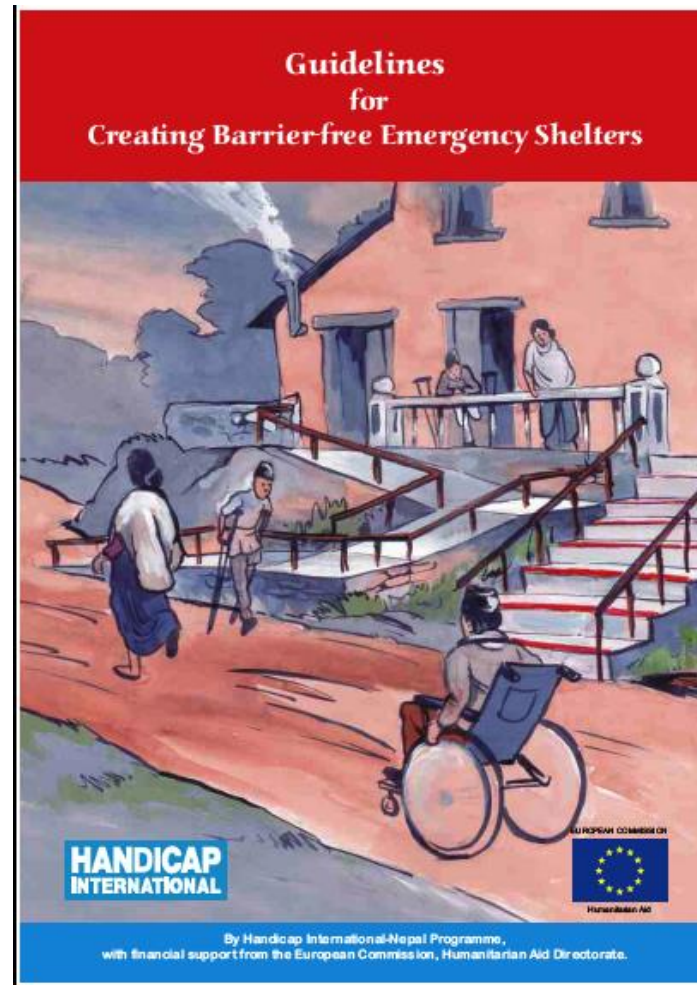
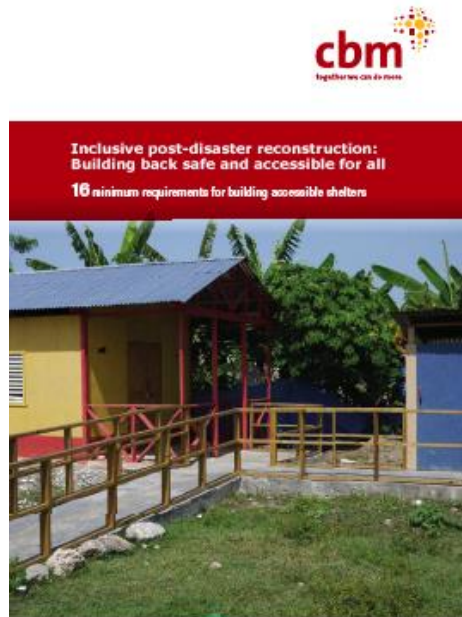
Inclusive Shelter

Design solution can determine if persons with disabilities can move freely and participate.



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Inclusive Shelter



All Under One Roof

Disability-inclusive shelter and settlements in emergencies

Inclusive Shelter



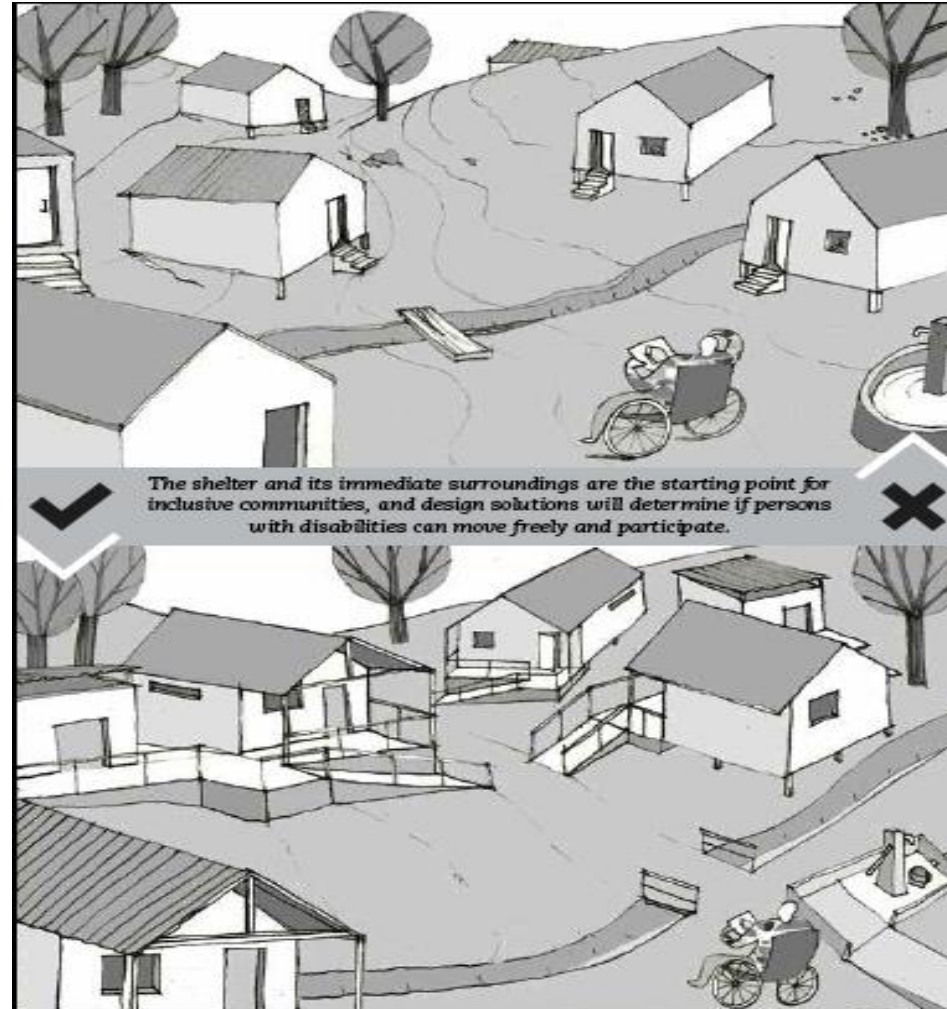
All Under One Roof

Disability-inclusive shelter and settlements in emergencies

Standard for shelter (section B2)

- Tent solution : how persons with disability receive, transport, erect and use
- Designing accessible shelter
- Adaptation of existing structure

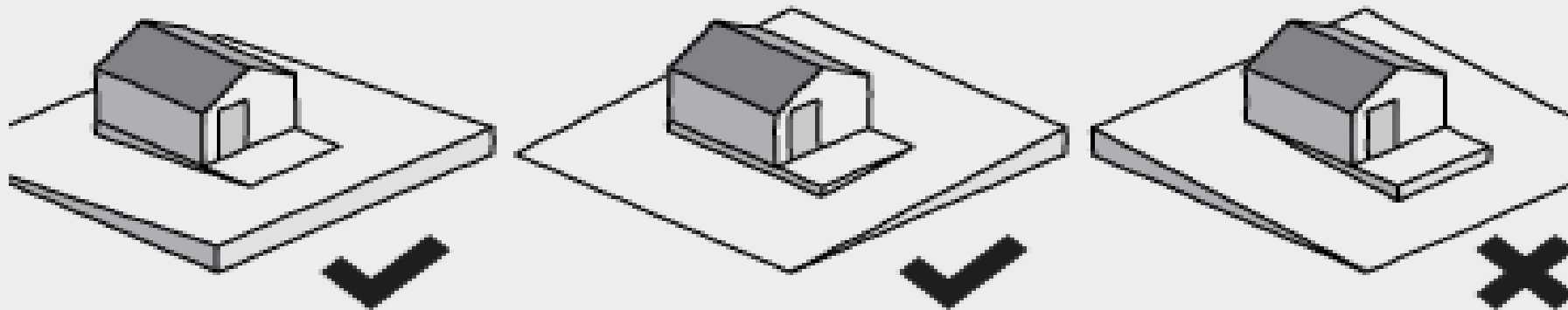
Inclusive Shelter



Inclusive Shelter

- Site access

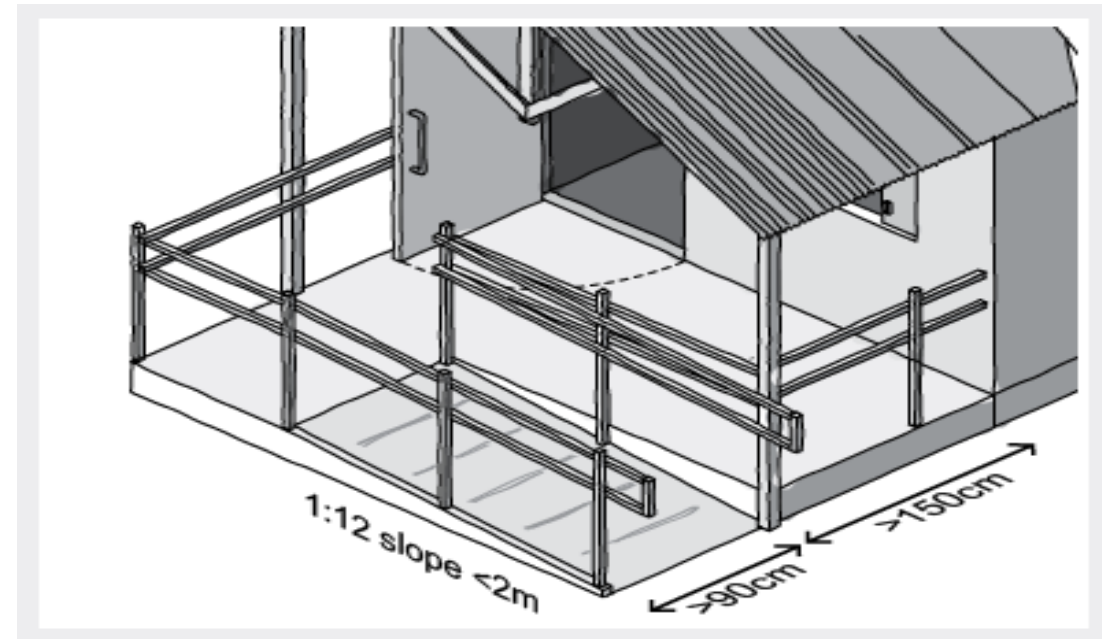
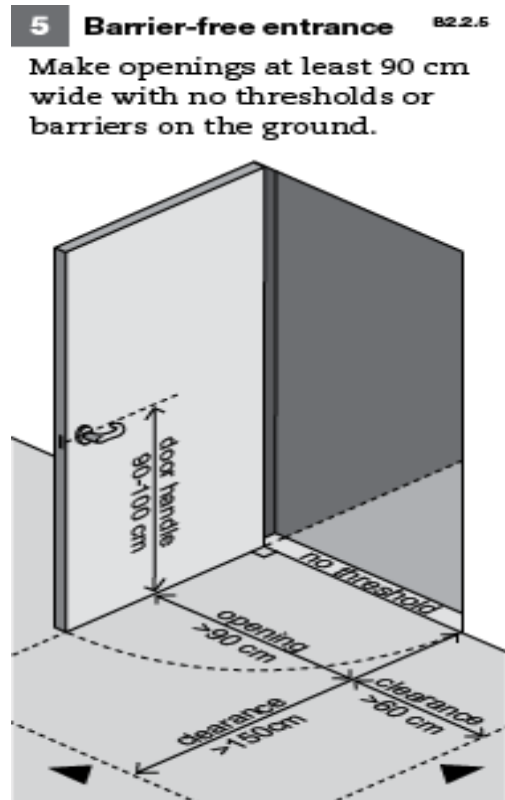
Minimise the difference between the ground level inside and outside the shelter. If there is a slope, try to use this to your advantage by placing the entrance at the upper end of the site.



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Inclusive Shelter

- Barrier free entrance



Inclusive Shelter

- Handrails



Pic 1 : example of good practice to facilitate door closing

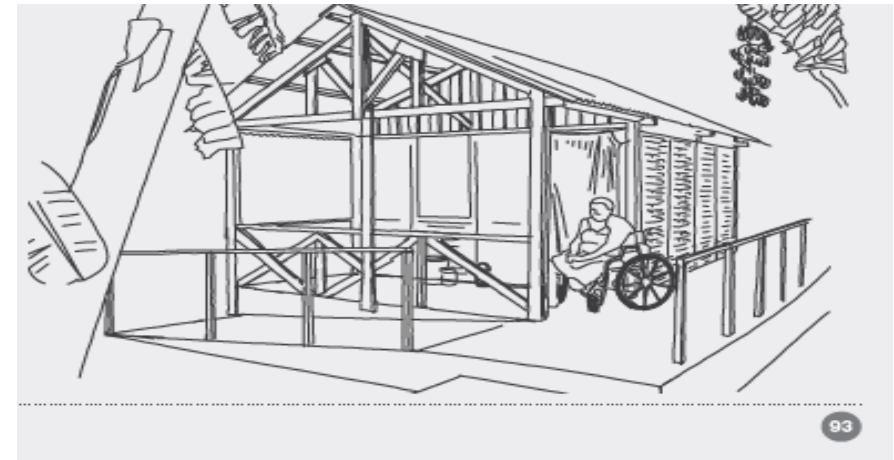
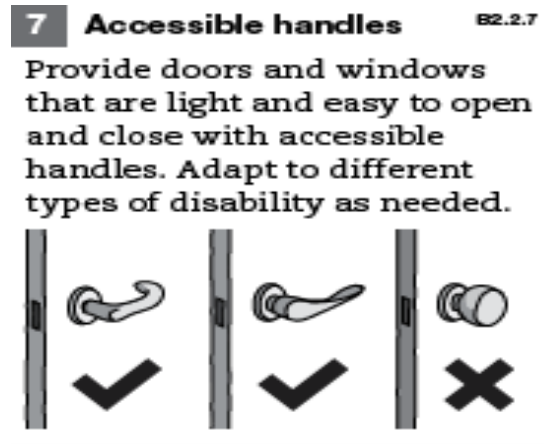


Realisation Help e.V / Darbonne in Haïti

Accessibility adjustments, Sri Lanka & Haiti

Inclusive Shelter

- Indoor mobility
- Color contrast
- Work surface
- Lighting
- Accessible handles
- Winterization
- Shaded porch



Inclusive Shelter

- WASH facilities



Cover photo: Accessible path connecting the shelter to the sanitary facilities.
© CBM and Help e.V. Haiti

Checklist : standards for shelter

International Federation of Red Cross and Red Crescent Societies
Disability-inclusive shelter and settlements in emergencies

Checklist B2. Standards for shelter

- ☒ The shelter site is flat, accessible and cleared of rubble and debris, with surface drainage in place.
- ☐ The placement of shelters takes the topography into consideration, minimising the difference in level inside and outside.
- ☐ A ramp with a maximum slope of 1:10 and a non-slip surface is provided for wheelchair users who need to enter the shelter.
- ☐ Openings are at least 90 cm wide, with no barriers on the ground.
- ☐ Entrances have a contrasting colour to make them easier for persons with visual impairments to identify.
- ☐ Doors and windows are accessible and easy to open and close for persons with disabilities.
- ☐ Handrails are installed for ramps and staircases, and to support mobility and orientation for persons with physical disabilities and visual impairments.
- ☐ Artificial lighting is provided to increase accessibility and safety.
- ☐ The shelter provides thermal comfort for persons with disabilities who spend the majority of the day indoors.
- ☐ The shelter provides privacy for persons with disabilities, with material for internal partitions available.

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International Federation of Red Cross and Red Crescent Societies
Section B. Technical guidance for shelter and settlements

B2

- ☐ Persons with disabilities have access to a shaded outdoor area in connection with the shelter, with seating opportunities.
- ☐ Accessible latrines are available within 50 metres of the shelter unit.
- ☐ Other barriers have either been removed, repaired or clearly indicated/painted in contrasting colour.
- ☐ Women, girls, boys and men of all ages with disabilities have been involved in identifying safety risks in shelters, and improvements have been carried out.
- ☐ Persons with disabilities have access to technical support and materials to upgrade, maintain and winterise shelters.

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Emergency Inclusive Shelter response

Emergency shelter response should be:

- participatory
- coordination/consultation with DPO's & OPA's
- Persons with disability influence over final design