



ACCESSIBILITY RECOMMENDATIONS – ACTED DISTRIBUTION POINT
DARASHAKRAN CAMP - ERBIL – DECEMBER 2014
TO PROMOTE INCLUSION OF PERSONS WITH DISABILITIES, INJURIES AND OTHER VULNERABILITIES

Access to food and other core relief items is a right for all persons, including those with temporary limitations or permanent disabilities. Persons with disabilities usually represent at least 15% of the population and this is often higher in emergency and conflict settings¹. Equal access to distribution points should be promoted through barrier-free features as well as positive staff attitudes towards encouraging adults with disabilities to use access distribution.

A variety of issues were raised by persons with disabilities, that we would like to highlight, such as:

- **long wait time in long line** when they cannot stand long due to pain/weakness or because people have children with disability at home that are left unattended, etc.
- when getting the 'ticket' to get free tuc-tuc support to take items back to shelter, they reported negative experiences with the staff in Darashakran who was **suspicious that people did not HAVE a disability and therefore did not give them a ticket for tuc tuc**- some disabilities are invisible, and many mothers have several children with disabilities back in tent (many genetic/familial disabilities exist in camps)
- The **head of household** sometimes **cannot mobilize to the distribution point**, so the families are turned away and miss the distribution.
- Some people appreciate that there are tuc-tucs to transport items BACK to home, but **they have difficulty REACHING distribution point** and would also need tuc-tucs to get there (big mobility problems etc.) - people don't always want to depend on others/neighbors, it is important they take care of their business, and sometimes when others do for them, they take advantage and take a portion of distribution.

There are various solutions that have already been discussed between HI and ACTED:

- **A fast-track system for persons with disabilities** to move to front of line to get relief items upon presenting an 'HI ID' that gets matched with a list of persons with disabilities (PWD) provided by HI to ACTED – and update every 3 months.
- Tuc-tuc support for certain persons who cannot mobilize to distribution point due to severe impairment/barriers. HI will provide a **list of persons of such persons and will apply a selective criteria, not to overburden ACTED** tuc-tuc driver-system as their time is also limited.
- For food voucher distribution center, to have a few of the front benches be 'disability-priority' for PWD and their parents to use as needed.

Below we have noted some barriers existing in the distribution point and for solutions to overcome them. HI will be able to support the funding of modifications, upon acceptance of ACTED (and WFP as needed) to these recommendations and a commitment to include persons with disabilities in their services.

¹ WHO and World Bank, 2011



BARRIER AND DIFFICULTIES	PICTURE	Potential Solution
Long wait line with no place to sit for those with mobility issues.		<p>As discussed with ACTED, fast-track system to be used. Adding chairs with Disability Logo for some PWD is a good idea. Ensure they keep their place within line by agreeing with person behind them to keep space. Chair height to be at least 50-55cm.</p> 
Left female-entry gate is blocked by post/column (barrier for wheelchair users or persons with visual impairment who cannot access safely).		<p>Ensure barrier free gate access by removing gate, encouraging PWD to use other gate and painting column in bright yellow so all can see them.</p>



Jerry cans carrying-system not accessible to all. Consider providing carts to persons with hand impairments or others who cannot carry current jerry can system.



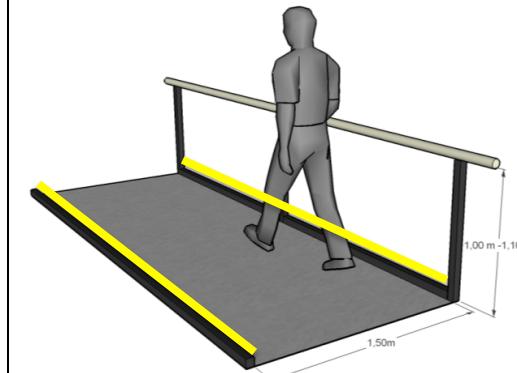
Consider distributing carts and alternative jerry can carrying systems that can be used by persons with disabilities. See picture below however wheels of cart can be made much bigger to handle rough terrain of camp.



Rocky pathway of distribution point is hard for person with mobility issues/wheelchair to move through.



Consider paving pathway (**1.5m wide**) to be used by persons with a disability. Paint edges of path in yellow paint for guidance and visibility of PWD. Ideally, install grab rail as seen in picture below.





These markers to guide people are very good as they are brightly colored. However, they only start halfway into the distribution point.

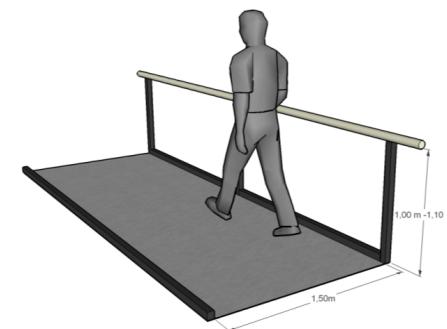
Also there is a thin red/white rope guiding path of persons. Again a good initiative but rope to easily visible to person with visual limitation.



There could be more of these markers to guide the entire pathway (from door to distribution point) to help guide persons with disabilities.

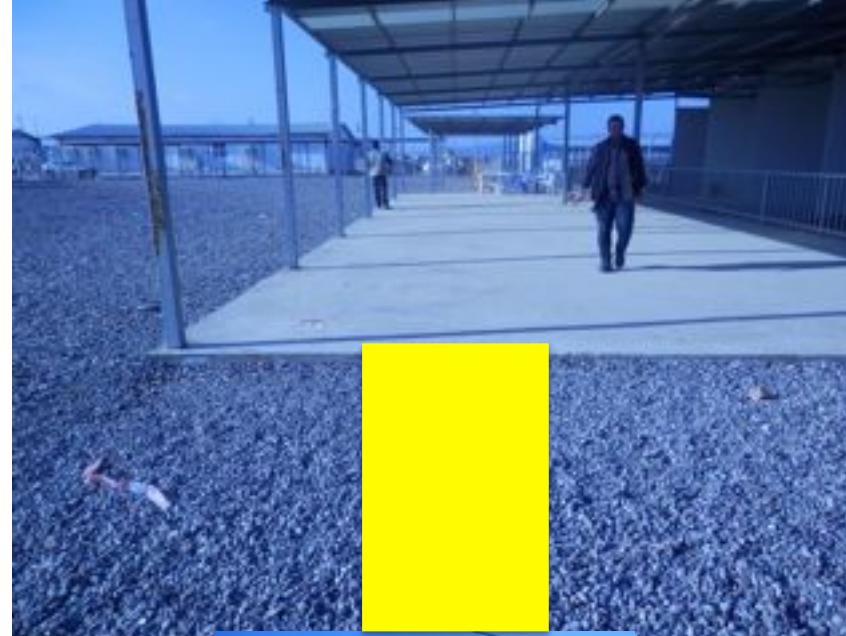
Have THICKER and brighter rope to guide persons with visual limitation through distribution point.

Create pathway up to concrete platform that merges smoothly with step. See thick yellow line/square.

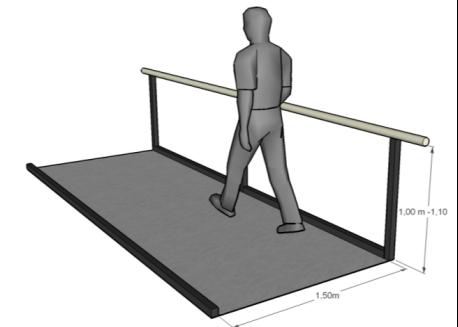




Lack of pathway on back side of distribution point to take person to the exit gate.



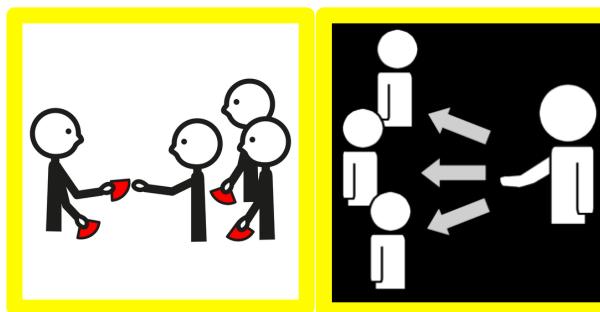
Provide continuously accessible pathway from back of distribution point to exit gate (also if PWD needs to access distribution point form back side).
Ensure 1.5 wide path with grab rail (yellow bar of picture on left), as seen in picture below.



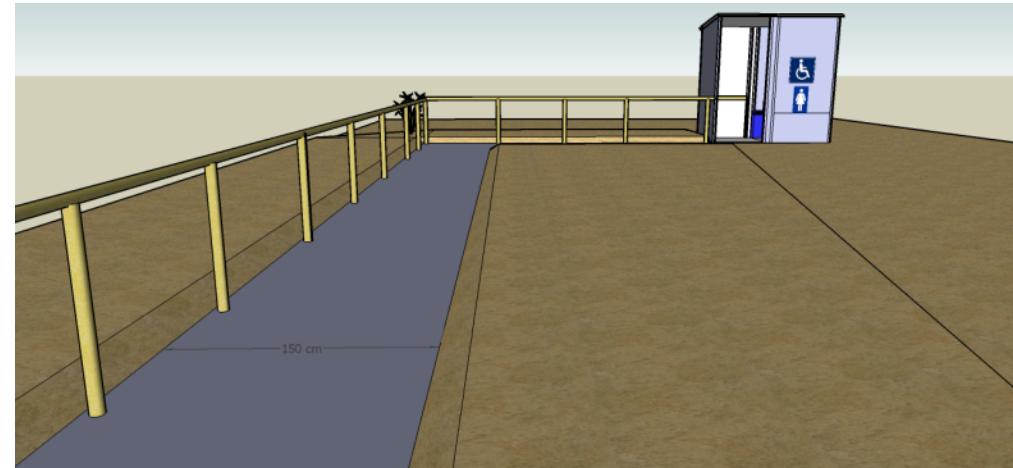


OTHER GLOBAL CONSIDERATIONS:

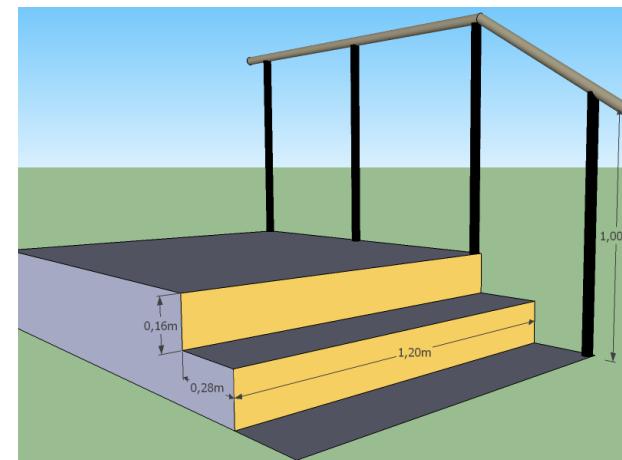
- Ensure facilities are clearly marked with large, simple accessibility symbols.
- Implant symbols all along the accessible pathway (avoid steps, holes and difference in height)
- Use universal pictograms (**yellow bordered symbols represent distribution**) in order to ensure comprehension by all and persons with confusion/memory/intellectual limitations.



- Ensure all information is disseminated using appropriate and various communication means to consider people with visual, hearing, intellectual and mental impairments. (e.g. Large print, using loudspeakers / radio announcements, using simple, language, sketches and diagrams etc).
- Information should be communicated ideally **24 point size Arial font**, black on yellow paper provides good contrast.
- Any pathway should be at least 1,50 m in width. Public pathways should be clear of obstructions and using non-slip materials (rubber or high friction strips).
- In general, health facilities should be built in an accessible place (not at the end of the camp, lengthy distance for persons to travel), the way to access must be as level as possible in order to avoid any obstacle (trunks, branches, holes...)
- If possible, a handrail should be build from the beginning of the access path. It will help persons with visual impairment and persons with balance issues to walk up to the accessible facility.
- **Good lighting along the pathway, especially for night time/grey winter days.**

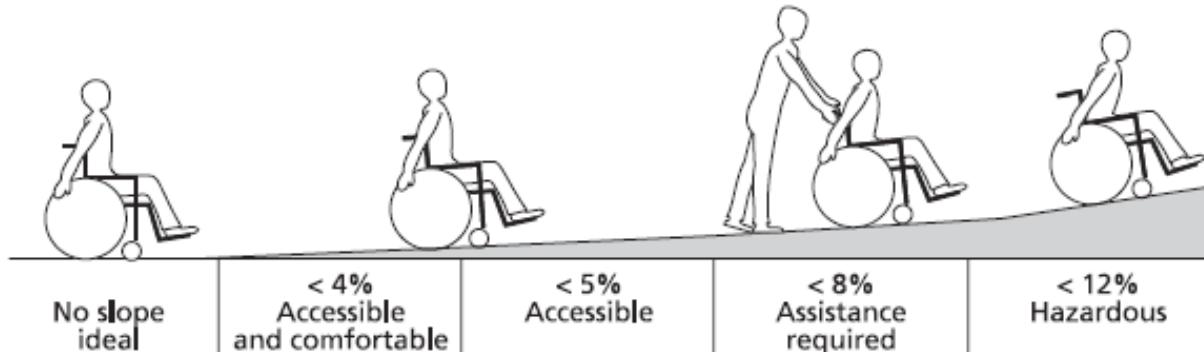


- **Preferably no steps** but if you build stairs, makes sure they are not more than 16cm height and at least 28cm depth.
 - For each stair build, a handrail should be set up.

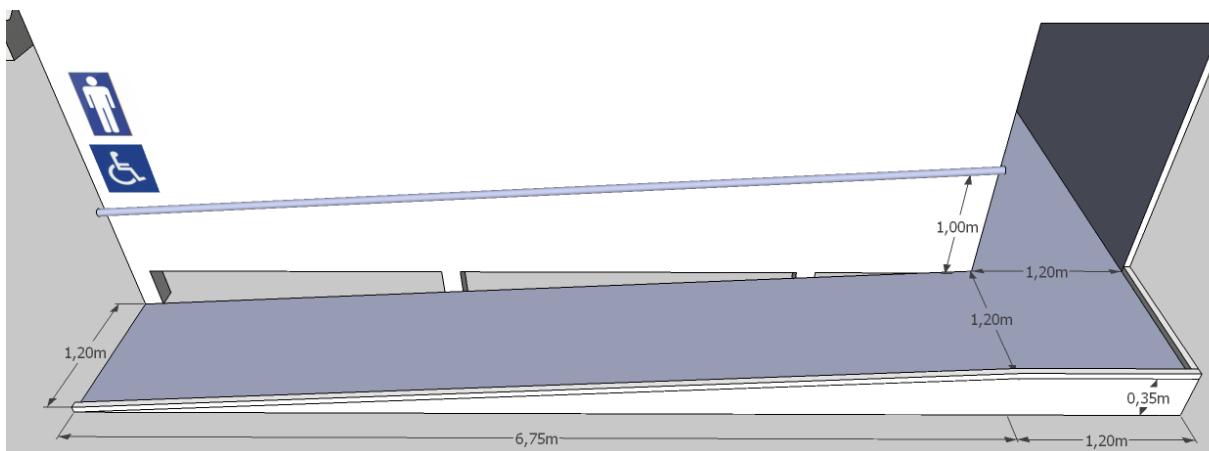




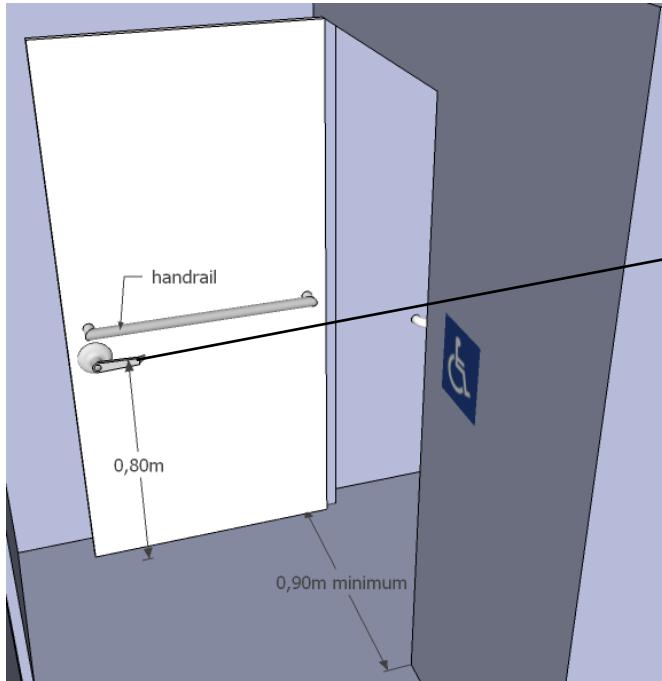
- A ramp is always better than stairs, the ideal gradient should be five per cent (5%) and it should have a smooth and non-slip surface.



- There should be a level space at the end of the ramp to allow the person to stop and turn.



- Door's width should be minimum 90cm.
- Doors should open outwards to increase usable space inside.
- Doors' handle should be easy to use (no round handle)



- The door's lock should be under the handle.
- The door's lock should be also easy to handle for people with problems of grip. An adaptation of the handle could be done on the existing locks.

References:

- "Prise en compte de l'accessibilité dans les camps de réfugiés" – Handicap International – Eric PLANTIER – ROYON – Juillet 2006
- "Promoting Universal Access to the Built Environment - Guidelines" – Christoffel Blind Mission – 2005
- "**Shelter, Public Infrastructure, Water and Sanitation : A Guide for Including People with Disabilities and Injuries**" – Handicap International
- "Water and Sanitation for Disabled People and Other Vulnerable Groups", Hazel Jones, Water and Engineering Dept, Loughborough University, 2005
- "The Sphere Project 2011" - Practical Action Publishing