



Social Inclusion Policy

For Persons with Disabilities and Elderly Persons



Young Power in Social Action (YPSA)

(An Organization for Sustainable Development)

[Organization in Special Consultative Status with the United Nations Economic and Social Council
(UN ECOSOC)]

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ইয়ং পাওয়ার ইন সোশ্যাল একশন (ইপসা)
স্থায়ীত্বশীল উন্নয়নের জন্য সংগঠন

Young Power in Social Action (YPSA)

An Organization for Sustainable Development

[Organization in Special Consultative Status with the United Nations Economic and Social Council ECOSOC]

YPSA

is a non-governmental voluntary non Profit non Political Organization for Sustainable Development registered with various departments of Bangladesh Government. YPSA established in 1985 being inspired by the spirit of International Youth Year declared by the UN. YPSA works in close co-operation with Government, INGOs & UN agencies. YPSA awarded International Youth Peace Prize 1999 for it's outstanding social development Programmes.

Vision

YPSA envisions a society without poverty where everyone's basic needs and rights are ensured.

Mission

YPSA exists to participate with the poor and vulnerable population with all commitments to bring about their own and society's sustainable development

Core Values

- Patriotism and commitment to national interest, sovereignty and national pride
- Justice, transparency and accountability
- Mutual respect and gender friendliness
- Quality and excellence
- Humility and confidence
- Respect for diversity
- Support for environment and ecology

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OFFICE MEMORANDUM

Subject: Social Inclusion Policy for Persons with Disabilities and Elderly Persons

The Social Inclusion Policy for Persons with Disabilities and Elderly Persons has been approved by the General Council Meeting of YPSA held on 27th June 2025. The policy will be effective from 1st October 2025.

We express our sincere gratitude and thanks to the General Council and Executive Committee members of YPSA for their valuable guidance and directions throughout the process of finalizing this policy.

We also extend our appreciation to YPSA staff members for their constructive suggestions and active participation during the development of the policy.

Our heartfelt thanks go to our donors and partners, especially BRAC, for their technical support and cooperation in developing this policy.

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A. Social Inclusion Policy for Persons with Disabilities

I. Introduction

The history of disability is almost as old as the history of human civilization. But the history of disability has almost always been marked by negligence, oppression and taboo. When development of people with disabilities somehow came to the forefront, it was seen from the viewpoint of charity and welfare. As a result, people with disabilities had remained in poverty, and they constituted a major section of poor people across the globe. The United Nations began addressing rights and opportunities of persons with disabilities since 1971, by publishing and/or commissioning a plethora of documents and declarations. But as none of documents were legally binding, very few countries addressed disability from a rights perspective. This changed finally in 2006, when the Convention on the Rights of Persons with Disabilities (CRPD) was adopted in the UN General Assembly.

The CRPD entered into force in May 2008. Now it is mandatory for every nation that ratifies the convention, the State Parties, to address disability from a human rights perspective. While the government ratifies the instrument on behalf of the country, it becomes mandatory for the entire state, or nation, to implement the convention. Bangladesh was one of the twenty pioneering countries to ratify the CRPD. Accordingly, the Rights and Protection of Persons with Disabilities Act, 2013 (RPPD) was enacted, following the spirit and content of the CRPD. Article 29 of the law also makes it mandatory for all government and non-government entities to duly implement provisions of the law.

Meanwhile, in 2015 the UN also adopted the Sustainable Development Goals (SDGs), which has a mandate of Leaving No One Behind. Therefore, with a combined mandate of the CRPD, the RPPD Act and the SDGs, it is now imperative that every development agency working in Bangladesh must address disability and include people with disabilities in their organizations and programs from a human rights perspective, on an equal basis with others. Moreover, vide RPPD Act, a failure to do so may constitute committing discrimination on the basis of disability, which could be punishable under the law.

YPSA, an organization in Special Consultative Status with the UN Economic and Social Council (UN-ECOSOC) since 2013, is a voluntary, non-profit entity committed to sustainable development. Since its establishment in 1985, YPSA has been actively contributing to national development goals and the achievement of the Sustainable Development Goals (SDGs), aiming to make meaningful differences in the lives of marginalized and vulnerable populations.

Over the course of 40 years, YPSA has successfully implemented different programs/projects across various thematic areas. YPSA has long experience working with Persons with Disabilities in Bangladesh, particularly in the areas of rights promotion, inclusion, accessibility, and livelihood. YPSA also is a pioneer on ICT and Accessibility initiatives for visually impaired persons. YPSA has established ICT and Resource Centre on Disabilities (IRCD) unit and has been implementing initiatives such as: produce text books from class I to X, into DAISY digital multimedia format, Accessible E-books, Digital Braille Books, establishment of Accessible E-learning, and Digital Library in Bangladesh. However, YPSA is now working to ensure inclusion of people with disabilities across YPSA's all programs and organization.



This policy outlines our commitment towards that end, and is based on international and national standards, including the CRPD, RPPD Act and SDGs. It also conforms to the guidelines for inclusion created by the International Disability Alliance and disability inclusion policies and strategies of international development partners. The policy aligns with CRPD's core understanding that disability arises not only from individual impairments, but from attitudinal and environmental barriers that limit participation and inclusion in the society.

II. Objectives of the policy

- To promote non-discrimination, accessibility, and participation of Persons with Disabilities in all YPSA initiatives.
- To ensure reasonable accommodation in workplaces, education, training, and community activities.
- To build organizational capacity for disability-inclusive development.
- To foster partnerships and advocacy for mainstreaming disability rights at local and national levels.

III. Guiding Principles

- **Non-Discrimination:** No one will be excluded or disadvantaged on the basis of disability.
- **Accessibility:** Physical, digital, and communication barriers will be removed.
- **Participation:** Persons with disabilities will be actively involved in planning, implementation, and monitoring.
- **Gender and Intersectionality:** Special attention to women, children, and marginalized groups with disabilities.
- **Accountability:** Transparent mechanisms for grievance, feedback, and redress.

IV. Definitions

In accordance with the spirit and content of the Convention on the Rights of Persons with Disabilities and the Rights & Protection of Persons with Disabilities Act, 2013, this document also adheres to the following definitions:

Disability results from the interaction between persons with impairments and attitudinal & environmental barriers that hinders their full and effective participation in society on an equal basis with others.

Persons with disabilities 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.

Reasonable Accommodation The necessary & appropriate modifications and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to people with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms.

While achieving full accessibility takes time, people with disabilities still have a right to access services and facilities. In such cases, reasonable accommodation on an individual basis is


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required to avoid discrimination. Accessibility is about a group of people, while reasonable accommodation is responding to an individual person's situation and needs. Even when everything is accessible some people still require accommodation and Technological support such as screen readers, keyboard adaptations, or virtual access.

Twin-Track Approach is a development approach adopted for providing targeted support to people with disabilities on the one hand, and also ensuring they participate in and benefit from all other mainstream programs, on an equal basis with others.

Discrimination on the basis of disability is the unfair treatment to persons with disabilities compared to persons without disabilities and one or more of the following activities shall include such unfair treatment, namely: (a) deprive persons with disabilities from enjoying their rights; (b) discriminatory behavior; (c) denial of reasonable accommodation or providing less facilities; and (d) any other activities prescribed by the Government.

Organizations of Persons with Disabilities (OPDs) Any organization formed and operated for protecting the rights of exclusively persons with disabilities by the persons with disabilities themselves, or by their parents or legal guardians on behalf of persons with disabilities who are unable to express their rights

Rights of persons with disabilities: All human rights including the rights recognized by the CRPD and the Rights and Protection of Persons with Disabilities Act 2013. These will include, but will not be limited to:

- Education on an equal basis with others
- Highest attainable standard of health without discrimination on the basis of disability
- Habilitation and rehabilitation
- Work and employment
- Access to justice
- Equal recognition before the law
- Freedom from exploitation, violence and abuse
- Living independently and being included in the community
- Personal mobility
- Freedom of expression and opinion, and access to information
- Respect for privacy
- Adequate standard of living and social protection
- Accessibility to facilities and services open or provided to the public
- Reasonable accommodation
- Home and the family
- Participation in cultural life, recreation, leisure and sport.

V. Scope of the Policy

This Social Inclusion Policy for Persons with Disabilities encompasses all activities, including organizational and program activities undertaken by YPSA.

The Policy highlights key concepts and guiding principles for upholding the rights of Persons with disabilities and the important role that each employee, including regular, contractual, project, trainee (including apprentices & interns), temporary staff etc. service providers, partner



organizations, volunteer, consultant, General committee and Executive Committee must play in translating the Policy into action.

The policy protects the rights and fundamental freedoms of all Persons with disabilities that come in contact with the organization, that include our beneficiaries with disabilities, staffs with disabilities (present and future recruitments), and the staffs that may acquire a disability within the course of his/her employment with the organization. This policy support to All digital platforms, applications, and tech-based services used by YPSA must be accessible and inclusive for people with disabilities and emergency preparedness and response activities will consider the needs and safety of persons with disabilities.

VI. Commitments

(a) Respecting dignity

We recognize that every human being has a right to inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons; and that the same principle also applies in cases of persons with disabilities.

(b) Addressing intersectionality and multiple layers of discrimination:

We recognize discrimination takes place in our society based on a multitude of factors and parameters, where disability aggravates such discrimination. So, we will pay particular attention to people with disability who experience such multiple layers of discrimination (women, children, elderly people, people in different emergencies, people marginalized due to ethnicity, remote geographical locations, professions etc.).

(c) Equity for equality

Nothing shall stop us from taking proactive affirmative actions to ensure full, effective and meaningful inclusion of persons with disabilities in our organizational and programmatic initiatives.

(d) Respecting the "Nothing about us without us" principles

We respect the popular slogan of the global movement of persons with disabilities "Nothing about us without us". We acknowledge that persons with disabilities and their representative organizations are the experts in identifying and removing the barriers that may hinder the participation of persons with disabilities on an equal basis with others. At the organization level we consult with employees with disabilities and OPDs to improve the inclusiveness of the organization culture. At the program level we will consult with the program participants with disabilities and OPDs, at all levels of the program cycle.

(e) Following a twin track approach

YPSA will follow a twin-track approach towards ensuring disability inclusivity in all of our programs. The first track works towards making every program inclusive by mainstreaming disability inclusion within and across programs. The second track involves activities and programs that specifically support the empowerment of persons with disabilities with the aim of addressing longstanding disability discrimination, challenging unequal power dynamics and supporting persons with disabilities to engage and participate on an equal basis with others. It involves the inclusion of specific activities for persons with disabilities within each program.

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(f) Accessibility in workplaces and program areas

YPSA shall take appropriate measures to ensure that persons with disabilities can access, on an equal basis with others, to the physical environment, to transportation, to information & communications, including information and communications technologies & systems. These measures include the identification and elimination of obstacles and barriers to accessibility.

(g) Reasonable accommodation

Reasonable Accommodation is an antidiscrimination measure that enables persons with disabilities to exercise their rights on an equal basis with others. YPSA is required to consider all requests for reasonable accommodation from any employee with disabilities from the recruitment stage throughout their entire employment cycle, taking into consideration all the circumstances of individual cases while ensuring that work continues to be delivered efficiently.

The following factors will be commonly taken into account in determining whether a requested accommodation would pose a disproportionate burden on the organization:

- whether the accommodation cannot be implemented within a reasonable timeframe;
- whether the accommodation is required to enable an employee to perform her/his role in the organization, rather than support their general ability to live and function with a disability outside of the organization;
- the impact of the accommodation on the operations of the office, including occupational safety and health requirements of the organization;
- anticipated duration of the employment relationship. If the employee has been hired on a short, temporary basis, then the Organization may not be able to invest in major changes unless these would be of wider benefit to personnel;
- cost of the accommodation and availability of funding, which could cover partial or total cost of the accommodation. The individual's preferences and consent must be considered when determining the nature of accommodation.
- The accommodation will benefit future employees and provide long-term utility.
- There are technological or lower-cost alternatives that meet the same need for people with Disabilities.

Where an employee with disabilities has either previously received, or been denied, an accommodation, this would not prevent them from making another request at a later time if their circumstances change and they believe that a reasonable accommodation measure can increase their productivity.

The accommodation measures should always be designed, and the accommodation process should be undertaken in close consultation with the person with disabilities. Confidentiality throughout the process is key in order to avoid stigma and stereotyping that often hamper inclusion.

(h) Equal employment opportunity for persons with disabilities

Persons with disabilities will not be discriminated against at any point in the employment cycle. This will include all matters related to recruitment, selection, appointment, career guidance & development, learning opportunities, performance evaluations, promotions, transfers, retention in employment, and return to work.



YPSA will follow a standard practice for candidates with disabilities during recruitment including the following:

- Using appropriate language in advertising, that is sensitive and positive and conveys accurately, that we are inclusive and accommodating of disabilities.
- Using statements in adverts, such as, "we encourage persons with disabilities" or "we recruit persons with disabilities on their functional abilities". This wording indicates the recruitment process is inclusive in nature.
- Ensure that the methods by which we advertise are accessible to candidates with different disabilities. In that case, application forms, online portals, and communication channels will be accessible via screen readers, plain language, and audio/video formats
- Network with Organizations of Persons with Disabilities (OPDs).
- Inquire as to whether any reasonable accommodation requires to be addressed during the interview process. This information shall be sought from all candidates, regardless of whether a candidate has disclosed a disability or not.
- Accommodate any needs, in consultation with the applicant with the disability (e.g. parking, building entry and exit, interview room, attitude of support staff, toilet facilities, waiting area, access to information, assessments etc. Job roles and responsibilities will be designed flexibly to accommodate diverse functional abilities of persons with disabilities.
- Accessibility in YPSA's personnel policy and procedure manual and staff development programs.

It is within YPSA's right to ask questions about the disability, if it relates to the job e.g. the impact of the disability on carrying out the function. However, YPSA shall respect the confidentiality of any information, provided by an employe or job applicant, relating to the individual's disability.

YPSA commits that a minimum of 1% of its overall staff, board members and volunteers shall be qualified persons with disabilities at the end of 5 years, and a further 1% shall be increased by the next 5 years to reach a minimum 2%, including at decision making levels.

(i) Promotion of respectful language to address persons with disabilities

YPSA understands the inherent dignity of persons with disabilities and promotes respectful language to address persons with disabilities in its internal and external communications. A Disability Guideline on "dos and don'ts" will be prepared for staffs, while interacting with, or writing about persons with disabilities.

(j) Capacity Building & Sensitization

YPSA will arrange regular training/orientation for staff and volunteers on disability rights and YPSA Social Inclusion policy for Persons with disabilities. YPSA will also take initiatives for awareness campaigns to challenge stigma and discrimination.

(k) Program Design & Implementation

YPSA will mainstream disability inclusion in all projects/program and ensure universal design in infrastructure, ICT, and communication materials. YPSA will address the challenges, barriers and potential risks for persons with disabilities during program implementation.

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(l) Accessibility

YPSA is committed to ensuring accessibility for persons with disabilities across all aspects of its work. This includes providing physical accessibility through ramps, clear signage, accessible toilets, and appropriate transport facilities; ensuring information accessibility by producing materials in Braille, large print, DAISY talking books, sign language, and easy-to-read formats; and guaranteeing digital accessibility by designing all websites and digital tools in compliance with the Web Content Accessibility Guidelines

(m) Allocation of dedicated resources to enhance disability inclusion

YPSA acknowledges that dedicated resources are required to advance the journey of disability inclusion, and that disability inclusion is the responsibility of all programs and departments. Accordingly, YPSA commits that a minimum of 2% of its annual budgets shall be expended towards disability inclusion at the end of 5 years, and a further 2% shall be increased every 5 years to reach an optimum 6% of overall budgets.

(n) Protection from sexual harassment, exploitation, abuse and discrimination on the basis of disability.

YPSA recognizes that sexual harassment, exploitation, abuse and discrimination on the basis of disability may occur in unequal power relationships and that it may not be possible for the complainant (victim/survivor) to inform the alleged person. If felt that she/he or someone else has been the recipient of sexual harassment, exploitation, abuse and discrimination on the basis of disability, complain should preferably be lodged as soon as such incident as per YPSA's safeguarding policy. Reports can also be made by complainant (victim/survivor), peers, supervisors or witnesses. A confidential process will be maintained for employees with disabilities to voice concerns safely.

VII. Operationalizing the Policy

(a) Confidentiality

In accordance with medical and other norms of confidentiality, YPSA will always respect the confidentiality of any information provided by a staff member or job applicant, relating to the individual's disability.

(b) Implementation

Each program and department are responsible for implementing the Policy as it relates to their mandate. The safeguarding committee, gender committee and HRM&D team will include the issue of discrimination on the basis of disability in their capacity building and sensitization initiatives on reporting and response mechanism.

A team led by a focal person for Disability inclusion will be formed for ensuring Disability Inclusion through providing technical support and oversight for the implementation of this Policy and accompanying guidelines and work with key stakeholders across the organization to ensure that effective tools and indicators are in place to monitor progress in implementing the Policy.

(c) Monitoring inclusion

We commit to embed disability inclusion in our planning, monitoring and evaluation systems, ensuring structural attention to the issue. We believe it also provides valuable information that

can be used to improve the inclusion of persons with disabilities in our programs. The measures we will follow include:

- **Including a disability perspective in existing formats:**

Instead of developing a parallel system to monitor inclusion of persons with a disability, a disability perspective shall be added to all our existing formats, such as for baselines, proposals, reporting formats, project-visit formats, periodic reports, annual reports, evaluation reports, etc.

- **Including a disability perspective in project proposals**

Project proposals or concept notes to probable and prospective partners should clearly state how the program is of relevance to people with disabilities and their families. They should also state what measures will be taken to ensure persons with disabilities benefit in equal measure to others in the impact group.

- **Modifying targets and indicators**

We commit to collect disability disaggregated data by adding a column to our existing formats. As we gain more experience, keeping in mind that the women with disabilities face additional challenges, we shall further disaggregate the columns to gradually collect information on gender, age and type of disability among our beneficiaries.

- **Looking out for inclusion**

We recognize that field visits are an excellent opportunity to discuss the inclusion and participation of people with disabilities in program activities, achievements that have been made and challenges faced. Our program staff shall be oriented to learn to look out for these issues during their field visits.

The Field visits will include participatory observation tools or checklists to document inclusion, barriers, and types of support provided to people with disabilities. Program staff will engage directly with people with disabilities and get feedback from caregivers and family members during field visits to understand lived experiences and unmet needs.

During project evaluations, the Terms of Reference of the consultants shall include evaluation questions about the participation of persons with disabilities in the program, not only about numbers of people who benefit and participate (according to gender, age and impairment), but also about the quality and impact the program has had on their lives. We shall also focus on what measures have been taken to remove barriers in the program. This will further help us to improve access for persons with disabilities in all our programs in the future.

- **Documenting our achievements**

We shall collect life stories of persons with disabilities who participate in our programs and present them as equal participants of the programs and good practices, local innovations, and enabling strategies will be documented and shared to inspire replication Review of the Policy

The policy will be reviewed every 5 years or when it is necessary that additional issues need to be identified and addressed, such as with a significant change in context or program or change to legislation.



B. Social Inclusion Policy for Elderly People

I. Introduction

Bangladesh is experiencing a demographic shift, with the elderly population growing rapidly due to improved life expectancy. However, due to a socio-cultural shift, joint families are also shrinking, being gradually replaced by nuclear families. Besides, even in many economically established families, grown up children are now living abroad, leaving behind elderly parents in the country. As a result, many elderly people face isolation, neglect, economic insecurity, health problems, and social isolation, leading to exclusion from family, community, and national development. This policy aims to promote dignity, participation, and equal rights for elderly citizens and contribute to implement YPSA's Strategic plan for elderly people.

II. Objectives

- Ensure dignity, safety, and respect for older persons.
- Strengthen economic security through pensions, employment opportunities, and social safety nets.
- Expand accessible healthcare and geriatric services.
- Promote family and community support systems.
- Eliminate age-based discrimination in social, economic, and cultural life.

III. Expected Outcomes

- Increased participation of elderly in social, economic, and cultural life.
- Enhanced health, safety, and economic security.
- Greater community awareness and respect for elderly rights.

IV. Purpose

This policy guides YPSA in promoting social, economic, and health inclusion of elderly citizens in our working areas. It aims to reduce exclusion, enhance participation, and ensure dignity and well-being for all older persons, particularly those vulnerable due to poverty, disability, or social isolation.

V. Guiding Principles

- **Dignity and Respect:** Recognize elderly as valuable members of society.
- **Equity:** Prioritize inclusion of marginalized elderly (rural, disabled, women, low-income).
- **Participation:** Involve elderly in decision-making at program and community levels.
- **Accessibility:** Ensure programs, services, and facilities are age-friendly.
- **Collaboration:** Work with families, local government, and other stakeholders.



VI. Areas of Action

(A) Economic Inclusion

- Facilitate access to old-age allowances, microcredit, and livelihood support.
- Support elderly in income-generating activities appropriate to their abilities.
- Support to elderly people for appropriate job facilities and training

(B) Health and Well-being

- Provide mobile health services, geriatric care, and awareness on management of chronic diseases.
- Provide home care services
- Promote mental health programs and social engagement activities.
- Provide counseling services
- Provide referral services

(C) Social Participation and Community Engagement

- Organize community events, inter-generational programs, and volunteer initiatives.
- Establish elder support groups and counseling services to reduce isolation.
- Facilitate to develop older people's organizations, establish Resource Network, promote lifelong learning opportunities

(D) Safeguarding

- Provide a safe and trusted environment to elderly people which ensured safeguards mainly who comes contact with YPSA.
- Ensure the reporting and response mechanism of any incidents and concerns against elderly people
- Orient elderly people on the safeguarding policy, reporting and response mechanism.

(E) Advocacy and Rights Protection

- Educate communities about legal rights of elderly under national laws.
- Advocate against neglect, abuse, and age-based discrimination.
- Advocate for setting up equipped government geriatric care centers at district level
- Advocacy for revise and adopt appropriate legislative changes, law, policy and system

(F) Implementation and Monitoring

- Develop age-disaggregated data to track program impact.
- Train staff in elder care and social inclusion practices.
- Collaborate with government, health providers, and other NGOs.
- Conduct regular evaluations to improve inclusivity and service quality.

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C. Annexure

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Annex- 1: Some Do's and Don'ts To Remember While You Are In The Company Of People With Disabilities

It is only right to ask ourselves if we ever take time to understand the problems, the challenges, the feelings and the aspirations of those people who live among us who, as a result of a disability or disabilities, find their lives more difficult to handle than most of us. When we meet people with disabilities, due to our lack of knowledge, we often feel awkward and embarrassed, as we do not know how to react, what to do, or what to say. I am writing down some practical advice, which may help in the understanding of how people with disabilities feel.

The best advice, however, is that if you do not know how to handle your relationship with a person with a disability, ask him or her for advice. I hope these Do's and Don'ts will enrich the lives of those who read them and some of the people with disabilities who you meet.

Do's	Don'ts
<ul style="list-style-type: none"> • Do identify yourself straightaway. A blind person can't always place you by a 'hello'. It's hard for her/him to reply warmly, 'hello', if she/he doesn't know who you are. So, give a name and context; e.g. "Hello, it's Tasneem. We met last week at Farida's house." • Do make a special effort to remember the name of a person who is blind. Beginning with her/his name is the only way of letting him know that you are talking to her/him. 	<ul style="list-style-type: none"> • Don't treat a person with one disability as if she/he is disabled in other ways. People tend to talk in simple single syllable words to people who use wheelchairs, they shout at people with hearing impairments, and often address a visually impaired person through someone else. • Don't focus on a person's disability, focus on the person. • Don't feel shy about saying things like "nice to see you" to a visually impaired person. She/he may even say it back. It's impossible to avoid words connected with seeing – visually impaired people aren't self-conscious about it and needn't be.
<ul style="list-style-type: none"> • Do ask if you can help – and how to help – if it looks as if help might be needed. You may be shy about offering help. The disabled person may also be shy about asking for it. And don't be offended if your help is not needed. Persons with disabilities usually like to be as independent as possible. And don't be put off from offering your help at another time. • Do remember that any practical help you offer may need to be given for a long period. 	<ul style="list-style-type: none"> • Don't say "I wouldn't try that if I were you" – a disabled person is likely to be the best judge of what she/he can or cannot do. • Don't show pity and say, "I don't know how you manage, I'd die if I couldn't walk." It is often hurtful and, under the guise of praise, reinforces the sense of being different.
<ul style="list-style-type: none"> • Do chat to a person in a stationary wheelchair with your head on the same 	

<p>level. It's embarrassing always literally to be "looked down upon" and uncomfortable always to look up.</p>	
<ul style="list-style-type: none"> • Do check with the person in the wheelchair if the speed you are pushing her/him at is comfortable. Too fast – it's unsettling. Too slow – it's plain boring. • Do ask her/him how to get a wheelchair up or down a flight of stairs. There are often simple mechanisms or techniques, which the disabled person will know. 	<ul style="list-style-type: none"> • Don't grab hold of a wheelchair without being asked. The occupant can easily be pitched out by an inexperienced enthusiast. Remember to warn her/him if you are going to turn the chair round quickly. In fact, it's thoughtful to tell her/him whatever your next move is going to be. • Don't lift the chair by the armrests – they'll probably come out in your hands. Do remember that the person may find it hard to hear what you are merrily chattering about, and since your voice is coming from behind, it may not compete well with traffic noise. Also, from her/his vantage point, she/he may not be able to see what you are pointing to.
<ul style="list-style-type: none"> • Do bear in mind that someone has a hearing impairment may be nervous of going out in the dark. Already denied one sense, she/he may be uneasy about being deprived of another. While indoors, make sure she/he has easy access to a safe light. 	<ul style="list-style-type: none"> • Don't forget to take a torch if you go out at night with someone who has a hearing impairment – shine it on your face when you speak.
<ul style="list-style-type: none"> • Do keep your face clearly visible when talking to a hearing impaired person. Face the light. If you stand with your back to the light or window then you may be silhouetted, wiping out the details needed for lip-reading. 	<ul style="list-style-type: none"> • Don't move around – your hearing impaired friend will miss words each time you turn your face. • Don't distort your face exaggeratedly to 'help' a lip-reader. The subtle signs she/he watches out for will be swamped by such contortions. And don't shout-it doesn't help and can distort hearing aids. • Don't remain silent if you can't make out what a hearing impaired person is trying to say, or if her/his hearing aid is making a whistling noise. Be frank. How else is she/he expected to know? • Don't condescend. A hearing impaired person's voice may sound strange. But there's no need to behave as if he she/he has a learning disability as well.
<ul style="list-style-type: none"> • Do let your visually impaired friend hold your arm when leading him/her along a path. Ask your friend if she/he is interested at all to visit a place instead of taking him/her there and then explaining where you are. 	<ul style="list-style-type: none"> • Don't grab a blind person's arm unexpectedly. You'll startle her/him. In fact don't hold a blind person's arm at all! Allow her/him to hold yours. She/he is then safely half a step behind you and so is forewarned of what your next move will be by the change in your position.



<ul style="list-style-type: none"> • Do include a visually impaired friend in outdoor activities. Ask if she/he would like to shop with you instead of your doing it for her/him. • Do mention it to a visually impaired friend if you are leading him/her through a series of steps, if the step is exceptionally deep or shallow. 	<ul style="list-style-type: none"> • Don't leave doors half open. Shut them all the way or open them flat against the wall. • Don't say "here's a step", say – "step up" or "step down." It's dangerous as well as embarrassing to be waving your foot in mid-air when the step actually leads down.
<ul style="list-style-type: none"> • Do play music. People who have hearing impairments can "hear" the beat through the vibrations. Teenagers having hearing impairments love records and dancing at discos – the louder the music the better. 	<ul style="list-style-type: none"> • Don't exclude a visually impaired person from television. It gives her/him access to a world familiar to her/his sighted friends.
<ul style="list-style-type: none"> • Do treat children with disabilities as normally as possible, including not allowing them to misbehave. Disabled children need to learn the boundaries of acceptable behavior, in their own society, just as other children do. 	<ul style="list-style-type: none"> • Don't express pity for parents of 'retarded' children-their child is just as precious to them as any child is to any parent. • Don't give advice, except to point someone in the direction of professional help if none is being given and some help seems necessary. • Don't tell people who have a mental illness to "pull themselves together". If they could, they would.
<ul style="list-style-type: none"> • Do take time to listen to someone who has a mental illness – and don't assume that she/he has no knowledge or opinions of value. • Do be honest and keep promises. Don't assume that a person with a learning disability doesn't understand or remember what you've said. Many children even with learning disabilities have often found to possess a phenomenal memory. 	<ul style="list-style-type: none"> • Don't chase a child away from a person with a learning disability (often, wrongly, referred to as 'mentally retarded') who might approach her/him. It only perpetuates the feeling that there is something to be afraid and ashamed of. If she/he reaches out to touch a child, take her/his hand and turn it into a friendly handshake - deflecting the attention away from the child and onto yourself. • Don't be afraid of a person with a learning disability. Very few are violent – and if they are among people, you can assume that they are not violent. Avoidance and rejection are among the most commonly upsetting things to people with learning disabilities.

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Annex- 2: Using the Correct Terminology

Negative and patronizing language produces negative and patronizing images. Words definitely are important, so make sure your words do not offend or reinforce negative stereotypes. Language can be used to shape ideas, perceptions and attitudes. Words in popular use mirror prevailing attitudes in society. Those attitudes are often the most difficult barriers that persons with disabilities face. Positive attitudes can be shaped through careful presentation of information about people with disabilities.

Below are some guidelines:

- Describe the person, not the disability
- Refer to an individual's disability only when it is relevant
- Avoid images designed to evoke pity or guilt

Examples of negative & positive use of words and expressions

Instead of ...	Use ...
The disabled, the handicapped, the crippled, cripple or invalid	Persons or people with disabilities;
Normal (when used as the opposite of disabled)	Non-disabled person (When the word "normal" is used as the opposite of "disabled" it implies that someone with a disability is abnormal)
Crippled by, afflicted with, suffering from, victim of, deformed	Person who has, or person with ... (name of disability)
Defective, maimed	Impaired, injured
Paralytic or arthritic	Person who is paralyzed or has arthritis
Lame	Person who is mobility-impaired or person with a mobility impairment
Birth defect	Disabled since birth or born with ... (name of disability)
Confined, bound, restricted to or dependent on a wheelchair	Wheelchair user or person who uses a wheelchair
Handicapped accessible	Accessible by people with disabilities, fully accessible
Deaf and dumb, deaf mute	person who is hard of hearing, hearing-impaired person or person with a speech impairment
The retarded, mentally retarded, mentally subnormal or Mongoloid	Person with an intellectual disability, person with a developmental disability, person with a learning disability
Idiot, vegetable	Person with extensive brain injury Person with extensive brain injury
Spastic (noun)	Person with cerebral palsy
Epileptic, Fits	Person who has epilepsy or seizures
Mental patient, the mentally ill, mental, insane, mad, deranged or deviant	Person with mental illness (specify illness if known, e.g., schizophrenia or depression)

Crazy, emotionally disturbed	Person who has an emotional disability or person who has a mental illness
The blind or the visually impaired (as a collective noun)	Persons who are visually impaired or blind, persons with visual impairment, or blind persons
Elephant man's disease	Person who has Neurofibromatosis
Gimp	Person with an amputated ... (name of limb that is amputated)
Hare Lip	Person with a cleft palate
Hunchbacked	Person with a spinal curvature
Midget, dwarf	Person with a short stature or short-statured person

Some more guidelines to bear in mind when talking about people with disabilities

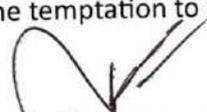
- Do not focus on the disability unless it is crucial to a story. Avoid tear-jerking human interest stories about incurable diseases, congenital impairments or severe injury
- Do not portray successful people with disabilities as superhuman
- Do not sensationalize disability
- Emphasize abilities, not limitations
- Avoid "tragic but brave" stereotypes. In fact, avoid stereotypes altogether
- Show people with disabilities as active participants in society. Portraying persons with disabilities interacting with non-disabled people in social situations and work environments help break down barriers and open lines of communication
- Label jars not people!

When meeting with persons with disabilities

- Speak directly to the person who has a disability, not through any companion who may be present
- If you offer help, wait until the offer is accepted, then listen to or ask for instructions. Don't be offended if the offer of assistance is turned down!
- Consider the needs of people with disabilities (such as accessibility) when planning meetings or events

Meeting with people who have a hearing or speaking impairment

- Do not begin a conversation with a hearing-impaired person until he/she has noticed you and is prepared for it
- If a sign language or speech interpreter is present, speak to the person you are meeting rather than to the interpreter
- When you are speaking to a hearing-impaired person, do not shout or exaggerate your lip movements. Speak slowly and clearly and do not cover your mouth
- If the person you are speaking to is lip-reading, make sure you are facing the light. Look directly at the person and speak at your normal volume
- Give your whole attention to a person with a speech impairment. Do not correct or speak for the person. Wait quietly while the person talks, and resist the temptation to finish sentences
- Where possible ask questions that require short answers


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- Do not pretend to understand if you do not. Repeat what you understood, and ask again

Meeting with people who have a mobility impairment

- When talking for longer than a few minutes to a person using a wheelchair place yourself at that person's eye level so that he or she will not get a stiff neck from looking up for a prolonged period
- Never lean against or decide to push a person's wheelchair. Always ask whether assistance is required or not
- Never pat someone using a wheelchair on the head!
- When arranging to meet a person who uses a wheelchair, always give the person prior notice so that time is allowed for the arrangement of transportation
- When deciding where to meet make sure that there is a ramped or step-free entrance, a lift (if necessary) and, of course, accessible toilet facilities

Meeting with people who have a visual impairment

- Identify yourself clearly, and introduce anyone else who is present. Try to indicate where they are placed in the room
- When offering a handshake, say something like "shall we shake hands?"
- When help is needed in an unfamiliar place, say "Let me offer you an arm". This will enable you to guide rather than propel or lead the person
- When you come to a step, say whether it's a step up or a step down
- When offering a seat, place the person's hand on the back or arm of the chair
- When talking in a group which includes people with visual impairments remember to say the name of the person to whom you are speaking
- Do not leave someone talking to an empty space. Tell that person when you wish to end a conversation or to move away

Source:

National Rehabilitation Board, Ireland

Challenging Images: Resource Pack For Schools

Disability Speak: A Guide To Appropriate Language Around Disability

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Annex- 3: Disability Inclusion Assessment for Organization

Area	Level 1	Level 2	Level 3	Level 4
Policy	1 Disability or inclusion of persons with a disability is not included in our strategy documents, or in our sectoral policies.	Inclusion of marginalized groups is mentioned in the strategy documents and sectoral policies, but not specifically worked out.	Inclusion of persons with disabilities from a rights-based perspective is mentioned in the strategy documents and worked out in some sectoral policies.	Inclusion of persons with a disability from a rights-based perspective is a crosscutting issue in our organisation and worked out in all our strategy documents and sectoral policies.
Human-resource management	2a No human-resource diversity policy available in the organisation. No actions taken to employ persons with a disability.	Diversity policy available in the organisation, but disability is not mentioned there.	Disability is mentioned in human-resource diversity policy.	Disability is mentioned in human-resource diversity policy and affirmative actions (for example, placing job announcements in disability networks) are taken to employ persons with a disability.
Planning, management and evaluation	2b No staff, board members or volunteers with a disability in the organisation.	About 1% of staff consists of persons with disabilities.	At least 1% of staff, board and volunteers consist of persons with disabilities.	At least 2% of staff, board and volunteers consist of persons with disabilities.
	3a Disability data is not collected in any program.	In less than half of the programmes disability data is collected.	In more than half of the programmes disability data is collected.	Disability data is collected in all programs.
	3b Disability is not mentioned in planning, monitoring and evaluation formats. ¹	Disability is mentioned in some planning, monitoring and evaluation formats.	Disability is mentioned in majority of planning, monitoring and evaluation formats.	Disability is included in all relevant planning, monitoring and evaluation formats, including the annual report of the organisation.

¹ Think of baseline studies, proposal formats, reporting formats, field-visit formats, evaluation formats, annual report and so on.



Area		Level 1	Level 2	Level 3	Level 4
	3c	Persons with disabilities are not involved in the design, planning, monitoring and evaluation of programs.	In less than half of the programs persons with disabilities are consulted in the design, planning, monitoring and evaluation.	In more than half of the programs persons with disabilities are consulted in the design, planning, monitoring and evaluation.	Persons with disabilities are involved in the design, planning, monitoring and evaluation of all programs.
Programs	4a	The number of beneficiaries with a disability in regular programs ² is negligible.	1-3% of the beneficiaries in our regular programs are persons with a disability.	4-5% of the beneficiaries in our regular programs are persons with a disability.	6% or more of the beneficiaries in the regular programs are persons with disabilities.
	4b	There is no collaboration with disabled people's organisations and disability service providers (including government) in our programs	In less than half of the programs, collaboration takes place with disabled people's organisations and disability service providers (including government).	In more than half of the programs, collaboration takes place with disabled people's organisations and disability service providers (including government)	All programs collaborate actively with disabled people's organisations and disability service providers (including government)
	4c	No budget is allocated for inclusion of people with disabilities in our programs.	0-1% of budget is allocated for inclusion of persons with disabilities in our programs.	2% of budget is allocated for inclusion of persons with disabilities in our programs.	3-7% of budget is allocated/available for inclusion of people with disabilities in our programs or projects.
Lobbying/ advocacy/networking	5	The rights of persons with disabilities are not included in the organisation's existing lobbying, advocacy or networking activities.	The rights of persons with disabilities are included in some of the organisation's existing lobbying, advocacy or networking activities.	The rights of persons with disabilities are included in the majority of the existing lobbying, advocacy or networking activities.	The rights of persons with disabilities are included in all existing lobbying, advocacy or networking activities of the organisation.

² 'Regular' refers to non-disability-specific programs.



Area	Level 1	Level 2	Level 3	Level 4	
Accessibility	6a	The organisation's office building and meeting rooms are not accessible to persons with disabilities.	The meeting rooms and toilets are accessible to persons with disabilities. The workspaces are not accessible.	The meeting rooms, toilets and part of the workspaces are accessible for persons with disabilities.	The whole office, including all workspaces, meeting rooms and toilets, are accessible to persons with a disability.
	6b	Accessibility is not taken into account when events are organized by the organisation. Only a small proportion of the events are accessible to persons with disabilities.	Accessibility is not taken into account when events are organized by the organization, but 50% of the events are accessible to persons with disabilities.	Accessibility is taken into account when events are organized. The majority are accessible to people with disabilities.	All events organised by our organisation are accessible to people with disabilities.
	6c	The website and other information sources are not accessible to persons with visual impairments.	The website is tested for accessibility and is partly accessible. Newsletters and information are made accessible on demand.	The website is tested for accessibility and is fairly accessible. The option of getting newsletters and information in an accessible format is actively communicated.	Website is fully accessible and newsletters/brochures are available in accessible formats.
	6d	No accommodation is made for people in need of sign language interpretation.	Sign language interpretation is made available on demand, but at cost of users.	Sign language interpretation is available on demand.	Sign language interpretation is always provided as an option.
Capacity building	7a	No orientation is so far given to staff of the organisation on the rights of persons with disabilities and inclusion in regular programs.	Some staff received a one-off orientation on the rights of persons with disabilities and inclusion in regular programs.	Majority of staff received a one-off orientation on the rights of persons with disabilities and inclusion in regular programs.	Staff regularly receives orientation on the rights of persons with disabilities and on inclusion in regular programs. Staff members are encouraged to actively work on inclusion of persons with disabilities.



Area	Level 1	Level 2	Level 3	Level 4
7b	Inclusion of persons with disabilities is not discussed with local partner organisations.	Inclusion of persons with disabilities is discussed with local partner organisations.	The organisation is offering orientation on the rights of persons with disabilities and on inclusion of persons with disabilities to local partner organisations	The organisation is systematically offering orientation on the rights of persons with disabilities and on inclusion of persons with disabilities to their local partner organisations.

Self Assessment

Where we are NOW

Area	Level	Area	Level	Area	Level	Area	Level
1		3b		4c		6c	
2a		3c		5		6d	
2b		4a		6a		7a	
3a		4b		6b		7b	

Where we were ONE YEAR AGO

Area	Level	Area	Level	Area	Level	Area	Level
1		3b		4c		6c	
2a		3c		5		6d	
2b		4a		6a		7a	
3a		4b		6b		7b	

