

DISABILITY INCLUSION IN CCCM TOOLBOX

Step-by-step
guidance & tools

Actions to support participation and inclusion of persons with disabilities in CCCM responses

It is estimated that 15 percent of the world's population lives with a disability. During humanitarian crises, when people's lives and well-being are severely impacted, the proportion of persons with disabilities may be much higher. For many people forced to move because of conflicts and disasters, the difficult living conditions during displacement can exacerbate existing impairments and create new ones.

Inclusive Camp Coordination and Camp Management (CCCM) responses can positively impact the lives of persons with disabilities during displacement. These can help reduce the risks and challenges persons with disabilities face and ensure they can fully and effectively participate in decision-making processes affecting their lives.

IOM has developed this Disability Inclusion toolbox aimed at providing step-by-step guidance and tools for CCCM practitioners to support the inclusion of persons with disabilities and increase their participation in humanitarian responses.

BARRIERS AND MISCONCEPTIONS TOWARDS PERSONS WITH DISABILITIES

Persons with disabilities tend to be disproportionately impacted during humanitarian crises. They may face greater difficulties in accessing humanitarian services, engaging in participation mechanisms, and being involved in decision-making systems. Multiple barriers exist that contribute to this disproportionate impact, which can be attitudinal, physical and institutional, including:

DISCRIMINATION BASED ON DISABILITY

Persons with disabilities often face discrimination. In many contexts, it intersects with other personal characteristics - such as age, gender, and origin - leading to further stigmatization and exclusion.

PHYSICAL AND COMMUNICATION BARRIERS

Physical and communication barriers often prevent persons with disabilities from accessing humanitarian assistance directly. These barriers might also limit their access to information about their rights and entitlements, and prevent them from sharing information about their needs and concerns, including through existing feedback mechanisms.

MISCONCEPTION OVER CAPACITIES AND SKILLS

Persons with disabilities can face bias and prejudice due to assumed dependence and powerlessness. As a result, they are often excluded from displaced persons' representative groups, systems and community support networks. Such misconceptions also limit their participation in public life, including educational programmes and livelihood activities, also impacting their capacity to cope with the crisis.

Six (06) key actions have been outlined in the following pages to support inclusive CCCM responses. Each of them is accompanied by tools and links to relevant resources. By applying these actions, CCCM practitioners can contribute to mitigating institutional, physical and attitudinal barriers faced by persons with disabilities during displacement crises.

Some tools and resources are internal () and may not be available to external users. To request access to these documents, contact globalcccm@iom.int.*



01.

DEVELOP CAPACITIES AND INCREASE AWARENESS ON DISABILITY INCLUSION



- Train teams and partners on disability inclusion - including modules on the rights of persons with disabilities and inclusion activities in CCCM programming.
- Conduct trainings and raise awareness on equal access and meaningful participation of persons with disabilities within the broader displaced population group and host communities.
- Identify and partner with local Organizations of Persons with Disabilities (OPDs) and other organizations supporting persons with disabilities to help deliver contextualized trainings and awareness raising sessions.
- Become an inclusive employer and recruit persons with disabilities as CCCM staff, consultants, volunteers, community mobilisers.
- Appoint a disability inclusion focal point to provide technical support and facilitate access to CCCM teams.

TOOLS AND RESOURCES

- **Training resources**
 - Several resources are available on the IOM intranet, [Disability Trainings](#).*
 - You may also consult interagency resources, including the [learning package on introduction to disability-inclusive humanitarian action](#) from the Disability Reference Group.

Contact globalcccm@iom.int to discuss training needs adapted to CCCM staff.
- **CCCM Toolbox:** [Tool on communicating and interacting with persons with different types of impairments](#).* A list of tips to gain confidence in engaging with persons with disabilities.
- **Women's Participation Toolkit:** Find additional training resources in the toolkit available on the [women in displacement platform](#), such as the [reflection activity on what discrimination looks like](#).

02.

BUILD PARTNERSHIPS TO SUPPORT INCLUSIVE PROGRAMMES



- Partner with OPDs, Protection and Mental Health and Psychosocial Support (MHPSS) teams, governmental institutions, and other stakeholders working on disability inclusion.
- Support OPDs to gain knowledge about the humanitarian response system and specific thematic areas, including CCCM.
- Involve OPDs as cluster member and operational partners, and support their direct access to humanitarian funding.
- Promote mutual learning, and build upon respective areas of expertise to improve capacities and advocacy efforts on disability inclusion.
- Ensure that partner OPDs are representative of your target population: some OPDs may represent multiple types of disabilities, or only focus on specific impairments (e.g. persons with visual impairments). Others may represent particular groups such as women with disabilities or women with albinism. Mitigate potential gaps in the representation (see also key action 05.).

TOOLS AND RESOURCES

- **Video:** [EDF and VIVID Consortium: How to include OPDs in humanitarian action?](#)
- **CCCM Toolbox:**
 - [Examples of training resources for OPDs](#) *
 - [Examples of OPDs' mapping exercises](#) *
- **Women's Participation Toolkit:** Consult the [activity on Strategies for inclusion](#), which can be adapted to design joint strategies with OPDs or Disability Committees for enhanced inclusion at site level.

03.

CONDUCT ASSESSMENTS TO IDENTIFY BARRIERS AND ENABLERS, COLLECT DISABILITY DISAGGREGATED DATA

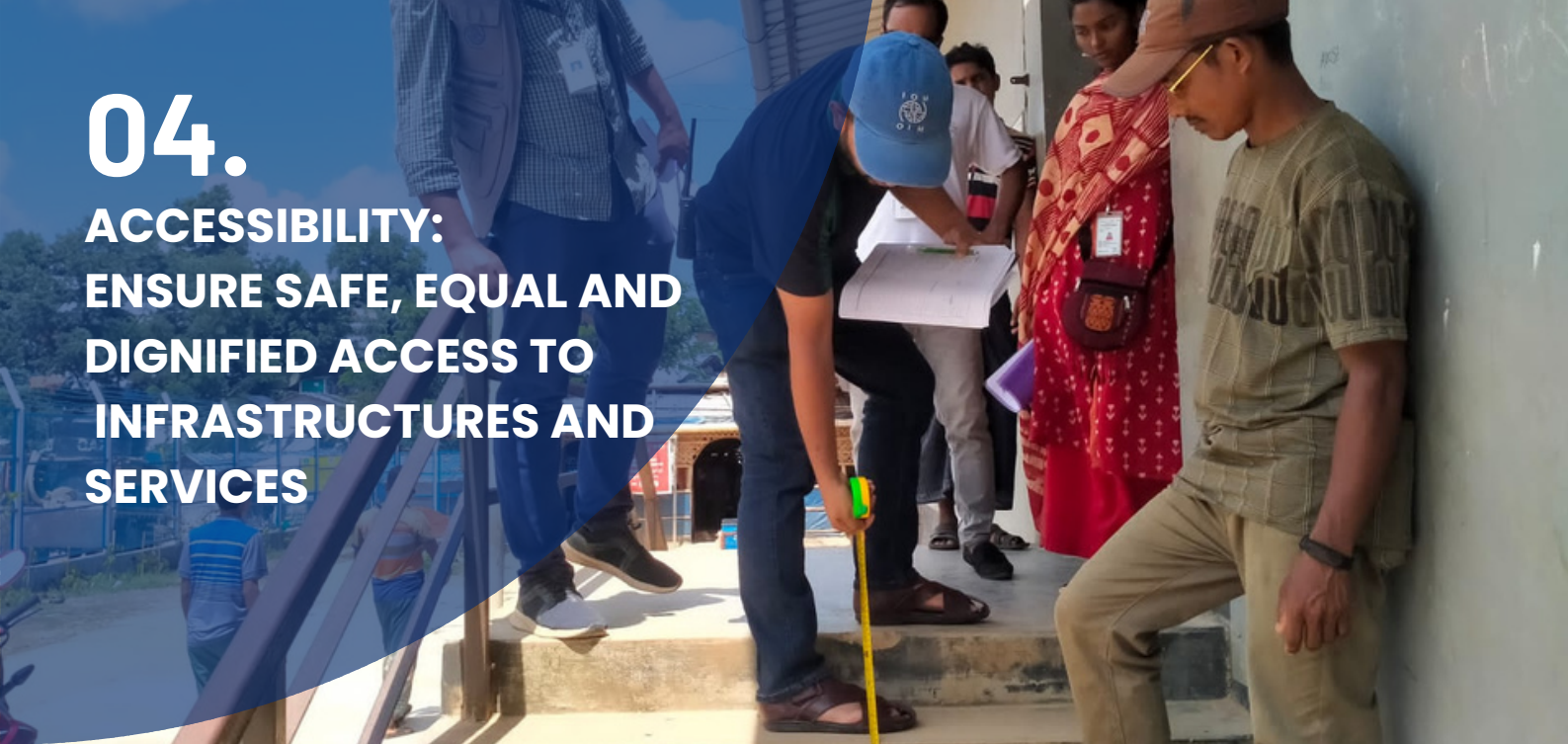
- Involve persons with disabilities in all data collection exercises - needs assessments, safety and accessibility audits, community consultations, monitoring exercises, etc.
- Conduct dedicated assessments to identify barriers and enablers to the participation and inclusion of persons with disabilities - looking at physical accessibility, community and site governance mechanisms, but also economic activities, education programmes, social events etc.
- Discuss findings and follow-up actions with persons with disabilities and OPDs (see key actions 04. on physical accessibility and 05. on participation).
- Whenever relevant, collect sex, age and disability disaggregated data using agreed methodologies, such as the Washington Group Set of Questions - e.g. during registration, assessments or monitoring exercises.
- In the absence of reliable disability data on prevalence, use the 15% global estimate.

TOOLS AND RESOURCES

- **CCCM Toolbox:** Download the [DTM Field Companion on Disability](#), as a tool to identify the main barriers faced by persons with disabilities in displacement settings. This tool was endorsed at the interagency level.
- **CCCM Toolbox:** Consult assessment reports on Disability and Inclusion and explore comprehensive methodologies at site level from [IOM Mozambique](#), CCCM Cluster and DTM in [Somalia](#) and South Sudan in [Bentiu](#), [Malakal](#) and [Wau](#).
- **CCCM Toolbox:** [Washington Group Short Set of Questions](#).^{*} For further information and detailed methodology, refer to the [Humanity Inclusion learning toolkit](#) and contact globalcccm@iom.int.
- **Women's Participation Toolkit:** The [activity on barriers](#) may be adapted to be used during focus group discussions (FGDs).

04.

ACCESSIBILITY: ENSURE SAFE, EQUAL AND DIGNIFIED ACCESS TO INFRASTRUCTURES AND SERVICES

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- Conduct site planning activities and carry out site improvements, using Universal Design principles. Work with all stakeholders active on site to improve the accessibility of infrastructures, services, and activities (community centers, water points and latrines, distribution sites, schools, etc).
 - Conduct regular accessibility audits with the direct participation of persons with disabilities living on site, in coordination with OPDs and other sectors. Discuss findings and follow-up actions with persons with disabilities, OPDs and relevant stakeholders (authorities, service providers, other humanitarian actors and community members).
 - Develop an action plan prioritizing most urgent actions and take action on the findings.
 - Use and promote the use of accessible communication means by all stakeholders supporting displaced populations, using at least two formats, e.g. oral and written.
 - DO NOT purchase, manufacture or distribute assistive devices (wheelchairs, walkers, hearing aids, etc.) without seeking medical advice from a Health specialist. They could cause harm.

TOOLS AND RESOURCES

- Visit CBM Global's [Hands-on Humanitarian Toolkit](#) includes guidance and tips on inclusion and accessibility, a chapter on CCCM and information on Universal Design.
- **CCCM Toolbox:**
 - [Accessibility Audit Tools, Methodologies and Resources](#).*
 - [Resources on accessible information](#).*
 - [IOM's note on the distribution of assistive devices](#).*

05.

PARTICIPATION: PROMOTE INCLUSION IN THE SITE LIFE



- Implement and advocate for activities to act on the barriers and reinforce enablers identified – for example, to ensure the inclusion of persons with disabilities in livelihoods and skills development schemes, to facilitate access to and promote active participation in committee meetings.
- Work closely with OPDs and stakeholders active on site to establish two way-communication system with persons with disabilities, taking into account various types of disabilities.
- In the absence of OPDs active in a given area, or to strengthen the representation of persons with disabilities, consider supporting the creation of dedicated disability committees at site level. Analyze community engagement dynamics to avoid creating increased stigma.
- Work with committees and strengthen their capacities, identify barriers, enablers and protection risks together, develop strategies for further inclusion at site and community level.
- Monitor progress and any unintended consequences regularly.

TOOLS AND RESOURCES

- **CCCM Toolbox:**
 - [SOP for Disability Inclusion Committee](#)*
 - [Organizing an FGD – key considerations for participants with disabilities](#)*
- **Women's Participation Toolkit:** The tool on [identifying skills and capacities of women and girls with disabilities](#) may be used for individual interviews.
- **Inclusive Cash Based Interventions:** consult the [Camp Manager's Guide to Cash Based Interventions\(CBI\)](#) and check the [IOM CBI SharePoint on Disability Inclusion](#)* to make sure persons with disabilities are adequately integrated into cash-based interventions.

06.

MONITOR YOUR ACTIONS



- Include persons with different types of disabilities as key informants and enumerators during M&E exercises - whether generic or specifically focused on disability inclusion - considering other characteristics such as age and gender.
- Make sure Community Feedback Mechanisms (CFMs) are accessible to all, including for those staying in their shelters
- Analyze and disaggregate monitoring results and CFM data by sex, age and disability, disseminate and discuss findings to inform programme adjustments.

TOOLS AND RESOURCES

- **CCCM Toolbox:** [Indicators to Monitor Participation](#)*
- [Minimum Standards for Camp Management, Annex on Disability Inclusion](#)

USING THE MINIMUM STANDARDS FOR CAMP MANAGEMENT (MSCM) TO STRENGTHEN INCLUSION

Are there both men and women with disabilities working for the site management agency as staff, volunteers, community mobilisers?

Do women with disabilities feel their views are considered in decision-making processes?

During site set-up and site improvement, have measures been taken to adopt universal design principles and ensure access to the site and infrastructures for the greatest number of people?

*Are persons with disabilities involved in collective decisions, including through site-level stakeholders' meetings?
Are coordination meetings accessible to persons with disabilities?*

To assess an ongoing CCCM response or develop an inclusive strategy, CCCM practitioners can use the MSCM and their annex on disability inclusion. It provides guiding questions to enhance inclusiveness at site level. Checkout the [MSCM](#) for further guidance.



Focus on **INTERSECTING FACTORS OF DISCRIMINATION**

Persons with disabilities are not a homogeneous group. Each individual's experiences, needs, capacities vary depending on several factors - such as the type of impairment, gender, age, socio-economic status, origin etc. Some individuals or groups are likely to experience higher risks of discriminations. For example, persons with intellectual disabilities tend to be among the most discriminated against, and women with disabilities are four times more likely to experience violence and abuse than women without disabilities.

CCCM practitioners should consult relevant specialists (Gender-Based Violence, Child Protection and MHPSS staff), OPDs and agencies supporting persons with disabilities to mitigate risks and vulnerabilities that certain groups may face, and adopt appropriate approaches.

- Download the [Global Shelter Cluster GBV Constant Companion](#) and include services accessible to women and girls with disabilities.
- Conduct [safety and accessibility mapping](#)* through FGDs to collect qualitative data on the perceptions of different groups.
- Consult resources on the participation of children and youth with disabilities, such as [Take Us Seriously](#) by UNICEF and [Guidelines for Consulting with Children and Young People with Disabilities](#) by Plan International.
- Connect to the [Women in Displacement Platform](#) to find out more resources on the participation of women and girls, including women and girls with disabilities, or contact womenindisplacement@iom.int.

PROTECTION FROM SEXUAL EXPLOITATION AND ABUSE (PSEA)

During crises, women and children with disabilities are at higher risk of abuse and exploitation. CCCM teams and partners should be trained on PSEA to ensure risks of sexual exploitation and abuse are mitigated as much as possible.

ADDITIONAL INFORMATION

Essential Readings

- [IASC Guidelines on the Inclusion of Persons with Disabilities in Humanitarian Action, 2019](#)
- [IOM Guidance Note on the Integration of Actions Promoting the Participation of Persons with Disabilities in CCCM Responses, 2022*](#)
- [UNDIS Guidelines on Consulting Persons with Disabilities, 2021](#)

Information for Clusters

- A resource [folder](#)* for CCCM cluster coordinators on disability inclusion - tip sheet on HNOs and HRPs, examples of country-level cluster action plans, and more resources to be added.

Videos – Voices from the Field

- IOM South Sudan: [Inclusion in South Sudan Response](#)*
- IOM Ethiopia: [Participation and Accessibility in Ethiopia](#)*
- IOM Bangladesh:
 - [Disability Inclusion in Cox's Bazar](#)*
 - [Conducting an Accessibility Audit](#)*
- IOM Mozambique: [A multisectoral Approach](#)*
- IOM Somalia: [Working with OPDs on Data Disaggregation](#)*

Case Studies

- CCCM Cluster Case Studies Volume, 2021-2022. Examples from Somalia, Mozambique and Bangladesh. [Chapter Two: Inclusion of Persons with Disabilities](#) and more resources.

For Further Information
Contact: globalcccm@iom.int

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