Dialogue on Disability
in the Refugee Response in the Republic of Moldova
Recommendations for Disability Inclusion in Community Service Centres

Background

Based on discussions held during the visits of Moldovan Organizations of Persons with Disabilities (OPDs) to two UNHCR Community Service Centers in Cahul and Donduseni on 18 December 2023, and the roundtable discussion held in Chisinau on 20 December with government representatives, OPDs and humanitarian actors, a comprehensive action plan was developed to promote and guide increased disability inclusion at UNHCR Community Service Centres in the Moldovan refugee response and guide the next steps. At the same time, the following recommendations can be extended and adapted for other activities.

Recommendations

- Promote meaningful participation. Ensure that activities implemented in the CSCs involve everyone, including persons with disabilities
    - ✓ Communicate regularly with all users of the CSCs with information about how they can participate or lead activities.
    - ✓ Ensure that communication is done in multiple formats to ensure accessibility. This would include identifying Ukrainian sign language interpreters and facilitating access upon demand.
- Develop future CSCs in partnership with Organizations of Persons with Disabilities
    - ✓ Ask OPDs if they wish to engage in the planning of CSCs, at the same time as with other partners.
    - ✓ Provide resources to facilitate partnerships with OPDs and Refugee led OPDs.
    - ✓ If engaged, ensure that OPDs and Refugee-led Organizations of Persons with Disabilities participate in all stages of the response (planning, implementation, monitoring and evaluation).

Remove barriers

- Budget for accessibility and reasonable accommodation in the development of CSCs.
- Conduct a full accessibility audit of all CSCs.
- Document users' experience from the full diversity of disability; provide financial resources for persons with disabilities, OPDs or Refugee-led Organizations of Persons with Disabilities to provide their inputs
- Implement accessibility Audit recommendations.

Empower persons with disabilities; allowing them to develop their capacity

- Provide Organizations of Persons with Disabilities the resources that they need to operate and develop their capacity. Examples include:
    - ✓ Assistive technologies or equipment.
    - ✓ Support networks.
    - ✓ Language training and accessible communication materials.

- Support People with Disabilities among the refugees population in building a disability movement among refugees
    - ✓ Support with documents and navigating bureaucratic requirements.
    - ✓ Provide resources (i.e. funding, equipment, capacity building).
    - ✓ Ensure that potential office locations are accessible.
    - ✓ Accompany Refugee-led Organizations of persons with disabilities in UNHCR and partners activities.

Disaggregate data for monitoring inclusion

- Ensure that persons with disabilities are included in population data.
    - ✓ Train CSC staff on a regular basis on identification of people with disabilities and data disaggregation, including through practical sessions.
    - ✓ Support CSC staff as they implement data disaggregation in their ongoing activities, shadowing the data collection process.
- Ensure that disaggregated data is analyzed and informs policies and operations.