##  **Disability Task Force Meeting**

## **October 25th, 2018**

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| **ORGANISATIONAL DETAILS** |
| **Date** | October 25th, 2018 |
| **Time** | 9:00 – 11:00 AM |
| **Location** | HelpAge Hub in Jabal Webdeh, Building 43, Al-Shariaah College Street, Jabal Weibdeh:  |
| **Purpose** | **Monthly DTF Meeting** |
| **Participants** |  |
| **Next Meeting** | **October 22nd 2018, from 9:00 to 11:00 am at the HelpAge Hub in Jabal Webdeh**Address: Building 43, Al-Shariaah College Street, Jabal WeibdehLink: <https://drive.google.com/open?id=1phif7t-tKtGcP8X-LSxEpCvV9TFQKJPK&usp=sharing>  |
| **AGENDA** |
| 1. **Ministry of Labor: presentation** on the inclusion of persons with disabilities in the Jordanian labor market**, Q&A and discussion**.
2. **DTF Chairs: Update on SOPs and referral mechanisms for persons with specific needs**

**•** Update on the DTF presentation at the Protection WG• Designation of volunteers to participate in the “taskforce” for PwSN referral pathways• Update on Mapping Sheet (including presentations at different WGs).1. **Response to DTF members’ Training Needs**
* Workshop with Snr. Inclusion Advisor from HelpAge in November
* HI workshop in December.
1. **Finalization of Good Practices** **by**

• JICA• NHF1. **AOB** (including feedback/updates from the DTF sector representatives in the different Working Groups, suggestions for future agenda points etc.)
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| **KEY DISCUSSIONS** | **ACTION POINTS** | **DATE** |
| 1. **Ministry of Labour: presentation** on the inclusion of persons with disabilities in the Jordanian labor market**, Q&A and discussion**
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| **MOL representative Ms. Sumia Al Zoubi from the Department of Employment of Persons with Disabilities (Employment Directorate)** introduced the DTF to the MOL’s work on the inclusion of persons with disabilities into the Jordanian labor market**;** the presentation was held in Arabic and translated by HI.* **MOL is providing services for Jordanian nationals and persons with disabilities from other nationalities**
* 2015 the MOL established a **special department for the inclusion of persons with disabilities into the labor market**, divided into three sub-departments for 1) counselling 2) employment of persons with disabilities and 3) special services.
* The division for employment services is **working together with partners to ensure that there are employment offers for persons with disabilities**, it offers trainings to build capacities of individuals and organizations in different sectors. **The MOL’s employment department is also closely cooperating with the HCRPD.**
* One of the **main projects of the MOL implemented together with JICA** is focusing on the economic empowerment of persons with disabilities in addition to build a network with private/public entities.
* Furthermore, the **division produces a regular newsletter** informing about all their activities on a monthly basis and trying to raise awareness about different employment opportunities for persons with disabilities.
* Ms. Al-Zoubi highlighted that the employment unit does not work in silos **but closely cooperates with other MOL departments**, e.g. the department for labor inspection and control, ensuring that employers follow **Art 13 of the MOL law** asking government and non-government organizations to hire at least one (of 25 employees) and up to 4% (if more than 50 employees) persons with disabilities. The Labor inspection unit provides the employment unit with feedback on those employers that are not compliant with the policies.

**Note**: See **Art 25 (e) of the the Law on the Rights of Persons with Disabilities No. 20 Year 2017** referring to the respective provisions in the MOL law: *Without undermining work or job requirements related to educational or professional qualifications, government and non-government organizations with at least (25) employees and workers and no more than (50) employees each pledge to hire at least one employee with disabilities to fill out one of its vacancies. In the event that there are more than (50) employees hired by these organizations, (4%) of the relevant vacancies should be assigned to persons with disabilities, according to a decision made by the Ministry of Labor*.* **The MOL employment unit has Offices all across Jordan,** ensuring to also provide assistance to persons with disabilities in the northern and southern governorates.
* The MOL is also organizing **job fairs** to link employers with job seekers with disabilities. Recent collaborations include Rotana hotels and Americana restaurants.
* Other services include **referrals for persons with disabilities seeking jobs and career counselling** (including CV writing, trainings on how to present yourself), particularly targeting schools and universities.
* Ms Al-Zoubi also presented the **numbers of persons with disabilities that found jobs through the MOL** (see presentation attached), highlighting that these numbers only reflect the job seekers registered with them.
* An **employment guideline/training manual** was **developed together with JICA,** targeting different sectors: 1) MOL and private sector staff members 2) business owners 3) persons with disabilities and their families providing guidance to the different groups. The training manual also has a separate part on the legal aspects of the employment of persons with disabilities related to the new law on employment (e.g. accessibility and reasonable accommodation in accordance with the national building code and respective standards). The training manual is currently under revision due to legal changes. **There are 6 trainers at the MOL facilitating these kind of trainings.**
* **Job Coaches:** project developed together with JICA, following their experiences that the job dropout rate can be reduced if there is somebody regularly monitoring the workplace situation of the person with disability, ensuring that they are comfortable working there, reducing the challenges they are facing from colleagues and therewith ensuring that they are keeping their job. After a first assessment phase, it was found that the HR unit is usually best placed to act as job coach both in private and public sector, as their responsibilities intersect with those of job coaches. Trainers were coming from Malaysia and Japan to perform ToT, including persons with disabilities. So far, the project is implemented in Zarqa and Irbid and very positively received.
* The **MOL’s webpage** provides further information on their wok, respective legal provisions, training materials, the newsletter, short and informative videos (accessible for all kinds of sensory impairments) and **success stories**. With regards to the letter, the MOL invited DTF members to share success stories with them.
* The presentation was concluded with a **short TV report aired on Jordanian TV** telling the inspiring story of a person a with a complicated impairment that found employment through the MOL and has become a highly appreciated employee although nobody believed he would ever be able to work.

**Q&A:** **UNHCR Livelihoods:** *working together with JICA showed that the main barrier to find employment opportunities for persons with disabilities is that* ***employers in Jordan are not prepared*** *(accessibility of premises etc.). How could the MOL support to overcome this issue?***MOL**: the issue is well known (transport to working place, table height not appropriate for wheel chairs, offices at the second or third floor with no elevator, if there are ramps they are not well done etc.). There is certainly no easy solution to overcome this structural problem. The MOL tries to work with employers to implement modifications on a case by case basis. This even applies for their own offices, that are sometimes located in the second or third floor (they provided their phone contacts at the front door and see persons with disabilities in the reception are to fill their forms). **IOCC**: *Is there a* ***list of institutions/organizations that previously hired persons* *with disabilities****? Who is the focal point at the MOL to contact for information*?**MOL**: MOL is happy to receive your requests and provide information as available. As a government entity, an official letter is needed to respond to such requests.**MC**: *What are the actions taken in the event of* ***complaints received from persons with disability claiming they are facing discrimination*** *by an employer?***MOL**: The Jordanian Law provides very clear instructions on how to deal with discrimination issues: discrimination on the basis of the disability of a person is forbidden and it lies within the responsibility of the MOL’s inspection unit to follow up on such cases. Furthermore, the MOL is part of the newly established Equal Opportunities Committee (Art. 14 of the new law) operating under the chairmanship of the HCRPD which looks into all sorts of complaints (equal wages etc.). Every person can submit a complaint through the website or personally. Up to now, the Committee has received around 6 complaints and they are currently trying to mediate with business owners. **UNHCR Community Based Protection**: *How does the MOL explain the* ***increase and decrease of the number of persons with disabilities*** *that found employment with support of the MOL?***MOL**: the figures correspond to the establishment of the employment division within the MOL in 2015 as well as the number of vacancies offered at the Jordanian job marked, which also depends on the general economic situation in Jordan. At the moment, some factories had to reduce staff, but expectations are that the situation will improve soon again.**NHF:** *Are the* ***goals that were mentioned in the presentation (4%) also including Syrian persons with disabilities*** *or only Jordanians.***UNHCR Livelihoods:** The quota refers to Jordanians including migrant workers. Advocacy efforts were made to not have Syrians within that 4% quota and therewith include more persons with disabilities. The issues is rather the one of open and closed professions for Syrian refugees.**MOL**: the MOL provided trainings to the ILO as part of their project to mainstream disability into their work with Syrian refugees.**UNHCR Community Based Protection:** *Could* ***refugees benefit from trainings, job coaching*** *etc. offered by the MOL?***MOL**: the MOL services are also open for Syrians, however until now, there have not been Syrian participants for the job coach trainings. Currently the MOL is implementing trainings for NGOs on this issue together with JICA.**NHF**: ***How do you choose jobs for persons with different disabilities****?***MOL**: the MOL focuses on the person’s strengths and abilities instead of his/her disability; the goal is to open job opportunities for everybody and try to adapt requirements if needed. The MOL usually first assesses the job opportunity, then the persons abilities and ultimately tries to match them. For more complicated cases, we are working with the job coaches who are conducting an assessment of the working place as well as the applicant’s strengths and then try to select the job opportunity that best suits the person’s needs and wishes. One of the difficulties they are facing is that despite the employers’ good intentions, they often lack knowledge about how to treat persons with disabilities in the right way. The same is valid for the language used. | **DTF chairs** circulate the PPT (see attached) as well as Ms. Al-Zoubi’s contact with the DTF members H:\2_Persons with Disabilities\1_DTF\10_2018\DTF 25. October 2018_2\contact details_Sumia Al Zoubi (Department of Employment of Persons with Disabilities, MOL).jpg |  |
| 1. **DTF Chairs: Update on SOPs and referral mechanisms for persons with specific needs.**
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| **Update on the DTF presentation at the Protection WG**DTF chairs informed the members about their presentation at the PWG, introducing the work of the DTF and providing an overview of the gaps and challenges refugees with disabilities in Jordan are facing. **Presentation will be shared** with the DTF members so they have a basis for presenting the DTF at different WGs.**Designation of volunteers to participate in the “taskforce” for PwSN referral pathways**DTF chairs informed members that they introduced the idea to have referral pathways for persons with specific needs, including persons with disabilities and older persons of concern to the PWG, who agreed to form a taskforce to draft such a tool under the chairmanship of the DTF (**see presentation attached**).Chairs asked for support of DTF members; a separate email will be sent to invite for participation in the task force. **Update on Mapping Sheet (including presentations at different WGs)**DTF chairs reminded members who have not completed the mapping to fill the **referral matrix** asap, which will otherwise we considered completed and shared with other WGs.Organizations that need to follow up where contacted directly by the chairs. | **DTF Chairs** will share the presentation for reference**.****DTF chairs** to send invitation email for PwSN referral task force **Members** to fill the referral matrix asap | **asap****asap** |
| 1. **Response to DTF members’ Training Needs**
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| **Workshop with Snr. Inclusion Advisor from HelpAge in November** Following last meeting’s suggestion by HAI to invite their Snr. Disability Advisor for a workshop for the DTF, chairs tried to identify topics and dates for the workshop which should take place late November DTF members are requested to provide feedback to an email with the suggestions sent out by the chairs early next week to fix the workshop. It was agreed that all organizations should aim at ensuring participation of their staff.**HI workshop in December**HI has offered to organize a workshop for the DTF members in December. In line with the training needs that were mentioned by DTF members during earlier discussions, chairs suggested to do a workshop on WGQ or general inclusion, with the latter emerging as the topic preferred by DTF members.Chairs will share the date of the workshop until next meeting. | **DTF chairs** to send out follow up email for DTF member’s feedback. **DTF chairs** to share details of HI workshop once finalized | **asap****until next DTF meeting** |
| 1. **Finalization of Good Practices**
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| Due to lack of time, it was agreed to postpone the finalization of the good practices by JICA and NHF until the next meeting.Both documents will be shared again for DTF member’s feedback and discussion during the next meeting in November. | **DTF members** to provide feedback  |  |
| 1. **AOB**
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| UPP to present their new project during the next meeting; No updates from the WGs. |  |  |
| **ATTACHMENTS** |
| 1. **Service Mapping Sheet;** *Please use the google spreadsheet for updates:*<https://docs.google.com/spreadsheets/d/17bF6ma-oXgDSjVo-5ZRzdi7uTkfAydMt7eVwGvEmIMc/edit?usp=sharing>
2. **MOL Presentation** (Arabic)
3. Presentation of **DTF chairs at the Protection WG**
4. **DTF chairs presentation on the Introduction of the Referral Pathways for Persons with Specific Needs** at the Protection WG
5. **Good Practices by NHF and JICA** for feedback
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