Inter-Agency Coordination Türkiye

Disability Inclusion Task Team

Guide to Transferring Persons with Disabilities

Transfer is the process of relocating a person with a disability from one location to another. This maneuver serves a multitude of purposes, each integral to ensuring the well-being and needs of individuals with disabilities. Besides, it would be wise to acknowledge that transfer process could cause physical or emotional harm to persons with disabilities. Therefore, the individuals or professionals tasked with the responsibility of transferring persons with disabilities should follow the following instructions:

Before transfer:

1. *Inform persons with disabilities about the transfer:* Persons with disabilities should receive verbal or visual information regarding the reason(s) for the transfer, the final destination, date and time as well as details about the personnel responsible for the transfer, including their names, roles, etc.
2. *Consult persons with disabilities about the transfer methodology:* Personnel tasked with the transfer should speak directly to the person, not to the caregiver or interpreter if possible. The personnel should also inquire if the individual needs any help and should not insist on helping. It is not advisable to use inappropriate technics in moving persons with disabilities and never make assumptions about what is needed or how to provide the assistance. Being carried is an uncomfortable experience for many people with disabilities, both physically and emotionally. Lifting a person upstairs or around obstacles is not an acceptable alternative to appropriate accessibility measures. Most people prefer to be lifted only as a last resort and experience a loss of personal dignity when lifted out of their wheelchairs or scooters.
3. *Ensure inclusiveness:* It should be ensured that the new area's infrastructure and facilities are inclusive for all disability types.
4. *Consider Returning Home:* It is advisable to discuss whether it will be possible for persons with disabilities to return home occasionally and whether permanent return is being considered in the future. Authorities should commit to communicating when a safe return becomes possible.
5. *Ensure Accessible Communication:* Communication with the civilian population should be conducted in an accessible manner, considering the diverse needs and requirements of the civilian population. This may involve providing detailed explanations and information tailored to specific needs. E.g., written guides supported by visual materials such as infographics, videos with subtitle, and audio description.
6. *Accessibility Considerations:* Consider the unique needs of certain individuals, such as those with disabilities. For example, ensure information is available regarding accessible transport for the transfer and the availability of accessible temporary accommodations after the transfer, as this information is crucial for decision-making.

During transfer:

1. *Equipment transfer:* Assistive devices, medicine, and needed items should be transferred simultaneously. Please ask persons with disabilities about the things they must take.
2. *Safe Handling:* Depending on the specific needs of individuals, employ the appropriate techniques to ensure a safe transfer. This includes supporting individuals who use mobility aids, those who are bedridden, or those with injuries or fractures. Prior consultation with a medical team is essential to ensure the transfer is conducted safely and without causing harm to the individual. It is essential to protect yourself when you transfer a person with a disability.
3. *Communication During Transfer:* There should be a communication protocol to be implemented during the transfer. Apart from that, deaf individuals should also be taken into consideration during regulation preparation. It should be ensured that persons with disabilities can alert the transfer team if they need assistance, have discomfort, or require a break. It should also be guaranteed that communication devices or aids are within easy reach.

4. *Awareness Raising:* In terms of appropriate communication and behavioral interaction with persons with disabilities and their caregivers, it is important to increase employees' knowledge of the topic as well as raising awareness of the ones performing the transfer. Additionally, the staff in the target location should also be included in these awareness raising activities, as well as authorities in the tent- and container-cities.

After transfer:

1. *Ensure well-being:* Moving to a new place can be frustrating for individuals with disabilities, as they have often become accustomed to their original surroundings. Therefore, psychosocial support provision is required. Additionally, be sure that persons with disabilities are accompanied by their caregivers and loved persons. If the person with disability has a guide dog or comfort animal, living conditions should be provided with them as soon as possible.
2. *Provide a guide on the new area:* Provide information about topics such as infrastructure, available services, governmental offices, emergency numbers to persons with disabilities or their caregivers.
3. *Ongoing Support:* Continue to follow up with persons with disabilities to assess their evolving needs. Offer support as required, which may include medical care, emotional counseling, or any additional assistance to ensure their well-being and adaptation to the new surroundings. Enhance the accessibility of basic services such as health care through providing persons with disabilities friendly public transportation. If possible, conduct regular visits in the area by Migration Health Center employees to follow up the needs of persons with disabilities.
4. *Community Engagement:* Promote community involvement and inclusion by organizing events, workshops, and activities that cater to individuals with disabilities. Encourage their participation in decision-making processes to ensure their voices are heard in the community.

New Shelter Standards for People with Disabilities

When establishing shelters designed to accommodate people with disabilities during transfers, it is imperative to adhere to specific standards to ensure their safety, dignity, and well-being. Below are the essential standards for a new shelter:

1. Shelter Accessibility:

a) *Ramps and Accessibility Features*: Ensure that the shelter is equipped with ramps to facilitate wheelchair access. Additionally, install handrails for ramps and staircases, and make sure that support is provided on both sides of staircases and level changes inside the structure.

b) *Reduced Barriers:* Minimize barriers inside the shelter, such as level differences, by leveling floors, building ramps, and removing or beveling thresholds. Regularly assess the condition of features like staircases and handrails and carry out repairs as necessary. The width of the doors must also be suitable for the assistive device.

c) *Hazard Indication:* With contrasting colors, clearly mark hazardous features that cannot be removed or repaired. Provide a 60 cm strip at the beginning and end of ramps as well as staircases in public buildings, to aid identification by persons with visual impairments.

d) *Lighting:* Ensure adequate lighting throughout the shelter, especially in areas with potential safety concerns, such as staircases and level changes. Also, make light switches accessible.

For more information about shelter accessibility please review the guide notes developed by IOM

2. Privacy and Comfort:

Internal Partitions: Maintain a stockpile of materials for internal partitions, such as plywood or opaque curtains and partition mats. These partitions should be installed to enhance privacy for persons with disabilities who are unable to access other parts of the shelter for changing clothes or washing.

3. Sanitary Facilities:

Accessible WASH Facilities: Ensure that sanitary facilities are accessible on the ground level and adapted to the needs of individuals with various types of disabilities. Install signs indicating the location of these facilities. Ensure

that toilet doors open outwards to provide sufficient maneuvering space within the compartment. Toilets should have grab bars for support, and whenever possible, they should be fitted with automatic doors for enhanced accessibility. The care room must also be accessible for caregivers, and essential items like pads and nappies should be readily available in the toilet.

4. **Inclusive Wellbeing**:

   a) *Psychosocial Support:* Recognize that the transition to a new location can be distressing for persons with disabilities. Provide psychosocial support to address their emotional and mental well-being.

   b) *Accompaniment:* Ensure that persons with disabilities are accompanied by their caregivers and loved ones (including animals) during the transfer process.

5. **Information and Ongoing Support:**

Guidance: Offer a guide to new area, including information about infrastructure, available services, governmental offices, emergency contact numbers, and other essential details.

Continual Support: Maintain ongoing communication and support for persons with disabilities to assess their evolving needs. This may include medical care, emotional counseling, or any additional assistance to ensure their wellbeing and adaptation to the new surroundings.

6. **Community Engagement:**

Inclusion: Promote community engagement and inclusivity through the organization of events, workshops, and activities tailored to accommodate individuals with disabilities. Encourage their participation in decision-making processes to ensure their voices are heard in the community.