

Refugees and Migrants with Disabilities: Ensuring access to quality support

1. Introduction

EASPD is the European Association of Service Providers with Persons with Disabilities. We are a European not-for-profit organisation and represents over 17,000 social service providers organisations across Europe. The main objective of EASPD is to promote equal opportunities for persons with disabilities through effective and high-quality service systems.

Our membership provides care and support, education, work and training, and other services to persons with disabilities across the European continent. Based on this expertise and experience, we have built the following position paper, particularly in view of providing input into the European Union's Action Plan on the Integration and Inclusion of Migrants and the current situation faced by migrants and refugees with disabilities.

This position paper aims to reflect on the importance of providing access to support services for migrants, refugees and asylum seekers with disabilities and their families. It also aims to highlight existing barriers against migrants with disabilities. There is limited data and research on the convergence of migration and disability. Furthermore, it calls on the European Institutions and EU Member states to do more and pay more attention to adequately responding to the needs of refugees, asylum seekers and migrants (including undocumented migrants) with disabilities, in particular from the angle of strengthening their access to mainstream and specialised employment, education and care and support services.

2. Context – Migrants with Disabilities

Currently, there are 2 billion disabled people worldwide, 1.3 billion people have blindness or a visual impairment, 466 million with deafness or hearing loss and about 200 million people with an intellectual disability.¹ Four years since the largest humanitarian crisis since the Second World War, 2016 saw an

¹ Inclusive City Maker. 2020. Disabled People In The World In 2019: Facts And Figures. [online] Available at: <<https://www.inclusivecitymaker.com/disabled-people-in-the-world-in-2019-facts-and-figures>> [Accessed 15 January 2021].

enormous scale of migration as a result of the Syrian and Iraq conflicts. The numbers rose to the record number of 1.3 million refugees.² Since then, there is a lack of data on the number of refugees with disabilities, although United Nations High Commissioner for Refugees (UNHCR) estimates that out of the estimated 70.8million forcibly displaced persons in 2018, over 10 million have a disability,³ at least half of this population of this group are children.⁴ The World Health Organisation (WHO) goes further and estimates that more than 2 billion people in the world are living with some form of disability.⁵ In Europe, statistics reveal that 6 to 10 out of every 100 people live with a disability, leading to an estimated 135 million people within Europe living with a disability.⁶ An increasing amount of research indicates that persons with disabilities, especially in developing countries, are at greater risk of violence (including sexual and domestic abuse) and discrimination. Refugees with disabilities often face exclusion from humanitarian and asylum assistance when they reach 'safe-haven' and overlooked as they are cut off from support networks in their countries of origin.^{7 8}

3. The European Union & Migrants with Disabilities

While the European Union's (EU) does not have exclusive competency over migration policies, however, in recent years, the EU has leaned towards more deterrence migration style policies to respond to irregular migration. The EU is competent to lay down the conditions governing entry into and legal residence in member states, including family reunification for regular immigration. As for irregular immigration, the EU is required to prevent and reduce by means of an effective return policy consistent with fundamental human rights.⁹ Member states retain the right to determine the volume of admission of third-country

² Pew Research Center's Global Attitudes Project. 2016. Record 1.3 Million Sought Asylum in Europe in 2015. [online] Available at: <<https://www.pewresearch.org/global/2016/08/02/number-of-refugees-to-europe-surges-to-record-1-3-million-in-2015/>> [Accessed 15 January 2021].

³ UNHCR, 2019. UNHCR Global Trends 2018. [online] UNHCR [United Nations High Commissioner for Refugees]. Available at: <<https://www.unhcr.org/en-us/statistics/unhcrstats/5d08d7ee7/unhcr-global-trends-2018.html>> [Accessed 15 January 2021].

⁴ Garin, E., Besie, J., Hug, L. and You, D., 2016. Uprooted. The Growing Crisis For Refugees And Migrant Children. New York: UNICEF.

⁵ World Health Organisation, 2011. World Report On Disability. [online] Geneva: WHO. Available at: <https://apps.who.int/iris/bitstream/handle/10665/70670/WHO_NMH_VIP_11.01_eng.pdf;jsessionid=96C5CF6E984AA2D676AB62B7F7E9999B?sequence=1> [Accessed 15 January 2021].

⁶ World Health Organization: Regional Office for Europe. 2021. Facts On Disability. [online] Available at: <<https://www.euro.who.int/en/health-topics/Life-stages/disability-and-rehabilitation/data-and-statistics/facts-on-disability>> [Accessed 21 January 2021].

⁷ UNHCR, 2019. Working With Persons With Disabilities In Forced Displacement. [online] UNHCR. Available at: <<https://www.unhcr.org/publications/manuals/4ec3c81c9/working-persons-disabilities-forced-displacement.html>> [Accessed 15 January 2021].

⁸ Crock, M., Smith-Khan, L., McCallum, R. and Saul, B., 2017. The Legal Protection of Refugees with Disabilities: Forgotten and Invisible. 1st ed. Cheltenham, United Kingdom: Edward Elgar Publishing Limited.

⁹ European Parliament. 2021. Immigration Policy | Fact Sheets On The European Union | European Parliament. [online] Available at: <<https://www.europarl.europa.eu/factsheets/en/sheet/152/immigration->

or psychosocial disabilities), are often missed.¹⁶ However, the reality of the asylum seekers and other migrants with disabilities have particular difficulties getting essential services such as shelter, sanitation, and medical care, and like other vulnerable migrants, have limited access to mental health care.¹⁷

4. Disability and Migration

Application of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) on Migrants, Refugees and Asylum seekers

The UNCRPD does not refer to any legal status or geographical location an individual may be in but instead covers all persons with disabilities in all contexts. In this context, access to social support services helps individuals enjoy their rights and should not depend on the migration status an individual may have. The EU and all EU Member States have ratified the UNCRPD. Its Member States must ensure that persons with disabilities, irrespective of their legal status, get access to the support services they may need. UNHCR has acknowledged that the UNCRPD has implications for every aspect of its policy and field operations – from collecting statistical information; the conduct of refugee status determinations; and the selection of refugees for resettlement and refugees' treatment in camps and urban situations.¹⁸

The European Strategy on the Rights of Persons with Disabilities (EDS) 2021-2030

The new EDS was launched in March 2021 to improve the lives of persons with disabilities in the coming decade in the EU and beyond. It promotes an intersectional perspective, addressing specific barriers faced by persons with disabilities at the intersection of various identities (gender, racial, ethnic, sexual, religious). It also covered different vulnerable groups of persons with disabilities, such as women, children, older persons, homeless persons, refugees, migrants, Roma and other ethnic minorities who need access to services.¹⁹ The European Commission further acknowledges the need for **sustainable and equal** access to services for all persons with disabilities, including women or refugees with disabilities, as the latter don't always receive the much-needed tailored support.

¹⁶ International Rescue Committee. 2020. *The Cruelty of Containment The Mental Health Toll of the EU's 'Hotspot' Approach on the Greek Islands*. [online] Available at: <https://eu.rescue.org/sites/default/files/2020-12/IRC_Cruelty_of_Containment_FINAL.pdf> [Accessed 9 April 2021].

¹⁷ Human Rights Watch. 2017. Greece: Refugees with Disabilities Overlooked, Underserved. [online] Available at: <<https://www.hrw.org/news/2017/01/18/greece-refugees-disabilities-overlooked-underserved>> [Accessed 15 January 2021].

¹⁸ UNHCR, 2011. Handbook And Guidelines On Procedures And Criteria For Determining Refugee Status Under The 1951 Convention And The 1967 Protocol Relating To The Status Of Refugees. Geneva: United Nations High Commissioner for Refugees.

¹⁹ European Commission. 2021. Union of Equality: Strategy for the Rights of Persons with Disabilities 2021-2030. [online] Available at: <https://ec.europa.eu/commission/presscorner/detail/en/ip_21_810> [Accessed 9 March 2021].

Furthermore, the EDS professes the understanding that refugees, migrants including undocumented migrants with disabilities, especially children, are not always protected in reception centres or the broader society. EDS acknowledges that there is an unseen failure to ensure the safety and the wellbeing of these vulnerable beneficiaries under international protection. In the same disability strategy, the European Commission will provide support for persons with disabilities under the Asylum Migration and Integration Funds (AMIF) and the European Asylum Support Office (EASO) "will facilitate **training for protection officers and interpreters dealing with asylum claims by vulnerable persons including persons with disabilities.**"²⁰ The EDS is an instrumental step for ensuring that there is access to services for refugees, migrants including undocumented migrants with disabilities, on a European level. The inclusion of these vulnerable beneficiaries within the EDS shows a growing vulnerability that we cannot simply ignore.

European Union's Action Plan on the Integration and Inclusion of Migrants

In September 2020, the European Commission launched the New Pact on Migration and Asylum, and the plan focused on fundamental principles related to integration and inclusion of migrants entering the EU; inclusion for all, targeted support where needed, mainstreaming gender and anti-discrimination priorities, help at all stages of the integration process and maximising EU added value through multi-stakeholder partnerships. This action plan builds upon the 2016 Commission Action Plan's achievements on the integration of Third Country nationals. It is worth noting that the action plan, although it was included in the European Pact on Migration, it is not part of it. Additionally, the action plan is a document detailing the European Commission's commitment towards integration on a European level, and it cannot be applied directly to the Member States.

The New Pact considers many personal characteristics relating to migrants, including disabilities. However, the plan does not provide a comprehensive plan for migrants with disabilities or insight into how social services could collaborate with the EU on integration and inclusion of migrants with disabilities. Although the New Pact highlights that the new plan seeks to complement and build upon the above strategy, to create close synergies with existing and upcoming EU strategies that seek to foster equality and social cohesion to ensure everyone is included and participates in European societies.

The Commission provides **four** sectoral areas of the Action plan that seeks to support the process of effective integration and inclusion:

- Education and training.

²⁰ European Commission. 2021. Union of Equality: Strategy for the Rights of Persons with Disabilities 2021-2030. [online] Available at: <https://ec.europa.eu/commission/presscorner/detail/en/ip_21_810> [Accessed 9 March 2021].

- Employment and skills.
- Health; and
- Housing.

The action plan announces a focus on allocating additional support for migrant children with disabilities based on participation on an equal basis with other children. It is unknown what additional support would entail, but this additional support for migrant children with disabilities will ensure that they would not face social isolation and be left behind by society. The Commission notes that regardless of children's origin, ability, socioeconomic background, legal and residence status, they will have equal access to the same set of rights and protection in the upcoming EU Comprehensive Strategy on the Rights of the Child.

In the Employment and skills sector, the Commission highlights the migrants with disabilities' needs must be addressed to access the labour market. The impact of COVID-19 has revealed that migrants and EU citizens with a migrant background play a significant role in the European economy and society. Going forward, the EU will need everyone's contribution to the recovery and resilience of the member states' economies. The action plan states that recent research, fully integrating migrants into the labour market could generate significant economic gains, provide contributions to national pension schemes and national welfare in general. Financial inclusion of all and access to the labour market is integral for migrants with disabilities to successfully integrate with European society and thrive.

Generally, migrants face barriers to accessing health care services, including administrative technicalities, anxieties about the duration of their stay, discrimination, a lack of information and familiarity with the healthcare system and linguistic and intercultural obstacles, in addition to the increasing anxiety of their procedures' outcomes. Despite access to services both healthcare and social services being a universal right, in the case of undocumented migrants, there is an added risk of being reported to migration authorities. The fear of being deported is becoming an obstacle for undocumented migrants seeking the help they truly need.

For Migrants, refugees and asylum seekers with disabilities, mental health is critical to migration integration to European society as trauma experienced in their country of origin, difficulties encountered during their migration journey can pose obstacles, especially post-arrival experiences such as social isolation or discrimination. In this action plan, the Commission encourages Member states to **PROVIDE** training to healthcare workers on diversity management and the needs of specific migrants' groups (migrants with trauma, victims of trafficking in human beings or gender-based violence, unaccompanied

minor, older people and persons with disabilities) making use of the different project and training materials developed under the EU health programmes. The Action plan seeks to promote access to health care services for migrants through funding dedicated projects under the Asylum, Migration and Integration and Fund. The Commission **MUST** allocate funds directed for health care services for migrants with disabilities.

Access to adequate and affordable housing is a crucial determinant of successful integration. Housing conditions substantially impact employment and education opportunities and the interactions between migrants and host communities. Poor housing conditions and segregation can exacerbate divisions, which undermine social cohesion. Partnership-based approaches, co-housing and accompanying housing with employment and social services have proven to be up-and-coming models that foster inclusion and community building. While the housing policies are in national competence, the Commission can play an essential role in supporting member states (local, regional authorities) to address the challenges and promoting inclusive housing solutions.

For migrants and refugees with disabilities to fully integrate and be included as part of the European society, they must need access to social services in their host countries. The integration policies put forward by the Commission does not take into account the role that our sector could play, ensuring migrants with disabilities have access to community-based care for persons with disabilities in their host countries.

5. Five Steps to better support migrants with disabilities

Our members' role is to provide professional support for persons with disabilities, including migrants and refugees with disabilities, regardless of their origin within their host country in the EU. On the European level, there is a commitment to uphold the values of the UNCRPD and to achieve that, the following steps are needed:

- Inclusion of Migrants with disabilities into the next European Disability Strategy for 2020-2030.
- A common understanding and language between NGOs, local authorities working with migrants and those working with persons with disabilities
- EU to institutionalise the cooperation between the two fields
- A comprehensive approach to migrants, refugees and asylum seekers with disabilities in the EU.
- European strategic coordination plans between EU countries to provide European assistance and protection for migrants with disabilities.

It is imperative to better identify any disability at the earliest stage possible of the registration process/asylum process, yet not through the medicalised model as promoted by the Pact on integration and inclusion of migrants with disabilities. Under this new Pact, the health check that is designed to identify any needs for immediate care unless "the relevant competent authorities are satisfied that no preliminary medical screening is necessary",²¹ the screening under this "vulnerability and health checks" can be done in a discretionary manner by the relevant authorities. This new requirement that local authorities can identify based on "immediately identifiable disability" is not aligned with the UNCRPD, which rejects the medical approach and focuses on the human rights approach.

AMiD (Access to services for Migrants with Disabilities)²², a project by EASPD and several other partner organisations such as CARDET, AER, SOLIDAR and many others, was designed to support efficient management of the reception and integration of migrants and asylum seekers with disabilities in the EU. The overall aim is to identify and analyse gaps and challenges in the existing disability sector and services available to migrants with disabilities in Austria, Greece, Finland and Italy. The project facilitated a common union approach in assessing access for migrants and refugees with disabilities while improving cooperation between NGOs and local authorities. AMiD produced national reports on four countries and provided recommendations, Needs Assessment Tool (NAT) for migrants with disabilities, training programmes (covering legal frameworks on disability and migration, provision of practices in the field, understanding of social services provided and NAT tool).

The NAT developed by AMiD project helps gather the necessary information and data on migrants with disabilities following the human rights approach without treating it as medical screening. The NAT follows the three principles:

1. Human Rights
2. Multidisciplinary approach
3. Humanistic

²¹ Caritas Europa. 2020. *Caritas Europa First Take On The New EU Pact On Migration And Asylum*. [online] Available at: <<https://www.caritas.eu/wordpress/wp-content/uploads/2020/09/Caritas-Europa-statement-on-EU-Pact-for-Asylum-and-Migration.pdf>> [Accessed 15 January 2021].

²² EASPD, 2018. *Access To Services For Migrants With Disability: Cross Country Report*. [online] Available at: <https://www.easpd.eu/sites/default/files/sites/default/files/amid_cross_country_report_1.pdf> [Accessed 15 January 2021].

The NAT is considered an instrument to facilitate the promotion of human rights and as a human rights-based tool that follows the principles of the United Nations Convention on the Rights of Persons with Disabilities, in which the needs and preferences of the individual are at the core of the attitudes towards disability. Furthermore, the NAT is designed to be an accessible and user-friendly way for NGOs, local authorities, volunteers. The questions included in the NAT are phrased in an open-ended way, which gives the migrant the freedom to express his/her needs and wishes without feeling the pressure of responding to a more 'direct' type of questions.

Identifying at the earliest stage possible, using the human rights approach in alignment with the principles and philosophy of the UNCRPD– will improve the necessary registration process in the short term. This would allow/help bring in the support already at that stage (for instance, a deaf refugee would have access to a sign-language interpreter to facilitate that process). It will also help identify the relevant support services that the individual may need towards their inclusion into society. Without such an approach, there is a considerable risk that the individual with a disability does not get access to the support they need or may get lost in the complexity of the social services systems that exist within the EU. We implore that member states provide the necessary support, for example, to increase their understanding and access to the registration process, asylum procedure and the social support system.

6. Challenges in access to support for migrants with disabilities

There are several challenges for delivering services for Migrants with disabilities and accessing the support services and networks in their countries of residence. These challenges include a lack of statistical data, lack of training/funding, lack of knowledge and awareness and lack of culturally sensitive support.

Lack of Statistical data

There are no reliable statistics on refugees and asylum seekers with disabilities, despite this issue being raised by EASPD in 2016 already. The lack of progress on data collection is troublesome, including at the EU level. If there is no data on the number of refugees with disabilities, it reinforces the invisibility image and inevitably leaves migrants and refugees with disabilities more vulnerable and separated from the support systems which exist in the host countries. Most importantly, many services (local, national and international) and government are planning in the dark without adequate data.²³ This is not just a measure

²³ Refugee Council of Australia. 2019. Barriers And Exclusions: The Support Needs Of Newly Arrived Refugees With A Disability – Lack Of Available Statistics – Refugee Council Of Australia. [online] Available at: <https://www.refugeecouncil.org.au/disability-report/16/> [Accessed 15 January 2021].

of the neglect of this area of migration studies and research in healthcare and social services provision for migrants with disabilities but also with the broader field of migration and humanitarian aid.

Lack of Training/Funding

There is a growing need for training, knowledge and experience for migrant professionals working on the ground. Training is sorely needed by the staff in topics relating to social services, types of disability and the convergences of the UNCRPD with migration and compounded by the lack of relevant materials and accessibility of the materials provided to migrants with disabilities by the staff. In the case of Greece, the main challenge that team working in the field face a growing concern of the already existing gap in the welfare public sectors in Greece when it comes to persons with disabilities, which means that refugees and migrants with disabilities are faced with the possibility of little to no specialised services. It is important to note that the lack of training can result from a lack of funding by local authorities and NGOs within the EU Member States. With practice, staff on the ground would be better equipped to help migrants and refugees with disabilities at every step of the registration process.

The AMiD project helps promote and improve partnership with NGOs, and local authorities focused on either migration or disability. Through the training modules that AMiD created to provide knowledge and awareness to migration professionals who have little experience or training on disabilities issues and disability services having little understanding of migrants' situations. It is essential to promote knowledge sharing among NGO's staff, local organisations, local disabled people organisation and ensures service provisions for migrants with disabilities is much more accessible. The project also addresses the culturally sensitive needs to enable the staff to help explain persons with disabilities and caregivers' rights.

Lack of Knowledge and Awareness

There is still a somewhat negative stigma surrounding disability. Many migrants with disabilities, caregivers, adults with children with disabilities are unaware of their disability rights. Many of the caregivers and migrants with children have never resided in a place where these types of support structures exist. The systems in place in the countries of origin usually have persons with disabilities or children with disabilities being entirely dependent on their caregivers.²⁴ There is a necessity to help persons with disabilities and caregivers understand the different types of support that the host country's social services can offer and the kind of help legally entitled to the children and persons with disabilities. This places the

²⁴ Bešić, E. and Hochgatterer, L., 2020. Refugee Families With Children With Disabilities: Exploring Their Social Network and Support Needs. A Good Practice Example. *Frontiers in Education*, [online] 5. Available at: <<https://www.frontiersin.org/articles/10.3389/educ.2020.00061/full>> [Accessed 10 January 2021].

importance of workers on the ground to provide the necessary and crucial information for migrants with disabilities to ensure access to these services.

Lack of provision of culturally sensitive support

The BEAM project in Austria has been raised as an excellent example of providing culturally sensitive support for refugee families with children with disabilities. The project emphasises 'Parent Guides' who have a migrant background and speak in their native language and German. These guides are only familiar with the language, culture, and country of the families' origin and possess the Austrian Social Support system's knowledge. Therefore, these parent guides' role is to bridge social services procedures and provide targeted support for specific families. The parent guides' assistance includes helping them with diverse bureaucratic processes (e.g., submitting applications for welfare benefits), translating essential documents, selecting kindergartens, schools, and employment opportunities for people with disabilities.²⁵ They also accompany families to crucial appointments, for example, with schools and doctors. Parent guides provide confidence and develop a trusting relationship with the families due to their shared migrant background and language. The project members have stressed the importance of this shared background in reaching out to the immigrant families and the families to be reassured that a person from the **SAME** cultural background understands the specific situation they find themselves in.²⁶ But this project's downside is that it does not change the fact that access to critical information and knowledge regarding Austria's social support system and how it may benefit children or persons with disabilities is gained through the parent' guides.

7. Main Policy Recommendations

Recommendation 1: Data

Having little to no data on migrants and refugees with disabilities will undermine any effort to help migrants with disabilities without an accurate understanding of this particularly vulnerable group's scale and needs. Local, national and international agencies cannot respond effectively to those needs. Most importantly, not gathering data would be detrimental to those with a disability as it could hinder their integration process, forcing them into social isolation.

²⁵ EASPD, 2018. Access To Services For Migrants With Disability: Cross Country Report. [online] Available at: <https://www.easpd.eu/sites/default/files/sites/default/files/amid_cross_country_report_1.pdf> [Accessed 15 January 2021].

²⁶ Ibid

- The EU coordinate with EU Member states to create an information system to register and identify needs that can be used to plan and advance the design the public policy aimed at migrant with disabilities. As well as collecting data among the social services sector working with migrants, refugees with disabilities are funded through EU funds.

Recommendation 2: Cultural Support

'Cultural Interpreters'^{27 28} or 'Parent Guides'²⁹ would be instrumental in working with the family to help understand the social system, help the family complete the necessary paperwork, and organise the Needs assessment. The vital role that these cultural interpreters would have to is to inform the person with disabilities or, in some cases, their families about resources that are available to them.

- The EU call on the Member States to provide more culturally sensitive support through 'parent guides' or 'cultural interpreters' to ensure that persons with disabilities or their families are getting the access and support they need.
- Refugees and asylum seekers with disabilities should be provided with the necessary legal support to take necessary action (e.g., appeal) when they are denied asylum by the respective authorities or do not get certification for their disability.³⁰
- Member states should provide access to information about the representative organisations of the disability movements in their countries.

Recommendation 3: Need for Political Sensitisation and Understanding

In recent years, there is a growing need for more sensitisation on the topic of migrants, especially those with disabilities. The process of normalising migration can come from the European level, positively impacting the state and local level. It is important to note that migrants/refugees with disabilities are already part of a vulnerable group, and with their disabilities, they are a minority within the refugee population.

²⁷ Hedderich, I and Lescow K 2015. Migration und Behinderung. Eine qualitative Pilotstudie zur Lebens- und Unterstützungssituation von Familien mit Migrationshintergrund und ihrem behinderten Kind [migration and disability. A qualitative pilot study about the living situation and support system from immigrant families with a child with disabilities] *Migrat. Soz Arbeit* 37, 362 -368.

²⁸ Khanlou N, Hauge, N, Mustafa N, Vasquez, LM, Manlin, A and Weiss, J 2017. Access to barriers to services by immigrant mothers of children with Autism in Canada. *Int J Mental Health Addict*. 15 239-259, doi: 10.1007/s11469-017-9732-4

²⁹ Bešić, E. and Hochgatterer, L., 2020. Refugee Families With Children With Disabilities: Exploring Their Social Network and Support Needs. A Good Practice Example. *Frontiers in Education*, [online] 5. Available at:

<<https://www.frontiersin.org/articles/10.3389/educ.2020.00061/full>> [Accessed 10 January 2021].

³⁰ Conte C, 2016. What About Refugees with Disabilities? The Interplay Between EU Asylum Law and The UN Convention on The Rights of Persons with Disabilities. *18 European Journal of Migration and Law* <https://brill.com/view/journals/emil/18/3/article-p327_4.xml> accessed 16 March 2020

- Public actors play an essential role in making visible and ensuring the protection of vulnerable groups, its different levels of intervention by the states that are unbalanced in terms of government actions.
- The EU to craft coordination plans between countries to provide assistance and protection for migrants with disabilities.

Recommendation 4: More partnerships with NGOs and Funding

The Commission promotes partnerships between migration authorities for asylum/migration procedures to service providers for persons with disabilities. These partnerships would help provide service to refugees with disabilities and ensure the inclusion of migrants within the larger society and achieve independent living. These partnerships could be instrumental in creating a program specifically designed to address the rights and needs of asylum seekers, refugees and migrants with disabilities.

- Ensure funds from the EU budget are allocated to EU or NGO projects dedicated to providing assistance and protection for migrants with disabilities.

Recommendation 5: Staff Training

Alongside more partnership with NGOs, staff training for people in the field would be extremely useful and fundamental in providing quality service provision and care for migrants with disabilities.

- To allocate EU funds for staff training for NGOs and local authorities.
- Drawing up a standard manual that will provide an agreed set of guidance to the Registration and Identification of refugees and asylum seekers with disabilities.
- Staff training on the disability's terminology and the different kinds of disability from visual, physical, psychological and mental.
- Create personalised tools (designed and depending on the disability that the individual possesses) and the linguistic and psychosocial background of the individual migrant.
- Staff training for undocumented migrants includes other migrants with insecure/temporary status, including protecting their right under national law to access essential services.
- Specialised focal points for Persons with disabilities at the Registration and Identification Centres
 - o Many persons with disabilities are travelling from countries where there is a lack of understanding and an increasing shame. We need to be aware that some persons with disabilities would be unlikely to admit they have a disability out of fear and further external discrimination. Local NGOs need to provide an atmosphere that makes it easier and safe for them.

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