

Advocacy Toolkit on the Ghana Accessibility Standards for the Built Environment

October 2022



Contents

Contents.....	2
1. Introduction.....	4
1.1. About Ghana Somubi Dwumadie	5
1.2. About GFD	5
1.3. Existing work on accessibility	5
1.4. About the Toolkit	7
1.4.1. Objectives of the advocacy toolkit	7
1.4.2. Who is this toolkit for?.....	8
2. What does accessibility mean?	9
2.1. Examples of inaccessibility.....	10
3. Advocacy for greater accessibility	14
3.1. Building stronger partnerships.....	14
3.2. Conduct lobbying meetings with the government and its entities	15
3.3. Other advocacy strategies.....	16
3.4. Conduct awareness through the media.....	17
3.4.1. Ghana Somubi Dwumadie Documentary on accessibility.....	17
3.5. Embedding accessibility in the development of new infrastructure	18
3.6. Applying a gender perspective to accessibility	18
4. Embedding accessibility into existing infrastructure through accessibility audits	19
4.1. What is an accessibility audit?	19
4.2. What are the accessibility audit processes?	23
4.3. Tools available for accessibility audit	24
4.4. Conducting accessibility audits	24
4.5. The duties of the accessibility audit team members.....	25
4.6. Compiling the accessibility audit report.....	25
4.6.1. Learnings from accessibility audit process	26
4.7. What do you do after the accessibility audit?	26
4.7.1. Monitor and track actions.....	27
5. Recommendations for scaling up	27
Appendix 1: List of abbreviations	28
Appendix 2: Position map – ranking of target audiences.....	29
Appendix 3: Key questions to ask about accessibility	30

Appendix 4: Example Approach and Strategies	31
Appendix 5: Example talking points for media interviews.....	33
Appendix 6: Before beginning advocacy on accessibility	35
Appendix 7: Example blog post.....	37
Appendix 8: References and useful resources.....	40

1. Introduction

People with disabilities make up an estimated 15% of the global population. A high proportion of them live in the world's poorest countries: more than 80% of people with disabilities live in poverty. Around the world, people with disabilities face widespread exclusion from all areas of economic, political, social, civil and cultural life, including access to services such as employment, education, and healthcare, and experience higher rates of poverty compared with the general population. Environmental and communication barriers are widespread across all sectors, including education, health, employment, transportation, culture and information, and are often very common in low- and middle-income settings.

The UNCRPD on accessibility

People with disabilities have the right to enjoy the highest attainable standard of health without discrimination on the basis of disability, as recognised by Article 25 of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD).

Article 9 of the UNCRPD states that promoting equitable access to the physical environment, transportation, information and communications, and any other service open to the public, both in urban and rural areas, is critical to enable people with disabilities to live independently and participate fully in society, on an equal basis with others. Infrastructure barriers can prevent people with disabilities from accessing services safely, equitably and independently.

The Convention on the Rights of Persons with Disabilities (CRPD) further mandates that State Parties are responsible for identifying and eliminating obstacles and barriers to accessibility, and for ensuring that private companies and organisations that offer services to the public also consider all aspects of accessibility. Governments are also responsible for developing, promoting and monitoring the implementation of minimum accessibility standards and guidelines for facilities and services that are open to or provided to the public.

At the international level, one of the advocacy areas is on universal design. 'Universal design' means the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialised design. 'Universal design' does not exclude assistive devices for particular groups of persons with disabilities where this is needed.

With increasing urban populations around the world, there is a greater need for accessible infrastructure, especially in cities. When the requirements of persons with disabilities are considered in infrastructure planning, drawing on the principles of universal design, persons with disabilities will have greater independence and access to employment, transport, health care, and other necessary services.

An accessible infrastructure can take many forms: for example, ramp access to buildings, tactile strips marking safe paths for visually impaired persons or adapted

toilets with grab rails for people with limited mobility. Ensuring access to the built environment is a crucial element in reducing the risk and isolation of persons with disabilities, and in allowing them to enjoy every aspect of the life of their community, on an equal basis with others. In addition, these measures benefit not only persons with disabilities but also every person in society.

1.1. About Ghana Somubi Dwumadie

Ghana Somubi Dwumadie (Ghana Participation Programme) is a four-year disability programme in Ghana, with a specific focus on mental health. This programme is funded with UK aid from the UK government. The programme is run by an Options-led consortium, which also consists of Basic Needs-Ghana, King's College London, Sightsavers and Tropical Health, and focuses on four key areas:

- Promoting stronger policies and systems that respect the rights of people with disabilities, including people with mental health disabilities.
- Scaling up high quality and accessible mental health services
- Reducing stigma and discrimination against people with disabilities, including mental health disabilities
- Generating evidence to inform policy and practice on the effectiveness of disability and mental health programmes and interventions

To successfully achieve these four key areas, Ghana Somubi Dwumadie collaborates with different stakeholders including organisations of people with disabilities¹ (OPDs), the government and its agencies.

Accessibility in all forms have been one of the top priorities of Ghana Somubi Dwumadie since its inception. It is also a core area of work for the Ghana Federation of Disability Organisations (GFD).

1.2. About GFD

GFD is one of the main partners of Ghana Somubi Dwumadie, and it is the 'umbrella' of disability organisations in Ghana which represents people with disabilities throughout the country. As a civil society organisation (CSO), GFD brings together the key OPDs in the country.

1.3. Existing work on accessibility

In partnership with GFD, in December 2020 Ghana Somubi Dwumadie developed an accessibility audit tool suitable for use in Ghana. This was achieved by using an

¹ Also known as Disabled People's Organisations (DPOs)

existing international tool from consortium partner Sightsavers, and adapting it in line with the Ghana Accessibility Standard (GS1119).

What is GS1119?

The GS1119 is the Ghana Accessibility Standard for the Built Environment which was adopted in 2016. The Standard sets requirements for accessibility intended to ensure buildings and public places are more accessible to people with disabilities, pregnant women, and older people. The Standard is to be used to embed accessibility in the design of the built environment.

Many legislations and policies in Ghana have accessibility as one of their core principles, in alignment with the UNCRPD. Examples include the Disability Act 715 and the commitments made by the Government of Ghana (GoG) at the Global Disability Summit held in London in 2018. The Disability Act 715 which was enacted in 2006 gave a moratorium of 10 years for public buildings to be made accessible for persons with disabilities which ended in 2016. Yet by 2022, public buildings such as health facilities, government offices, and other public facilities remain largely inaccessible. Ghana Somubi Dwumadie produced a documentary on accessibility, and conducted an accessibility audit in July 2021 in two primary healthcare (PHC) facilities in the Upper East Region of Ghana.

Universal access and barrier-free environments are critical to ensure equal opportunity for people with disabilities and promote independent living in an inclusive society.

In March 2021, Ghana Somubi Dwumadie, led by Sightsavers, trained stakeholders on how to conduct an accessibility audit. The trainees were drawn from GFD and its member organisations, including its board members, the GFD advocacy team, GFD regional executive chairs, GFD staff members, and OPDs. Some participants attended in person, while others participated virtually. Reasonable accommodation was provided to participants who required it, including sign language interpretation and visual guides.

Ghana Somubi Dwumadie and GFD conducted an accessibility audit in July 2021 in two PHC facilities in the Upper East Region of Ghana.

These facilities were selected based on;

- Areas other consortium partners are working.
- The availability of mental health units in the facilities
- The pilot regions for the mental health regional visiting committees
- The size of the facility

The audits conducted in the two PHC facilities indicate that several infrastructural barriers are present within the facilities, including lack of accessible ramps, railings, tactile paths, toilets, and signage.

In addition, Unilever LTD in Tema, previously invited consortium partner Sightsavers to undertake an accessibility audit at their facility to see how accessible it was for people with disabilities.

A number of hospitals, facilities and businesses have expressed an interest in improving their accessibility, and some of them may also be open to undertaking access audits.

1.4. About the Toolkit

This toolkit builds on the considerable expertise of Ghana Somubi Dwumadie consortium partner Sightsavers, who have been working with stakeholders on accessibility policy development and accessibility audits for many years.

It is designed for everyone who wants to advocate for inclusive infrastructural development in Ghana.

Accessibility is everyone's responsibility, whether working in operations, finance, programmes, communications, fundraising or human resources; everyone has a part to play. **When using this guide, please remember that: Accessibility starts with you.** You are the difference. We are all responsible.

The toolkit offers you example steps for raising awareness, engaging relevant duty bearers and the processes of conducting accessibility audits in existing buildings and environments. The toolkit allows you the full flexibility to adapt it to respond to your own needs, realities and context.

The time for collective action on accessibility is now as we just have eight years left to meet the goals of the 2030 Sustainable Development Agenda. We look forward to the changes that this toolkit can help us make in building stronger partnerships between persons with disabilities, their representative organisations and governments, CSOs, city planners and leaders, and service providers, including the private sector.

1.4.1. Objectives of the advocacy toolkit

The objectives of this advocacy toolkit are two-fold. One is to technically support OPDs and CSOs to secure the commitment of the Government towards the strengthening of the implementation of the Ghana Accessibility Standard for Built Environment. The second is to outline the processes of conducting accessibility audits of existing built facilities, identify areas for improvement where necessary, and use the findings as an advocacy tool to lobby for renovations to meet the Ghana Accessibility Standard.

This is to ensure that all facilities are made fully accessible for people with disabilities, including those with mental health conditions, and lead to equitable and independent access to quality integrated services at all levels. The drive to promote

accessibility is part of a wider justice and development agenda to promote universal design and equitable access for all persons, regardless of impairment, age, gender identity, race, sexual orientation, or any other characteristic.

1.4.2. Who is this toolkit for?

The toolkit intends to provide guidance to government authorities, multilateral agencies, healthcare providers, non-governmental organisations (NGOs), OPDs and other stakeholders to promote accessibility in their works.

This toolkit can be used by all who want to raise awareness and engage with local government and private sector for the implementation of the Ghana Accessibility Standard for Built Environment.

In this toolkit, we understand there is no perfect organisation or place in the world where we have full accessibility, however, everyone can do their part. Ghana Somubi Dwumadie is pleased to share this toolkit as a practical open-source resource to help all individuals and organisations who are committed to working on achieving equality and inclusion for all.

This toolkit recognises that its users will come from different starting points and different contexts. It offers suggestions for conducting advocacy and raising awareness on the Ghana Accessibility Standard for Built Environment. It also provides steps for conducting an Accessibility Audit and how to use the findings for advocacy. The toolkit will help you to reflect on accessibility and how you can play your part.

Whilst we aim to create environments that are fully inclusive and in line with the principles of universal design, we recognise that progress takes time. Ideally, sharing and exchanging learning and practice within your organisation and more widely with other organisations, sectors and communities of practice will help us all to find solutions.

Accessibility is a journey, a process of constant reflection and improvement. Through sharing this toolkit, we hope to support our grantees and our partners and wider development and humanitarian partners to deliver on accessibility commitments locally, to model change, to create sustainable and systemic change and to reduce structural, institutional, and attitudinal barriers.

2. What does accessibility mean?

With increasing modernisation and urban populations around the world, there is a greater need for accessible infrastructure, especially in cities. When the requirements of persons with disabilities are considered in infrastructure planning, drawing on the principles of universal design, this means that persons with disabilities will have greater independence and access to employment, transport, health care, and other necessary services. Accessible infrastructure can take many forms: for example, ramp access to buildings, tactile strips marking safe paths for visually impaired persons or adapted toilets with grab rails for people with reduced mobility.

Ensuring access to the built environment is a crucial element in reducing the risk and isolation of persons with disabilities, and in allowing them to enjoy every aspect of the life of their community, on an equal basis with others².

Definition of accessibility: Accessibility is the practice of making information, activities, and/or environments sensible, meaningful, and usable for all. A common example of accessibility is in the context of buildings. Consider the entrance to buildings, railings, ramps, self-operating doors, lifts or elevators, signs, lighting, even the width and height of steps of a staircase - these all represent accessible design elements. Each function to increase, improve, or eliminate a barrier to a person's access to a building or structure. In some cases, these design features are explicitly for persons with disabilities, but as with accessible design in other contexts, designing for accessibility can significantly enhance user experience for all of us.

Article 9 of the UNCRPD considers accessibility as 'taking appropriate measures to ensure access to persons with disabilities, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas. These measures, which shall include the identification and elimination of obstacles and barriers to accessibility, shall apply to, inter alia:

- a) Buildings, roads, transportation and other indoor and outdoor facilities, including schools, housing, medical facilities and workplaces.
- b) Information, communications and other services, including electronic services and emergency services.'

Infrastructure interventions can be planned as isolated efforts, or as part of a larger urban development plan that involves policies and strategies that support inclusion through access to economic markets, services, education, and future development

² <https://www.seewritehear.com/learn/what-is-accessibility/>

projects for every individual, particularly persons with disabilities. It is important for local governments and municipalities to consult with persons with disabilities to understand how policy and changes to the built environment can reduce barriers to participation. In the context of emergency preparedness and resilience, accessibility means that there are plans in place to support persons with disabilities, and to ensure protection of their basic rights in such situations.

In Ghana, the 'People with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act 715' of 2006 under Sections 4.1 categorically enforces non-discrimination in all sectors including the built environment and access to healthcare. This is in line with Articles 5, 9 and 25 of the UNCRPD.

One cannot talk about accessibility and ignore '**universal design**'. This principle means the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialised design. 'Universal design' shall not exclude assistive devices for particular groups of persons with disabilities where this is needed.

We need to remember two key features of accessibility:

It takes time: Accessibility is progressive. It cannot be addressed overnight or in one attempt. We live in constantly changing environments, with changing populations with different requirements and aspirations. Accessibility is a continuous process of reflection and a commitment to improve.

It is holistic: Accessibility involves commitments that are inter-dependent. If you want to progress with accessibility, it takes a commitment to look holistically at your organisation and your work, and it requires a commitment to build the capacity of all. See appendix 6 for more about this.

2.1. Examples of inaccessibility

The Ghana Accessibility Standard for Built Environment was developed and launched in November 2016. The purpose of this Standard is to provide specifications for policy makers, implementers, and service providers to ensure quality and non-discriminatory services in the built environment in Ghana. The Standard was developed to see to it that public infrastructure is made accessible for persons with disabilities. However, most public infrastructure has remained inaccessible to date. Our film on Accessibility in Ghana can give you some examples of this, see section 3.4 for more details.

The below photo is an entrance of a health facility in the Volta region of Ghana. The entrance leads to the waiting area. There is no ramp provided at the entrance to enable wheelchair users to get to the waiting area of the facility. This means that, people who cannot access the stairs have to attempt to use the inaccessible entrance, which is difficult and dangerous.

The stairs provided at the entrance also have no handrails, which are needed to prevent people from falling off the stairs, and supports people with limited strength. The stairs should have a double-height handrail on both sides, at a height of

between 60-70cm and 80-90cm, which should extend 30cm horizontally past the ends of the stairs. Due to the inaccessible nature of such facilities, people who cannot access the facility may choose to stay at home without treating their health condition.



Photo: Entrance of a health facility in Volta region of Ghana.

The facility needs to construct an accessible ramp that has a gradient of 1:20. The ramp should be gently sloped to allow wheelchair users to wheel themselves to the waiting area³.

³ Read the details from Ghana Somubi Dwumadie-Accessibility Standard;
<https://www.ghanasomubi.com/s/Ghana-Somubi-Dwumadie-Accessibility-Standards1.pdf>



Photo: The Ministry of Gender, Children and Social Protection building in Accra.

The photo above is the building of the Ministry of Gender, Children and Social Protection. The building has no lifts or ramps to enable people with disabilities access the building and the services the ministry provides. One of the main responsibilities of the Ministry of Gender, Children and Social Protection is to address, solve and see to the inclusiveness of people with disabilities. However, the building in which the ministry operates is not accessible to people with disabilities. This means when people with disabilities especially wheelchair users are employed to work at the ministry, they will not be able to use the stairs and access their offices.

Case study: Madina Adenta Overpass

In 2012, the GoG constructed a pedestrian overpass at Lapaz in Accra, over the then newly constructed George Walker Bush Highway (N1 Highway). The disability community in Ghana was concerned about with the overpass because it is not accessible to persons with disabilities. On the day of inauguration of the N1 Highway, the disability community staged a protest to drum home their concern, but that was not enough to cause any change.

About 2 years later, a similar project was being constructed over the Madina-Adenta Highway, also in Accra. The disability movement quickly secured a court injunction that halted the construction of the project for about 4 years until the project was subsequently redesigned and made accessible.

The below photos are the accessible footbridge made for pedestrians across the Adenta-Madina main road. The footbridge has no stairs, has a gentle slope from the ground to the top which allows wheel users to use the footbridge.



Photo: An accessible footbridge on the Adenta-Madina main road.



Photo: A gentle slope footbridge on the Adenta-Madina main road.

3. Advocacy for greater accessibility

There is the need to improve accessibility in Ghana. You can advocate for the implementation of the Ghana Accessibility Standard for Built Environment by engaging with the GoG and its departments including the Ghana Standards Authority, engineers and private institutions, and raise awareness on the Accessibility Standard amongst the general population.

3.1. Building stronger partnerships

First of all, there is the need in building stronger partnerships between persons with disabilities, their representative organisations and governments, CSOs, city planners and leaders, service providers, including the private sector towards the implementation of the Standard.

You will need to map your stakeholders and decide who you and your organisation can partner with. Identify which individuals and their organisations are interested in accessibility and which areas of accessibility. These will help you and your organisation to form a strong alliance.

You and your organisation together with other stakeholders can engage with Government including some members of parliament to secure the commitment of the Government towards the strengthening of the implementation of the Ghana Accessibility Standard for Built Environment. Engagement with the government and its entities and other institutions, may include but not be limited to:

- Ministry of Health (MoH) : the infrastructural directorate of MoH;
- Ghana Health Service (GHS): the planners of GHS;
- Ministry of Gender, Children and Social Protection;
- National Council on Persons with Disabilities (NCPD);
- Members of parliament: The Parliamentary Committee on Disability;
- Ghana Standard Authority (GSA): Director General;
- Ministry of Works and Housing;
- Ministry of Local Government: the Infrastructural directorate;
- Ghana Institute of Engineering;
- Institute of Architects;
- National Commission for Civic Education;
- The Architectural and Engineering Services Limited.

See appendix 2 for an example of how to map stakeholders.

3.2. Conduct lobbying meetings with the government and its entities

You and your organisation may conduct lobbying meetings with the government and its entities to ensure a mechanism is put in place to ensure every construction project in the country is obliged to embed the Accessibility Standard into their plans. These can include providing technical support to the government to develop a monitoring and accountability mechanism by which every construction project in the country submits their accessibility plans, demonstrate compliance with the standards, and receive approval – before the commencement of works. Mechanisms needs to be put in place to see to it that all contractors go through the same process before a public facility is set up.

You and your organisation may collaborate with parliament to ensure the appropriate sub-committee in charge of infrastructure development are trained on the Standard. You can also engage with the Minister for Finance to ensure every government budget for constructions and renovations captures accessibility features, especially the government's new health facilities. This will consist of meetings, consultations and engagement with some members of parliament who will be requested to ask questions during the presentation of the budget in parliament.

You may need to request support from your local assembly and Town Planners to help you secure an appointment between you and the coordinator of any public building in your locality to further discuss the design of the project in order to ensure that the project meets the needs of all Ghanaians Ghana Accessibility Standard for Built Environment.

See appendix 3 for some key questions you could ask.

Case study: Influencing Agenda 111

GFD and Ghana Somubi Dwumadie made initial contact with the technical team from the MoH to discuss the need for accessibility right after the announcement of the project, and they assured us that they would take accessibility into account. The team then secured a meeting with the Presidential Advisor on Health, to discuss the accessibility of the Agenda 111, the Government initiative to build 111 hospitals and also to renovate existing hospitals. The meeting revealed to the advocacy team that, the **Government's Agenda 111 project hospitals will be disability friendly**. For example, the hospitals will have elevators and ramps as well as offering services such as designated car parks for people with disabilities, access to sign language interpreters, priority seating for persons with disabilities at the reception, etc. Staff members will be stationed at the Outpatients Departments of the various hospitals to assist people with disabilities who visit the hospital. This will also include the Accra Psychiatric hospital which will be redeveloped as specialist psychiatric hospital under the project. These plans are in line with one of the main aims of Government Agenda 111, which is to make health accessible to everybody in Ghana.

We need the support of all interested persons to ensure that as the facilities are built, they indeed are accessible in practice.

3.3. Other advocacy strategies

Your strategies may include some of the following:

- **Evidence-based knowledge sharing events:** You may gather your evidence for advocacy or use Ghana Somubi Dwumadie's documentary on accessibility for evidence. You can also use available disability data to influence policy. Again, you can use advocacy tool on accessibility audit to influence policy
- **Building Partnerships:** Partnership Building is expanding you and your organisation's capacity and value across your expanding network of stakeholders
- **Advocacy Capacity:** You will need to build the capacity of your partners in order to understand and be focused on your advocacy
- **Advocacy networks:** Advocacy Networks are groups of organisations and individuals working together to achieve changes in policy, law, or programs for a particular issue, for example advocacy on accessibility. Advocacy networks are made up primarily of NGOs but may also include individuals or groups from the public or private sector, foundations, academia and the media. Nationally, regionally, and internationally, advocacy networks focus on the mobilisation, interpretation, and strategic dissemination of information to change the behaviour of governments, private firms, or international organisations

- **Policy Dialogue:** Policy dialogue involves discussions among stakeholders to raise issues, share perspectives, find common ground, and reach agreement or consensus, if possible, on policy solutions
- **Policy Change Campaigns:** Campaigning consists of actions that aim for broad changes in policies, populations, communities, institutions, or systems. This can also be described as influencing or advocacy work. A theory of change describes how we think our activities will create the change we want to achieve

See appendix 4 for an example strategic plan template.

3.4. Conduct awareness through the media

You can conduct awareness through the media to ensure that Government institutions and the general public as well as engineers are aware of the Standard and best practices around accessibility. Your media campaigns to create and raise awareness on the Standard can be done through electronic, print and social media.

It is clear that many Ghanaians are not aware of the Ghana Accessibility Standards for Built Environment, hence, it is through media campaigns that will raise the awareness among government institutions, engineers, and the general public. You may contact the GFD for more details and plan with them on how to conduct campaigns through the media as they have experience working with media networks. The campaign may involve meetings, media discussions and purchasing of media spaces or airtime.

You will need to continually raise awareness on the Ghana Accessibility Standard for Built Environment, advocate for its implementation and call on government and other stakeholders to ensure public buildings are accessible to all people with disabilities including people with mental health conditions.

See appendix 5 for some example media talking points for when you are featured on the news or talk shows or similar.

3.4.1. Ghana Somubi Dwumadie Documentary on accessibility

The Ghana Somubi Dwumadie documentary on accessibility was made in November 2021. The documentary was made to raise awareness on the Ghana Accessibility Standard for Built Environment and showcase the challenges persons with disabilities go through due to inaccessibility of the built environment. The documentary was made for anyone who wishes to raise awareness on disability and advocate for the implementation of the Ghana Accessibility Standard. It can be accessed on YouTube: **Documentary on Ghana's Built Environment**

3.5. Embedding accessibility in the development of new infrastructure

It is really critical to note **that it is much cheaper and more effective to plan accessibility in from the start of developing any building or programme**, rather than trying to fix it later. This is why we want to:

- Lobby government to secure their commitment towards the strengthening of the implementation of the Ghana Accessibility Standard for Built Environment
- Lobby the Government to put mechanisms in place to ensure both public and privately-owned construction projects in the country are obliged to embed the Standard into their plans before permissions are granted.
- Create and raise awareness through media campaigns to ensure that Government institutions and the general public are aware of the Standard. This will help them take into consideration when planning and constructing public and private buildings
- Lobby the Government to develop monitoring and accountability mechanisms by which both public and private owned construction projects in the country are required to submit their accessibility plans and demonstrate compliance with the standards
- Advocate for increased investments for accessibility. This will be required to establish dedicated departments/offices in charge of monitoring etc

3.6. Applying a gender perspective to accessibility

To ensure the rights of women and girls with disabilities, it is necessary to mainstream the gender perspective when designing, developing and executing urban planning policies for public and private facilities⁴. Examples of consideration include:

- Ability to pass through the environment safely, for example, lighting, security cameras and other measures may be needed. In another example, the placement of things like accessible parking spaces needs to be carefully considered so that women with disabilities in particular are not put at greater risk.
- Accessible sexual and reproductive health services, facilities and equipment are required such as contraceptive information, gynaecologist's examination beds and mammography equipment. Wheelchair users and those using

⁴ General comment on Article 6: Women with disabilities, Committee on the Rights of Persons with Disabilities, Fourteenth session, 17 August–4 September 2015

crutches require space in waiting rooms including dressing and undressing areas.

- All care services for women (and especially those related to health, motherhood, violence against women and childcare) must be fully accessible to women and girls with disabilities.

4. Embedding accessibility into existing infrastructure through accessibility audits

An accessibility audit is the first of many steps that can help to improve accessibility and provides the basis for an access improvement plan or strategy. It gives a snapshot of an existing building or environment at a point in time, as well as determining how well a particular building or environment performs in terms of access and ease of use by a wide range of potential users, including people with disabilities. Lastly, it can be used to recommend access improvements.

4.1. What is an accessibility audit?

Accessibility audit is using a number of standardised tests and methods to establish what elements of an environment (physical or digital), a service or a facility, are accessible and which elements need to be modified and improved. It is a form of evaluation led by trained persons with disabilities and engineers that can help organisations or public facilities with assessing barriers, measuring compliance with accessibility standards and identifying solutions to improve accessibility and usability for all persons with disabilities. Ensuring that persons with disabilities have access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas.

However, an accessibility audit of a building is much more than that. It needs to consider access issues and requirements for all persons with disabilities across impairment groups as well as the day-to-day running of the building. This includes looking at the building type, management issues, maintenance and safety as well as information and communication features including in emergency situations for example accessible alarms, evacuation routes and exits, signage, and emergency equipment). Other elements to consider are the presence of accessible breast feeding rooms for mothers with disabilities. See section 3.6 above for more gender-specific examples.

Case study: undertaking accessibility audits

Ghana Somubi Dwumadie and GFD led a team to conduct an accessibility audit on two hospitals (both of which have psychiatric facilities) in Ghana between 5-8 July 2021.

The intention of the audits was to assess whether the hospitals, including their mental health units, were meeting Ghana's accessibility standards, and identify areas for improvement. The team members selected to take part in the audit were from the Upper East Region of Ghana where the facilities were assessed. The team comprises of people who are blind, deaf, wheelchair user, albinism, a mental health coordinator and an engineer from Ghana Health Service as well as representatives from the facilities.

The team that conducted the accessibility audit had prepared for the audit by taking part in nine hours of training on how to undertake an audit, developed by Ghana Somubi Dwumadie with GFD and consortium partner Sightsavers.

Upon our arrival at the facilities, the hospital representative accompanying the team was nervous about protecting the image of the facility. But after further explanation of the purpose of our assignment, the representative joined fully in the audit process, which consisted of:

- Taking specific measurements to ensure toilets met accessibility standards and were accessible to people with disabilities
- Verifying whether the doors of the facilities met accessibility standards
- Measuring doors, ramps, pathways, steps and other elements to ensure they met accessibility standards and making sure all rooms, circulation paths, and other areas were accessed during the audit

The exercise revealed how inaccessible some parts of the facilities were to people with disabilities, including people with mental health conditions.



Photo: Pathway that leads the female surgical ward to the male surgical ward of the hospital.



Photo: The door (entrance) of the pharmacy of the hospital.



Photo: Pathway from the consulting room to the administration block of the hospital.



Photo: The pathway from the main entrance to the waiting room of the hospital.

The team therefore, urged the management of both facilities to take measures to ensure their service provision is accessible and non-discriminatory to all people with disabilities, including people with mental health conditions. We wrote up a report and action plan for each facility to recommend other improvements the management teams could make, including widening doorways, adding ramps and simplifying signs.

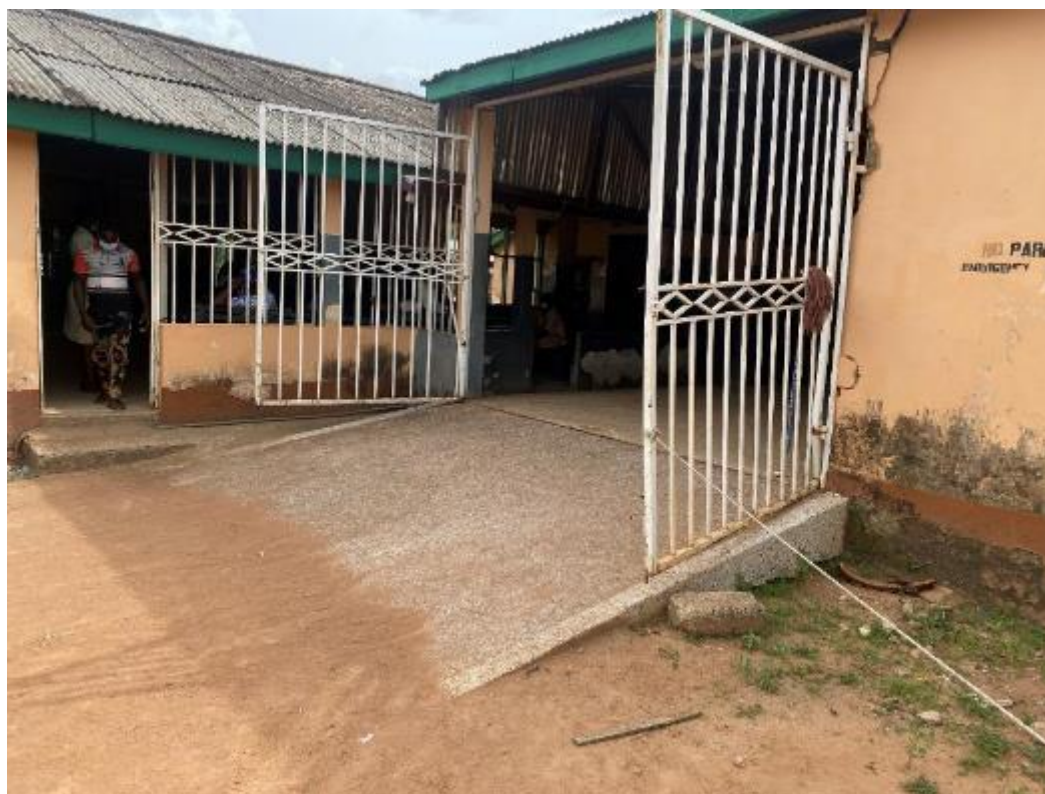


Photo: A ramp with a lot of sand at the emergency entrance of ambulances at the hospital.

The team also impressed upon the management the need to ensure that current and future budgets for the hospitals would accommodate accessibility features (particularly when new blocks are built) and ensure that Ghana's accessibility standards for built environments were met.

We have organised a meeting with management of each facility to go through the audit reports to address the accessibility gaps. The management of the facilities considered the recommendations we provided and gave timelines as to when the recommendations we provided will be made to make their facility accessible. Ideally we will need to conduct similar audits in the same facilities to assess the changes made.

4.2. What are the accessibility audit processes?

In order to ensure existing built environments are accessible, there is the need to conduct an accessibility audit, especially for old facilities that are due for renovation. The following steps are important to take in order to complete an accessibility audit:

- **Identification of the facilities:** You will need to identify the facility you would like to audit. These may include but not limited to health facilities, government facilities, public facilities and private facilities

- **Selection of the audit team** - The criteria for the selection of the audit team members may include but not limited to:
 - a. Consider selecting some of the audit members who are resident of the area where the facilities identified are to be assessed
 - b. Team members must have prepared for the audit by going through training or taking the initiative to study the accessibility tool and its checklist developed by Ghana Somubi Dwumadie
 - c. The selected team should cut across different impairments - people who are blind, deaf, wheelchair user, person with albinism, a person with mental health condition, an engineer and representatives from the facilities etc
 - d. Reasonable accommodation should be provided for the audit team members who require one. Provide sign language interpretation and visual guides to participants who required it
 - e. Share the relevant documents with the trainees prior to the training day. these include the Ghana Somubi Dwumadie accessibility standards and its checklist to enable participants to understand the task ahead

4.3. Tools available for accessibility audit

Ghana Somubi Dwumadie has the following tools available, please contact us if you would like to use them:

- Accessibility Standard: <https://www.ghanasomubi.com/s/Ghana-Somubi-Dwumadie-Accessibility-Standards1.pdf>
- Accessibility Audit Checklist
- Accessibility Audit Reporting Template
- Action plan and Costing Template

4.4. Conducting accessibility audits

If the facility was identified by the team, then the team needs to secure permission from the Director or the manager in charge to conduct accessibility audits in the selected facilities.

In the case of health facilities in Ghana, the Regional Director of GHS needs to grant the permission before the team can conduct accessibility audits in the selected facilities.

The permission letter should include the actual dates for the accessibility audit which also needs to be submitted to the selected facilities to ensure that the management teams of the facilities are aware of the audit team's visit.

Upon arrival at the facility, the team should meet the managers of the facility and explain the purpose of the accessibility audit at the facility. The audit team must always offer detailed explanation on the purpose of the assignment to the facility representatives accompanying the team to avoid their fear and over protection of the image/reputation of the facility.

The manager of the facility is required to sign the consent form for the audit to be conducted including the need to take pictures. Pictures of patients and staff should be avoided, the pictures should be of the infrastructure

The signature of the manager on the consent form is important as it indicates the management approval for the team to carry out the audit.

4.5. The duties of the accessibility audit team members

The main tasks of the team consist of:

- Taking specific measurements to ensure rooms, corridors, toilets and other components of the building meet accessibility standards and are accessible to people with disabilities
- Verifying whether the doors of the facilities meet accessibility standards
- Measuring doors, ramps, pathways, steps and other elements to ensure they meet accessibility standards and making sure all rooms, circulation paths, and other areas are accessed during the audit
- Upon completion of the audit checklist at a facility, the team is required to assess the facility using the scoring method in the Ghana Somubi Dwumadie Accessibility Manual
- An end of audit meeting can be held with the management team of the facility to share the summary of the audit and give recommendations on how they could take action to address some basic measures without requiring any funds before the actual report is completed and shared

4.6. Compiling the accessibility audit report

The audit team leader will be responsible for drafting an initial accessibility audit report for the facility. The audit team will then meet and review and revise the report and agree on the recommendations for the facility.

The results of an accessibility audit are compiled and summarised in a report which usually include the following:

- **Description of current situation/features** - this is mainly about features that currently act as a barrier for users accessing and using the office and its premises. However, it should also capture and highlight good practice such as features that are already in place that improve the accessibility of an office

- **Recommendations/Actions** - this will describe how current procedures, features and barriers can be removed or altered to improve accessibility
- **Priority Ratings** - After making the recommendation it is important to prioritise how the actions are going to be addressed. For example, certain issues may require immediate action due to health and safety risks, building legislation or legal implications

The recommendations from the audits should be categorised into immediate/short term and long term:

- **Immediate or short term.** These are changes that are either urgent because they pose a danger, or are recommendations that are relatively easy and low cost to implement; and
- **Medium or long term:** These are changes that are costly or capital intensive and more space will be needed to construct

Costs need to be considered throughout the process from design to implementation, and monitoring and evaluation (M&E). These costs may include hiring access auditors, creating and purchasing building materials, conducting training, debriefing sessions, sensitisation sessions for staff of audited buildings, audit reporting, and M&E.

The recommendations should be based on the Accessibility Standards and Audit Toolkit and findings from the Accessibility Audits conducted. The recommendations should be aimed at the management of the facility. This will empower the management of the facility to consider both current and future budgets for the facility to accommodate accessibility features (particularly when new blocks are built) and ensure that Ghana's Accessibility Standards for Built Environment are met.

4.6.1. Learnings from accessibility audit process

The audit team should note down any learning they come across. This will help the team to improve upon their subsequent audits.

4.7. What do you do after the accessibility audit?

- You will need to use the findings from the audit as a tool for advocacy
- Organise a meeting with the facility management to report back the Accessibility Audit results and discuss the recommendations, develop the action plan with clear timelines, including carrying out a costing and prioritisation exercise
- Support managers of the facility to understand the costing and prioritisation of adjustments (likely to be no or low-cost adjustments to start with)
- Submit the final audit report to the facility.
- Organise follow-up sessions with the management to ensure they are taking steps to implement the recommendations.

- In case of government/public facility, advocate with government partners to develop priority adjustments plans to make the facilities more accessible
- Carry out advocacy to government stakeholders and budget holders to allocate funding to carry out priority adjustments, and to allocate sufficient funds in future budgets to ensure facilities are made accessible
- The team may provide technical assistance such as standard measurements for ramps, stairs, doors etc to the facilities that will have begun priority adjustments based on the accessibility audit recommendations
- You could also write about the experience, see appendix 7 for an example blog

4.7.1. Monitor and track actions

Action plans should provide targets that need to be met. Progress against targets should be assessed through photographic evidence and site visits (plus, potentially, a new round of accessibility audits be monitored and conducted during and at the end of the renovation in the same facility).

5. Recommendations for scaling up

To make the facility accessible you need to engage with the GoG to buy-in your approach. It is then that government will be able to include the renovations of public facilities in their annual budget to renovate government facilities including building of new facilities. You will therefore need to lobby the government to establish a unit that will be responsible for the monitoring of the construction of public building to ensure constructors conform with the Ghana Accessibility Standard. The unit will also be responsible for carrying out accessibility audit of public infrastructure to ensure that the Accessibility Standard for Built Environment is complied with. This is to ensure Government takes full responsibility of accessibility for the built environment in the country.

This will ensure that all facilities are made fully accessible for people with disabilities, including those with mental health conditions, and lead to equitable and independent access to quality integrated services at the primary health care level.

Appendix 1: List of abbreviations

Acronym	Description
CRPD	Convention on the Rights of Persons with Disabilities
CSO	Civil society organisation
GFD	Ghana Federation of Disability Organisations
GHS	Ghana Health Service
GoG	Government of Ghana
GS1119	Ghana Accessibility Standards for Built Environment
GSA	Ghana Standard Authority
ICT	Information and communications technology
M&E	Monitoring and evaluation
MoH	Ministry of Health
NCPD	National Council on Persons with Disabilities
NGO	Non-governmental organisations
OPD	Organisations of people with disabilities
PHC	Primary healthcare
UNCRPD	United Nations Conventions on the Rights of Persons with Disabilities

Appendix 2: Position map – ranking of target audiences

Level of influence over mental funding from 3% DACF	Current position		
	Not a focus	Neutral	Supportive
High	MP		Metropolitan, municipal and district assemblies District Coordinating Director District Director, Department of Social Welfare and Community Development Scheme Manager
Medium		Chiefs Assembly members Chairperson – Social Services sub-committee	District Director of Health Service Mental health staff
Low			

You want to target those with high influence that are either neutral (i.e., get them on board) and use the power of those who are already supportive to help.

Any stakeholder with high influence and that are not supportive are indicative of potential bottlenecks for the advocacy.

Appendix 3: Key questions to ask about accessibility

At the district, regional or National levels, the following questions may help you to ensure public buildings are on track:

- Six years after the expiration in August 2016 of the moratorium for ensuring that places to which the public has access are made accessible for Persons with Disability in compliance with section 6 of Act 715, most places to which the public has access are still not accessible to persons with disabilities. What are the authorities specifically doing to ensure that all newly constructed public places by both government and private developers are indeed accessible for Persons with Disability?
- What are the measures that have been put in place after the coming into being of the Ghana Accessibility Standards for the built environment (GS1119) in 2016 to guide private and public contractors putting up various physical facilities in upholding the rights of Persons with Disability in accessing of the built environment for both public and private sector developments?
- How is the existing Ghana Accessibility Standard 1119 informing the awarding of Government of Ghana (GoG) contracts on various forms of constructions to ensure that contractors are demonstrating commitment towards the implementation of Ghana's legal obligations in section 6 of Act 715 and Article 9 of the Convention on the Rights of Persons with Disability(CRPD)?
- What concrete measures is the Ghana Standard Authority (GSA) putting in place to ensure that products produced in Ghana are having accessible features in compliance with section 7 of Act 715 which emphasises access to goods and services for Persons with Disability?

Appendix 4: Example Approach and Strategies

Table 1: Example Approach and Strategies

Advocacy Strategy	Activities	Responsibility	Collaborator(s)
Evidence-based knowledge sharing events	<ul style="list-style-type: none"> • Eg Use advocacy tool on accessibility audit to influence policy 	Your organisation	<ul style="list-style-type: none"> • Your partners
Building Partnerships Partnership Building is expanding your organisation’s capacity and value across your expanding network of stakeholders. Reaching out to clients, community and business network.	<ul style="list-style-type: none"> • 		<ul style="list-style-type: none"> •
Advocacy Capacity This is any training or support needed	<ul style="list-style-type: none"> • 		<ul style="list-style-type: none"> •
Advocacy networks Advocacy Networks are groups of organisations and individuals working together to achieve changes in policy, law, or programmes for a particular issue. advocacy networks are made up primarily of non-governmental organisations (NGOs) but may also include individuals or groups from the public or private sector, foundations, academia	<ul style="list-style-type: none"> • 		<ul style="list-style-type: none"> •

Advocacy Strategy	Activities	Responsibility	Collaborator(s)
<p>and the media. Nationally, regionally, and internationally, advocacy networks focus on the mobilisation, interpretation, and strategic dissemination of information to change the behaviour of governments, private firms, or international organisations</p>			
<p>Policy Dialogue Policy dialogue involves discussions among stakeholders to raise issues, share perspectives, find common ground, and reach agreement or consensus, if possible, on policy solutions.</p>	<ul style="list-style-type: none"> • 		<ul style="list-style-type: none"> •
<p>Policy Change Campaigns Campaigning consists of actions that aim for broad changes in policies, populations, communities, institutions, or systems. This can also be described as influencing or advocacy work. A theory of change describes how we think our activities will create the change we want to achieve.</p>	<ul style="list-style-type: none"> • 		<ul style="list-style-type: none"> •

Appendix 5: Example talking points for media interviews

If you are planning to have discussions with the media or gaining opportunity to speak with duty bearers or any other professional, the following talking points will enrich your discussion and can be adapted to suit your local context:

- The Ghana Accessibility Standards for the Built Environment (adopted in 2016) is a document which provides requirements for accessibility intended to ensure buildings and public places are more accessible to people with disabilities including people with mental health conditions of all ages
- The Disability Act 715 which was enacted in 2006 gave a moratorium of 10 years for public buildings to be made accessible for persons with disabilities which ended in 2016. Yet by 2022, public buildings still remain largely inaccessible
- The implementation of the Accessibility Standard for the Built Environment is important for all of us. In our day-to-day life we all require services that are accessible to us
- Many laws and policies have accessibility as one of their core principles. Examples of such include: the Disability Act 715, the UN Convention on the Rights of People with Disabilities and the commitments made by the Government of Ghana (GoG) International Disability Summit held in London in 2018

In order to achieve the aims of the Ghana Accessibility Standard and enable persons with disabilities to have independent access to services and environments, Ghana Somubi Dwumadie, together with ---, call on the government and its agencies to:

- Ensure that services of health facilities are non-discriminatory and accessible to all persons with disabilities, including persons with mental health conditions
- Urge all public institutions, especially the Ministry of Health (MoH) and Ghana Health Service that when and where health facilities are currently not accessible, reasonable accommodation must be promoted and implemented
- Impress upon the Minister for Health to ensure every government budget for the health sector captures accessibility features, especially the government's new health facilities
- Urge the government to ensure all their projects are accessible to persons with disabilities including persons with mental health conditions, especially the government agenda 111
- Carry out an accessibility audit of public infrastructure to ensure that the national Accessibility Standard is followed
- Government should put mechanisms in place to ensure both public and privately-owned construction projects in the country embed the Accessibility Standard into their plans before permissions are granted. Thus, every construction project in the country should submit their accessibility plans,

demonstrate compliance with the Accessibility Standards, and receive approval – before the commencement of works is developed

- Keeping in mind that there is no place in the world that has full comprehensive accessibility - or meets the highest standards in all areas, we call on the government to consider providing reasonable accommodation for persons with disabilities who require it – this could be in terms of providing equipment, modifying the physical space, adopting technology, paying for a personal assistant or adapting work hours

We call on the government to ensure that our built environment is accessible to all.

Appendix 6: Before beginning advocacy on accessibility

Before you step out to advocate and lobby for the implementation of the Accessibility Standard GS1119, one may reflect on their internal journey while also advocating for others to join them on that path and consider these seven commitments:

Commitment 1: Are our offices and premises accessible to all persons with disabilities? - This commitment is for you to reflect on how you can help your organisation to improve accessibility in your offices and premises. The question will help you to reflect on how to identify and eliminate obstacles and barriers to accessibility when entering, using and evacuating an office building. Accessibility is a precondition for persons with disabilities to work on an equal basis with others. By making your workplaces more accessible it also becomes more inclusive and safer for all staff, visitors, and clients.

Keep in mind that there is no place in the world that has full comprehensive accessibility - or meets the highest standards in all areas, hence reasonable accommodation will always be required – this could be in terms of providing equipment, modifying the physical space, adopting technology, or adapting work hours.

Commitment 2: Are our information and communications, including systems and technologies, accessible to all persons with disabilities? - This is to help you to reflect on how you can improve the accessibility of your information and communications so that you can produce and maintain accessible digital content and communications, and place accessibility at the centre of information and communications technology (ICT) procurement processes. Information and communications, including information and communications technologies and systems, have been defined as an integral part of accessibility rights and are critical for each organisation who wants to enable inclusive and accessible environments for their staff, visitors, and clients.

Commitment 3: Do our procurement of goods, services and facilities include consideration of accessibility criteria and standards? - This is for you to reflect throughout any procurement process in your organisation. It is critical to embed accessibility considerations from the start in order to avoid any complications and unnecessary additional costs later down the line. As governments increasingly adopt legislation that prevent discrimination on the basis of disability, more and more organisations and agencies are becoming liable in the provision of their goods, services, and facilities. It is to support your awareness of existing legal obligations around procurement and accessibility. While it will help you to imitate on the steps on how to improve accessibility, it is advisable to also seek legal and technical advice to aid your compliance efforts.

Commitment 4: Are our staff, partners, consultants and volunteers aware of the GS1119 and receive appropriate support and training as needed? -- This is for you to reflect on how to develop a team's capacity to deliver all accessibility commitments. Making accessibility happen in our organisation is everyone's responsibility. Access to knowledge, tools and learnings from practices is critical to

ensure that all staff, from leadership to management and employees, champion inclusion and apply and maintain accessibility in their day-to-day job.

Commitment 5: Are our programmes and services non-discriminatory and accessible to all persons with disabilities in their communities regardless of age, gender, faith, ethnicity or any other identity characteristic? - This is to help you to reflect on how your programme staff uphold the central human rights principles of equality and non-discrimination in all programme related work. Your reflection should strengthen the quality of your programmes in order to ensure they are fully inclusive, accessible, and accountable to the communities and constituents they serve. Kindly note that, rights-based programmes also serve to challenge systemic discrimination and transform unjust policies, systems and practice. To have this kind of impact, programmes must not only be designed to address discrimination but also programme staff must themselves model inclusive human rights-based approaches in their daily practice.

Commitment 6: Are our meetings and events accessible to all persons with disabilities? - Every meeting or event that you host should give everyone an equal opportunity to participate fully, in the way that best suits them. Very often, existing infrastructure and practices determine who is, and who is not, able to access or properly participate in a meeting or event. Poor accessibility cannot be an excuse for excluding or limiting participation of certain groups and should never be the determining factor for who you do and don't invite. However, even in the absence of full accessibility, it falls upon meeting and event organisers to ensure the provision of reasonable accommodation requests as well as follow good practice approaches. You need to reflect on practical guidance and support on making meetings of any size, in any location – be it physical or virtual – accessible to all.

Commitment 7: Do our workplaces promote an inclusive and accessible environment that supports all staff to thrive with provision of reasonable accommodation for employees with disabilities, where needed? -- The success of any organisation depends upon its people: their diverse abilities, skills, languages, cultures, and backgrounds. Striving for diversity and inclusion is not just the right thing to do but the smart thing to do. This is to help you to reflect on how you can become a disability confident employer, in line with the Convention on the Rights of Persons with Disabilities (CRPD). As a confident disability employer, you will need to also reflect on legally binding with more immediate obligations such as: provision of reasonable accommodation; meeting national employment regulations and standards; as well as compliance with mandatory organisational / sector policies and codes of conduct.

Your reflections on these seven commitments will help you to shape your advocacy strategy and will keep you talking about accessibility wherever you find yourself. For details of these seven commitments kindly click on this⁵ [link](#).

⁵ <https://worldblindunion.org/wp-content/uploads/2021/12/Accessibility-GO-A-Guide-to-Action-WBU-CBM-Global-Dec2021.pdf>

Appendix 7: Example blog post

Small changes, big difference: accessibility audits in action

1 September 2021

Written By **Peter Anomah-Kordieh Kwasi**



Photo: The audit team at one of the facilities to be assessed.

I recently led a team to conduct an **accessibility audit** on two hospitals, both of which have mental health units, in Ghana between 5-8 July 2021.

The accessibility audit was undertaken as part of the Ghana Somubi Dwumadie disability inclusion programme that focuses on mental health.

The aim of the audits was to assess whether the hospitals, including their mental health units, were meeting Ghana's accessibility standards, and identify areas for improvement. The team members selected to take part in the audit were from the Upper East Region of Ghana where the facilities were assessed. The team included a wheelchair user, a person with albinism, members who are blind or deaf, a mental health coordinator and an engineer from Ghana Health Service, as well as representatives from the facilities.

This was the first exercise of its kind for the Ghana Somubi Dwumadie project, funded by UK aid from the UK government. Sightsavers is a partner of the project,

led by Options and working in collaboration with the Ghana Federation of Disability Organisations (GFD). The exercise revealed how inaccessible some parts of the facilities were to people with disabilities, including people with mental health conditions.

Our team had prepared for the audit by taking part in nine hours of training on the accessibility tool and its checklist developed by Ghana Somubi Dwumadie. The accessibility audit for the two facilities was led by Sightsavers for the project. Before going to the field, I had also practised at home to make sure I knew what I was doing.

On 5 July, the team travelled by minivan (this was the most COVID-19 secure way for us to travel) to the Upper East Region and paid a courtesy visit to the office of the regional director of the Ghana Health Service, to pass on our thanks for granting the team permission to conduct the audits.

At first, the hospital representative accompanying us was nervous about protecting the image of the facility. But after further explanation of the purpose of our assignment, the representative joined fully in the audit process, which consisted of:

- Taking specific measurements to ensure toilets met accessibility standards and were accessible to people with disabilities
- Verifying whether the doors of the facilities met accessibility standards
- Measuring doors, ramps, pathways, steps and other elements to ensure they met accessibility standards and making sure all rooms, circulation paths, and other areas were accessed during the audit

On completion of the audit checklist at the first facility, the team assessed it using the scoring method in the Ghana Somubi Dwumadie accessibility manual. We then had another meeting with the management team to share the summary of the audit and give recommendations on how they could take action to address some basic measures without requiring any funds (for example, lowering signposts and rearranging beds to allow wheelchair users to move around freely).

Once this was complete, we moved on to the second hospital, and repeated the process.

After the audits were finished, the team urged the management of both facilities to take measures to ensure their service provision is accessible and non-discriminatory to all people with disabilities, including people with mental health conditions who are a particular focus of Ghana Somubi Dwumadie's work. We wrote up a report and action plan for each facility to recommend other improvements that the management teams could make, including widening doorways, adding ramps and simplifying signs.

The team also impressed upon the management the need to ensure that current and future budgets for the hospitals would accommodate accessibility features, particularly when new blocks are built, and ensure that Ghana's accessibility standards for built environments were met.

It was very encouraging to take part in the collaborative process of conducting the audits, and we assured the management teams at both hospitals that we'd continue to work with them to help them meet accessibility standards.

The next step for us is to continue conducting these audits in other primary health care settings. By doing this vital work, we'll gradually make sure that as many public facilities as possible are accessible to people with disabilities.

The accessibility audits in these facilities will serve as a blueprint that all primary health care settings can use to improve access.

To find out more about accessibility audits, see [here](#).

Appendix 8: References and useful resources

- <https://www.sightsavers.org/disability/health/accessibility-standards/>
- International Labour Office. (2011). **Moving towards disability inclusion. ILO.** This resource gives lots of useful examples from around the world of different initiatives and lessons learned on inclusive employment that can inspire you and your colleagues.
- International Labour Office. (2016). **Promoting Diversity and inclusion through workplace adjustments a practical guide promoting equity.** This gives more detailed support to employers on how to assess and manage reasonable accommodation in the workplace.
- International Labour Office, & Irish Aid. Department of Foreign Affairs. (2nd ed 2014) **Achieving equal employment opportunities for people with disabilities through legislation guidelines.** This provides more detailed support to policy makers and those advocating for change in legislation and employment standards and practice to promote a human rights-based approach to inclusive employment.
- UK Government Disability (Nov 2018) **Recruiting , managing and developing people with a disability or health condition.** (n.d.). Gives more practical guidance on all aspects of recruitment, retention and professional development of staff with disabilities.
- Wilkes. M/ Scope (Nov 2017) **Let's talk: Improving conversations about disability at work.** Is a useful resource with practical recommendations to employers, governments and people with disabilities on how to manage data confidentially to support greater inclusion
- Work Life Law, internet based resources providing **Toolkits** on how to interrupt bias within the workplace
- **UN-ESCAP (2015) Disability Inclusive Meetings - an Operational Guide**
- **Planning Accessible Meetings and Events: A Toolkit – American Bar Association Commission on Disability Rights**
- **Accessible webinars – making online work for everyone –** Blog from Jisc (2016)
- **Accessible video conferencing apps and services -** Stakeholder Group of Persons with Disabilities for Sustainable Development (hosted on WBU useful links page)
- **How to Make Your Virtual Meetings and Events Accessible to the Disability Community –** Blog from Rooted in Rights (2020)
- **Disability Inclusive Development Toolkit –** CBM (pages 149-150)
- **Digital Accessibility toolkit -** CBM
- CBM, (2019). **Disability and Gender Analysis (DGA) toolkit (2019).** Also available in **Spanish** and **French** is a useful resource to support more holistic inclusive programming, that covers technical support and templates to look at individual, organisational and programmes assessments.

- Centre for Economic and Social Rights, **OPERA framework**, is a helpful resource to support programmes and services analyse Outcome, Policy Efforts, Resources and Assessment. It uses mixed methods to get a more holistic and deeper appreciation of how to make change.
- InterAction (2010): **The Gender Audit Handbook: A Tool for Organizational Self-Assessment and Transformation**, can support organisations to assess and improve their approach to gender in systems and programming.
- International Labour Organization [ILO] (2007): **A Manual for Gender Audit Facilitators: The ILO Participatory Gender Audit Methodology** Is designed to support organisational learning on gender equality and provides some useful participatory workshop exercises for organisational reflection that can be adapted for a wide range of groups.
- OHCHR, (2018) **A Human Rights Based Approach to Data, Leaving no-one behind in the 2030 agenda for sustainable development** Is a practical guidance note to help programmes address how to develop effective data collection and management in line with human rights principles of: participation, data-disaggregation, self-identification, transparency and accountability
- Plan International Australia, CBM Australia, Nossal Institute for Health, (2015), **A Practice Note: Collecting and using data on disability to inform inclusive development** is a practical guide to support programmes on collecting and using data on disability to increase accountability to persons with disabilities. It provides helpful methods and tools that can be used to improve programmes
- Women Enabled International (2016): **Factsheets including easy read formats**. This gives a helpful overview of the rights of all women and girls with disabilities and provide practical examples of specific rights violations, identifies barriers and recommend action to support the rights of women and girls with disabilities
- Women's Refugee Commission (2016). **Working to improve our own futures: inclusion of women and girls with disabilities in humanitarian action**. This shares findings from a global mapping on inclusion of women and girls with disabilities in humanitarian action and presents recommendations to strengthen inclusive humanitarian programming.
- **Disability Inclusive Development' (DID) Toolkit** helps support staff and partners to build capacity and knowledge on disability inclusive development. It has been designed as both a self-study guide, as well as a resource to support those undertaking training and capacity development with colleagues and partners.
- **Digital Accessibility toolkit** from CBM provides a selection of tools and recommendations pertaining to the accessibility of Information and Communication Technologies (ICT) which are useful for ensuring inclusion and accessibility of your capacity development and training initiatives.
- **Consensus and facilitation resources** from Seeds for Change provide guidance that will help you designing and facilitating participatory processes,

enabling participants to contribute equally, to be heard and to be involved in the final decision.



For further information contact us:

Address: No.6 Asoyi Crescent, East Legon, Accra

Email: info@ghanasomubi.com

Website: <https://www.ghanasomubi.com>



@ghanasomubi



@ GhanaSomubi