

GLOSSARY

Accreditation*

Accreditation is a voluntary process that offers service providers recognition for obtaining standards of excellence defined by an accreditations agency.

**As defined by Andy Bilson and Ragnar Gotestam, "Improving standards of child protection services - a concept paper" UNICEF Innocenti Centre (Florence: UNICEF and World Bank, 2003)*

Care System

Overall system of medical, social, education and employment services that are designed to answer the needs of citizens. In this report is considered mainly the way the care system answers the needs of people with disabilities.

- An **institutionalised care system** for people with disabilities is a system of medical, social, educational, employment and other support services that is designed with the aim to protect them, and in which the control of the services and thus of the lifestyle is ensured mostly by the professional experts in specialised institutions.
- An **enabling system** is a system of services oriented towards supporting people with disabilities to reach and maintain their optimal level of independence and social participation. This goal is achieved through ensuring them an equal access to mainstream services existing at the community level (ordinary medical, social, education, and employment services), with individualised support services according to each one's needs and expectations, and referral to specialised services when needed.

Community

Close environment of an individual including the population and all different stakeholders (public or private), on a confined geographical area, who share feeling of common belonging and experiment common constraints.

Community-Based Rehabilitation (CBR)*

CBR is a strategy within general community development for rehabilitation, equalisation of opportunities and social inclusion of all children and adults with disabilities. CBR is implemented through the combined efforts of people with disabilities themselves, their families and communities, and the appropriate health, education, vocational and social services.

**As defined by ILO, UNESCO, UNICEF and WHO Joint Position Paper on CBR; 1994*

Community-Based Services (CBS)

Services provided at the community level and organised in partnership with or by the members of the community with the involvement of beneficiaries in the prioritisation of the needs, the planning and the evaluation of services.

Day Care Centre

In this report Day Care centres refer to the development of structures that provide services such as education, (re)habilitation, leisure activities for children or adults with disabilities in the local community. They developed due to the lack of access to mainstreamed services for this group of persons to fill the gap, either as an alternative or as a complement. The specificity of these Day Care centres is the interdisciplinary team approach and the complex chain of services that is in contrast to the traditional specialised institutions.

De-institutionalisation

The process by which a care system, originally aiming to protect people with disabilities by excluding them from society, transforms into a care system that aims to facilitate social participation by offering a wide range

of services provided at community level, and respects the principle of choice and decision. The concept of de-institutionalisation must thus be differentiated from the notion of "transformation of residential institutions", which is the process of reforming those institutions' mandate and the services they provide.

Disability

In this report, the authors refer to the definition given in the Disability Creation Process model : Disability is a disturbance in a person's life habits as a result of a dynamic interaction between personal factors (impairment or disability) and environmental factors (obstacles).

Disability Movement

In the present report the disability movement is defined, primarily, as the group of all organisations of people with disabilities and individuals at the local, national or international level. In a broader perspective, it encompasses as well, the other stakeholders and their allies in promoting the rights of people with disabilities in agreement with the principle of leadership of people with disabilities themselves within the movement.

Disability Paradigms

The notion of disability paradigm refers to a set of assumptions, values, concepts, and practices that constitutes a way of thinking and talking about disability, within a society and notably among decision-makers, professionals and persons with disabilities themselves. In this report, the authors refer to 3 main disability paradigms:

- The medical model views disability as an individual pathology, to be cured or rehabilitated by medical specialists.
- The social model considers that disability is the result of social barriers (of various kinds such as discrimination, negative attitudes, inaccessible physical and social environment...) that prevent people with disabilities from participating into the society. The answer lies in antidiscrimination actions and removal of barriers.
- Holistic models try to bring about a global understanding of disability, taking into consideration personal and environmental factors. According to this approach, comprehensive answers should be brought in various sectors to allow an equalisation of opportunities for persons with disabilities. The Disability Creation Process is one of those holistic models (refer to Part 1, Box 4)

Disabled People Organisation (DPO)

A term commonly used to consider organisations of people with disabilities. The main characteristic of DPO's is that the leaders of the organisations (in the "driving seat" of the organisation) have to be people with disabilities. In addition, the organisations' mission should be oriented toward the representation of people with disabilities and the promotion of their rights.

Empowerment

The empowerment of a group or community is an increase in its strengths and improvement in its capacity to accomplish its goals. The empowerment of a group leads to the development of its capacity to influence the decisions and policies that have impact on the lives of its members.

Environment

The environment is the sum of all the physical or social dimensions that determine a society's organisation and context.

Equalisation of Opportunities*

The term "equalisation of opportunities" means the process through which the various systems of society and the environment, such as services, activities, information and documentation, are made available to all, particularly to persons with disabilities.

- The principle of equal rights implies that the needs of each and every individual are of equal importance, that those needs must be made the basis for the planning of societies and that all resources must be employed in such a way as to ensure that every individual has equal opportunity for participation.
- Persons with disabilities are members of society and have the right to remain within their local communities. They should receive the support they need within the ordinary structures of education, health, employment and social services.
- As persons with disabilities achieve equal rights, they should also have equal obligations. As those rights are being achieved, societies should raise their expectations of persons with disabilities. As part of the process of equal opportunities, provision should be made to assist persons with disabilities to assume their full responsibility as members of society.

* As defined in the United Nations Standard Rules on the Equalization of Opportunities for Persons with Disabilities, Introduction

Gate-keeping*

Gate-keeping is the system of decision-making that guides effective and efficient targeting of services for people with disabilities or other vulnerable groups.

** As defined by Andy Bilson and Ragnar Gotestam, "Improving standards of child protection services - a concept paper" UNICEF Innocenti Centre (Florence: UNICEF and World Bank, 2003)*

Governance (care system governance)

Governance, as defined by the UNDP, is the exercise of economic, political and administrative authority to manage a country's affairs at all levels. Good governance is, among other things, participatory, transparent and accountable*. Care system governance is the exercise of economic, political and administrative authority to manage a country's care system at all levels. Good care system governance ensures public resources, services, standards, policies and legislation are directed towards an enabling system for vulnerable populations, including people with disabilities. It is transparent, accountable, effective and equitable and is aimed at empowering individuals. It has to include people with disabilities in the definition, implementation and evaluation of the policies related to this care system.

** Based on the UNDP definition for governance underpinned by the Universal Declaration of Human Rights.*

Inclusive Education*

Inclusive education, as defined by UNESCO, is a system of education in which all the pupils with special educational needs are enrolled in ordinary classes in their district schools, and are provided with support services and an education based on their forces and needs.

** As defined by UNESCO available at: http://portal.unesco.org/education/en/ev.php-URL_ID=7499&URL_DO=DO_TOPIC&URL_SECTION=201.html*

Integrated Education

In this report we define integrated education as the situation where special classes for children with disabilities are attached and functioning parallel to the ordinary classes within a school.

Institution

Public or private structure with a permanent mandate defined by the state at a central or local level, which provides different kinds of services such as, social, medical, educational, employment.

Interdisciplinary Approach

An interdisciplinary approach implies an exchange of knowledge, analysis and methods between two or several disciplines, through interactions and a mutual enrichment between specialists from various disciplines. From the viewpoint of services provision, it implies coordinated needs' assessment, planning, provision and evaluation of services between specialists from various professional fields, with the aim to better answer the needs of clients/beneficiaries.

Licensing*

Licensing is a mandatory process by which the government grants permission to be a service provider after finding that the service provider has obtained a certain degree of competency required. It ensures that service providers such as social workers have obtained the minimum level of standards to provide certain services.

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Mainstreaming

Mainstreaming disability is the process by which the state and the community ensures that people with disabilities can fully participate and been supported to do so within any type of ordinary structures and services such as education, health, employment and social services. It implies that disability is taken into consideration in all sectors' legislation and reforms.

Participation (full participation)

The principle of full participation is defined as the possibility for people with disabilities to take part in all aspects of life including decision-making processes, in equal manners. Equal opportunities are integral to achieving full participation of all individuals.

Participatory Process

A participatory process is defined as processes in which involves relevant stakeholders in the policy making or planning, each stakeholder contributing to the end result, having a stake in the outcome and a role in the monitoring and implementation of the final output. A participatory process allows for consultation of all stakeholders involved and should be representative of the different actors.

Quality Standards*

Quality standards provide a set of criteria that can be used to monitor the management and provision of services, the quality of services as well as their outcome. They ensure equitable and transparent transfer or delivery of services to the beneficiary.

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Rehabilitation*

Rehabilitation is a comprehensive process aimed at enabling persons with disabilities to reach and maintain their optimal physical, sensory, intellectual, psychiatric and/or social functional levels, thus providing them with the tools to change their lives towards a higher level of independence. It may include measures to provide and/or restore functions, or compensate for the loss or absence of a function or for a functional limitation. It includes a wide range of measures and activities from more basic and general rehabilitation to goal-oriented activities, for instance vocational rehabilitation.

** As defined in the United Nations Standard Rules on the Equalization of Opportunities for Persons with Disabilities, Introduction*

Residential Institution

Public or private structure providing accommodation service often combined with social, medical or educational services.

Resource Centre

A structure providing a source of aid or support that may be drawn upon when needed: "the local library is a valuable resource".

Service

Service is defined as a response to a specific or a broad range of needs of users. The services provided can be free of charge or can be sold (including partial cost recovery system).

Two broad ways of organising services for a specific group of users can be distinguished:

- Specialised services are specifically dedicated for a target population of clients / beneficiaries with homogeneous needs, with the aim to provide them with a precise answer to their specific needs.
- Inclusive services aim at ensuring that the needs of the broader number of clients / beneficiaries can be met within the mainstream system of services, notably through training and sensitisation of professionals and individualised support adapted to each one's needs. Whenever possible, it is assumed that inclusive services allow better social integration of clients / beneficiaries with special needs.

Service Provider

Public structure (institution owned by the state or mandated by the state), private profit making or non-profit making structure (institution, company, NGO) or individual providing a service answering the needs of a beneficiary or a client.

Universal Design*

"Universal design is the design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialised design. The intent of universal design is to simplify life for everyone by making products, communications, and the built environment more usable by as many people as possible at little or no extra cost. Universal design benefits people of all ages and abilities."

** As defined by Ron Mace, Center for Universal Design, NC State University, North Carolina, 1997*