



Universidad Austral de Chile

“Knowledge and Nature”

Proposal “Inclusive Rebuilding Plan”.

Committee on Social Inclusion and Disability, Universidad Austral de Chile.

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INDEX

- Abstract3
- Introduction.....4
- Context Analysis.....6
- Antecedents :.....6
- Dimension.....7
- Rule of Law and Inclusive Rebuilding.....10
- Proposals.....15
- Problem Tree.....16
- Objective Tree.....17
- Strategic option.....18
- Inclusion Index Calculation Matrix.....21
- Proposals:.....24
- Disasters and emergency relief.....25
- Inclusive Rebuilding.....28
- Future disasters and emergency relief inclusive prevention.....30
- Final recommendations.....31
- Acknowledge31
- Annex I.....32

Abstract:

"When facing disaster and emergency situations, along with subsequent reconstruction efforts, the global trend has been, up to now, no proper reaction regarding implementing solutions to the needs of people with disabilities, a situation that contravenes international treaties on human rights conventions and specific human rights of persons with disabilities ones. This trend can be seen whenever the Office for the Coordination of Humanitarian Affairs (OCHA), belonging to the United Nations, includes variables such as gender, but has no special measures for people with disabilities. In Chile, the Earthquake and Tsunami 8.8 ° Richter happened on 27th February 2010, showed the urgent that need that public-private efforts aimed at inclusive rebuilding. In this regard, the authorities must use all available legal powers, good governance, together with the use of tools and methodologies specifically designed for that purpose, with an inclusion indicator to quantify and qualify the impacts of actions. The objectives of this paper are:

- Ob. No. 1: To contribute to the inclusive reconstruction of our country, presenting a series of proposals and a measuring instrument.
- Ob. No. 2: To contribute to the establishment of inclusive reconstruction important issue within the national agenda.
- Ob. No. 3: deliver to the authorities and institutions committed to rebuilding technical inputs for inclusive reconstruction.
- Ob. No. 4: To contribute to the establishment of networks towards inclusive reconstruction.

The expected outputs are:

- a) Document with directions and suggestions for dealing with disasters and emergencies with a focus on inclusion.
- b) Document with directions and suggestions for Inclusive Rebuilding.

Keywords: Earthquake, Tsunami, rule of law, Disability, Inclusive rebuilding, disaster and emergency relief, good governance, Integrated Land Management, International Classification of Functioning, Inclusion Index Matrix Calculation.

Introduction

After the earthquake happened on February the 27th 2010, the Committee on Social Inclusion and Disability of the Universidad Austral de Chile understood the relevance of working on the needs of persons with disabilities living in disaster zones. Emergency, disaster relief and inclusive rebuilding must be considered a national and international key aspect. This paper has been done based on the observance of the corporate ethics values of the university, following up the spirit of the first human rights convention for persons with disabilities.

The first version of this document, drafted in the first week after the earthquake, was broadcast via the internet to different countries, individuals and institutions. Was accepted and published by the International Cooperation Agency of Japan, on its Web site Jica Friends¹, part of its disability program. The National Disability Service of Chile (SENADIS), collected all the suggestions contained in the document and used them to develop their emergency plan of action.

The Committee on Social Inclusion and Disability Uach² is collaborating or in contact with Mideplan³ JICA, PAHO, SENADIS, Ciudad Accesible⁴ , among others.

Guiding principles:

1. The defense of the role of the person with disabilities as subjects of rights.
2. The protection of the dignity of the human person in the emergency and inclusive rebuilding efforts.
3. The promotion of actions based on the concept of disability seen from the approach proposed by the World Health Organization in their International Classification of Functioning CIF.
4. The human rights of people with disabilities as an obligation referred to and protected by the rule of law.
5. The promotion of a holistic approach, the person with disabilities is understood as a dynamic whole that requires, like all other human beings, to be valued and respected, attended the psychological, material, the community aspects of his/ hers life.

¹ <http://jicafriends.jp/projects/latinamerica/chile/12003carlos/index.html>

² Universidad Austral de Chile

³ Planning Ministry, Chile

⁴ Accessible City, it is a famous Chilean NGO, they promote full universal accessibility.

This paper is divided into two areas:

I) Context Analysis.

- **Background.**
- **Dimension.**
- **Rule of law and Inclusive rebuilding.**

II) Proposals.

- **Methodologies and tools.**
- **Disasters and emergencies relief.**
- **Inclusive rebuilding.**

Context Analysis

Background:

Chile has suffered the ravages of an earthquake of 8.8 degrees on the Richter scale and a tsunami. The reconstruction of Chile must consider the needs of the entire national population without excluding people with disabilities. The plan calls for rebuilding to effectively live under the rule of law and to act more efficiently in an emergency. It can be implemented in its various components by the central government, regional government, municipalities, NGOs, the private sector among others. The plan for its implementation will require political will, networking, spirit of justice and observance of the rule of law.

Inclusive Rebuilding is defined as: "to build and rebuild Chile with places, buildings, technologies, procedures, practices, protocols and initiatives with universal access and usage, to enhance the functionality⁵ of people with disabilities based on respect for the law and international treaties.

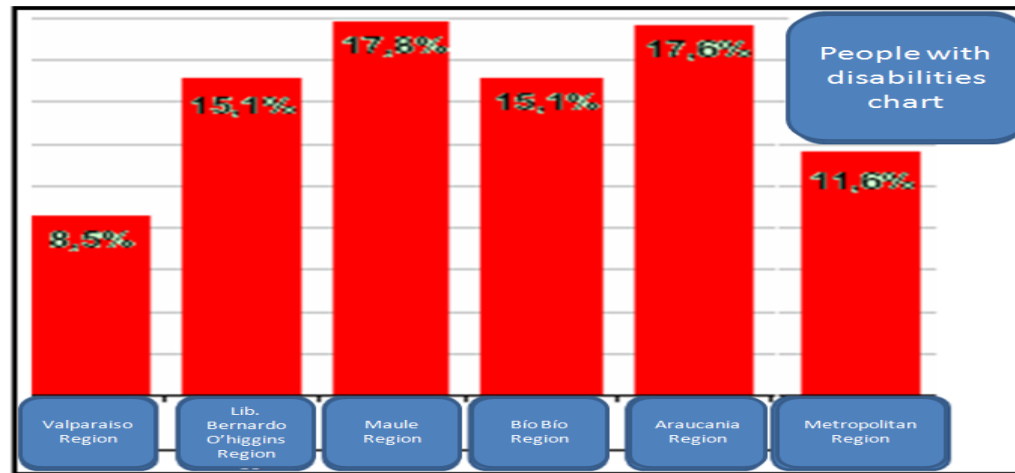
The reasons for rebuilding in the form of an inclusive are:

1. **Ethics:** justice, equality, liberty, fraternity and the pursuit of happiness should prevail.
2. **Legal:** compliancy of Article 1 of the Constitution of the Republic of Chile, the International Convention of Human Rights, the International Convention of Human Rights of Persons with Disabilities, the new disability law (20,422), the Consumer Rights Act, the accessibility act among many other legislation.
3. **Economic:** to give autonomy to the generation of employment, more people would enter to the labor force, thus generating wealth. If more people with disabilities become economically active, their families may participate in productive work, raising family incomes and contributing to national reconstruction.

⁵ IFC

Human dimension.

People with disabilities represent an important percentage of population in the affected zones. The following chart show figures breakdown by affected regions.



Source: own production based on Endisc 2004 (First National Study of Disability, Chile)

When calculating the Number of inhabitants per area affected by implementing the calculation of prevalence of Endisc 2004, the number of disabled people living in affected areas is over a million and a half people. However, this figure corresponds to the total number of disabled people affected, but not necessary facing trouble. The challenge of authority is complex because not all people with disabilities are related or linked with networks participating with government or private agencies (users / partners).

Region	Total population National Census 2002	% People with disabilities Endisc 2004 ⁶	Total N° of PwD (Census 2002-Endisc 2004)
Valparaiso Region	1,539,852	8.5%	130,887.42
O'Higgins Region	780,627	15.1%	117,874.68
Del Maule Region	908,907	17.8%	161,641.24
Bio Bio Region	1,861,562	15.1%	281,095.86
La Araucania Region	868,535	17.5%	153,038.16
Metropolitan Region	6,061,185	11.6%	703,097.47
Total N° of possible PwD living in the disaster zone			1,547,634.85

Source: own production based on Endisc 2004 (First National Study of Disability, Chile)

National figures, according to official estimates of the Ministry of Finance, there are 800,000 homeless people. Applying a conservative estimate of reducing the prevalence of people with disabilities to only 10% of the population living in affected areas, we would have a baseline of 80,000 people with disabilities in homeless category. It is an urgent need for hard data that yield a clear diagnosis of the real dimension of the problem.

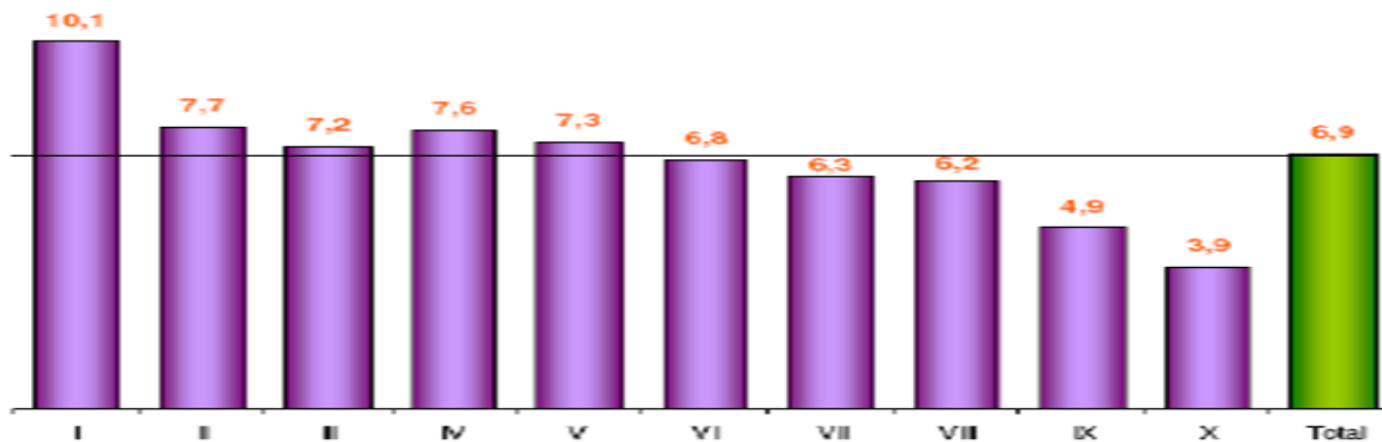
The disaster may worsen the levels quality of life experienced by persons with disabilities. There is a direct link between disability, poverty and social exclusion. The World Bank estimates that people with disabilities are the poorest of the poor, living on less than a dollar a day. The entity stated in the Millennium Development Goals that "Disability and poverty form a vicious circle. Poverty often leads to disability, which then traps people in poverty"⁷

⁶ First National Study of Disabilities 2004, Chile

⁷ The eight Millennium Development Goals, which range from halving extreme poverty to halting the spread of HIV / AIDS and achieving universal primary education by 2015, form a blueprint agreed by all nations the world and all major development institutions worldwide. They have galvanized unprecedented efforts to help the poorest in the world.

The Casen⁸ survey year 2006⁹, identifies economic situation of persons with disabilities. The following table shows the distribution by decil.

**People with disabilities per decil, 2006
(number and percentage)**



Número / Decil	I	II	III	IV	V	VI	VII	VIII	IX	X	TOTAL
PwD	175.218	145.611	129.649	131.552	117.844	108.891	99.116	92.896	69.964	48.826	1.119.867

⁸ It is a national survey carried by the Planning Ministry. It is a social characterization of population by income among other variables

⁹ The Casen 2006 concludes that, in general, people with disabilities are concentrated in lower income deciles

Rule of law and Inclusive Rebuilding.

The actions of the State, Citizens and Institutions are covered under the rule of law, defined by the Chilean Home Ministry as "rule of law means that the State is under a legal system, which is the authentic expression the idea of law in force in society.

The foundations of the rule of law are:

- 1) Rule of Law: The rules should be an expression of popular will and must submit to it both rulers and ruled ones.
- 2) Distribution of state power in different organs: In this way state power is not concentrated in one institution, but is distributed more efficiently and allowing proper controls to prevent arbitrariness and abuse of power.
- 3) The legality of the administration and responsibility of the authorities, whether criminal, civil, administrative and political.
- 4) Respect and guarantee human rights through the legal system which also provides the capabilities or resources that may be brought in cases of abuse."

These being the bases of the rule of law, we must analyze the role of the state regarding with human rights. The Republic of Chile, in its Constitution, states in Chapter I of the institutional bases article 1 the following "People are born free and equal in dignity and rights" Then it notes that "The State serves the individual and its purpose is to promote the common good, which should help to create the social conditions that enable each and every one of the members of the national community to greater spiritual fulfillment and material assistance, with full respect for the rights and guarantees established by this Constitution".

The analysis of these points must be applied to people with disabilities. A disabled person is, above all, a person. People with disabilities rights and obligations are identical to those of any other. The State is obliged to ensure the welfare of persons with disabilities affected by the earthquake and tsunami of February 27th. Chilean State has acknowledge its duties in this matter to its peer states to ensure human rights of persons with disabilities when ratified the international convention on the subject.

If public policy of reconstruction is not designed in an inclusive and universal way, the real participation of people with disabilities will be, at least diminished.

Existing national laws and inclusive rebuilding.

Chile has specific legislation on disability, the problem is that the level of compliance is low and often violated by the very agencies that should ensure its compliance

1. Law No. 20 422 That sets rules on Equal Opportunities and Social Inclusion of People with Disabilities

In Article 1 the law clearly states that: "The purpose of this law is to ensure the right to equal opportunities for persons with disabilities to obtain their full social inclusion, ensuring the enjoyment of their rights and eliminating any forms of discrimination based on disability. "

The design of public policies for prevention and disaster relief are not appropriate and not efficient. This could be interpreted as a form of discrimination. After the earthquake and Tsunami of 27th February 2010, official communications were made without sign language interpreters, clearly an act of discrimination contrary to law.

The 20,422 law is clear on accessibility, a concept vital to inclusive rebuilding. In Article 8 .- states: "In order to guarantee the right to equal opportunities for persons with disabilities, the State shall establish measures against discrimination, which consist of accessibility requirements, implementation of necessary adjustments and prevention harassing behavior. "

In the second paragraph of that article states: "The term accessibility requirements is understood as the requirements for property, environment, products, services and procedures, and the conditions of non-discrimination norms, standards and practices under principle of universal accessibility. "

The law 20 422 delves into the matter in the TITLE IV: Measures for Equal Opportunities. In Paragraph 1, accessibility measures, Article 23 states: "The State, through relevant agencies, will promote and implement positive measures to encourage the removal of architectural barriers and to promote universal accessibility."

We can analyze the Supreme Order of the Ministry of Housing and Urban Development, in particular the Supreme Decree No. 32 amending the DS N ° 201, which provides accessibility for people with disabilities to public buildings and building collective. The regulation rules, among other technical aspects, the gradient of ramps, wide doors, handrails and other important elements to ensure accessibility.

The International functioning classification approach clarifies that disability is a dynamic phenomenon in relation to the physical and cultural environment. Architectural barriers reduce the functionality of a physically disabled person to move. If we focus the problem on the person, it would suffice to give some technical help as a cane or a crutch. On the contrary, if we approach the problem from a legal perspective, the environment must be modified, provided rehabilitation and social conscience, in other words, to achieve real practice of human rights of persons with disabilities, it requires a inclusive policy applied from the Integrated Land Management. The implementation and monitoring of compliance with the law is crucial for inclusive reconstruction of the country.

International Law and Inclusive Rebuilding.

Chile has signed several international treaties on human rights and People with disabilities-specific ones. In relation to international treaties on human rights, the Constitution of Chile, Article 5, subsection 2, provides that "state bodies have a "duty (of) respect and promote (the essential rights emanating from human nature) guaranteed by this Constitution and by international treaties ratified by Chile that are in force. "

Some of the agreements listed below are not specific to the subject, but its spirit and implementation ensure compliance with the promotion of rights in which disabled people stand out as a vulnerable group.

International treaties in force.

Following is a list containing some of the existing agreements:

- 1. Universal Declaration of Human Rights Adopted and proclaimed by General Assembly resolution 217 A (III) of December 10, 1948.**
- 2. Convention on Vocational Rehabilitation and Employment of Disabled Persons of the International Labour Organisation (Convention 159).**
- 3. The Declaration of the Rights of Mentally Retarded (AG.26/2856 of December 20, 1971).**
- 4. The Declaration of the Rights of Disabled Persons United Nations (Resolution No. 3447 of December 9, 1975).**
- 5. The World Program of Action for Persons with Disabilities, adopted by the General Assembly of the United Nations (resolution 37/52 of December 1982 3de).**
- 6. The Principles for the Protection of Mental Illness and the Improvement of Mental Health Care (AG.46/119, 17 December 1991)**
- 7. The Declaration of Caracas of the Pan American Health Organization, the resolution on the Status of Persons with Disabilities in the Americas (AG / Res. 1249 (XXIII-O/93).**
- 8. The Standard Rules on Equalization of Opportunities for Persons with Disabilities (AG.48/96 of December 20, 1993).**
- 9. The Declaration of Managua, December 1993.**
- 10. The Vienna Declaration and Programme of Action adopted by the World Conference of the United Nations on Human Rights (157/93).**
- 11. The resolution on the Situation of Disabled Persons in the Americas (AG / Res. 1356 (XXV-O/95).**
- 12. Panama Commitment to Persons with Disabilities in the American (AG / Res. 1369 (XXVI-O/96).**
- 13. International Convention of Human Rights of Persons with Disabilities, ratified by Chile in August 2008.**

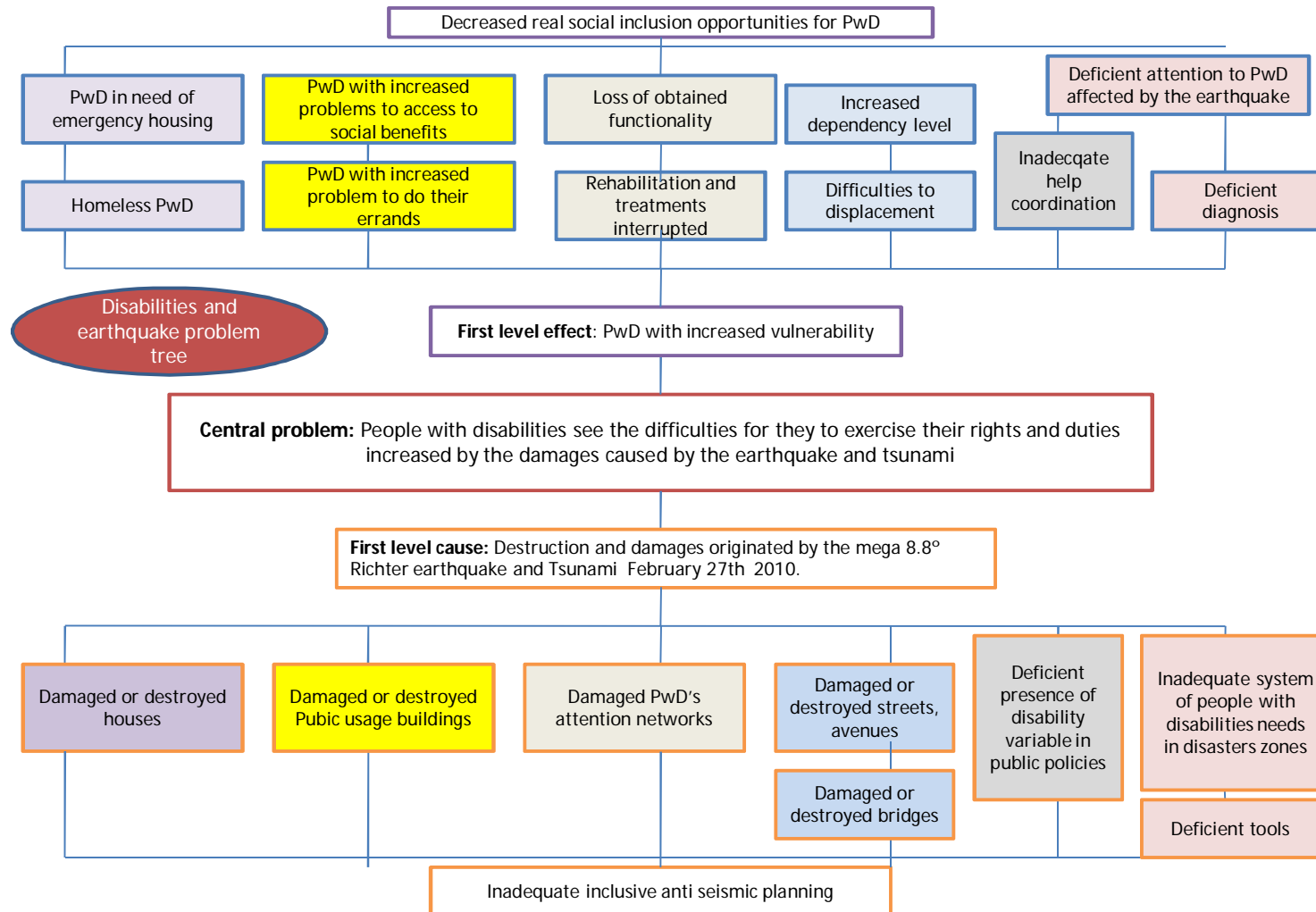
Proposals.

In order to generate feasible and viable proposals, the first step was to identify the central problem with its causes and effects. The next step was to develop the work from the chosen strategic option.

We attached methodologies and tools designed to facilitate the implementation of the proposals. The results have been processed in proper proposals.

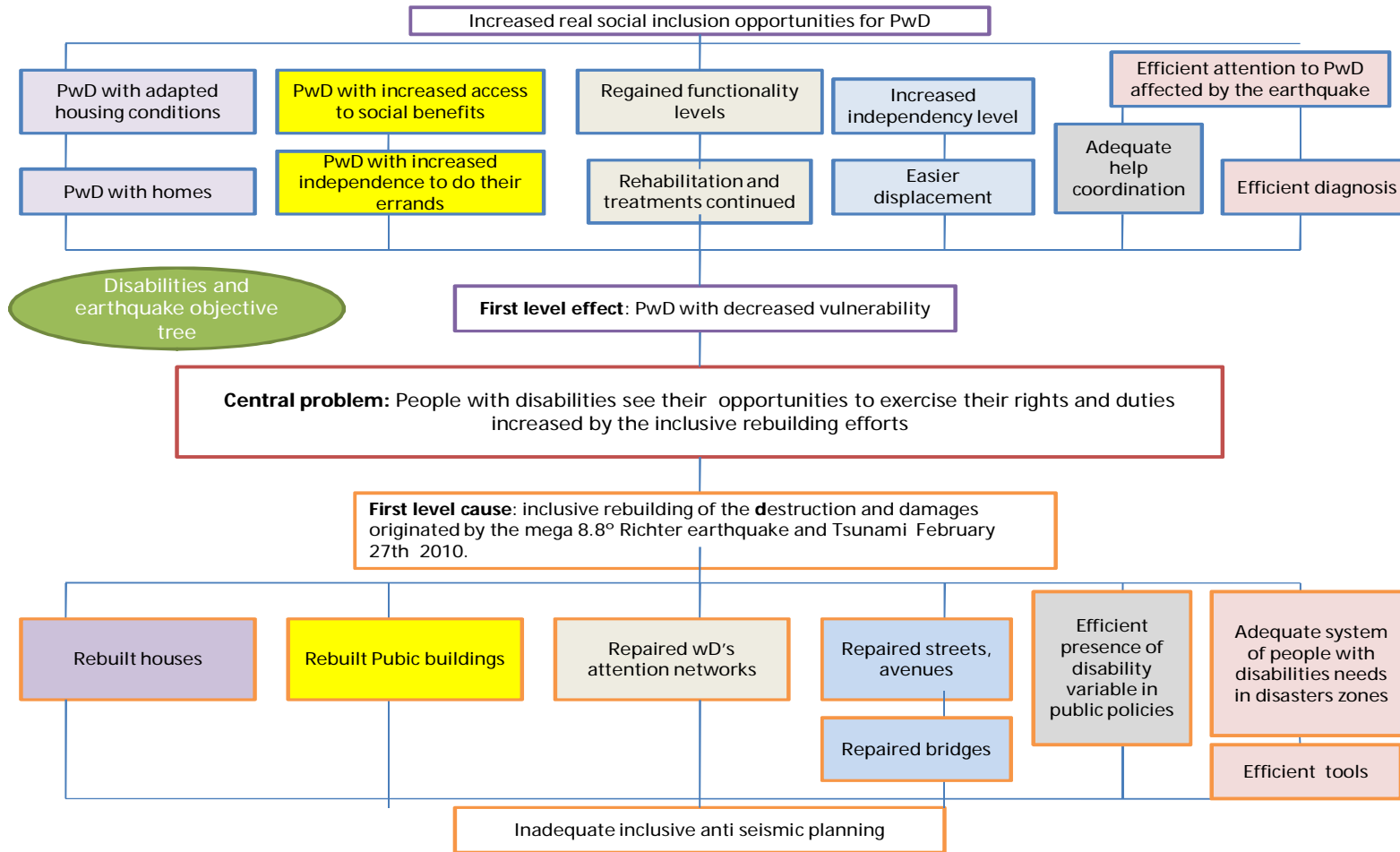
For its realization it is necessary to create networks, involving the general public, organizations of and for Persons with Disabilities, the state, private sector and international organizations.

Problem Tree:



Source: Uach own production

Solution tree



Source: Uach own production

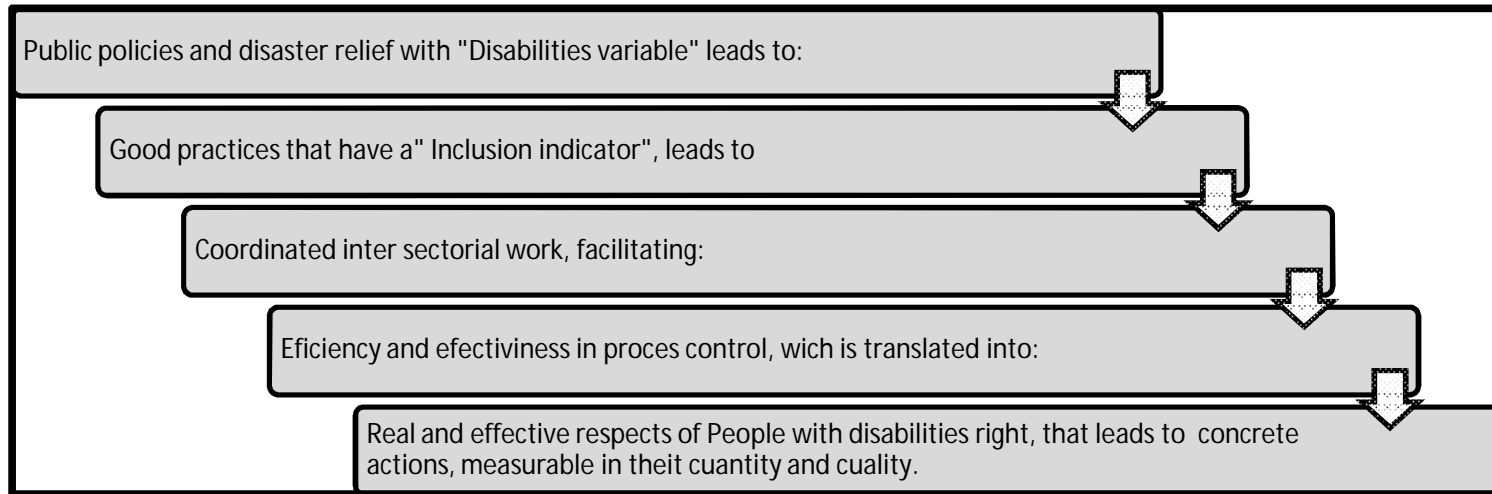
Strategic option.

"Poor variable presence of disabilities in public policy" Line was chosen.

Nature of strategic option:

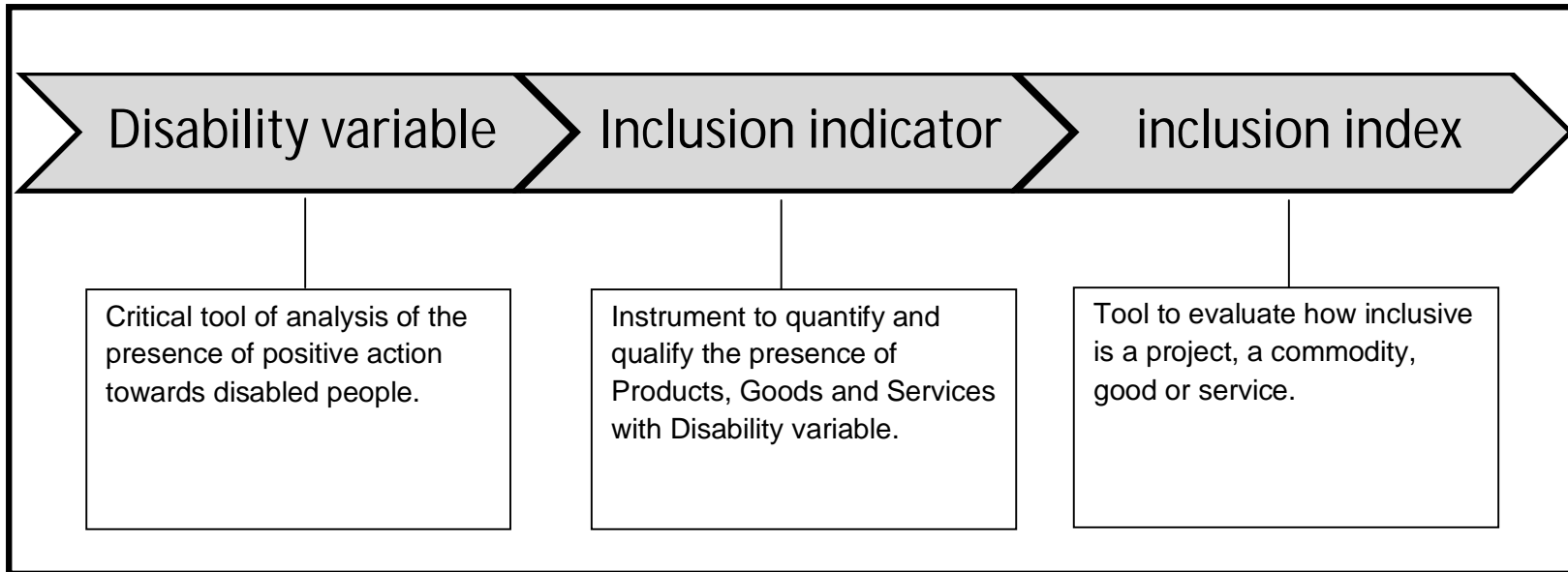
- 1) **Legal nature:** poor presence of disability variable is itself an act of discrimination issue contrary to the Convention of Human Rights, the First Convention of Human Rights of Persons with Disabilities, United Nations Standard Rules, the current legislation of different countries, given that States and / or entities at different levels, deliberately or by default, tend not to meet the needs of people with disabilities immediately in case of disaster. It is common practice to leave the attention to the needs of people with disabilities as one of the last tasks when they are served.
- 2) **Ethics Nature:** a weak presence of the disability variable is against the principles of justice and equality, difficult freedom, is not an expression of brotherhood and becomes a hindrance to the pursuit of happiness of people with disabilities.
- 3) **Administrative nature:** poor presence of disabilities variable delays and generated little coverage emergency relief of persons with disabilities. It does not provide the Integrated Land Management approach and subtraction impact to the Products, Goods and Services.
- 4) **Economic nature:** poor presence of the disability variable hampers the optimization variable and efficient management of resources, while making more expensive processes.

Having an efficient variable presence of disability in public policies generated a series virtuous effects, as shown in the following table:



Source: Uach own production

To enable the effective inclusion of persons with disabilities, we must work with logic processes.



Source: Uach own production

The application must be made by multi- sectoral teams, with adaptations to local needs and realities. Measures should be taken with emphasis on Integrated Land Management, ordering products, goods and services of each institution in order to optimize resources and strengthen the results.

Integrated Land Management, disability variable included into Goods, Products and Services, matrix	
Institution	
PwD needs detected	
Integrated Land Management GPS	Distribution networks
Goods	
Products	
Services	

Source: Uach own production

Inclusive Index Calculation Matrix

This methodology is based on the International Classification of Functioning, Disability and Health. It works on environment aspects. It is not designed to evaluate Peoples with disabilities' skills, it is designed to measure how inclusive a place, procedure, methodology or a technology is. It can be used in the whole project cycle.

Calculation of inclusion level

The calculation variables are:

- **Autonomy:** the ability to perform an action or activity without the need third parties intervention (strengthens independent living).
- **Dignity:** design procedures, technology usage, spaces designed to be used protecting the respect due to every person, avoiding situations that might be uncomfortable.
- **Security:** the presence of protective factors (physical and / or social) that prevent or decrease the risk of accidents and / or loss of functionality.
- **Reasonable time of usage:** time of usage of a given facility, furniture, technology or a procedure should be optimally the same time required by any user.

Scale

In the design stage levels 0 and 1 can be reached. Given the complexity of the operations that a user could be made for use or participate, sometimes maximum level attainable is 1.

Level 0 = Optimal level (universal access). The project guarantees free transit, use and participation of people with different types and degrees of disabilities. The person with disability can perform independently, his/ hers dignity, safety, autonomy and proper time of usage is guaranteed.

Level 1 = good. The project provides free transit, use or participation of people with different types and degrees of disability. The person with disability can perform most of the time independently, but sometimes with third party support. His/ hers dignity, safety, autonomy and proper time of usage is respected, but It is recommended to enhance the aspects that can be improved to rise to level 0.

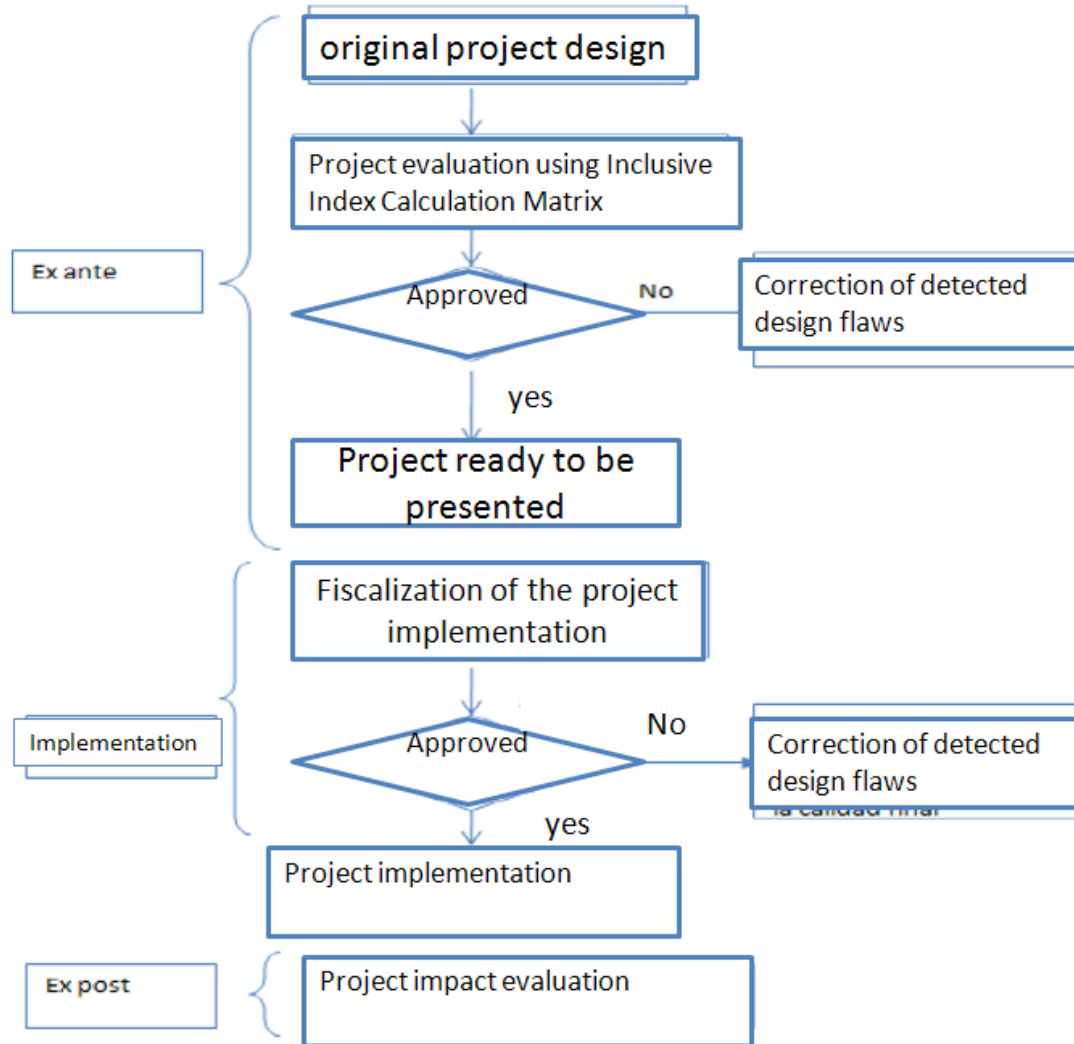
Level 2 = acceptable level. The project gives priority to the welfare (as) users and users in different contexts of performance. In its present implementation flaws easy to solve, so it is recommended to optimize results. The project allows the integration, and partially supports inclusion.

Level 3 = basic level. The project seeks to prioritize the welfare for its users in different contexts of performance. In its implementation are presented intractable weaknesses, so that should improve and optimize performance. The project has serious problems to enable the integration and is not conducive to inclusion.

Level 4 = Level exclusive. The project does not allow or hinder the participation of people with disabilities. It respects no rights and is deficient in the variables of autonomy, dignity and security.

Inclusive Index Calculation Matrix							
Entity							
Division/ unit							
Project							
Stage							
Territory							
Users							
Inclusion indicators	Dimensions given in this charts are just examples. They can be customized depending on the nature of project to be evaluated						
	Dimension	Variables	Scale				
			0	1	2	3	4
	Accessibility to physical space: does everyone use, without barriers or obstacles, the same access, facilities and services, with security, dignity, autonomy and with a reasonable time of usage (if the result is = 0 is a project with universal accessibility).	Autonomy					
		Security					
		Dignity					
		Reasonable time of usage					
	ICT Access: everyone uses, without barriers or obstacles, the same platforms, media and programs, with security, dignity, autonomy and with a reasonable time of usage (if the result is = 0 is a project with universal accessibility).	Autonomy					
		Security					
		Dignity					
Reasonable time of usage							
Total score							

Schematic design



Proposals:

Proposals are divided in 3 stages:

I) Emergency and relief: Mitigation

- 1) People with disabilities affected by the earthquake
- 2) Full accessible emergency communications

II) Inclusive rebuilding.

- 1) Inclusion Index Calculation Matrix
 - 2) public use building and places
- Streets and sidewalks.
 - Urban furniture.
- 3) Attention procedure

III) Inclusive response to catastrophes.

- 1) Accessible secure zones.
- 2) Evacuation system.
- 3) Rescue system.
- 4) Fully accessible emergency communications.

IV) Final recommendations.

Emergency and relief

First stage is about emergency and victims relief. Definitive solutions correspond to the stage of inclusive rebuilding.

N°	Problem	Solution proposal
1	Detection of needs of People with disabilities living in disaster zone	1) It is recommended the implementation of a system of user needs-focused surveys. So far there has been no sweep, government has just systematized the results of surveys conducted to organizations, leading to statistical errors. Attached in Annex I is a survey model, it was carried on Quirihue town. It was surveyed by a team of volunteers led by the social worker Lilian Monsalve. The design of the survey was conducted by Carlos Kaiser and Lilian Monsalve.
	Indicators	a) "Total n° of people with disabilities living in the disaster zone, in relation to the total n° of people with disabilities living in the disaster zone surveyed about their needs.

N°	Problem	Solution proposal
2	People with disabilities affected by the earthquake ¹⁰	<p>1) To adapt emergency housing (first stage): Users with disabilities must enjoy the greatest possible autonomy in daily activities. Several basic adaptations should be taken into account : door width equal or larger than 90 cm, there can be no steps or differences in height with the ground between the house and the floor (outside and inside level). If a ramp is needed, it should be firm with a proper gradient (see the manual suggests Accessible City Foundation). To adapt the emergency housing, assistance can be asked from different sources such as "Abre" group from Telethon, universities, professional institutes and different volunteer networks. Private companies can help by donating constructions materials.</p> <p>To distribute emergency housing efficiently among people with disabilities in need local government units have a key role. Some local governments have a municipal office for People with disabilities related issues. Emergency housing is a temporary measure and should not become permanent.</p> <p>2) Distribution of emergency technical aids: technical aids are devices that facilitate autonomy and functionality for a disabled person. The emergence makes it unlikely that the municipalities, accredited organizations and clinics can make nominations case by case. It is recommended to deliver technical aids shipments to municipalities and other local accredited institutions for better and faster distribution. It is recommended that the National Disability Service focus its technical aids funds to privilege agreements with the above mentioned institutions to facilitate shipments delivery, it is recommended that</p>

¹⁰ People with disabilities that lost their home and/or technical aids such as wheelchairs.

		the government increase this fund to the National Disability Service. An international purchase of these products and / or to ask international organizations help would ease any possible shortage of technical aids.
	Indicators	<p>Indicators proposal 1:</p> <ul style="list-style-type: none"> a) "Total nº of detected people with disabilities affected by the earthquake, in relation to total nº of detected people with disabilities affected by the earthquake that received emergency houses" b) "Total nº of detected people with disabilities affected by the earthquake that received emergency houses, in relation to total nº of detected people with disabilities affected by the earthquake that received adapted (accessible) emergency houses". <p>Indicators proposal 2:</p> <ul style="list-style-type: none"> a) "Total nº of detected people with disabilities that lost their assistant devices (Wheel chairs, canes, earphones among others), in relation to Total nº of detected people with disabilities that lost their assistant devices that received new ones".

Nº	Problem	Solution proposal
3	Deficient emergency communications	<p>1 To establish and reestablish concrete emergency communication now: the deaf people community requires that the authority makes official communications with sign language interpreters. It is required that data on web pages can be read by readers software for the visual impaired</p> <p>Authority must respect the people with disabilities' right to get information. It is essential in an emergency, generates public safety and helps to save lives.</p>
	Indicators	<ul style="list-style-type: none"> a) "Total nº of official emergency communications broadcasted, in relation to Total nº of official emergency communications broadcasted in accessible formats (e.g, sign language interpreters)

Nº	Problem	Solution proposal
4	People with disabilities affected by the earthquake with a very low income	<p>1. It is recommend the delivery of a bond or a special allowance to persons with disabilities. Many people with disabilities and their families belong to the quintile of greatest poverty and their needs are greater spending on things such adult diapers or expensive medicines.</p>
	Indicators.	<p>2. "Total nº of people with disabilities with family very low incomes detected, in relation to Total nº of people with disabilities with family very low incomes detected receiving special allowance"</p>

N°	Problem	Solution proposal
5	Deficient access to rehabilitation	<p>1. Before the earthquake and tsunami, there was a lack of rehabilitation offer, now most part of the services are not working (many buildings destroyed). It is recommendable to reestablish rehabilitation network as soon as possible. Universities, Professional Institutes, private sector and international agencies can help to render this vital service.</p>
		<p>a) "Total number of people with disabilities adult age group requiring rehabilitation, in relation to the total number of people with disabilities adult age group that require rehabilitation and get it."</p> <p>b) "Total number of people with disabilities child and adolescent age group requiring rehabilitation, in relation to the total number of people with disabilities child and adolescent age group who require rehabilitation and get."</p> <p>c) "Total No of Community Rehabilitation Centers constructed in relation to the total No of Community Rehabilitation Centers established in the presidential commitment former president Bachelett it."</p> <p>d) "Total nº of Community Rehabilitation Centers constructed in the affected area in relation Total No of Community Rehabilitation Centers with infrastructure without structural damage."</p> <p>e) "Total No of Community Rehabilitation Centers constructed in the affected area in relation to the total number Community Rehabilitation Centers constructed in the affected area with operating equipment."</p> <p>f) "Total number of private rehabilitation centers built in the affected area, in relation to Total number of operational private rehabilitation centers built in the affected area "</p>

Inclusive reconstruction proposals.

This stage corresponds to the reconstruction of the country. For this stage we suggest the use of Inclusion Index Matrix Calculation as a tool for assessing the final quality.

1) Public use building and places

N°	Problem	Solution proposal
1	Public buildings with poor accessibility.	<ol style="list-style-type: none"> 1) It is recommended to be built in full compliance with existing rules on the accessibility of public buildings, among which we refer to Article 4.1.7. of D.S. No. 47 (V. and U.), 1992, these laws are not observed by more than 67% of state public buildings. 2) It is required that the inclusive reconstruction of Municipal Works Directorates effectively monitor the compliance of the law in this area. Spread out the manual for universal accessibility of Corporación Ciudad Accesible (Accessible City NGO). 3) It is recommended that Mideplan use its legal powers to refuse the order for delivery of public funds for buildings that do not have in their blue prints levels of accessibility measures in accordance with the law is in force.
	Indicator	<p>Indicator measure 1:</p> <ol style="list-style-type: none"> a) "Total number of public buildings destroyed to be rebuilt, in relation to Total number of public buildings to be reconstructed whose plans comply with accessibility laws and regulations." b) "Total number of public buildings reconstructed in relation to Total number of reconstructed public buildings that meet with accessibility laws and regulations." <p>Indicator measure 2:</p> <ol style="list-style-type: none"> a) "Total number of inspectors of works, in relation to the total No. of inspectors of works trained on compliance with accessibility laws and regulations." <p>Indicator measure 3:</p> <ol style="list-style-type: none"> a) "Total number of funds authorized by Mideplan¹¹, in relation to Total number of funds authorized by Mideplan for works that meet accessibility"

¹¹ Planning Ministry

N°	Problem	Solution proposal
2	Public use buildings with inadequate infrastructure design make its installations impossible or difficult to use.	<p>1) even if the entrance is accessible if the rest of the building is not, there is no use to enter to the building in first place, so it is strongly recommended to build thinking in the user's needs.</p> <p>2) It is recommended that buildings installations should be designed using the Inclusive Index Calculation Matrix along with accessibility measurements.</p>
	Indicators	<p>Indicator measure 1:</p> <p>a) "Total number of buildings for public use, in relation to Total number of public buildings that meets requirements to ensure the use of its dependencies under the logic of the total user experience."</p> <p>Indicator measure 2:</p> <p>a) "Total number of institutions involved in reconstruction, in relation to the Total Number of institutions involved in the reconstruction trained in the use of Matrix Calculation of the Index of Inclusion."</p>

N°	Problem	Solution proposal
3	Public use buildings with inadequate evacuation systems	<ol style="list-style-type: none"> 1) There are evacuation systems and emergency exits designed for people with disabilities. Japan has implemented these systems in some buildings. It is recommended to ask advice on the matter to the International Cooperation Agency of Japan Jica, the agency has implemented these designs in Tokyo International Center (TIC). There are measures such as evacuation sleeves that can be implemented, it is recommended to include Chilean Fire Department in the design and monitoring of this measure, that have to be carefully monitored after being installed. 2) Flats should be privileged in the first floor for people with disabilities to inhabit them. 3) People living or working in buildings must be trained in techniques to help to evacuate people with disabilities.
	Indicators	Indicators: a) "Total number of homes for people with disabilities in relation to the Total Number of homes for people with disabilities with suitable emergency exit devices installed." b) "Total Number of communities (residential / business) with members with disabilities, in relation to No. of communities (residential / business) with members disabilities members trained in evacuation techniques"

N°	Problem	Solution proposal
4	People with disabilities are mobility impaired by the design of streets and sidewalks	<ol style="list-style-type: none"> 1) Law and common sense are required to be followed in this area. Municipal Works Directorates must ensure that law is complied. In our country there are different types of emergencies, so it is urgent that people with disabilities can move freely, which in case of emergency would facilitated to go to safe areas on time.
	Indicators	a) "Total number of streets and sidewalks to be rebuilt, in relation to the total No. of streets and sidewalks to be rebuilt designed according to the laws and regulations on accessibility." b) "Total number of streets and sidewalks reconstructed in relation to the total No. of streets and sidewalks reconstructed according to the laws and regulations on accessibility."

N°	Problem	Solution proposal
5	People with disabilities are mobility impaired by the design of urban furniture	1) Poor design of urban furniture can cause accidents on a normal day and multiply them in an emergency. Urban furniture design and implementation must follow logic and accident prevention design.
	Indicator	a) "Total number of urban furniture to be rebuilt, in relation to total No. of urban furniture to be rebuilt according to the laws and regulations on accessibility."

Inclusive response to catastrophes.

N°	Problem	Solution proposal
1	People with disabilities face security problems for deficiencies in safe zones accessibility	1) It is strongly recommended to establish safe zones in buildings, work places and residential ones. Safe zones must be fully accessible and there must be people trained to help people with disabilities to reach safe zones.
	Indicator	a) "Total number of security zones implemented in relation to the total No. inclusive full accessible security zones implemented"

N°	Problem	Solution proposal
2	People with disabilities face security problems for deficiencies in evacuation procedures	<ol style="list-style-type: none"> 1) It is strongly recommended to establish evacuation procedures designed to save people with disabilities. People with disabilities should have the opportunity to subscribe to an "emergency location map" for Local authorities and emergency agencies to know where a person with disability lives. It has to be voluntary and personal data must be protected of improper use. 2) People with disabilities should be trained on disaster reaction. 3) A community based evacuation procedure should be established. Neighbors are closer to a person with disability than authorities so their help would come first and save time. For this to be implemented there must be proper training.
	Indicator	<p>Indicator measure 1:</p> <ol style="list-style-type: none"> a) "Total number of communes in the country, in relation to total No. of communes with maps of safety" b) "Total number of communes with maps of security in relation to the total number of communes with security map with regular testing of its implementation" <p>Indicator measure 2:</p> <ol style="list-style-type: none"> a) "Total number of persons with disabilities (or their caregivers if the person is not autonomous), in relation to Total number of persons with disabilities (or their caregivers if the person is not autonomous) trained in responding to disasters and emergencies." <p>Indicator measure 3:</p> <ol style="list-style-type: none"> a) "Total number of communes in the country, compared to the total number of communes in the country with community training on inclusive response to disasters and emergencies"

Nº	Problem	Solution proposal
3	People with disabilities face security problems for deficiencies in rescue system	1) People with disabilities should have the opportunity to subscribe to an "emergency location map" for Local authorities and emergency agencies to know where a person with disability lives, this date could help to rescue people with disabilities from devastated places. To be part of this "emergency location map" has to be voluntary and personal data must be protected of improper use.
		a) "Total number of rescue agencies in relation to Total number of trained rescue agencies in rescuing people with disabilities. "

Final Recommendations

The results of the implementation of this plan will depend on the excellent performance of the authorities, of its audit of compliance with the law.

1. It is recommended to have a real networking system with organizations and individuals with disabilities, civil society, NGOs and international agencies.
2. The participation of organizations of and for persons with disabilities is imperative.
3. It is recommended that the social inclusion of people with disabilities should be carried on by the implementation of a Program Management Improvement on disability inclusion.
4. It is recommended that the budget of the National Disability Service get reflected the national reconstruction effort in the items that can contribute to solutions to reach people with disabilities. There are international organizations that can assist during these efforts.
5. To conducting a study of impact of measures implemented.

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Annex I

Survey

Interviewer instructions.

This survey should be answered by the respondent, or by default who act as their helper, only if the person with disability is unable to respond autonomously.

The interviewer should speak clearly. Do not induce responses. Instructions for the interviewer are in parentheses next to each question.

The data are confidential and shall not be employed in other areas outside the care of people with disabilities affected by the earthquake. Sweep Methodology will be used.

Survey validated in the field:

The user must dial from selecting YES or NO as appropriate in implementation.

The survey was designed to be applied in an emergency situation such as that experienced in Chile, without losing its statistical validity, but with an emphasis on simplicity in the respondent and tabulation processes. It is not a prevalence study or a functionality study.

The results of the survey will be used to:

- a) Organize effective assistance to real problems.
- b) to be delivered to the relevant authorities.
- c) To make project proposals.

Survey "urgent needs people with disabilities affected by the earthquake and tsunami of February 27, 2010"

I. - General Identification

Data to be completed by the Interviewer

N°		Date	
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Region		Province		Commune	
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Interviewer name	
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II.- Personal identification

Name	
Date of birth	
Civil status	
Disability (ies)	
Address	
Family head	
If not the family head, please give his/ her name	

III. - Questionnaire

1. Were you directly affected by...? (Option 2 Tsunami is only applicable in coastal areas; you can mark more than one answer, also could have tsunami in the town but did not affect the respondent).

Earthquake		Tsunami		Other	
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If answered option "other", please specified

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2. Did your home suffer any damage?

Yes		No	
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3. What was the damage level? (Mark with an X)

Total destruction		Partial destruction		Minor destruction		No destruction	
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3. If there was any damage, please described them briefly

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4. Did you have a helping device? (kanes, earphones, wheelchairs, etc)

Yes		No	
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5. Due to the earthquake, did you lost a helping device?

Yes		No	
------------	--	-----------	--

If answer to question was yes, please specify

Helping device type	
Kind and level of damage	

6. Due to the earthquake, do you have any illness?

Yes		No	
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If answer is yes, please specify illness and who diagnose it

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If answer is yes, please specify treatment and institution providing it

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7. Due to the earthquake, did you stop receiving any medical treatment?

Yes		No	
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8. Are you registered in the National Disability Register?

Yes		No	
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9. Do you belong to an organization?

Institution name	
Goals	
How many members?	
Is this institution active after the earthquake)	

10. Before the earthquake, did you have a job?

Yes		No	
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If answer is yes, please specify

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11. Due to the earthquake, did you lost your job?

Yes		No	
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12. Have you get some or any help form some or all of these institutions?

	Yes	No		
Local government			Kind of help	
Regional government			Kind of help	
Central government			Kind of help	
Disability National Service			Kind of help	
PwD's organizations			Kind of help	
NGOs			Kind of help	
Church (any)			Kind of help	
Community base organizations			Kind of help	
Army			Kind of help	
Others			Kind of help	

13. Could you point out your main needs?

Emergency house	
Building materials	
Physiological care	
Medic care	
Food	
Cloth	
Helping devices	
Others	

14. Interviewer observations

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Universidad Austral de Chile

“Knowledge and Nature”

Proposal “Inclusive Rebuilding Plan”.

Committee on Social Inclusion and Disability, Universidad Austral de Chile.

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