



Access to employment for all in West Africa

LET'S MAKE IT WORK

**Making
it Work**
Good practice for disability
inclusive development

Employment
Microentrepreneurship
Decent Work



Responsibility and credit

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Credit

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With the financial from :



This document has been produced with the financial assistance of the European Union and the French Development Agency (AFD). Responsibility for the information and views set out in this publication lies entirely with Handicap International and CBM, and these views do not necessarily reflect the official opinion of the European Union EU or AFD.

Acknowledgements : We are grateful to all those who have contributed to this study and the making of this film.

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FOREWORD

François Murangira,

Director, ILO Decent Work Technical Support Team for West Africa and Country Office for Senegal, Benin, Burkina Faso, Cape Verde, Côte d'Ivoire, Equatorial Guinea, Guinea Bissau, Mali, Mauritania, Niger and Togo.



As Mr. Juan Somavia, former Director General of the ILO said, "Decent Work is the ILO's primary goal for everyone, including people with disabilities. When we promote the rights and

dignity of people with disabilities, we are empowering individuals, strengthening economies and enriching societies at large.»

Therefore, all international labour conventions also apply to persons with disabilities in the workplace. This is why the ILO is committed to the promotion of decent work for persons with disabilities on the basis of equal opportunity, equal treatment, integration and social participation. Today, disability is considered as a human rights issue, and non-discrimination is a basic right and a fundamental principle as far as employment is concerned.

Two ILO instruments holding special significance reaffirm the right of persons with disabilities to decent work and prohibit discrimination based on disability: Convention No. 159 of 1983 on Vocational Rehabilitation and Employment (Disabled Persons), and Recommendation No. 168, which accompanies it.

Convention No. 159 has been ratified by 82 countries (as of April 2013), including Burkina Faso (1989), Guinea (1995), Mali (1995), Côte d'Ivoire (1999) and Nigeria (2010), in West Africa.

The United Nations Convention on the Rights of Persons with Disabilities, and Article 27 in particular, is a legal instrument of the United Nations that we should support by ensuring it is implemented as it should be.

To this end, we call upon State actors; regional, national and local institutional stakeholders; employers' and workers' organizations, civil society and development partners to commit to upholding the employment right of persons with disabilities. So, **together, we will ensure equitable and inclusive development through decent work for all, including people with disabilities.**



International
Labour
Organization

The booklet in brief

Access to employment is recognized as a fundamental right. In West Africa, persons with disabilities often face discrimination; they are particularly vulnerable to poverty and lack of access to employment opportunities.

Exclusion, stigmatization, negative perception and lack of self-confidence are some of the obstacles that need to be removed to make society fair, inclusive and accessible for all.

The booklet is a set of best practices on the inclusive employment of persons with disabilities in West Africa. It is the outcome of a study carried out by two projects, namely DECISIPH (Rights Equality Citizenship Solidarity and Inclusion of People with Disabilities), and Technical Vocational Education and Training (TVET), respectively implemented by Handicap International and CBM.

These best practices tell about the lives of persons with disabilities in connection with the Convention on the Rights of Persons with Disabilities (CRPD). The objective is to make recommendations for public and private employers, microfinance institutions, governments and their partners so that they become agents of change and commit themselves to inclusive policies promoting access to decent jobs for persons with disabilities in West Africa.

All these stakeholders need to be mobilized and empowered to ensure dignity, respect, equal opportunities and inclu-

sion of persons with disabilities through decent work.

The accompanying DVD illustrates some best practices and addresses the following questions:

► *How do microfinance institutions give persons with disabilities access to financial services to help them start or develop small businesses successfully?*

► *How and why do public and private employers recruit persons with disabilities and facilitate their inclusion in the workplace or in services?*

► *How have technical and financial partners or investors contributed to the success of persons with disabilities through access to decent jobs?*





► ***How do governments and ministries promote access to employment for persons with disabilities through the design and implementation of disability-inclusive public policies and development strategies?***

The booklet and the DVD will be used by Disabled People's Organisations (DPOs) to conduct advocacy sessions.

The DVD is a tool for stimulating dialogue targeting each of the identified stakeholders. Before showing the film, the facilitator will present the issue and the challenges to integration of people with disabilities into employment. The booklet contains key elements to set the stage and stimulate debate. It helps to gain a better understanding of the lives of people with disabilities as well as providing arguments to convince stakeholders to act in favour of the inclusion of persons with disabilities in employment.

The booklet and DVD do not present a quantitative study on the situation of persons with disabilities confronted with poverty and unemployment in

West Africa. They present the context and important facts, but they are not intended to address the lack of data on the subject.

The experiences illustrated show that the successful inclusion in employment activities is a key element necessary for the satisfaction of basic needs. As such, this is a step in the fight against poverty.

As such, **this booklet and DVD** are some of many tools available to help stimulate discussion. Several references are suggested in the book for those seeking further information, though please note that this list is not exhaustive!

The situation worldwide and in West Africa in focus



Worldwide Data

Worldwide, **15,6 à 19,4%** of the population of working age lives with a disability, i.e. between 785 and 975 million people. (1)

29,9% of women without disabilities are employed, versus **19,6%** of women with disabilities. (1)

80% of persons with disabilities live in developing countries. (2)

20% of the poorest people in the world living in developing countries live with a disability. (2)



West-African Data

54% of the West African population is of working age, i.e. 164 million people. (3)

By 2030, the number of young people entering the labour market is expected to increase by **20 to 50%** in Togo and by **50 to 100%** in Senegal. (4)

In low-income countries such as Burkina Faso and Sierra Leone, **72%** of the working age population have a job (5)

In Niger, **47%** of persons with disabilities are involved in economic activities. (6)

Small and very small businesses in the **informal sector** absorb between **70 and 90%** of African workers. (4)

Government and the formal economy absorb **10 à 30%** of African workers. (4)

In Mali, **74,2%** of men are employed by **micro and small enterprises in the informal sector**, compared to **89,2%** for women. (4)

In Liberia, **78%** of the labour force have a «vulnerable job». (5)

There are **348** public, semi-public and private companies in Niger. **262** of these have less than **20** employees, **60** private and **2** public / semi-public companies have a staff of **20 to 99** employees. **23** private and **1** semi-public companies have **100 to 999** employees. (5)

There are three primary categories barriers preventing people with disabilities from accessing employment:

- negative attitudes and self-exclusion,
- lack of access to education and training,
- and inaccessible environments.

Following a **quota policy**, more than **200 persons with disabilities** have been recruited into **the Niger public administration**. (5)

In Burkina Faso **45,5%** of children without disabilities go to school. (7)

Nearly **40%** of children with physical disabilities go to school, compared to **10,3%** of children with a hearing disability. (7)

Overheard :

I am convinced that this is discrimination. I approached a security company with another person. I can write my name. The other person with me cannot. They hired him, but not me. Why is that? It is because of my disability. I am utterly convinced of it. Because of my disability, I cannot find a job.

Testimony from Mali

There are disabled people who do not want to work and earn a livelihood. These people are lazy!

Street-poll in Togo

1 WHO & World Bank, World Report on Disability, , 2011

2 Handicap International, Disability and Development, 2012

3 United Nations, Department of Economic and Social Affairs, Population Division, World Population Prospects : The 2010 Revision, CD-Rom Edition, 2011

4 Agence Française de Développement, Transition démographique et emploi en Afrique Subsaharienne, 2011

5 OECD, African Economic Outlook – Promoting Youth Employment, 2012

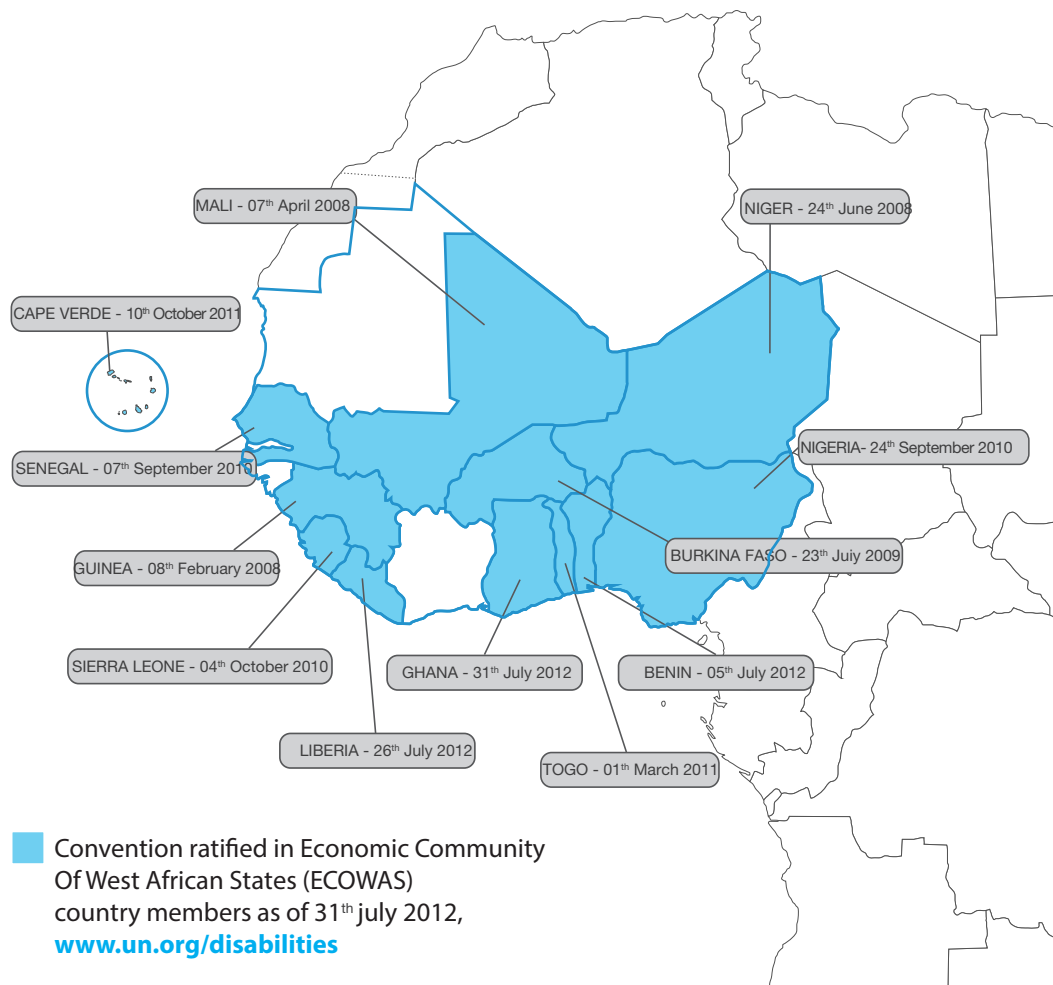
6 ILO, Decent Work Country Profile – Niger, 2013

7 Burkina Faso, Recensement Général de la Population, 2006

The social and economic participation of persons with disabilities

On 13 December, 2006 the International Convention on the Rights of Persons with Disabilities (CRPD) was adopted. It entered into force on 3 May, 2008. ¹

In July 2012, all the countries of the DECISIPH and TVET projects (Benin, Burkina Faso, Liberia, Mali, Niger, Senegal, Sierra Leone and has Togo) ratified the Convention.

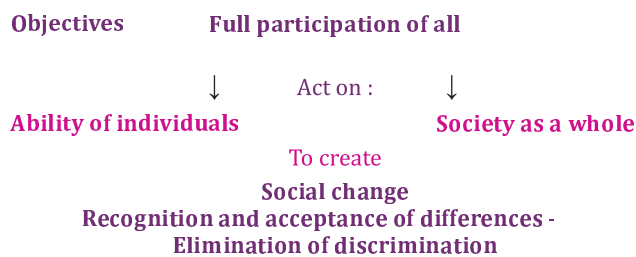


The CRPD is based on the vision of an **inclusive society** where **persons with disabilities** can enjoy **rights, freedoms and opportunities on an equal basis with others**.

«Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others». 2

However, **their right to employment is often not respected**, and persons with disabilities find many difficulties in exercising it..

Figure 1 : The inclusion of persons with disabilities in society: objectives and actions



Inclusion is based on full participation in social and economic life. One key factor is **inclusive employment** that allows **access to a gainful, decent and freely chosen job**. Everyone is entitled to this right. 3

The principle of dignity stated in the CRPD goes hand in hand with access to employment; it has an economic function, but is also a vector of social recognition and psychological well-being. However, persons with disabilities should assume their duties and responsibilities as citizens to allow the implementation of this right.

The 6 dimensions of decent work : 4

- Opportunity to work: equal access to opportunities
- Productive work: adequate remuneration
- Fairness at work: no discrimination at work or when seeking employment
- Safety at work: health and social protection
- Dignity at work: respectful treatment of workers

1 **More information on the Convention:**
www.un.org/disabilities
and on Disability Rights in West Africa :
www.proadiph.org

2 **Article 1 of the International Convention on the Rights of Persons with Disabilities.**
www.un.org/disabilities

3 **Inclusive employment consists for example in promoting access to technical and vocational training, supporting job seekers and employers regarding the employment of persons with disabilities, adapting tools and workstations, facilitating access to financial resources, etc.**
 Handicap International, **Inclusive Employment Policy Paper, 2011**

4 **More information :**
www.ilo.org

The right to work

« States Parties recognize the right of persons with disabilities to work, on an equal basis with others; this includes the right to the opportunity to gain a living by work freely chosen or accepted in a labour market and work environment that is open, inclusive and accessible to persons with disabilities. States Parties shall safeguard and promote the realization of the right to work, including for those who acquire a disability during the course of employment, by taking appropriate steps, including through legislation...» ¹

Other articles of the CRPD are essential regarding the right to work:

Article 3 : General principles

Article 5 : Equality and non-discrimination

Article 8 : Awareness-raising

Article 9 : Accessibility

Article 12 : Equal recognition before the law

Article 16 : Freedom from exploitation, violence and abuse

Article 19 : Living independently and being included in the community

Article 24 : Education

Article 25 : Health

Article 28 : Adequate standard of living and social protection

Article 32 : International cooperation

The right to work also contributes to the enjoyment or enhancement of other rights such as education (Article 24),

health (Article 25), respect for home and the family (Article 23), participation in cultural life, recreation, leisure and sport (Article 30), etc.



There are other international and national legislative acts promoting the employment of people with disabilities, such as Convention No. 159 of the International Labour Organisation (ILO) on vocational rehabilitation and the employment of persons with disabilities. ² In countries, the Labour Code and national laws often include the principle of non-discrimination. Other regulations establish employment quotas or priority access for persons with disabilities in companies and/or the public administration.

Disability and development

Poverty, vulnerability and disability are closely linked in a negative cycle. Thus, disability is both a cause and a consequence of poverty. ³

Persons with disabilities are often discriminated against, they have difficulty accessing opportunities to secure their livelihoods, and remain largely excluded from the world of work, and from major development initiatives. Inclusion and development should be addressed together: **including persons with disabilities in society also means making them full participants in the development process.**

Since 2000, the Millennium Development Goals (MDGs) ⁴ have provided a framework for States to implement development policies. They are designed to be achieved by 2015, but they cannot be achieved if the most marginalized persons in societies are not included. Yet, people with disabilities have not been taken into account in policies related to the MDG, nor in the indicators created to measure progress towards the MDGs. This is the challenge for the framework that will be designed for the post-2015 period: for the international community to involve people with disabilities and their representative organizations in the reflections leading up to the post-MDG development agenda.



¹ **Article 27 of the Convention on the Rights of Persons with Disabilities.**
www.un.org/disabilities

² **Ratified in West Africa by Burkina Faso (1989), Guinea (1995), Mali (1995), Côte d'Ivoire (1999) and Nigeria (2010).** www.ilo.org

³ **Handicap International, Disability and Development, 2012**

⁴ **Access to employment is especially related to MDG 1: Eradicate extreme hunger and poverty, halve the proportion of people whose income is less than 1 dollar a day, and halve the proportion of people who suffer from hunger.**
www.un.org/fr/millenniumgoals/

Methodology



In West Africa, the denial of persons with disabilities right access decent employment is a fact. In order to bring about change, there is a need to showcase best practices or life stories illustrating access to employment for persons with disabilities. **In relation to Article 27 of the CRPD, this booklet proposes possible courses of action aimed at reducing the barriers to the employment of persons with disabilities.**

The study was conducted by two projects, namely DECISIPH / Handicap International and TVET / CBM, with the participation of Disabled People's Organizations at national and regional levels in eight West African countries: Benin, Burkina Faso, Liberia, Mali,

Niger, Senegal, Sierra Leone and Togo. DECISIPH is involved in the eight countries, while TVET only covers three of the eight countries, namely Burkina Faso, Niger and Togo.

The DECISIPH project aims to raise awareness and develop the capacity of regional, national and local stakeholders to intervene in the aforementioned countries through coordinated and concerted efforts aimed at reducing the barriers preventing the full and effective participation of persons with disabilities in society.

The TVET project aims to ensure that persons with hearing impairment in the intervention areas have access to quality vocational and technical training that facilitate their socio-economic integration.

Given that these two projects and their areas of intervention are complementary, a partnership between Handicap International and CBM has been established to carry out this study.

Making it Work

This study was conducted using the Making it Work (MIW) methodology. MIW is a method for documenting good practices on inclusive development and using this evidence for stronger advocacy to influence positive changes to policies, systems and services, in-line with the principles of the CRPD. Using this practical methodology, advocates can demonstrate how the CRPD can be implemented in practice using real examples of what works.



MIW uses a multi-stakeholder approach putting an emphasis on a “learning by doing” process that empowers groups to work collectively to document and promote change. The methodology encourages groups to work together to identify good practise and plan together how they will use the good practices to promote change within their advocacy.

Instead of focusing on human rights violations and what does not work, MIW emphasizes what works and how it has been implemented, developed, or replicated.

In this study, a multi-stakeholder approach has been used by members of steering committees established at national and regional levels (see boxes). The topic of inclusive employment has been identified in a participatory manner with DECISIPH and TVET project partners who are members of these committees...¹

¹ More information :
www.makingitwork-crpd.org

Making it Work

... Before the collection and selection of best practices, criteria have been defined by the National-level Steering Committees and approved by the Regional-level Steering Committee.



MAIN IMPLEMENTATION STAGES:

Collection and selection of best practices
 In each country, a research officer collected and documented best practices under the supervision of the country project manager and the two DECISIPH and TVET regional coordinations. The National-level Steering Committees then confirmed the best practices identified according to their relevance and according to the defined criteria.

Production of tools
 Two tools (a DVD and a booklet) have been produced by the DECISIPH and TVET regional coordinators and validated by the Regional-level Steering Committee. At the same time as the Burkina film director was producing the film, the booklet was also submitted to a group of persons with disabilities in Burkina Faso for amendment.

Advocacy
 Capacity building is being provided to the members of the National Steering Committees to help them develop and implement their advocacy strategy.

CRITERIA FOR THE SELECTION OF BEST PRACTICES		
	SELF-EMPLOYMENT	WAGED EMPLOYMENT
BEST INCLUSIVE PRACTICES	Cases of self-employed persons who were supported and whose needs were identified and met, recognizing the right of persons with disabilities to live in the community and have the same opportunities as others.	Cases of employees who were supported and whose needs were identified and met, recognizing the right of persons with disabilities to live in the community and have the same opportunities as others.

	SELF-EMPLOYMENT	WAGED EMPLOYMENT
POSITIVE IMPACTS AND EFFECTS	There is a positive impact on the person in charge of the very small business, their family, relationships and entourage: improved monthly income, independent living, investment opportunities (home, motorcycle, car...), etc.	There is a positive impact on the employee, their family, relationships and entourage: improved monthly income, independent living, investment opportunities (home, motorcycle, car...), employer satisfaction, etc.
INNOVATIVE PRACTICE	The person uses new techniques as compared to the current practices of most people with disabilities: formal and rigorous accounting and financial management, savings, economic interest grouping, etc.	The recruitment procedure is innovative compared to the current practice of hiring persons with disabilities. The person with a disability is hired by the company or government on the basis of competence and without discrimination; DPOs are seen employing persons with disabilities; decent work recruitment standards (contracts, social protection, social dialogue...) are practiced; recruitment follows advocacy by a DPO; there is an accessible work environment; and awareness raising is provided for co-workers without disabilities
REPLICABLE	The practice can be replicated in other places with a similar context or in the same context but on a larger scale	
SUSTAINABLE	The practice is promising: profitable, with effective and efficient management, and achievements that will be maintained or developed eith time having elapsed since inception	The practice is promising: achievements will be maintained or developed for many years, some time has already elapsed since inception
RECOMMENDED / ACCEPTABLE	Ethically, the practice is acceptable to policy-makers, non-governmental organizations, DPOs, and donors	

Making it Work

COMPOSITION OF THE NATIONAL AND REGIONAL-LEVEL STEERING COMMITTEES

The National-level Committees are generally composed of representatives from the following bodies:

- National federation and other DPOs
- Inclusive livelihood and economic development stakeholders
- Ministries and public institutions in charge of disability, human rights, communication, etc.
- Handicap International and CBM
- Other international NGOs

The Regional-level Committee is composed of representatives from the following bodies: :

- International Labour Organization (ILO) Regional Office for West Africa, Dakar, Senegal
- Entrepreneur du Monde (EdM), Lomé, Togo (Microfinance institution)
- PlaNet Finance , Regional Office, Dakar, Senegal (Microfinance institution)
- Canadian Centre for Studies and Cooperation (CECI), Dakar, Senegal
- Secretariat of the African Decade of Persons with Disabilities (SDAPH), Regional Office in Dakar, Senegal
- Action on Disability and Development (ADD), Regional Office in Bobo-Dioulasso, Burkina Faso
- Handicap International / Regional Coordination of the DECISIPH Project, Dakar, Senegal
- CBM / Regional Coordination of the TVET Project, Lomé, Togo



Portrait Gallery



Name : Bandiougou
Occupation : Specialized Sport Coach
Age : 28
Disability : Intellectual Impairment
Country : Mali

Name : Lawali
Occupation : Auxiliary Employee
Age : 54
Disability : Hearing Impairment
Country : Niger



Name : Ousseynou
Occupation : Shoemaker
Age : 35
Disability : Physical Impairment
Country : Senegal

Name : Bamboado
Occupation : Hairdresser
Age : 27
Disability : Hearing Impairment
Country : Burkina Faso



Name : Line
Occupation : Telephone Operator
Age : 40
Disability : Visual Impairment
Country : Benin

Name : Mabinty
Occupation : Merchant
Age : 29
Disability : Visual Impairment
Country : Sierra Léone



Name : Ricardia
Occupation : Executive Director
Disability : Physical Impairment
Age : 45
Country : Liberia



Name : Adamou
Occupation : Carpenter
Age : 30
Disability : Hearing Impairment
Country : Togo



ADAMOU, *Carpenter and business leader*

Profile by :
Kangnaguidjoa Kombate,
jkombate@hotmail.com

Factors that enabled his inclusive employment

- Adamou's technical training (mainstream apprenticeship) and skills, which earned him a reputation of a good carpentry among his clients
- Support from his family
- Access to formal and informal microfinance institutions and financial support from his entourage

Challenges and solutions

In the beginning, he had trouble communicating with his clients. Today, he communicates with them using unconventional sign language, or through writing. He also has two catalogues and a series of pictures of furniture he has made previously from which his clients can choose.

Adamou is a successful and renowned carpenter in Lomé, Togo. Born in 1980 in Dapaong in the extreme north of the country, he has been living with a hearing impairment after contracting meningitis at the age of two.

In 1987, Adamou moved to Lomé with his parents and his three sisters. He joined the Ephata Special Education Primary School. Due to his impairment, he faces enormous difficulties, especially in writing and reading. He obtains his certificate of primary studies (EDPS) in 1997 and his parents want him to follow **training in carpentry**. So, he starts his training with a consummate craftsman and gets his Certificate of Apprenticeship in 2001

In 2009, after five years of employment at a cooperative, Adamou opened his own workshop. **His parents supported him** by paying for the costs of his set-up and for the plot of land. Thanks to a **loan** of 300,000 CFA francs from the FUCEC (Federation of savings and credit cooperatives of Togo), he acquired the final items for his toolbox. His workshop now has an electric sawing machine, a plane, and a machine for artwork on wood

Adamou **repayed his loan** in 18 monthly instalments, **honouring his commitments** without difficulty. He is also a member of a mutual loan association (MUDECK) where he saves 500 CFA francs (€ 0.75) per day. At the end of each month, he receives 15,000 CFA francs (€ 22.85), which he pays into **his savings account** at Banque Populaire.

Regarding organization, accounting and finance, Adamou **is well organized and rigorous**. His monthly income varies between 30,000 and 50,000 CFA francs (45.75 and 76.20 euros) and **he looks after his wife and child**. He is gradually investing into equipment for his wife's hairdressing shop.

Adamou is member of the Association of persons with hearing disabilities of Togo, and he has two apprentices with hearing impairments in his workshop. Owing to Adamou's work and **social commitment**, he is well respected by his community.

For more information, please contact :

Adamou Yabre

Tél : +228 90 38 78 70/ +228 92 18 26 17



To enable other cases like Amadou's, let us make micro-business creation a responsible civic process by:

▶ **Encouraging micro-finance institutions to offer financial services that are accessible and adapted for persons with disabilities** involved in business creation

▶ **Adapting financial products and services to make them accessible**

▶ **Looking at persons with disabilities as potential clients, without any prejudice. Integrating difference is beneficial for the microfinance institution: persons with disabilities in the company's staff or clientele will enrich its experience.**

Factors that enabled her inclusive employment

- Support from her family
- Her participation in sport programmes, was important training for her. It has made her mature and encouraged her a fighting spirit that allowed her to develop a project requiring strong motivation.
- Her informal training in hairdressing

Challenges and solutions

- Bamboado has never been to school
- Bamboado did not have access to microcredit to start her project. She financed everything with her own savings

BAMBOADO, *hairdresser and manager of a hairdressing shop*

Portrait réalisé par :
Nab Leonard Dabire,
leonardnab@yahoo.fr

Born in Burkina Faso in 1986, Bamboado is a hairdresser in Fada N’Gourma, in the east of the country. She was born into a polygamous family and has a hearing impairment, like her two sisters from the same mother. She faces multiple forms of discrimination and has never been to school.

In 1997, the disability rehabilitation centre of the Catholic Organization for Development and Solidarity (OCADES) diagnosed Bamboado’s impairment and agreed to support her. She demonstrated good sporting skills and participated in sprinting (100m) and long jump competitions.

With the support of regional disability sport officers, she won several international competitions. Her educator at OCADES referred to her as a woman with a fighting spirit. However, Bamboado was disappointed by the bonuses and rewards she received and decided to retire from athletics. She told her mother that she wanted to learn hairdressing. In 2004, she was sent to an **aunt** who is a **hairdresser** to begin her **training**.

Bamboado’s **apprenticeship** with her aunt lasted for four years and then she became an **employee** with a monthly salary of 10,000 CFA francs (15.25 euros). Because of her low-wage and the **difficulties she encountered with integration**, Bamboado decided to open her own hairdressing shop.

Since 2010, Bamboado has been **managing her own hairdressing shop built on a family plot with her own money** and with financial support from her father.

Bamboado’s rates vary from 750 to 3,000 CFA francs (1.15 to 4.60 euros). With 5 to 6 clients per day, she earns between 4,000 and 6,000 CFA francs (6.10 to 9.15 euros)

per day, after daily expenses. She deposits her profits into her bank account on a daily basis.

Tenacious and motivated, Bamboado wants to further her activity. Her job allows her to **live independently** and **pay her taxes**. Her work also brings her social recognition: she is perceived as an **inventive hairdresser**, and this wins over many clients.

For more information, please contact :

Bamboado Thiombano

Tél : +226 70 79 04 14/ +226 73 81 62 99

S/C Michel Youma



To enable other cases like Bamboado's, let us make micro business creation a responsible civic process by:

- ▶ Promoting **access to education and training for persons with disabilities**, and giving them opportunities for training in various fields
- ▶ Putting in place appropriate measures to **give girls and women with disabilities access to mainstream training and decent employment** to allow their self-development
- ▶ Promoting a **coherent support process based on the motivation and wishes** of the persons concerned



BANDIOUGOU, *specialized sports coach*

Profile by :
Etienne Honoré Toé
etiennehonoretue@gmail.com

Factors that enabled his inclusive employment

- Support from his family
- Access to technical training
- Support from a development project implemented by an international NGO

Challenges and solutions

- The employer has hired Bandiougou for his abilities, performance and skills, as part of a committed approach. However, Bandiougou does not receive the same pay as co-workers with similar qualifications.

Due to his unstable financial situation, Bandiougou is involved in other more or less formal money-making activities.

Bandiougou is a specialized sports coach for children with intellectual disabilities and works with the Malian association for the fight against mental deficiency (AMALDEME) in Bamako. He has grown up with microcephaly and was taken care of by AMALDEME until 2002.

Throughout childhood and adolescence, Bandiougou felt rejected and discriminated against. «People thought I had an incurable and contagious disease and stayed away from me,» he says. His parents enrolled him at AMALDEME where **he trained for three years** with a physical education and athletics teacher from the Teaching Centre (CAP) of District IV of Bamako. In Mali, CAPs are the bodies responsible for promoting sport. They are under the authority of the districts. With this training, Bandiougou qualified as a sports coach in 2002 and decided to approach the Executive Director of AMALDEME for a job.

At first, he worked as a volunteer with AMALDEME and was responsible for the physical training of students. In 2003, he was **appointed as a sports coach**, receiving an honorarium of 25,000 CFA francs per month (38.10 euros) following **support from a development project implemented by an International NGO**. Although his income did not allow him to live independently, Bandiougou nevertheless started contributing to the family budget. Currently, he is about to get married, and he has one child.

Crowned twice world champion for 800 m (Shanghai in 2007 and Greece in 2011), Bandiougou is now **recognized for his strong track record and his work**. Special Olympic Mali (SOM), an organization of persons with disabilities which he is a member of, has hired him to set up two sports teams in his district, one for persons with

disabilities, and another for persons without disabilities. Both teams come together from time to time to organize inclusive sporting events. His personal story contributes to **raising awareness on the situation of persons with disabilities** in his neighbourhood and in his district.

Today, Bandiougou derives **self-confidence and satisfaction from his job**. In hopes of gaining more independence, he plans to become a civil servant as a physical education teacher. He lives off of his talents, but also on the employment quota granted by the State for persons with disabilities.

For more information, please contact :

Bandiougou Sidibe, Sports Coach
Tél : + 223 75 89 51 84



To enable other cases like Bandiougou's, let us make the employment of persons with disabilities a steadfast civic process by:

► **Changing the way employers** perceive the aptitudes and skills of persons with disabilities

► **Employing persons with disabilities and retaining them** in decent jobs: opening itself to all skills and promoting a team spirit is beneficial for the company

LAWALI,

auxiliary employee at the city council of Maradi

Profile by :
Amadou Abdou Diori
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Factors that enabled her inclusive employment

- Existence of a dynamic Disabled People's Organisations
- Partnership between a Disabled People's Organisations and the city council to promote the employment of persons with disabilities
- Rights-based approach of the city council

Challenges and solutions

- Because he has not been to school, Lawli has had to resort to informal training and has taken advantage of the inclusion process of a disability organization
- Communication issues were his major concern at work. With time, his co-workers have learned the local sign language to interact with him

Lawali, 54 years old, is an auxiliary employee with the city council of Maradi. Born into a family of farmers, he has lived with a hearing disability since childhood, after contracting meningitis.

Because of his disability, Lawali did not attend school in his childhood. From age 15 to 17, he slaughtered sheep for ceremonies taking place in his neighbourhood. He learned to do this **informally** alongside the young peoples in charge of ceremonial slaughter. His father finances the opening of **an informal stall where he could sell meat**. But business was poor and Lawali returns to unemployment for some time. He later joins the local branch of the Niger Association of the Deaf and **actively participates in community activities**, especially in public health activities.

The Maradi branch of the **Niger Association of the Deaf** has had a **partnership with the town hall** since 1990. As part of this partnership, fifteen persons with hearing disabilities have been employed as temporary workers for the management of household refuse and for cleaning out gutters. In 1997, the mayor decides to recruit three persons with disabilities as public auxiliary workers to support these activities. Lawali is recommended to the mayor by the President of the Association of the Deaf. Since solid waste management is a decentralized service of the government, he is recruited as a government employee through the Ministry of the Interior, which is in charge of the districts.

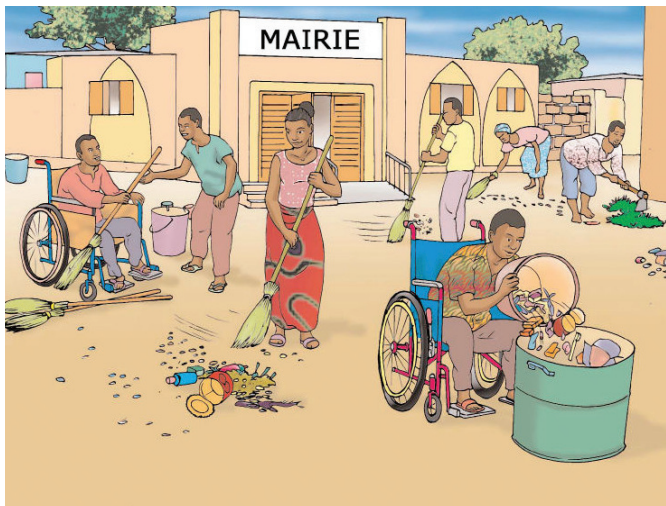
Lawali is now **responsible for hygiene and sanitation in the municipality of Maradi**. Although he has no diploma or qualification, he now has a **stable and secure socio-economical situation**. He is entitled to social security and pays contributions to the social security fund for

his retirement plan. He has two wives and seven children, and he takes care of three other relatives who live with him. His salary as a **public auxiliary worker** enables him to **support his family**.

His job also promotes a **positive image** of the members of the Association of the Deaf and has helped to **raise awareness** of disability in the city of Maradi. Since his recruitment, more people with hearing impairments have been employed as sanitation workers in health facilities.

For more information, please contact :

Lawali Oumarou, S/C Maire centrale
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To enable other cases like Lawali's, let us make the employment of persons with disabilities a committed civic process by:

► **Making the national legislation consistent with the Convention: put in place legal frameworks promoting the employment of persons with disabilities, and enforce existing laws**

► **Policy activism in favour of persons with disabilities: public and private employers are better off when they hire reliable employees. Persons with disabilities are as actively involved, independent and productive as other employees**



LINE, *Civil servant, telephone operator at the Ministry of Family and Social Affairs*

Profile by :
Cyprien OROBIYI,
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Factors that enabled her inclusive employment

- Support from her parents and a teacher
- Policy in favour of the employment of persons with disabilities at the Ministry of Family and Social Affairs where she is employed
- Access to adapted training and field work in a mainstream setting, which reinforced her professional skills

Challenges and solutions

- Each day, Line has to travel 15 kilometres to go to work. She hires the services a motorcycle taxi that she pays out of her own pocket
- Her office is in the first floor and is only accessible via stairs
- For certain tasks, Line is helped by co-workers

Line is a telephone operator at the Ministry of Family and Social Affairs, in Cotonou, Benin; she lives in Abomey, fifteen kilometres from her workplace. Born in 1973, she lost her sight after contracting measles at the age of four.

At 19, she joined the Centre for the Social Promotion of the Blind in Cotonou, Benin. She received her Certificate of Primary Studies (CEP) and wanted to continue her studies. **Supported by one of her specialist teachers**, she obtained her certificate of vocational proficiency (BEP) at the Centre for Professional and Business Studies (CEPC) where she **specialized as a telephone operator**.

Thereafter, she began a period of professional training at the Ministry of Youth, Sports and Recreation of Benin, after which she **was employed** at the Ministry of Family and Social Affairs.

Line was first recruited as a contract employee, upon the initiative of then Minister Claire Hounga Ayemona, as **way of contributing to the inclusive employment of persons with disabilities**. Five years later, Line became a permanent civil servant after **passing a competitive examination**. She is authorized to take the examination in Braille allowing her to become a class D3, grade 4 employee.

Line is greatly appreciated at the Ministry for her **professionalism** and **aptitudes**. She is a trained professional who has mastered the configuration of the handsets she uses daily. She also **transfers this knowledge**, as she has already trained several visually impaired students who have decided to join the profession. Today, the Ministry employs nine persons with disabilities out of a workforce 687 persons (1.31%).

As a permanent government employee, **enjoys job security**. In addition to providing economic stability and social security, her job also enables her **integration into society and in her family**. Her parents are proud of her; she is married and has children.

For more information, please contact :

Line Kpohouegbe, Telephone Operator
Tél : + 229 95 86 21 34



To enable other cases like Line's, let us make the employment of persons with disabilities a steadfast civic process by:

► **Making national legislations comply with the Convention: ensuring reasonable adaptation to give persons with disabilities access to competitive examinations and to the public administration**, as required by legal obligations

► **Being aware and convinced of the benefit of employing persons with disabilities:** the company takes advantage of opening to new skills, and persons with disabilities develop skills to compensate for their deficiency

► **Developing inclusive human resource policies** to include and maintain persons with disabilities in the employment market: **make the position and the work environment accessible; raise the awareness of co-workers**

MABINTY, *merchant*

Profile by :
Edward Abbocco Victor Koroma,
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Factors that enabled his inclusive employment

- Support from her family
- Access to formal technical training
- Adapted and accessible services in the training institution

Challenges and solutions

- Strong discrimination from the community, which she has been able to overcome. She participates in a tontine system that has accepted her for her saving capacity

Mabinty is a small trader in Makeni, northern Sierra Leone. She lost her sight after contracting an infectious eye disease known as Apollo.

She has completed primary school. Her parents enrolled her in a **specialized training** institute called Vision for the Blind, where she learned dyeing. At the end of her training, she received a **start-up kit** consisting of equipment and raw materials. She did not want to pursue a career in the dyeing business and she sold her kit and **used the money to engage in small trade.**

Today, Mabinty has a market stall on her veranda. She sells condiments such as pepper, peanuts, onions, salt, beans, spice cubes and rice.

Tanks to this small business, Mabinty and her family are **independent in terms of food, health and clothing.** She can also **save** part of her income through a local savings system called Osusu.

In her neighbourhood, people are not friendly with persons with disabilities. She says that if a person with a disability tries to buy something in a shop, they are not respected. Shopkeepers always think they are beggars. This situation often leads to quarrels, discriminatory talk and insults. However, Mabinty is **admired for her hard work.** She also currently coaches another person in the basics of small business.

Mabinty wants to organize small traders with disabilities into a network where members could help each other sustain their activities.

For more information, please contact :

Mabinty Koroma,

Tél : + 232 076 65 11 74



To enable other cases like Mabinty's, let us make micro business creation a steadfast civic process by:

▶ **Putting in place appropriate measures to give girls and women with disabilities access to mainstream training and decent employment** to allow their self-development

▶ **Promoting inclusive and tailored employment support services**

▶ **Raising public awareness on disability** to change perceptions regarding the capacities and skills of persons with disabilities, and to fight against prejudice



OUSSEYNOU, *self-employed shoemaker*

Profile by :
Aissatou Diame,
aichdiam@gmail.com

Factors that enabled his inclusive employment

- Support from his family
- Access to mainstream technical training
- Access to multidisciplinary employment support services that motivated him and stimulated his entrepreneurship and innovation ability

Challenges and solutions

- In his very small business, Ousseynou has to deal with many clients, and he also has heavy working hours as an employee at the hospital. He nonetheless manages to cope by adapting his timetable

Ousseynou Gueye is a shoemaker in Kolda in Casamance, Senegal. He contracted polio at the age, which leaves him with a mobility impairment.

From early age, Ousseynou refused to let his impairment monopolize his attention and **rejected stigma**. He indulged his passion for mechanics in the family garage. As a teenager, he made toy carts and sold them to his classmates. His talent became evident from 1992 when he began making and repairing shoes in his neighbourhood. In 1994, he opened his own workshop.

During his career, Ousseynou has benefited from improved access to social services such as those of AFDS (Agence pour le Fonds de Développement Social), and also entrepreneurship programs offered by NGOs. This is what allowed him to follow Class 5 training in shoemaking as well as other training in marketing and management; he has also been provided with funding to renovate his shoe repair shop. Thanks to the **development of his technical abilities, he can now keep accounts** and work out his monthly income (between 50,000 to 100,000 CFA francs, i.e. 76.20 to 152.45 euros). In 1996, he was **recruited** by the regional hospital to produce orthopaedic shoes for a monthly salary of 125,000 CFA francs (190.50 euros).

He still runs his small business and has been given a loan of 400,000 CFA francs (609.80 euros) by IMCEC (Institution Mutualiste Communautaire d'Épargne et de Crédit) to reinforce his working capital.

He has also decided to take up the challenge of adapting motorized vehicles for persons with disabilities. He has started by adapting two motorcycles, including one for his

personal use. He has also adapted his car to facilitate his travels. **His professionalism, entrepreneurial spirit and sense of innovation** have won him a contract for the adaptation of nine motorbikes for the national mine action committee (CNAMS) in Ziguinchor.

Ousseynou has **got married, started a family** and built his own house. Today, he is **recognized and respected in his community**.

FOR MORE INFORMATION, PLEASE CONTACT

Ousseynou Gueye

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To enable other cases like Ousseynou's, let us make micro business creation a responsible civic process by:

▶ **Promoting the social responsibility of microfinance institutions** and integrating the disability issue in universal social management and performance standards

▶ **Undertaking actions to promote financing for persons with disabilities.** Persons with disabilities are a new potential market



RICARDIA, *Head of National Commission on Disabilities, Liberia*

Profile by :
Morris Gbessagee,
waryonwon@gmail.com

Factors that enabled her inclusive employment

- Support from her family
- Access to education, strong motivation and involvement as a citizen
- Non-discrimination in her appointment as a senior executive
- Access to several trainings in advocacy and human rights in Liberia and abroad

Challenges and solutions

- As a woman with a disability, Ricardia experienced even more discrimination, so she decided to do something about it

Ricardia is the Executive Director of the National Commission on Disabilities in Liberia. Born in 1968, she grew up with her mother in Harper, in the southeast of the country. At the age of 5, she contracted polio, which left her with a mobility impairment.

As a child, Ricardia never felt that she was discriminated against or marginalized. However, when she went to live in Monrovia in 1987 to pursue graduate studies, she discovered that **discrimination against persons with disabilities is strong in the city**. On the advice of her sister, she studied commercial business at the St. Martin school. Three years later, in the midst of the Liberian conflict, she embarked into a trade in goods, which gives her a **financial base and greater confidence**. However, in the market she faces more and more discrimination. Therefore, she decided to create an **organization to protect the rights and interests of women with disabilities**. In 2006, she returned to school, finishing with a degree in sociology from the African Methodist Episcopal University.

Married and mother of two children, she still lives in Monrovia, in her own house.

In March 2010, she was appointed Executive Director of the National Commission on Disabilities due to her **expertise, integrity and advocacy capabilities**. She was appointed after a peaceful protest of persons with disabilities - in which she took part - calling for a better functioning of the commission. The National Commission on Disabilities was set up in 2005 by the National Assembly with a mandate to promote persons with disabilities and handle all disability issues in Liberia, including welfare, education, and capacity building.

Since then, Ricardia has established herself as a prominent and passionate defender of the **rights of persons with disabilities, particularly those of women**. Ricardia is independent, self-confident, and determined to reach her goals. She is a **role model for many women** and persons with disabilities.

For more information, please contact :

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To enable other cases like Ricardia's, let us make the employment of persons with disabilities a steadfast civic process by:

► **Making national legislations comply with the Convention: non-discrimination, and fulfilment of legal obligations**

► **Being conscious of the advantages of employing persons with disabilities:** employers need workers who are motivated. Persons with disabilities are more motivated and want to show that their employers have made the right choice

► **Developing the capacities of those in charge of disabled people's organizations** in terms of upholding the employment rights of persons with disabilities

General Recommendations

Governments, employers, microfinance institutions, and technical and financial partners have a responsibility to allow persons with disabilities full and effective enjoyment of the right to work on an equal basis with others. This includes the right to the opportunity to gain a living by work freely chosen or accepted in a labour market and work environment that is open, inclusive and accessible to persons with disabilities (in accordance with Article 27 of the Convention on the Rights of Persons with Disabilities).

To this end, governments (through the ministries in charge of employment, labour, economic development, education and planning) should:

1. COMMIT THEMSELVES clearly to a proactive policy for the employment of persons with disabilities, and materialize this policy with affirmative action.

2. MAKE national legislation, in particular that related to work, employment and education, **comply with the Convention on the Rights of Persons with Disabilities**, which they have ratified. Legislation plays a major role in the creation of employment opportunities, equal access to decent and profitable work for persons with disabilities through the establishment of appropriate measures.

These measures include:

▶ **Ensuring** that organizations representing persons with disabilities are closely consulted and actively involved in the development and implementation of policies, laws and implementing orders on the employment of persons with disabilities

▶ **Developing** texts that promote non-discrimination vis-à-vis persons with disabilities, as well as means of redress

▶ **Establishing** regulatory frameworks that encourage the employment of persons with disabilities (for example, imposing accessibility standards for all public and private employers, providing reasonable accommodation, etc.)

3. TAKE INTO ACCOUNT the disability dimension in all national strategies and policies in the domain of poverty reduction.

for instance by:

▶ **Making the Poverty Reduction Strategy Paper (PRSP) inclusive** and ensuring the participation of organizations representing persons with disabilities in consultation and planning workshops

▶ **Including** disability in national employment and vocational training policies

▶ **Encouraging** the mainstreaming of disability in other sector policies, and improving access to basic services (health, rehabilitation, education...) which facilitate access to and retention in decent employment



► **Putting in place** processes for negotiation, consultation and exchange of information between governments, employers and workers with disabilities, with the aim of strengthening social dialogue between sectors, thus ensuring the quality and stability of employment strategies

4. IMPLEMENT appropriate measures in favour the most vulnerable groups, particularly girls and women with disabilities, as well as youth, by:

- Facilitating access to training and decent employment for girls and women with disabilities to ensure their full development
- Taking into account young persons with disabilities in programmes at national level aimed at promoting youth employment, because today's youth are tomorrow's actors;

for example

- **Create** a one-stop centre for job search and business development, which will offer a tailored approach for young persons with disabilities,
- **Ensure** the inclusion of disability in programmes and measures involving the private sector and aiming to promote employability through vocational and technical training,
- **Promote** academic and on-the-job training mechanisms for young persons with disabilities,
- **Establish** start-up funds to facilitate

business development for persons with disabilities,

► **Promote** business development for young persons with disabilities through non-discriminatory national programmes and mechanisms,

► **Encourage** microfinance institutions to provide financial services that are accessible and adapted for persons with disabilities involved in business development,

► **Launch** public awareness campaigns addressing barriers to access to employment such as negative attitudes, stigma, and stereotypes about persons with disabilities; with the aim of promoting the employment of young disabled persons.

5. COLLECT relevant information on the employment of persons with disabilities (statistics, study results...) in order to find solutions for difficulties encountered by different groups of people; especially the most vulnerable, such as young persons with disabilities and women with disabilities.

6. As employers, IMPLEMENT the recommendations for all public and private employers, including promoting the recruitment and employment of persons with disabilities and adapting the work environment

Employers (public and private) should :

1. CHANGE their perception of the skills, merits and aptitudes of persons with disabilities: persons with disabilities are efficient and reliable employees, who are more likely to keep their job.

2. RECOGNIZE the contributions of persons with disabilities in the workplace and in the labour market where diversity is a real asset .

3. BE AWARE and convinced of the benefits of hiring and employing persons with disabilities; promote social awareness and a positive perception of persons with disabilities. For instance, employers can:

- ▶ Organize awareness campaigns highlighting the potential of persons with disabilities (forums, employer breakfasts, radio and TV ad campaigns, poster campaigns, testimonials, etc.),
- ▶ Include disability-awareness in events organized by employers' associations and trade unions.



4. SHARE first-hand experiences of inclusive practices, advocate within their organizations and networks of employers, advising their peers to employ and retain persons with disabilities

5. DEVELOP proactive strategies to take account of disability in their human resources policies (recruitment, integration, workstation adaptation, etc.)

6. TAKE ACTION : hire persons with disabilities and keep them employed, accept trainees and/or interns with disabilities, and include youth with disabilities by being their the first employer.

7. CREATE a supportive work environment : undertake reasonable accommodation, adapt workstations (where necessary), and raise the awareness of colleagues, etc.

8. ENSURE decent work for all, including for persons with disabilities: meaning equal employment and career development opportunities, freely chosen work, decent pay, non-discrimination, safety and social security, and dignity

9. COMMIT to the concept of Corporate Social Responsibility (CSR) and promote the inclusion of disability in this concept.

Microfinance institutions and their professional associations should :

1. ADAPT financial products, services and distribution channels to make them accessible to all, especially to those who are the most vulnerable and excluded from the traditional banking system, including persons with disabilities.

2. TREAT persons with disabilities as any other potential clients, in a fair and respectful manner, without bias or discrimination. Persons with disabilities are not a market segment with higher financial risk

3. PROVIDE reasonable accommodation :

for instance

▶ **Facilitate** physical access to banks and other places such as meetings venues, ensure universal access to places where payments are made (for teller-assist currency dispensers, introduce Braille and audio, for example),

▶ **Promote** the use of new information technologies (mobile money transfer, branchless banking...),

▶ **Train** staff, especially loan officers, regarding disability and receiving guests with disabilities, with the aim of fighting against prejudice in the selection and management of clients,

▶ **Include** disability in advocacy and communication campaigns

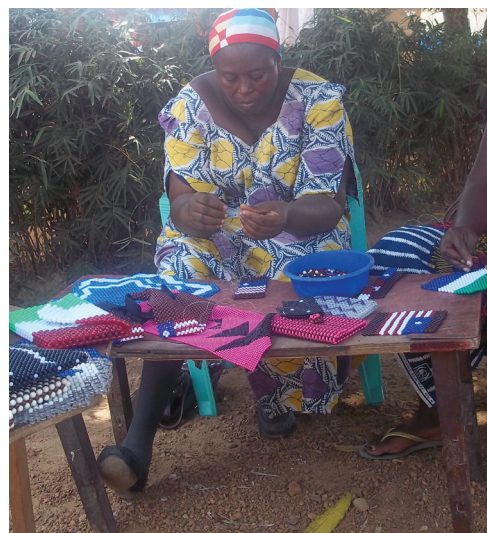
4. CARRY OUT actions to promote financing for persons with disabilities. Persons with disabilities are a potential market (10% of the population).

5. DEVELOP or adapt non-financial services (training in finance, private enterprise...) for persons with disabilities

6. INCLUDE disability in the universal standards for social performance management. Promoting social performance is a good approach for improving the impact on customers, but also for strengthening the financial performance of the MFI.

7. INTRODUCE the achievements of persons with disabilities to technical and financial partners, especially socially responsible investors.

8. As employers, IMPLEMENT the recommendations for all public and private employers, including promoting the employment of persons with disabilities and adapting the work environment .





Technical and financial partners (international and local NGOs, donors, United Nations development agencies) and investors should:

1. ACT as motivators and facilitators of the enactment of legislation and of an inclusive approach, as well as the implementation of reasonable accommodations to promote equal opportunities.

2. DEVELOP their own inclusive strategies and guarantee their implementation

3. PROVIDE technical assistance to ministries, public and private employers, and microfinance institutions regarding the design, implementation and monitoring / evaluation of disability-inclusive policies .

4. UNDERTAKE or promote research and development on goods, services, equipment and facilities that comply with universal design; and propose new technologies that are favourable for the employment of persons with disabilities

5. PROMOTE the creation of tailored, inclusive employment support services (business development, job search, job retention).

6. PROVIDE financial support for innovative actions promoting the employment of persons with disabilities, especially the young .

7. REQUIRE the inclusion of disability as a criteria for receiving funding

8. ENCOURAGE partnerships between governments, international organizations, regional organizations and civil society, including organizations of persons with disabilities, for the inclusion of disability in international cooperation programmes.

9. PROMOTE multi-stakeholder coordination and collaboration on measures to promote the employment of persons with disabilities as a way of enhancing the effectiveness of actions.

10. DEVELOP the capacities of those in charge of disabled people's organizations in terms of upholding the employment rights of persons with disabilities.

11. RAISE public awareness on disability to change perceptions on the skills and capacity of persons with disabilities.

12. As employers, **IMPLEMENT** the recommendations for all public and private employers, including promoting the employment of persons with disabilities and adapting the working environment .

L'accès à l'emploi est reconnu comme un droit fondamental. En Afrique de l'Ouest, les personnes handicapées rencontrent trop souvent des discriminations ; elles sont particulièrement vulnérables à la pauvreté et ont trop peu accès aux opportunités d'emploi.

Exclusion, stigmatisation, perception négative, manque de confiance en soi... constituent certaines des barrières à éliminer pour créer une société équitable, inclusive et accessible à tous.

Ce livret est un ensemble de bonnes pratiques d'insertion professionnelle de personnes handicapées en Afrique de l'Ouest. Il est le résultat d'une étude réalisée par les projets Droits Égalité Citoyenneté Solidarité et Inclusion des Personnes Handicapées (DECISIPH) et Enseignement et Formation Techniques et Professionnels (EFTP), mis en œuvre respectivement par Handicap International et Christian Blind Mission (CBM).

Access to employment is recognized as a fundamental right. In West Africa, persons with disabilities often face discrimination; they are particularly vulnerable to poverty and lack of access to employment opportunities.

Exclusion, stigmatization, negative perception and lack of self-confidence are some of the obstacles that need to be removed to make society fair, inclusive and accessible for all.

This book is a set of best practices on the inclusive employment of persons with disabilities in West Africa. It is the outcome of a study carried out by two projects, namely DECISIPH (Rights Equality Citizenship Solidarity and Inclusion of People with Disabilities), and Technical Vocational Education and Training (TVET), respectively implemented by Handicap International and CBM.

Plus d'informations/ More information :

www.un.org/disabilities

www.makingitwork-crpd.org

www.proadiph.org

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Des bonnes pratiques pour le
développement inclusif des
personnes handicapées



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