User Guide for Online Disability Service Directory

1) What is Online Disability Service Directory?

The Online Disability Service Directory allows users to quickly find services for persons with disabilities.

At the same time, service providers have the opportunity to share their information through the directory.

The Service Directory was initiated by the Disability Action Council (DAC) and Australian Red Cross (ARC) in 2014, and was updated by DAC, Handicap International, UNICEF, GIZ, and Light for the World in 2015.

It is part of an ongoing effort to provide instant, up-to-date information about institutions / organizations working with/for persons with disabilities throughout Cambodia.

It is also designed to help persons with disabilities and their families' to access services in an informed way.

This directory is meant only to contain direct service providers to persons with a disability. It is not a donor directory.

2) Purpose of this User Guide

The purpose of the user guide is to assist service providers to upload and update data of their institutional / organizational services correctly, understanding what the questions and definitions mean in each of the 11 entry chapters.

These descriptions should also guide what the key words exactly mean when using the search engine.

3) How to use this user guide

The user guide is used by service providers to add and update service information about their institutions / organizations.

It also allows everybody to make use of the updated information to refer their clients to other service providers properly, using a search option.

4) The user guide provides instruction based on the following service directory structure:

#	Information	Description with example(s)
1	**Data Entry Information**	Key information of the person entering the data (might be somebody else than the institution / organization itself)
1.01	Date of data entry	Date of person collecting and writing down or updating the data
1.02	Name of person entering data	Name of the person that completed the data (might be somebody else than the institution / organization itself)
2	**Institution / organization Information**	
2.01	Name of institution / organization in Khmer	Written down in Khmer characters
2.02	Acronym in Khmer	Acronym / abbreviation of the institution / organization's name (if existing), i.e. "ក.ស.ជ" for Disability Action Council
2.03	Name of institution / organization in English	Written down in Latin characters
2.04	Acronym in English	Acronym / abbreviation of the institution / organization's name (if existing), i.e. "DAC" for Disability Action Council
2.05	Mobile Phone Number	Contact mobile phone of the institution / organization or key contact person at the institution / organization
2.06	Office Telephone Number	Contact phone number of the institution / organization or key contact person at the institution / organization
2.07	Facebook	Web URL to institution / organization's Facebook page (if existing)
2.08	Email	Contact E-mail address of the institution / organization or key contact person
2.09	PO Box	Post office box of the institution / organization (if existing)
2.10	Website	Web URL to institution / organization's website (if existing)
2.11	Address	Main address of the institution / organization, i.e.: Street, House Number, Town, District, Commune, Province
2.12	Vision	Statement of institution / organization's vision (if existing)
2.13	Mission	Statement of institution / organization's mission (if existing)
	Service universal accessibility	Accessibility at the service delivery site for persons with disabilities or service in the community
2.14	Are services physically accessible to people with disabilities (i.e. ramp and adapted toilets)?	Is / are the service delivery site(s) in the institution / organization's infrastructure easily accessible for persons with physical impairments? i.e. for persons with limited mobility: existing ramp, broad doors, adapted toilets, no services requiring clients to go upstairs

		without lift, etc.
2.15	Are sign language interpreters available?	Does the institution / organization employ sign language interpreters (at the service delivery site(s) and/or during outreach) who can facilitate communication between deaf clients and service delivery staff?
2.16	Do signs and documents are available in Braille?	Does the institution / organization provide documents with Braille for blind clients or those with limited vision?
2.17	Outreach service available	Does the institution / organization organize deliver outreach services at village or home level regularly?
3	**Type of institution / organization**	
3.01	International Non-Governmental Organization	Is the institution / organization a non-profit entity with offices in other countries or registered with the Cambodian Ministry of Foreign Affair and International Cooperation?
3.02	Local Non-Governmental Organization	Is the institution / organization a non-profit entity without offices in other countries? And is the institution / organization registered with the Cambodian Ministry of Interior?
3.03	Community Based Organization	A public or private non-profit institution / organization that is representative of a community or a significant segment of a community (i.e. staffed by local members) and works to meet community needs.
3.04	Disabled People's Organization	Is the institution / organization managed by persons with disabilities and has persons with disabilities as members?
3.05	National	Does the institution / organization work in all or many provinces?
3.06	Provincial	Does the institution / organization work in specific provinces only?
3.07	District	Does the institution / organization work in specific districts only?
3.08	Commune	Does the institution / organization work in specific communes only?
3.09	Donor	Is the institution / organization a funding agency only without implementing activities?
3.10	Private service	Is the institution / organization for-profit?
4	**Type of service**	**What kind of services does an institution / organization provide?** • **This is just related to services directly provided by the institution / organization itself.** • **It does not include "ONLY providing referral advice" to get the service from other service providers.**

4.01	Socio-economic reintegration (including income generation, micro loan and self-help groups)	The institution / organization provides small grants/support to help persons with disabilities enhance their socio-economic reintegration. Examples of socio-economic reintegration services: • Your institution / organization provides financial support and job trainings to persons with disabilities to increase their job skills and employment opportunities
4.02	Inclusive education	Inclusive education services cover early childhood, primary, secondary & higher and non-formal education targeting all children and/or adults, including those individuals with disabilities by providing measures to reasonably accommodate everybody in order to be able to attain their potential capacity. Examples for provision of inclusive education services: • Your institution / organization (i.e. CABDICO) supports children with disabilities attending regular schools in realizing their rights to integrated / non-segregated education together with any other child.
4.03	Rehabilitation (at a fixed service delivery site) and Home based rehabilitation	Rehabilitation aims to enhance and restore functional ability and quality of life to those with impairments. It is a service that assists a person to help to regain or to mitigate physical, mental, and/or cognitive (thinking and learning) abilities that have been lost or impaired as a result of disease, injury, or treatment. There are different types of rehabilitation services which include orthosis & prosthetics, physiotherapy, occupational therapy, speech and swallowing therapy and cognitive therapy. Examples for the provision of rehabilitation services • The Physical Rehabilitation Center (PRC) provides services to persons with disabilities and other people with rehabilitation needs in the institution itself and in the community. • The PRC has a workshop which produces and repairs prosthesis (artificial body part) & orthosis (brace, splint, or other artificial external device serving to support the limbs or spine or to prevent or assist relative movement(s)). It also produces or distributes other physical assistive devices such as wheelchairs, tricycles, seating systems, walking frames, crutches and other adaptive devices. • The PRC also can provide physiotherapy, basic speech therapy and social support services. • The community services include home based early stimulation, physiotherapy, repairing of assistive devices and social assistance.

4.04	Mine risk education	The services include awareness raising and education about prevention and protection of mine accident. Examples for the provision of mine risk education: Your institution / organization provides trainings to communities to promote awareness about mine risk.
4.05	Disability inclusion	Disability inclusion refers to accommodating persons with disabilities in everyday activities and encouraging them to assume roles in a similar way to persons without disabilities. It also means that persons with disabilities can make use of services at the same site accommodating their special needs if needed. Services and activities promoting disability inclusion include: 1) awareness raising, advocacy, training and coaching to decision makers in order to ensure that people with disabilities are accommodated to use the facilities and receive goods and services with the same availability, accessibility, acceptability, and quality; 2) Activities related to people with disabilities, including building of knowledge and commitment to work towards a full and equal participation of persons with disabilities in society. Examples for the provision of disability inclusion services: - Your institution / organization provides trainings to decision-makers to improve the participation of persons with disabilities in community settings. - Your institution / organization helps other private, NGO and government services to work with persons with disabilities. - Your institution / organization works to raise awareness among communities about the rights and work of people with disabilities towards their social integration. - Your institution / organization works to raise awareness on the need for mental health services.
4.06	Mental health	Mental health is a level of psychological well-being, or an absence of mental illness. A mental health service can help to prevent mental illnesses, or assist patients and their families in coping with mental health issues. Examples for the provision of mental health services: Counselling, examination and treatment for mental illness.
4.07	Home Accessibility Adaptation	Services working on home accessibility adaption help to make environmental modifications to make homes of persons with disabilities more accessible and enable them to stay home. Examples for the provision of Home Accessibility Adaptation:

		• Your institution / organization provides and installs access ramps, accessible toilet and accessible doorway at home for wheelchair users.
4.08	Disability awareness	Disability awareness is a service to familiarize others regarding the special needs of persons with different types of disabilities, and about what can be done to remove barriers for facilitating their full participation in the society. Examples • Your institution / organization conducts trainings on disability rights/law, type of disability and available disability services. • Your institution / organization works to raise awareness among communities about the rights and work of people with disabilities towards their social integration.
4.09	Disability Prevention, including Road Safety	Disability prevention refers to activities related to the prevention of impairments or long term disabilities before they occur. For this, major causes of disabilities have to be addressed such as illnesses and injuries, including road accidents. Examples • Your institution / organization provides trainings to communities how to prevent disabilities through health promotion education. • Your institution / organization provides education to parents about nutrition and sanitation in order to make children healthy which means can prevent illness and/or disability.
4.10	Institution / organizational development	Institution / organizational development improves the functioning of an institution / organization in accordance with its mandate and objective. Services to improve institution / organizational development can be linked to administration, financial management, public relations, fund raising, project management, monitoring & evaluation, reporting and service delivery. Examples • Your institution / organization supports disabled people's organizations in improving the effectiveness of their awareness campaigns, their public relation, financial and administrative functions or organizational efficiency like project cycle management.
4.11	Community/ Public Accessibility	Accessibility refers to the design of services and environments to ensure a better access for persons with disabilities. Services relate to build or adapt physical accessibly of public building so that people with disability can access those public building such

		as schools, commune councils, pagodas, Health Centers and hospitals. Examples • Your institution / organization provides training to local administrators or to the community representatives in making their settings more accessible for persons with physical impairments. • Your institution / organization builds ramps and other means in communities and the public to improve the accessibility.
4.12	Self-Help Groups	A self-help group is a village-based group of persons with disabilities or of persons with any other type of vulnerability that provides mutual support to each other. It intends to strengthen their empowerment. Examples • Your institution / organization provides support to establish new self-help groups of persons with disabilities at village level. • Your institution / organization supports Self-Help Groups in starting and maintaining savings banks or in providing micro-loans and resources necessary for the development of small businesses.
4.13	Psychological support	Psychological support services relate to counseling, psycho-education to individuals or groups with similar needs / challenges. It also provides services on examination and treatment for psychological distress. Examples • Your institution / organization provides counselling services for persons with disabilities and their families regarding mental health issues such as anxiety, depression, low self-esteem and coping with discrimination.
4.14	Social support	Social support services aim to assist persons with disabilities in overcoming barriers and reach an independent living. This includes assistance to family caretakers, personal planning support to persons with disabilities, and home therapeutic services. Examples • Your institution / organization has social workers to assist persons with disabilities and their families in their daily lives i.e. obtaining Identification cards, arranging voting registration, facilitating school enrolment, assisting with enrolment in IDpoor and people with disabilities

		Identification assessment. • Your institution / organization works to train and support groups to identify barriers to community participation, including physical accessibility and social discrimination.
4.15	Inclusive Water, Sanitation and Hygiene (WASH)	Services relate to WASH including awareness raising, education and designing water, sanitation and hygiene promoting activities addressing adequately the special needs of persons with different types of functional limitations. Examples • The NGO DDSP[1] runs a project regarding WASH including digging wells and ponds and providing rainwater harvesting systems and water storage jars targeting the general population including families with members with disabilities. As a disability-specific inclusion component, it also designs and builds accessible latrines for wheelchair users.
4.16	Arts and culture/sports and recreation	Arts, culture/sports and recreation can play an important role in promoting the inclusion of persons. A service provider can make use of these approaches to specifically target persons with disabilities' participation in their communities. Examples • Your institution / organization supports sports team consisting of persons with disabilities. • Your institution / organization creates art events together with persons with disabilities.
4.17	Disability-specific medical services	Services provision related to specific medical care needs of persons with disabilities. Examples • Angkor Hospital for Children provides specific medical care services to children under the age of 16, such as eye care, surgery for cleft lip/palate, assessment of developmental delays, diagnosing and treating disabilities causing epilepsy or muscle spasm, … .
4.18	Special Education	Special education services provide education opportunities exclusively to persons with certain types of disabilities (i.e. persons with intellectual or mental impairments or deaf people or with vision impairment), using adapted teaching methods to accommodate their specific needs. Example:

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[1] Disability Development Services Program, based in Pursat

		• Your institution / organization offers education classes for deaf and blind people, teaching sign language and braille literacy. • The child-care organization Children in Families has a program named ABLE which aims to enable children with special needs to have access to special education.
4.19	Health promotion	Health promotion services support the population in addressing and preventing the root causes of ill health, and also provide information on treatment, cure and rehabilitation. Examples: • Your institution / organization provides counselling to persons with disabilities and their families on how to improve their health and well-being. This includes informing about referral possibilities to specialized services. • Your institution / organization teaches parents how to do specific exercises, including play activities with their children with developmental delays. These exercises will stimulate children to reach their full potential.
5	**Activity**	**What kind of activities does an institution / organization do?** **This is just related to activities directly conducted by the institution / organization itself.** **It does not include activities provided by referring to other institution / organizations.**
5.01	Physiotherapy	Physiotherapy (PT) is a type of treatment you may need when health problems make it hard to move around and do everyday tasks. It helps you move better and may relieve pain. It also helps improve or restore your physical function and your fitness level. Examples • Your institution / organization provides physiotherapy to persons with physical disabilities to regain their functions and mobility. • Your institution / organization provides physiotherapy to children with i.e. Cerebral Palsy, Clubfoot, Torticollis and Congenital Deformities.
5.02	Occupational Therapy	Occupational therapy (OT) is the use of assessment and interventions to develop, recover, or maintain the meaningful activities or occupations of individuals or groups. Examples • Your institution (i.e. Physical Rehabilitation Center) teaches i.e. stroke patients to open door knobs/handles, light switches or how to use machines in their work environment, while,

		besides trying to improve their abilities, also accommodating their functional limitations. • Your institution (i.e. Physical rehabilitation center) teaches children to become more independent in daily life activities by providing child development stimulation exercise i.e. eating, drinking, dressing, bathing, toileting, transferring between wheelchair and chair / bed / toilet independently without outside assistance. • Your institution (i.e. Physical rehabilitation center) informs families on how to make their house more accessible to better accommodate the functional limitation of their member with disabilities.
5.03	Prosthetics and Orthotics	Prosthetics makes prosthesis (artificial body part) which restores (partially) the functioning of a missing part of a limb. Orthotics makes orthosis which are braces, splints or other artificial external devices serving to support the limbs or spine or to prevent or assist their relative movement(s). They guide the movement of an articulation or at least maintaining the body parts interlinked by an articulation in a steady, controlled position. Examples • Physical Rehabilitation Centers produce above-knee prosthesis, below-knee prosthesis, arm prosthesis, orthotic devices like corsets, braces for drop foot or braces for clubfoot, braces who stabilize the knee function or neck, as well as outreach repair services, …for people with physical disabilities to assist in their daily activities.
5.04	Speech Therapy	Speech therapy provides treatment, support and care for children and adults who have difficulties with communication, or with eating, drinking and swallowing. Examples • Your institution / organization (i.e. CABDICO) runs a project, both to train their staff in basic principle of speech therapy also in order to offer speech therapy services in the community within their catchment area.
5.05	Social Work (assistance)	Social work is a service concerned with assisting and coaching individuals, families, groups and communities to enhance their individual and collective social well-being. It aims to help people develop their skills and their ability to use their own resources and those of the community to resolve their daily problems. Examples • Your institution / organization has a service working with

		parents to empower and mobilize them to advocate for the rights and needs of their children, using self-help group and Parent Association to work for long term change. • Your institution / organization (i.e. Angkor Hospital for Children) has a social work department that provides on-site social care at the hospital and during outreach activities like looking for foster parents for abandoned children.
5.06	Psychology	Psychology is the scientific study of the mind and behavior. Psychology is a multifaceted discipline and includes many sub-fields of study such areas as human development, sports, health, clinical, social behavior and cognitive processes. Examples • Your institution / organization provides psychological supports (play therapy and emotional counseling and support) for persons with disabilities and/ or their caretakers.
5.07	Medical	Medical services provide routine and urgent medical care, travel medicine, and immunizations. Examples • Your institution / organization provides medical services such as emergency cases and intensive care, eye care, ear care, clubfoot treatment, cataract and cleft lip/palate surgery, etc.
5.08	Assistive devices	Physical assistive devices include amongst others: wheelchairs, tricycles, seating systems, walking frames, crutches and other adaptive devices like easy grip tools to hold spoons or pens Eye care assistive devices include amongst others: magnifying glasses with or without extra light source, pinhole goggles and IT technology. Ear care assistive devices include amongst others: different types of hearing aids and loop induction systems[2] Examples • Your institution / organization (i.e. VIC[3], AAR-WCD[4], and Mekong wheelchair) provides wheelchairs, walking frames, crutches, tricycles and Cerebral Palsy trolleys.
5.09	Ear care	Ear care focusses on health conditions related to ear functions. This includes hearing loss, ear malformations, and ear injuries.

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[2] Microphone amplifier system, like karaoke but which amplifies and sends the sound signal through a radio system within the loop circle which can be picked up by hearing aids which are induction system sensitive (similar to simultaneous translation installation). It muffles all the surrounding sounds i.e. street sounds and amplifies only the microphone sounds in the hearing device/aid.

[3] Veterans International Cambodia

[4] Association for Aids and Relief, Wheel Chair for Development

		Examples
		• Your institution / organization (i.e. All Ears Cambodia) provide ear health care and audiology services, as well as distribution and maintenance of hearing aids.
5.10	Eye care	Eye care is a service related to the eyes or vision. This includes issues such as limited vision due to cataract, glaucoma … as well as the treatment of eye irritation and eye diseases. Examples • Your institution / organization runs an eye clinic (i.e. Angkor Hospital for Children, Ang Duong Hospital) that assesses, diagnoses and treats eye diseases. • Your institution / organization (i.e. eye departments in provincial hospitals) provides eye care, including major and minor eye surgeries, vision assessment and provision of corrective glasses.
5.11	Surgery for cleft lip/palate	Cleft lip and cleft palate are birth defects that occur when a baby's lip or mouth roof does not fuse together properly during pregnancy. Cleft lip and palate repair is a type of plastic surgery to close the upper lips and both restore the lip function and esthetical appearance.
6	**Target Group**	**Specify the target group of the institution / organization.**
6.01	Person with Disability	A person with impairments, including physical, sensory (speech, hearing seeing), mental and intellectual impairment.
6.02	Person Without Disability	Non-disabled people
6.03	Women/girls	Women/girls
7	**Age Group**	**Specify the age group of service delivery**
7.01	0-5	0-5
7.02	6-12	6-12
7.03	13-18	13-18
7.04	19-59	19-59
7.05	>=60	>=60
8	**Impairment Type**	**Specify whether the institution / organization supports specific groups of persons with disabilities and chronic conditions.**
8.01	Mobility	Does your main target group includes persons with difficulties in moving or walking?

8.02	Hearing	Does your main target group includes persons with hearing difficulties?
8.03	Speech	Does your main target group includes persons with speech or swallowing difficulties?
8.04	Psychological/ behavioral	Does your main target group includes persons with psychological or behavioral difficulties?
8.05	Intellectual/cognitive	Does your main target group includes persons with learning difficulties and/ or with difficulties in learning skills for work?
8.06	Visual	Does your main target group includes persons with vision difficulties, even when wearing glasses?
8.07	Chronic disease	Does your main target group includes persons with chronic diseases or other conditions that restrict their functioning permanently (i.e. hypertension, diabetes, cancer, arthritis or other causes of chronic pain)?
9	**Eligibility for cost exemption**	**What kind of support does an institution / organization provide to its clients or target groups?**
9.01	Transport support	Do you provide support to persons with disabilities and their caretakers to travel to your facilities?
9.02	Food support	Do you provide food (either in-kind or as an allowance) to persons with disabilities and their caretakers during their visits to your facilities?
9.03	Overnight Accommodation	Do you provide accommodation or accommodation support to persons with disabilities and their caretakers during their visits to your facilities?
10	**Opening Times**	**Specify opening times.**
10.01	Monday	Monday
10.02	Tuesday	Tuesday
10.03	Wednesday	Wednesday
10.04	Thursday	Thursday
10.05	Friday	Friday
10.06	Saturday	Saturday
10.07	Sunday	Sunday
11	**Province**	Specify the province(s) the institution / organization works and / or provides outreach activities regularly.
12	**District**	Specify the district(s) within the above mentioned provinces where the institution / organization provides services and/or regular outreach activities.