

Standard Operating Procedure

to

provide Emergency Support to the
Persons with Disabilities (PwD)
during COVID- 19 vis- a- vis Flood

A. SOP Title: To provide emergency support to the Persons with Disabilities (PwD) in the context of COVID-19 vis-a-vis flood

B. Purpose: Ensuring supply of essential goods and medicines to Persons with Disabilities across the state

C. Introduction: Govt. of India has declared the situation arising out of COVID 19 as a National Disaster and necessary guidelines have been issued under Disaster Management Act. While COVID 19 is impacting the entire population, persons with disabilities are more vulnerable to the disease due to their physical, sensory and cognitive limitations. As such, there is a need to understand their disability specific requirements, daily living activities and take appropriate and timely measures to ensure their protection and safety during situations of risk. Further, it is to ensure that all information about COVID 19, public restriction plans, services offered are available in communicable languages and accessible formats.

Since the district authorities are the principal responders under the Disaster Management Act 2005, it is imperative that the district authorities in coordination with Social Welfare Department be suitably prepared to make select interventions for Persons with Disabilities in terms of Section 34 (e) of the Act as well as Section 8 of The Rights of Persons with Disabilities Act, 2016 and provide essential supplies like medicines, food and all necessary services to PwD by including them in the list of vulnerable persons.

In this context and on the prior request from Social Welfare Department, Assam State Disaster Management Authority (ASDMA) has framed this SOP to facilitate emergency support to the Persons with Disabilities (PwD) in the context of COVID-19 emergency and emerging flood crisis.

D. Scope:

To facilitate & support the PwD with the following in COVI 19 emergencies:

- Sensitize PwD with awareness materials/IEC materials in accessible formats for different disabilities
- Provide advisories on social distancing & personal hygiene
- Provide emotional support
- Access to food & medical facilities
- Facilitate getting conveyance in emergencies for PwDs and their caregivers

E. Stakeholders involved:

PwDs, ASDMA, DDMA, Social Welfare Department, Protirodhi Bandhus, CSCs supporting e-Help, Health & F W Department, Police, NGOs and disability service providers etc.

F. Steps of SOP:

Step 1: Mapping and identification of Pwds

(Action: CDPOs together with Supervisors of Social Welfare Department will prepare the list of PwDs as per GPs and Revenue Circle-wise and share with DDMA. Also, the District

Social Welfare Officer will act as focal point for any coordination with DDMA's addressing the needs of PwDs)

Step 2: DDMA's will facilitate supply of relief materials as per SDRF norms

(Action: DDMA's in coordination with Social Welfare Department and Relief Branch will make arrangement for providing relief materials as per SDRF norms to PwDs in need)

Step 3: Sensitize / Inform PwDs with advisories for containment of COVID 19 (Action: Sensitization and awareness campaign will be done by DDMA's in coordination with Social Welfare Department through Anganwadi Workers / Pratirodhi Bandhu Volunteers / NGOs on Do's and Don'ts on COVID 19, sharing videos, helping people in distress with emotional support, describing the directives for COVID 19 to PwDs and their caregivers)

Step 4: Health check-ups & Telemedicine through e-Help at CSCs

(Action: Social Welfare Department / Health & Family Welfare Department will ensure health check-ups/ Medical screening of PwDs. Also, Social Welfare Department will facilitate and explore the possibility of availing facilities of Telemedicine by PwDs through e-Help platform at CSCs.

Step 5: Facilitate logistic support to PwDs in emergencies during lockdown (Action: DDMA's will facilitate PwDs and their caregivers in coordination with CDPOs / Supervisors of Social Welfare Department, Police and NGOs to get conveyance and other logistical support in emergencies.

Step 6: PwD inclusive Relief Camp Management

(Action: DDMA's along with Social Welfare Department will ensure:

- Designated space for PwDs and their caregivers in the relief camps with optimum facilities like PwD compatible and accessible toilets, proper lighting, etc.
- Facilitate access to food and other relief materials as per SDRF norms
- Availability of medicines in coordination with Health Department if taken on regular basis by the PwD sheltered in the relief camp

Role e-Help Desk:

- PwDs can avail the facility like doctor's advice / telemedicine through e-Help Desk at CSCs.
- During floods: Pratirodhi Bandhus will guide the PwDs regarding the designated relief camps in the vicinity & facilitate extending support to avail telemedicine through e-Help desk.