

Wheelchair user training in El Salvador, India, Kenya, Nicaragua, and Romania

MISSING BILLION

Geography and scale:	El Salvador, India, Kenya, Nicaragua, and Romania
Type of Disability	Wheelchair users

Involved actors

- World Vision
- Citizen and Voice Action (CVA)
- Motivation UK
- Motivation Romania
- UCP – Wheels for Humanity

Best practice description

With the goal of strengthening the wheelchair service sector through enhanced service capacity, provision of diverse range of wheelchairs, engagement with national and local governments and increased participation of wheelchair users, World Vision implemented the USAID funded ACCESS project in five countries (El Salvador, India, Kenya, Nicaragua, and Romania) from 2014 to 2017 following WHO's 8+ model. The programme helped provide wheelchairs and train users and technicians to increase wheelchair user's independence, knowledge about disability rights, and engagement with other people with disabilities. The program partnered with local organizations of persons with disabilities to ensure the sustainability of the programme at service centres for assistive devices.

Origin / impetus for best practice

"WHO estimates that only 5-15% of the 70 million people relying on wheelchairs for basic mobility have access to appropriate devices. In the absence of appropriate devices, a person with disability cannot be expected to participate in society fully and effectively, and would be excluded from many of the rights granted by national laws and the UN CRPD."¹

Impact / results of implementing best practice

- 8,019 needs assessments and 7,319 wheelchairs, tricycles, or wheelchair improvements were distributed.
- 911 service providers were trained with wheelchair service skills at 43 service centers.
- 92% of users reported increased accessibility, inclusion, mobility, function, and participation.

Critical success factors for best practice

- Uptake of service provisions and effective capacity building using the Service Assessment Monitoring and Evaluation Tool.
- Qualitative data to assess community participation of wheelchair users.
- Qualitative data on enabling and impeding factors in social participation.

Impact statement

Wheelchair service goes beyond providing the service itself, it extends to "educating communities on appropriate wheelchair service and disability inclusion, facilitating inclusive communities, collaborating with a range of partners, and advocating not only for appropriate service to be mandated in laws and policies but also for disability inclusion at large." [ACCESS project document]

Lessons learned

- Engagement with local/national governments important to address infrastructure accessibility issues.
- Need to strengthen, coordinate, and provide resources for community-based referral network.
- Important to have adequate wheelchair supply, transformation to digitalized databases and combat self-exclusion due to internalized stigma.

Sources	¹ Accelerating Core Competencies for Effective Wheelchair Service and Support (ACCESS) Project
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Further links & information	Wavinya's Wheelchair helps fuel her dream of the skies
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