READJUSTING TO LIFE

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Interview Template for IO1.A1

The Development of an Innovative Online Guide for the Social Inclusion of People with Acquired Disabilities

Intellectual Output 1/Activity 1 (IO1.A1): Interviews to map the needs of people with acquired disabilities and their families

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IASIS – GREECE

Research Partner	IASIS (GR)
Participants	5 Psychologists, 1 Adult Trainer, 2 NGO Representatives
Needs of disabled people	● They need equality in terms of access to social activities, educational and employment opportunities, and entertainment. ● To eliminate the marginalization ● Need for emotional support from the society ● Need for social visibility; a participant stated "Many disabled people have perceived that the society is constantly neglecting them, and they need to somehow occupy the attention within a group for their wellbeing" ● More road accessibility and safety, as the risk to get injured is high for them ● A participant stated "The State has to take more initiatives to enhance the integration and facilitate the needs of disabled people"
Needs of family members	● Family members need specialized training in techniques and practices to manage, facilitate and cope with the everyday needs of the disabled caretakers ● The State should take into account the suggestions of family members of disabled people when making / constructing legislative measurements. ● Additional home services provided by the State ● Financial support by the State or other social welfare organizations ● More consulting service by professional mental health workers for their mental and emotional discharge
Regional services	● A participant stated "Greece is not famous for its social welfare services due to a lack of budget, infrastructure and training" ● There are some Sheltered Housing services that are dedicated to providing accommodation and psychosocial support to disabled people ● The State provides a disability allowance, but it is not enough for a disabled individual to satisfy basic everyday needs, much less to become economically independent ● Health and Wellbeing Centers through the country funded by EU and the State, which provide psychological and medical services to disabled people
Education and employability	● There are some Social Cooperative Enterprises that are dedicated to employing individuals with disabilities

	● Free training programs aimed at equipping disabled people with high in demand skills ● There are a few Centers of Vocational Training for people with any kind of disabilities, which seek to foster the employability prospects of people who are vulnerable due to their disability ● Universities and higher institutions have become more disabled-friendly, and disabled people are eligible to enroll in courses that are primarily laboratory ● The State issues to disabled people professional licenses for opening a kiosk, which is quite difficult to obtain it in the case of non-disabled individuals
Coping strategies	● Free of charge Psychoeducational interventions by professional can improve the quality of the life of disabled people, especially to those with acquired disabilities ● More funding for the development of innovative programs for the disabled (Erasmus+, Interreg, etc.) ● Psychotherapy, proper nutrition, exercise where possible and the active social life can improve the life quality of disabled ● Society needs to be educated to learn primary supporting techniques and enhance the life quality of disabled
Methods of interview	2 Phone, 1 F2f, 5 online

IU – TURKEY

Research Partner	IU (TR)
Participants	2 representatives of the Istanbul Metropolitan Municipality Directorate of Disabled People (1 sociologist and 1 psychologist); 1 acquired sight-disabled person who is also a psychologist; 1 orthopedically acquired disabled person; 1 MD who is specialized in Physical Medicine and Rehabilitation; 1 family member of a sight-disabled acquired person.
Needs of disabled people	According to the professionals in the field it is difficult in itself to perform a needs analysis since being acquired disabled is quite different from being congenitally disabled. In addition to disability types, their needs vary according to age group and socio-economic status. Realizing the existence of needs is actually closely related to the financial situation. In this respect, the first need highlighted by the interviews was the improvement of economic conditions of these people in order to maintain the standard of living. Moreover, there is a very serious need for access to health and rehabilitation services. Although there are services to make their life easier, people with acquired disabilities are not aware of these services or their legal rights. In this respect, the main difficulty of our target group is that the fact that lack of guidance during the discharge process from the hospital. In this regard individual and corporate mentoring/consultancy support especially in education, employment and their new conditions are needed. The need for socializing is another matter. They almost don't have a social life. It is not enough to meet some of their financial or medical needs such as wheelchairs etc. they need to socialize with people.
Needs of family members	Families need to be aware of the services available. However most of the time they find out the services through their social network "by chance". Families need counseling regarding how to handle with an acquired disabled person. In this respect they also need to be involved in an education process about what a disabled person can do and has the potential. Because they can be overprotective. Families also need psychological support as they go through the same process with the family member with acquired disability. In time their family relation is more prone to deteriorations. Therefore, families as well as people with disabilities need psychological support.

	Economic support is for surely one of the main needs of the families. It was emphasized by interviewee that financial welfare is the first need to be fulfilled to move on the other needs.

The families of disabled people require the government agencies to understand them and provide the individualized care and support according to their needs. They need to reach the services on equal terms with the rest of the society. In these terms accessibility appears as one of the main needs. |
| **Regional services** | To be able to get benefit from the services either from the State or local government institutions is compulsory to have a medical board report demonstrating a disability rate of 40%. The State pays for up to a number of sessions performed at rehabilitation centers, disability pension, home care salary for the family members of the disabled and tax breaks on car purchases for medical board report holders.

Currently, public transportation including state railways is free of charge for people with disabilities.

People with disabilities can receive social services from municipalities and NGOs while receiving health care from the hospital. The Istanbul Metropolitan Municipality currently has 25 disability centers; 2 camps where disabled people can stay with their families for a week; legal rights counseling, vocational training, psychological support, rehabilitation centers; employment (CV is being prepared and interviewed with relevant workplaces); e-counseling (mostly providing video guidance to the hearing impaired), hairdressing; medical support (disposable underpad, battery-operated wheelchair, maintenance of prosthesis, wheelchairs); transportation (this is one of the most requested services). In order to receive these services, individuals must register to the disability center in their area of residence. |
| **Education and employability** | According to the law it is obligatory to employ disabled personnel in private sector workplaces which have a certain number of employees. Disabled people with high school or university degrees are employed at the State institutions via public personnel selection exam (E-KPSS). The Istanbul Metropolitan Municipality also provides courses of E-KPSS for the disabled.

İŞKUR (Turkish Employment Agency) is also active in disability employment and provides mentors and trainers. However, not many of the disabled benefit from the services. Even if they start working, there is no continuity in it. The situation is explained with the fact that disability has not been socially accepted yet that the disabled individual can work and contribute the society. If the disabled people have not lost at least 40% of the working |

	capacity in the first place they cannot get benefit neither in education nor employment.

Even though there are different exam options for disabled students at university, most of the time they do not claim that they are disabled. Because they don't want to be labeled as disabled. Moreover, disabled students do not have much advantage over other students. For example, the visually impaired student has to read the same textbooks as other students. |
| Coping strategies | The first stage is for the disabled individual to be at peace with the disability situation by saying that "I am disabled". It is very disturbing dealing with people's pity towards. In these terms to convince yourself "this is what society thinks, you will have to face it" is one of the coping strategies.

It's also important that one doesn't lose hope. Social support such as family and mentoring is also quite helpful in this matter. Especially having a mentor who gives disabled person how to navigate in social life is a real short cut in readjusting to life.

As a disabled person's family, it's important to be gentle to them as much as possible. Therefore, self-sacrifice and tolerance are summarized as the keywords when you have an acquired disabled family member. On the other hand, family members who are constantly obliged to care for the disabled person at home are also depressed in time. That's why they get psychological support when needed.

In addition to family support for individuals with disabilities, financial aid is effective in facilitating their life and helping them to cope with their situation. |
| Methods of interviewing | 2 online, 1 live, 3 phone interviews |

SEYD – TURKEY

Research Partner	SEYD (TR)
Participants	8 acquired disabled people 1 NGO representatives 2 psychologist
Needs of disabled people	We discovered that the most basic needs of people with disabilities are medical supplies. They mentioned that access to these materials is difficult, difficult to afford. Apart from these, education, job, employment and accessibility needs were the main topics.
Needs of family members	In our interviews, we concluded that the basic needs of family members are financial and psychological support. Family members, who talked about the psychological difficulties of living with a disabled person, also mentioned that they need education for care and behavior.
Regional services	During our research and visits to state institutions, we learned that practices related to disabled people were stopped, especially due to the lack of budget and many other excuses. The social assistance provided is not enough to meet the basic needs of the disabled. There is no active project regarding the disabled in 11 municipalities operating within our city. There are no psychologists or therapy centers in the city where we are able to work with individuals who have become disabled. For this reason, only 2 of the 1413 disabled people in our city reported that they received psychological support. Both disabled people receive psychological support in a different city.
Education and employability	No disabled person is satisfied with the projects and opportunities of the state and institutions regarding the disabled. Six of the disabled people interviewed think that dealing with bureaucracy is a huge waste of time for them and it is humiliating to try to prove their disability to state institutions, which they still have difficulty accepting. They think

	that their lives will go well with the right guidance and a training program that can be planned for individuals with disabilities later on.
Coping strategies	According to the data we obtained as a result of our interviews, there are important problems regarding the speed of reintegration of individuals with disabilities into society. They mention that the process of becoming an individual again takes an average of 3 years, so when they return, they cannot find anything as before. Because of their insufficient financial situation, they have difficulties in accessing psychological support.
Methods of interview	8 online 3 Phone interviews

SEADDER – TURKEY

Research Partner	SEADDER (TR)
Participants	Within the scope of the project an interview with 3 physically disabled (1 amputee, 1 person in a wheelchair, 1 person having difficulties to use the right part of her body) and 1 physically disabled non-governmental organizations member of board, 2 visually disabled and 1 deaf non-governmental organizations head has been done.
Needs of disabled people	- To be supported for adaptation to acquired disability, - To be offered psychological support after medical diagnosis, - To be directed and informed about which institutions can they apply to take information and support and about their rights on the subject of disability, - Access (routes, institutions, foundations, public transportation vehicles, stores etc.) - To be employed, - Government carry out a study to follow up, assess and improve the policies they have been generated for disability, - In the event of disability is distinct(visible) reactions of the society, - Acceptance of the society, - To be supported for not what they cannot do but what they can do, - Financing medical materials, - Home care services support (self-care ability, to live independently, care etc.) - To raise professionals who are equipped to psychologically support deaf people - To give psychological support - To give sign language education so as to overcome the communication barrier - To develop policies for people who has acquired deaf for not to be isolated from the society
Needs of family members	- To be directed and informed about people with disability's rights, - To support economically, - To give psychological support to parents, - To guide them about the services institutions present and about how to take advantage of these services, - To give professional support about interfamilial reshaping in the event of acquired disability, - To be supported for easy access to treatment in medical services, - To give services such as technical, informational and financial about redesigning the house according to the family's individual with disability. -Directing and informing about disability, -Giving a regular psychological support ,

	-Directing and informing about accessing to education, -Accessing to educational materials, -Giving psychological support to person with disability's family to accept the situtation, -Directing and giving guidance support about braille education -Informing and directing medically – Directing and guiding about sign language educations -Supporting about employment
Regional services	-Some local governments are giving transportation services by appointment with vehicles designed for people with disability. -In public transportation rail transportation is more practical (enterance and exit by wheelchair, wideness of the doors, wideness of cab internal etc.) -Free of charge public transportation, -Local government offers house cleaning, physical therapy in the house, hairdresser services for people with disability. -Some local governments offers sports services and generates sports teams for people with disability(swimming, amputee football teams etc.) -There are central examinations in public utilities targeted employment. -Government organizing employment both in public and private sector for people with disability's through relevant ministry. -Charge-free public transportation opportunity -Being privileged in some areas such as banks, courthouses, hospitals, police stations etc. -A sign language translator are charged in some institutions such as bank, courthouse, title etc. (in accordance with demand)
Education and employability	Opportunity to be retired due to disability -Open Education Faculty's opportunity to start and continue to study in higher education - Some faculties of the universities has a capacity for students with disability up to 10% of the number of the students they have - Public Education Centers' courses contribution to attendance to business life and socialization -Sign language is limited (300 words), it limits maintaining social and educational life - Lack of professional teachers on educating deaf people - Deaf people are employed as disqualified employee - They are not prefered by employers because of the communication barrier - Because of they cannot proceed in education they cannot take advantage of central examinations -Being a national athlete gives opportunity to reach success scholarship easier and put to good use of education opportunities. -Reaching materials for people with low vision is hard - Exams for people with low vision are not arranged and adapted

	- In central examinations unexperienced and uninformed observers and moderators about disability are in charge
Coping strategies	- Family support - To hope - To want and think not to be overwhelming for the family (especially for the mother) - To accept the situation as it is and fight to recover - Sports Clubs for people with disability (these clubs are few in numbers and rare around the country) - To continue the education and learn more - To spend qualified time with activities such as sports, theathre, musics, to socialize and to attend activities to gain extra Money - To be employed (working raises the feeling of belonging and gives opportunity to socialize. It decreases the concerns for future, give life a meaning and helps them to feel safe.) - They tend to get together with other deaf people - They join to non-governmental organizations for deaf people - Even if it is limited they have employment opportunities - They can join educations in adult educational institutions.
Methods of interviewing	- 2 phone interviews and 5 face to face interviews

CIVIC – UK

Research Partner	CIVIC (UK)
Participants	2 psychologists (one is working as a support worker and the other one as a family project worker), 1 person with hearing impairment, 1 family member of a person with hearing impairment, 1 NGO representative
Needs of disabled people	● A thing that came up a lot is that there is a need for more awareness around disabilities, and that people should understand that people with disabilities are normal people. ● There needs to be a better understanding around how deaf people lip read. People should not shout but instead look at their interlocutor while speaking. ● Creating some kind of device that would alert a deaf person when they are driving and an ambulance is coming. One of the participants has been in an accident before because she could not hear the ambulance coming until it was too late, and she panicked. o More research into smaller hearing aids. The mother of one of the participants is embarrassed of hers and she never wears her hair up. ● Two of the participants pointed out the need for subtitles everywhere. It needs to be normalized in cinemas, big screens etc because it is exclusion. YouTube and Netflix are much better now. ● A deaf person can't pick up every word, so their vocabulary isn't the same as an average person who can hear fine. That is why they may not understand all the words a hearing person is telling them. o People should understand it takes a deaf person longer to read something and follow instructions. ● Loud music is a problem. If there is loud music on in the background in a restaurant is really hard for people with hearing impairment to hear. ● According to the psychologists that participated in the interviews, there are incision needs that also have an impact on emotional needs. If a person cannot access work, services, social activities they then feel isolated which can have a big impact on the emotional health as well.
Needs of family members	● Families feel very often alone and not understood or judged by other "abled" families. Or not understood enough by professionals and services. They suffer from stress, fatigue and isolation as the activities and services that can participate are usually the "socialised" ones. ● A clear doorbell that the deaf person can hear. Some with the telephone and fire alarm.

	• A deaf dog helps a lot for a deaf person, to alert them of an intruder, the phone going, the doorbell going. • For young children to have a better understanding of disabilities. It's hard for a child to live with a disabled parent when they don't understand the disability themselves. I think having more discussions about disabilities in schools would be helpful and normalise them.
Regional services	• The new accessibility legislation is great, and I am glad they are enforcing it to all public sector websites. • It would be great if they could teach sign in schools. • Free hearing aids are provided by the government from the government • There are local services, but they are not enough. Also, there might specialise in one form of disability (e.g. being paralysed) but not in combination with other disabilities (e.g., having autism).
Education and employability	• Opportunities: ○ Educationally wise there are schools at least in the big cities for children with disabilities. Also, in the past there used to be positions in private companies (super market, cafes) especially for people with disabilities funded by the government, but unfortunately that has gradually come to an end. • Challenges ○ Instead of the work environment (not only work but other areas too) being accessible to everyone, people with disabilities must adjust in an unfriendly environment created only around the needs of fully abled or neurotypical people. Also, people face a lot of stigma as employers might see disabled people as vulnerable and innocent, stripping them of from qualities such as leadership skills, taking initiatives, being creative etc. They might see only focus on the disability instead of their skills and strengths. ○ There is the assumption that deaf people are stupid when they just take longer to pick things up because they can't hear every word in the training. They just need a little longer and the trainer to understand their needs. ▢ Subtitles and instructions are very important in professional and educational settings. ○ One participant's family member who is deaf was dismissed in school and given no attention, so she's taught herself a lot herself through reading and online courses. She can't be taught in a conventional way because even with hearing aids in, she lip reads. This means she has to see your mouth and when a teacher turns their head and she can't see their lips, she doesn't know what they're saying.

	○ People with disabilities are treated differently in work settings. They are not given promotions and they are not provided with appropriate support and training.
Coping strategies	● I think their quality of life and the accessibility to services and resources needs to be the state's responsibility and not require a personal effort. In a personal level though it could be helpful for people to be part of groups activists or within organisations that can push for changes in society and for their voices to be heard. ● In professional settings, managers should take the time to explain what to their employee with disabilities what they need to do clearly and slowly.
Methods of interview	The interviews were conducted online, through zoom or Skype.

FAMS COCEMFE – SPAIN

Research Partner	FAMS COCEMFE (SP),
Participants	*4 people with acquired disabilities: 2 men with physical disabilities acquired after accidents; 1 woman with organic disability acquired after labour of her daughter; and 1 woman with organic disability NGO representative* *2 professionals who attend people with acquired disabilities: 1 man psychologist and job advisor and 1 woman social worker. Both professionals are working within FAMS COCEMFE Sevilla and attend people with acquired disabilities every day.*
Needs of disabled people	*According to the moment in the process of normalization of the situation of people who have acquired a disability, the following needs have been highlighted:* *- Psychological support to cope with the situation. Also, they need to acquire personal competencies on how to deal with the overprotection tendency of the family (overprotective attitude of families)* *- Rehabilitation: to improve or maintain their physical conditions.* *- Multidisciplinary advice:* *** Social care: assessment of disability, for resource management, guidance on associations with the same pathology and their programs, actions or activities.* *** Tutoring in the case of wheelchair users, with other people with disabilities who have acquired the disability before them, to learn about: transfers, couple relationships, social relationships with their closest environment, sexual relationships, etc.* *** Legal support: in case of accident, information and advice and intervention in the case, disability management, insurance collection, legal actions, etc.* *** Accessibility: Advice and management of the elimination of architectural barriers at home, in your workplace and in your closest environment.* *In general, people with disabilities need a lot of support, many do not have a social circle that offers them emotional support, and in most cases over the years, this is reduced, reaching social exclusion becoming invisible to the society.*

Needs of family members	*They can be summarized as follows:* *- Information, guidance and expert and adequate advice, both in the diagnosis and in the other spheres of life, to be able to successfully face the circumstances and problems of the activities of their daily life.* *In many cases they find an absolute ignorance of services, centres, benefits and aids, from which they can benefit, as well as ignorance of the associative movement (sometimes they reach them through acquaintances, not derived from other entities or public administrations).* *- Psychological support, since when a disability is acquired, the family environment changes and they have feelings, such as: impotence and inability to help the person with a disability, confusion, denial, etc., so emotional support and guidance are very important to contribute to family well-being. It is important that you find mutual support groups, who are or have been through the same situation.* *-Financial needs. The additional expenses to meet the needs of people with disabilities is high, since they need goods and support services with a high economic cost, which is assumed in a high percentage by families.* *- Family respite. Lack of professionalization in some sectors, which makes the caregiver a person from their closest environment, having, in most cases, to abandon their professional and personal life and producing significant emotional wear. In a high percentage, they become people with mental disabilities.*
Regional services	A) PUBLIC SERVICES: The administration offers a network of information, guidance and adequate advice, but in many cases insufficient, since it offers it in a generalized way and does not intervene in individual cases: *Social Services Centres*, locally and located in each district, where the most extreme and urgent needs are attended to. *Assessment and Orientation Centres*, at the provincial level, where the following services are provided: ASSESSMENT AREA: - Assessment of the degree of disability. - Technical assessment (reduced mobility, job training, court reports ...). INFORMATION AND ADVICE AREA:

	- Information, advice and guidance to people and public / private entities on specific issues related to the care of people with disabilities. - Information and guidance on job placement possibilities: o Adaptation of "times and means", for the performance of examinations and selective tests, and the aptitude for the exercise of the functions, tasks and aptitudes corresponding to civil servants, for the services of the regional and local Administration. DOCUMENT ADMISSION AND MANAGEMENT AREA. - Provide forms guiding the completion of the same and documentation to provide related to disability: Issuance of disability certificates, management and issuance of the Accreditation Card of Degree of disability, Management and issuance of parking cards for people with reduced mobility, Issuance of reports: Reports on technical aids, to Courts, on access to official protection measures, among others, ... * *Day Care centres*, B) PRIVATE ENTITIES o Social entities, with activities, actions and programs, aimed at the comprehensive care of people with disabilities and their families,
Education and employability	People with disabilities can study what they want in Spain (up to university level) if their disability does not interfere in the execution of their profession, they can also work in any job position according the law and universal rights. However, many needs are detected and expressed: - Accessibility barriers in education is still present in many educational centres: architectural barriers, need of adaptation programmes for computers (computer programmes to make easier accessibility of students with dyslexia for example). - Discrimination and prejudices from other people: professors or students who think people with disabilities are not able to study or work at the same level. - There are not enough opportunities in VET or life-long-learning courses, especially these types of studies are very useful for a person who has just to acquire a disability. These courses capacitate them and give them the opportunity to work in another job. - Scholarships are scarce, and they are not geared towards the specific needs of each person with a disability. Regarding employment: - Lack of knowledge of the Law that regulates the compulsory hiring of people with disabilities in ordinary companies with more than 50 workers. - Lack of control in the Special Employment Centres, the majority do not take into account the Personal and Social Adjustment measures.

	- Lack of collaboration agreements between private companies and public bodies that promote professional practices for people with disabilities - Lack of knowledge of hiring incentives, tax benefits, regulations and other resources, such as help for adapting jobs. Training and improving the employability of people with disabilities is the great challenge faced by social entities, to raise awareness and make it understood that it is the main way to achieve the normalization of the group and for society to see them as active members of this, thus achieving greater visibility and participation, in a real and effective way in society.
Coping strategies	Some of the strategies that participants expressed were: - It´s convenient to make stress management a priority. Stress affects life quality and can cause many symptoms and make them even worse. It´s advisable to find ways to manage stressful situations, by practicing relaxation techniques carrying out healthy work-life balance, and learning healthy coping strategies. - Take advantage of the things you can do. Probably no one can change his or her disability, nevertheless we can reduce the impact on the daily life by looking and asking for those available adaptative technologies and tools within our reach. - Attendance and dependence Service, care-giving services and the dependence law: *Personal assistance program * Home help service - If need be, use a device such as a prosthetic, a walking stick, a wheelchair or any other type to make the daily life easier. - As far as you can, take away and avoid any embarrassment, fear of stigma, inferiority complex or low self-esteem. Being aware that you are not judged for the devices used nor by the aids you ask for. - Rehabilitation service helps to improve or maintain the physical conditions of disabled person. - Quality sleep may also be considered. Establishing a regular sleep schedule and creating relaxing bedtime habits. Women have better coping strategies than men, evidently due to the roles imposed by society, although they are the ones who suffer the most discrimination and harassment situations. They also better manage stress and their mental health, to cope with situations of depression and anxiety. The ways in which they cope with their disability depends on their cognitive interpretation, the way in which the disability has been acquired, the meaning that the person gives to quality of life, the perceived social support and the value assigned to their social networks, as a source of support for adaptation to disability.

	Finally, to say that there are keys, in which great differences are evident in the way of facing the situation of disability or dependency, that is, the influence of: - How the situation of acquisition of a disability has occurred. - The economic capacity of the affected person before and after acquiring the disability. -The educational level, both of the affected person and of the environment closest to her. - If the person and family have been advised by staff, an expert in disability. -The ability to search and manage existing resources, both of the affected person and of their closest environment.
Methods of interview	2 phone interviews (2 men with acquired disabilities) 1 online interview (Google Meet) (1 woman with acquired disability) 3 face-to-face interviews (1 psychologist, 1 social worker and 1 woman with acquired disability and NGO representative)