



Inclusion of older people and people with disabilities

To compliment the guidance in Sphere, it is important to ensure we leave no one behind and the following guidance from the [Humanitarian Inclusion Standards for Older People and People with Disabilities](#) address the following relevant issues:

- Older people and people with disabilities and/or chronic illnesses face further risks and consequences, as well as anxieties, adding to the ongoing challenge of surviving a humanitarian setting.
- The people most often cited as being at serious risk are largely older people, people with disabilities and/or chronic illnesses. They are often excluded in a humanitarian setting.
- Being excluded, it can be harder for older people and people with disability in the humanitarian setting to take the most effective steps to protect themselves from the coronavirus outbreak.
- COVID-19 coronavirus threatens not only older people and people with disabilities' health, but their independence.

The following points are useful to ensure activities are inclusive and mainstreamed.

Key messaging to ensure inclusion of older people and people with disabilities in water, sanitation and hygiene (WASH) activities

- **Water, sanitation and hygiene supplies** Ask older people and people with disabilities about their water usage and hygiene practices, and how supplies need to be adapted for them. Consider specific adaptations or alternatives to standard supplies, such as smaller water containers that would be easier to carry, portable partitions to allow privacy during personal care, and adapted hygiene items such as catheters.
- **Accessible Information** Use a range of communication channels and different formats to provide information about hygiene promotion and WASH facilities, using simple language, to make it accessible to everyone (see Key inclusion standard 2, Key action 2.1, Guidance notes on information barriers).
- **Outreach** Use outreach strategies such as home delivery or volunteers to deliver supplies to older people and people with disabilities who may face barriers to reaching distribution points, despite efforts to make them accessible.
- **Hygiene Promotion** Support all distributions with relevant, accessible and clear hygiene promotion messages, tailored to the needs, capacities and practices of older people and people with disabilities.

Key messaging to ensure older people and people with disabilities are included in health activities

- **Mapping** Map the location of health facilities, and visit them to identify barriers to access affecting older people and people with disabilities
- **People who are hard to reach** Organise consultations with the community to identify older people and people with disabilities who may be hard to reach, such as those who stay at home or in their shelter, and people who have difficulty reaching health facilities.
- **Hygiene Institutional Care** Visit institutions housing older people and people with disabilities, such as psychiatric hospitals and care homes, to assess how the health needs of residents are being addressed. If these institutions are inadequately staffed (for example, if staff have abandoned them during the emergency) arrange for professionals from other facilities and members of the local community to provide healthcare and other services to residents.
- **Monitoring access** Monitor the number of older people and people with disabilities using health services. Ask older people and people with disabilities to tell you what the essential treatments are, follow-up services, drugs, and medical equipment, including assistive products on which they rely.