

**AGE FRIENDLY/DISABLED FRIENDLY CITY**  
**FIRST PHASE**  
**WELLAWAYA DIVISION, MONERAGALA DISTRICT**  
**(2013 – 2018)**



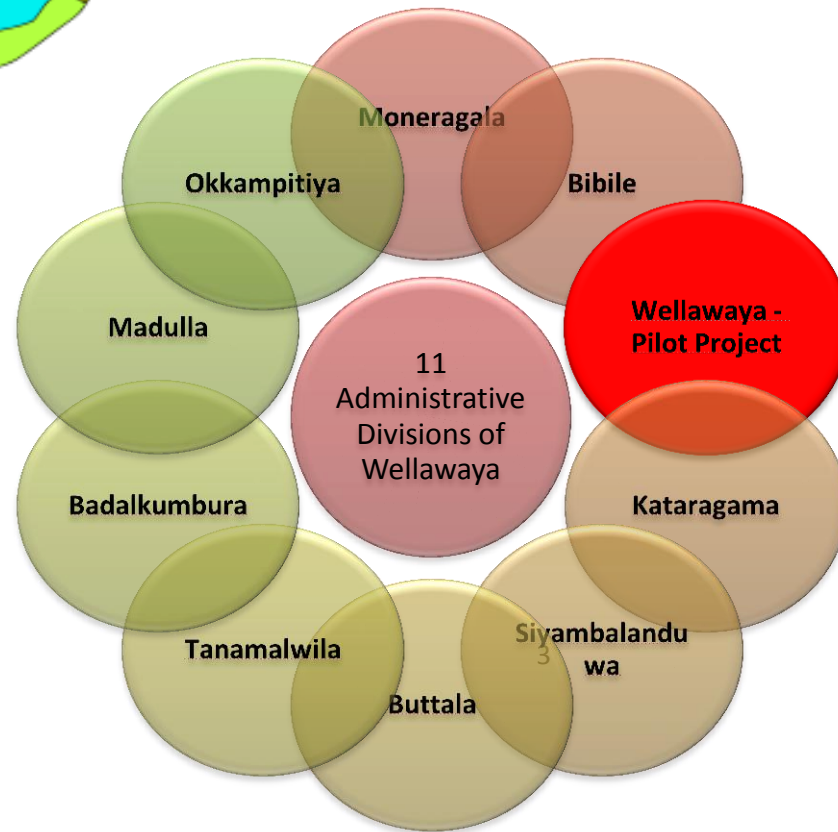
**MINISTRY OF SOCIAL SERVICES**

**MINISTRY OF HEALTH**



**UVA PROVINCIAL COUNCIL**





## **Background**

The District of Moneragala, in the Province of Uva, is the second largest district in Sri Lanka. The District has been selected to initiate the Age Friendly/Disabled Friendly concept for the first time in Sri Lanka. The selection was based on the requests made by the Mr Senarath Attanayake, Provincial Councillor, representing the Provincial Council of Uva and is in line with the WHO age friendly primary health care concept as well as the WHO age friendly cities. The concepts presented by the Age-friendly Primary Health Care Centre Toolkit which was developed by the Ageing and Life Course Programme (ALC) of WHO has been referred to throughout the document and this has been the baseline for development of this action plan. Reference has also been made to National Policy on disability as well as the draft National Action plan on disability which is currently being finalized. Much emphasis is being placed on implementation of the CRPD and strengthens the seven thematic areas highlighted in the National Action plan to various extents.

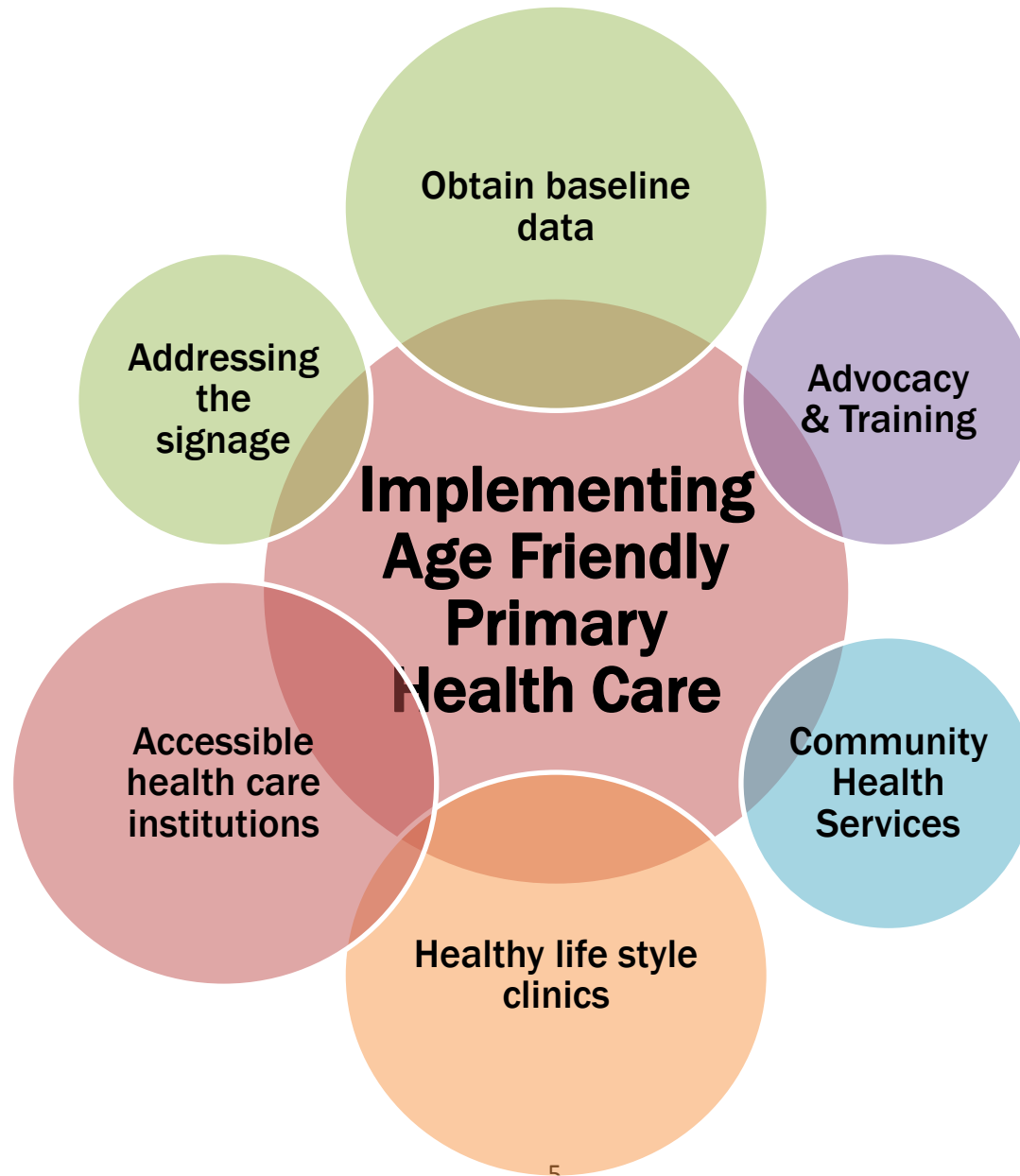
The document is done in two parts for easy reference and includes activities in relation to setting up of Age/Disabled Friendly Primary Health Care centres as well as setting up of Age/Disabled Friendly Cities.

### **1) Implementing Age Friendly Primary Health Care – Wellawaya Divisional Secretariat Area, Moneragala**

The “Age friendly primary health care concept builds upon the principles of the WHO’s Active Ageing Policy Framework, published in 2002 on the occasion of the Second World Assembly on Ageing in Madrid (1). The Active Ageing Policy Framework calls on policy-makers, governments, and the non-governmental sector to optimize opportunities for health, participation and security in order to enhance the quality of life of people as they age. The framework recognizes that active and healthy ageing depends on a variety of determinants that surround individuals throughout the life course:

- Cross-cutting determinants: culture and gender
- Determinants related to health and social service systems e.g. health promotion and disease prevention.
- Behavioural determinants e.g. tobacco use and physical activity.
- Determinants related to personal factors e.g. biological and psychological factors.
- Determinants related to the physical environment e.g. safe housing and falls.
- Economic determinants e.g. income and social protection

These determinants and the interplay between them are good predictors of how well individuals age; they cope with illness and disability; or remain active contributors of their community. The World Health Organization (WHO) has recognized the critical role that primary health centres play in the health of older persons in all countries and the need for these centres to be accessible and adapted to the needs of older populations.



**AGE FRIENDLY PRIMARY HEALTH CARE**

**Activity 1 – Obtain baseline data on the primary health care facilities**

	<b>Action</b>	<b>Indicators</b>	<b>Time Frame</b>	<b>Responsible Unit and Partners</b>
01	<p>Update the available <u>facility assessment form</u> for obtaining information of all primary health care facilities in the selected divisional secretariat area to include assessment on Infrastructure (Universal design &amp; signage), Human resources, tools and technologies and interventions available for Non Communicable disease prevention and control.</p> <p>Access audit completed in all selected institutions                      PHC signage audit check list completed                      (See annexure – Facility assessment form, Access audit form, signage audit forms)</p>	<p>Number of facilities selected</p> <p>Number of facility assessment forms completed</p> <p>Number of access audits conducted</p> <p>Number of audit check lists completed</p>	<p>January 2014 – March 2014</p>	<p>RDHS</p>
02	<p>No of Accessible health care institutions</p> <ul style="list-style-type: none"> <li>- No of Hand rails or grab rails available for each selected institution</li> <li>- The number of doors available that are wide enough to ensure easy movement of everyone</li> <li>- The number of institutions with Steps, stairs and or lift</li> <li>- Designing of signage has been reviewed in all selected institutions</li> <li>- The number of toilets that have adequate space with big doors</li> </ul>	<p>Absolute number of health care institutions with access already available</p> <ul style="list-style-type: none"> <li>- % hand rails or grab rails available vs requirement</li> <li>- No of institutions with accessible doors</li> <li>- No of institutions with steps requiring access</li> <li>- The number of institutions with adequate signage</li> <li>- No of Institutions with accessible toilets</li> </ul>	<p>January 2014 – March 2014</p>	<p>RDHS</p>
03	<p>Floor plans for each health institution reviewed</p>	<p>No of institutions with adequate floor plans vs requirement</p>	<p>January 2014 – March 2014</p>	<p>RDHS</p>

**Activity 2 – Advocacy & Training for implementing Age/Disabled friendly primary health care**

	<b>Action</b>	<b>Indicators</b>	<b>Time Frame</b>	<b>Responsible Unit and Partners</b>
01	Creating awareness with the RDHS, relevant staff and medical officers of the institution on implementation	No of institutions included	January 2013 – March 2018 On-going and continuous	RDHS DS UPC Consultants/Trainers/Advocates
02	Dissemination of findings of the base line facility assessment, Access audit & PHC signage audit to heads of institutions	No of institutions included	March 2014 – June 2014	RDHS
03	Training of medical officers on NCD guidelines	No of medical officers trained	January 2013 – March 2018 On-going and continuous	NCD unit RDHs College of Physicians
04	Training of Volunteers	No of Volunteers trained	January 2014 – March 2018	RDSH DPOs/NGOs Nutrition Committees
05	Awareness raising on available healthcare facilities <ul style="list-style-type: none"> <li>- Leaflets</li> <li>- Newspaper articles</li> <li>- Electronic Media programmes</li> <li>- Through the network of Grama Sevakas/Funeral Welfare Committees/Village Nutrition Committees/Family Health Workers</li> <li>- Posters</li> <li>- Awareness programmes</li> </ul>	No of targeted households	June 2013 – March 2018 On-going and continuous	RDSH

**Activity 3 – Implementing age friendly/disabled d friendly community and health services**

	<b>Action</b>	<b>Indicators</b>	<b>Time Frame</b>	<b>Responsible Unit and Partners</b>
01	Service accessibility enhanced	<p>Health and social services are well-distributed throughout the city, are conveniently co-located</p> <p>Clear and accessible information is provided about the health and social services for older/ disabled d people.</p> <p>Administrative and service personnel treat older /disabled d people with respect and sensitivity.</p> <p>There is adequate access to designated burial sites.</p>	December 2013 – March 2018	RDSH DS UPC
02	Offer of services enhanced	<p>An adequate range of health and community support services is offered for promoting, maintaining and restoring health.</p> <p>Training of family healthcare nurses (midwives) – no of persons trained</p> <p>Community based rehabilitation strengthened – No of CBR committees established at GN level</p>	December 2013 – March 2018	RDSH DS Resource Persons
03	Human Resource capacity enhanced	Adequate staff ensured at healthcare institutions	December 2013 – March 2018	Ministry of Health UPC
04	Voluntary support increased	Volunteers of all ages are encouraged and supported to	December	RDSH



		assist older/disabled d people in a wide range of health and community settings.	2013 – March 2018	DS Volunteers
05	Psychological Counselling	Availability of counselling services for the elderly and the disabled d Improved counselling facilities at healthcare institutions Counselling services introduced by Mental Health related organizations	January 2014 – March 2018	RDSH DPOs/NGOs Organizations working on mental health

#### Activity 4 – Implementing healthy life style clinics in all selected primary health care facilities

	Action	Indicators	Time Frame	Responsible Unit and Partners
01	In collaboration with the NCD unit healthy lifestyle clinics implemented in all primary care facilities within the divisional secretariat area of Wellawaya	No of healthy lifestyle clinics initiated No of persons screened No of persons with high cardiovascular risk	March 2013– March 2018 On-going and continuous	NCD unit RDHS
02	Mobile Health Clinics implemented	No of mobile health clinics conducted within the division	June 2013 – June 2018 On-going and continuous	NCD unit RDHS UPC
03	Medical facilities strengthened with necessary tools and technologies including personal health records and screening cards	No of facilities strengthened	March 2013 – March 2018 On-going and continuous	NCD unit RDHS

**Activity 5 – Increasing the number of accessible health care institutions within the DS wellawaya**

	<b>Action</b>	<b>Indicators</b>	<b>Time Frame</b>	<b>Responsible Unit and Partners</b>
01	The institutions with steps at the entrance to have ramps built according to Accessibility Regulations of the Government of Sri Lanka	No of & % institutions with ramps at the entrance	March 2013 – March 2014 <b>Part complete</b>	RDHS
02	No of Hand rails or grab rails available for each selected institution	No of and % hand rails available	January 2014 – March 2015	RDHS
03	Floor plans for each health institution reviewed & corrected as per the following specifications <ul style="list-style-type: none"> <li>• Reception counter near the entrance and easily identifiable.</li> <li>• Sitting arrangements comfortable</li> <li>• Floor non-slippery and well maintained.</li> <li>• Level differences bevelled.</li> <li>• Furniture and fittings well organized to reduce possible fall or injuries.</li> <li>• Corridors having an unobstructed width of 1200-1500mm.</li> <li>• Eating place accessible with easy reach.</li> <li>• Rooms and corridors with enough light and ventilation.</li> </ul>	No of and % Institution with adequate floor plans as per the specifications	January 2014 – March 2015	RDHS
04	Increasing the number of doors available at each health institution that are wide enough to ensure easy movement of everyone as per the following specifications <ul style="list-style-type: none"> <li>• Doors with clear opening of 900mm.</li> <li>• Doors with D-handles of circular section.</li> <li>• Doors that have a contrast colour to that of wall</li> <li>• Sliding doors which are not too heavy and easy to operate.</li> </ul>	No of and % institutions with accessible doors	January 2014 – March 2015	RDHS
05	Increasing the number of toilets that have adequate space with big doors <ul style="list-style-type: none"> <li>• Sliding doors with a clear opening of 900mm.</li> <li>• Slip resistant flooring.</li> </ul>	No and % Institutions with accessible toilets	January 2014 – March 2015	RDHS

	<ul style="list-style-type: none"> <li>• Horizontal pull bar.</li> <li>• Back support.</li> <li>• Grab bars at the rear and the adjacent wall – preferably folding.</li> <li>• Swing up grab bars.</li> <li>• Easy to use fittings and wash facilities.</li> </ul>			
06	<p>Increasing the number of institutions with Steps, stairs and or lift as per the following specifications</p> <ul style="list-style-type: none"> <li>• Stairs with handrails</li> <li>• lift availability</li> <li>• Uniform risers: 150 mm and tread: 300 mm.</li> <li>• The maximum height of flight between Landings is be1200mm.</li> <li>• Landing is 1200mm deep, clear of any door swing.</li> <li>• The steps having an unobstructed width of at Least 1200mm.</li> <li>• Stair edges having bright contrasting colours.</li> <li>• Accessible path leading to the lift/elevator.</li> </ul> <p>Clear door opening width more than 900 mm.</p>	The number and % institutions with two or more floors requiring access	January 2014 – March 2015	RDHS

**Activity 5 – Addressing the signage of primary health care institutions within the DS wellawaya**

	<b>Action</b>	<b>Indicators</b>	<b>Time Frame</b>	<b>Responsible Unit and Partners</b>
01	<p>Designing of signage has been reviewed in all selected institutions as per the following recommendations</p> <ul style="list-style-type: none"> <li>• Characters and backgrounds of signs of an eggshell, matte or other non-glare finish.</li> <li>• Characters and symbols in contrast with their background</li> <li>• Letters large enough and not overcrowded so as to read from a distance with a few words and numerals.</li> <li>• The visual display is simple and easy to understand with only key words and phrases</li> <li>• Pictures are used whenever possible</li> <li>• Adequate colours are used.</li> <li>• When signs are made by hand heavy black felt-tip used</li> <li>• Non-glare glass for building directories mounted behind glass.</li> <li>• Braille signage provided in line with local regulations.</li> </ul>	<p>The number of and % institutions with adequate signage:</p>	<p>January 2014 – March 2015</p>	<p>RDHS</p>

## 2) Implementing the Age Friendly/ Disabled Friendly City – Wellawaya Divisional Secretariat Area, Moneragala

An age-friendly city encourages active ageing by optimizing opportunities for health, participation and security in order to enhance quality of life as people age. In practical terms, an age-friendly city adapts its structures and services to be accessible to and inclusive of older people with varying needs and capacities.

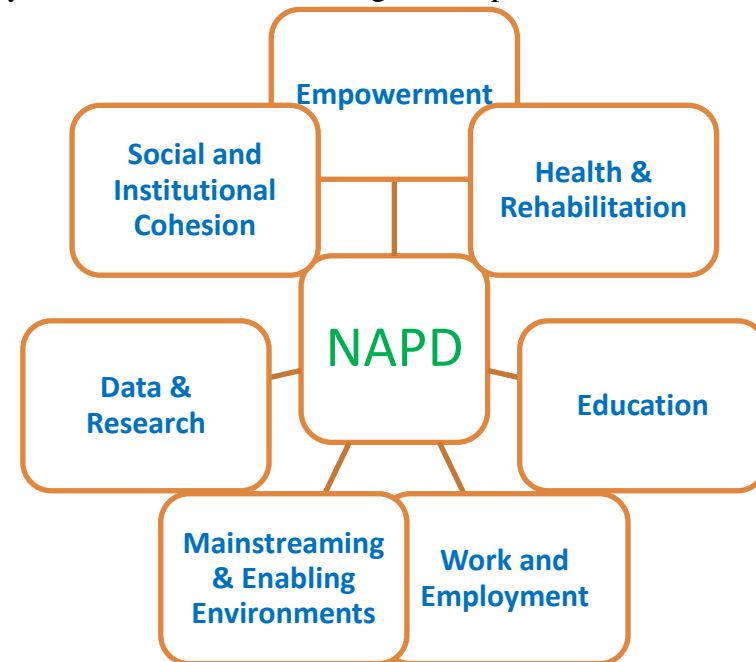
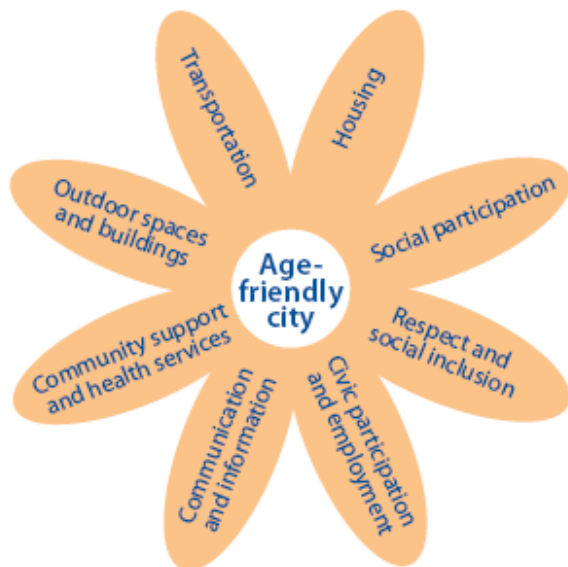
In an age-friendly city, policies, services, settings and structures support and enable people to age actively by:

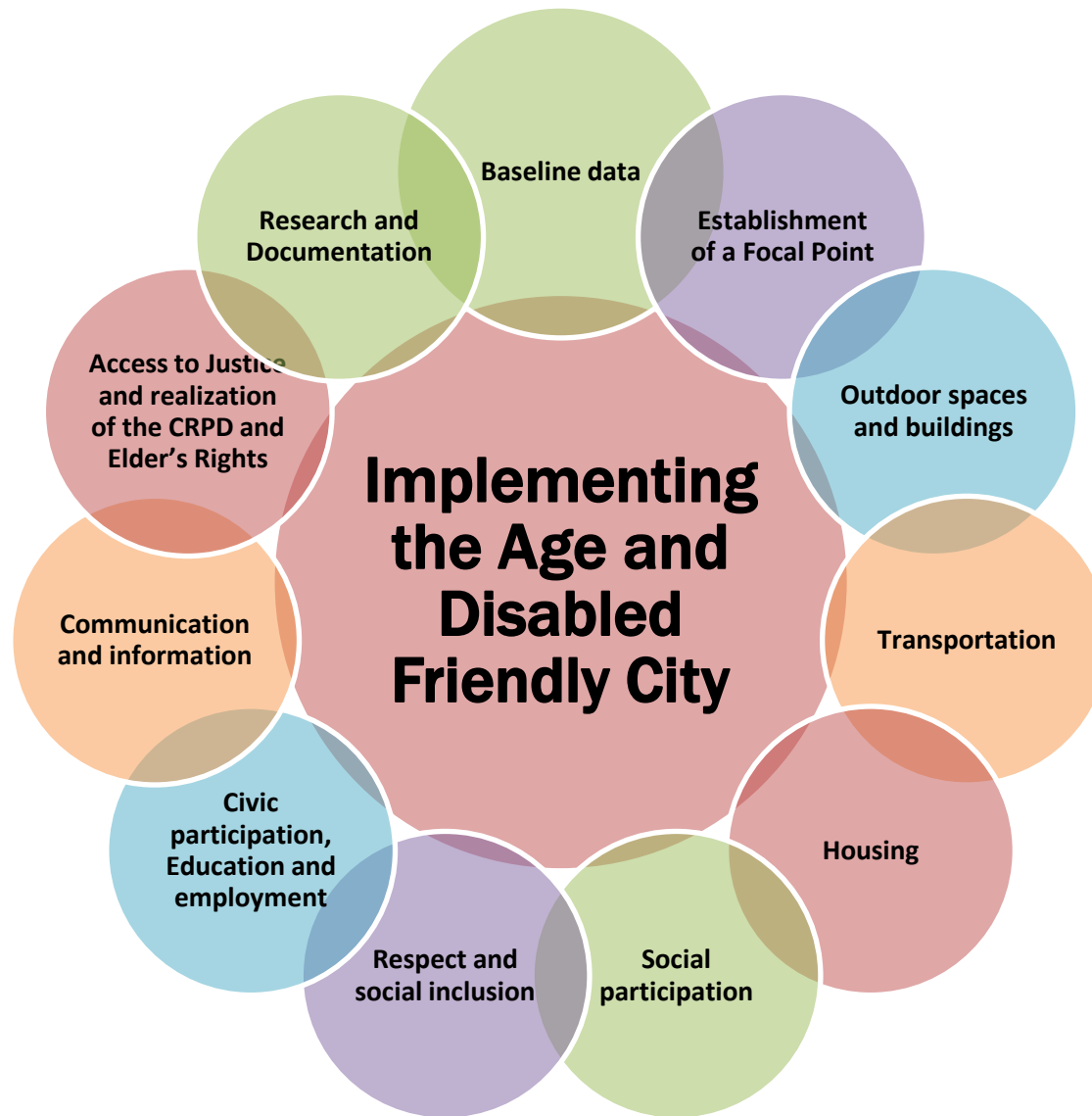
- Recognizing the wide range of capacities and resources among older people;
- Anticipating and responding flexibly to ageing-related needs and preferences;
- Respecting their decisions and lifestyle choices;
- Protecting those who are most vulnerable;
- Promoting their inclusion in and contribution to all areas of community life.

The interface between aging and disability is increasingly being explored especially with regard to the implementation of the CRPD. This is currently being emphasized globally, especially in relation to the Post-2015 Development Agenda. A society that is age-friendly must also be disable friendly which would ultimately result in a person centred atmosphere where activities are implemented in order to respond to the needs of the individuals.

In view of the above, the Age/Disabled Friendly city takes both ageing and disability into consideration in setting out the plan of action.

### Age-friendly city topic areas





**Activity 1 – Obtain baseline data on the city (Division)**

	<b>Action</b>	<b>Indicators</b>	<b>Time Frame</b>	<b>Responsible Unit and Partners</b>
01	Accurate statistical information on the elderly and PWDs obtained and updated in the Wellaway Division <ul style="list-style-type: none"> <li>• Elderly Survey Conducted</li> <li>• Disability Survey Conducted</li> </ul>	No of elderly population over 65 years identified No of persons with disabilities identified	January 2014 – June 2014	DS
02	Database of the elderly and PWDs created <ul style="list-style-type: none"> <li>• Elderly database established</li> <li>• Elderly registration system established</li> <li>• PWD database established</li> <li>• PWD registration system established</li> </ul>	No of persons registered in the database  No of persons seeking registration each month	January 2014 - March 2018 <b>Continuous</b>	DS
03	Identity Card issued	No of Elders/disabled Identity Cards issued No of new applications received	January 2014 - March 2018 <b>Continuous</b>	DS
04	Detection and Intervention established <ul style="list-style-type: none"> <li>• Awareness increased on early detection of disabilities</li> <li>• Intervention measures established</li> <li>• Awareness created on prevention and care and rehabilitation</li> <li>• Rehabilitation training conducted</li> </ul>	No of awareness workshops conducted No of Family Health Nurses trained Intervention mechanisms established No Rehabilitation centres established No of available rehabilitation specialists	January 2014 – March 2018	DS RDSH Resource Persons
05	Age friendly / disabled d friendly outdoor spaces and building checklist conducted –within city limits only	Baseline data available on components of age/disabled friendly city – within the city limits of Wellaway	September 2013 – March 2014	DS
06	Age friendly/ disabled d friendly transport checklist conducted <ul style="list-style-type: none"> <li>• Accessibility checklist at the main bus stand</li> </ul>	Baseline data available on transport availability in the age/disabled friendly city	September 2013 – March 2014	DS

	<p>conducted</p> <ul style="list-style-type: none"> <li>• Accessibility checklist at two selected points of transport (bus-stops) conducted</li> <li>• Accessibility checklist of busses and other modes of transport conducted</li> </ul>			
07	Age friendly / disabled friendly housing checklist conducted – Within a selected Grama Niladhari Division of Wellawaya	Baseline data available on housing in a selected Grama Niladhari Division	September 2013 – March 2014	DS
08	Age friendly / disabled friendly social participation checklist conducted	Baseline data available on Social Participation components of age/disabled friendly city	September 2013 – September 2014	DS
09	Age/disabled friendly employment checklist conducted	Baseline data available on employment of the aged/disabled	September 2013 – September 2014	DS
10	Age/disabled friendly communication and information checklist conducted	Baseline data available on Information and Communication	September 2013 – September 2014	DS ICTA
11	Age friendly community and health services checklist conducted	Baseline data available on community and health services	November 2012 – December 2014	RDSH DS
12	<p>Stakeholders and sponsors checklist prepared</p> <ul style="list-style-type: none"> <li>• Consultative Meeting completed</li> <li>• Stakeholders identified</li> <li>• Stakeholder meetings conducted</li> </ul>	<p>List of Stakeholders</p> <p>Action Plan developed and responsible units identified</p> <p>No of stakeholder meetings conducted</p> <p>No of awareness/introduction sessions conducted</p> <p>No of agencies involved in the project</p>	<p>March 2013 – March 2014</p> <p><b>On-going</b></p>	<p>UPC</p> <p>DS</p> <p>RDSH</p> <p>WHO</p> <p>MoSS</p> <p>MoH</p> <p>Stakeholders</p>



### Activity 2 – Establishment of a Focal Point

	<b>Action</b>	<b>Indicators</b>	<b>Time Frame</b>	<b>Responsible Unit and Partners</b>
01	Disability and Elderly Secretariat established	Disability and Elderly Proclamation adopted Powers and functions of the Secretariat identified Secretariat established	January 2014 – January 2015	UPC
02	Disability and Elderly Steering Committee established	Members of the steering committee identified Steering Committee established Objectives and functions identified	January 2014 – January 2015	UPC
03	Dissemination of the Action Plan	No of stakeholders partnering to implement the Action Plan	January 2014 – March 2018	DS UPC

### Activity 3 – Implementing age friendly/disabled d friendly outdoor spaces and buildings –City Limits of Wellaway

	<b>Action</b>	<b>Indicators</b>	<b>Time Frame</b>	<b>Responsible Unit and Partners</b>
01	The city of Wellaway is clean, with enforced regulations limiting noise levels and unpleasant or harmful odours in public places.	Cleanliness of city Regulations enforced on limiting noise levels Regulations enforced on unpleasant and harmful odours in public places	January 2014 – January 2016	DS UPC Road Development Authority Police
02	Park/Green space made available	Inclusive leisure park established <ul style="list-style-type: none"> <li>• Well maintained play area inclusive for children with and without disabilities established</li> <li>• Accessible walkways/paths established in the park</li> <li>• No of seating available</li> <li>• Recreational facilities established</li> </ul>	January 2015 – March 2018	UPC DS Road Development Authority

03	Outdoor seating made available	The number of outdoor seating available, at transport stops and public spaces,	January 2014 – January 2015	UPC DS
04	Pavements are done as per the specifications for implementing age friendly outdoor spaces and buildings	<p>The number and % of pavements are well-maintained, smooth, level, non-slip</p> <p>The number and % of pavements that are wide enough to accommodate wheelchairs with low curbs that taper off to the road.</p> <p>The number of and % pavements that are clear of any obstructions (e.g. street vendors, parked cars, trees) and pedestrians have priority of use.</p>	June 2014 – June 2016	Road safety Council Provincial road safety cell RDA UPC DS
05	Roads are done as per the specifications for implementing age friendly outdoor spaces and buildings	The number of Roads that have adequate non-slip, regularly spaced pedestrian crossings.	June 2014 – June 2016	Road safety Council Provincial road safety cell RDA UPC
06	Traffic rules and regulations enforced	There is strict enforcement of traffic rules and regulations, with drivers giving way to pedestrians.	June 2014 – June 2016	Traffic Police DS
08	Public Safety strengthened in all open spaces and buildings	<p>The number of streets with good street lighting</p> <p>Regular police patrol done</p> <p>Enforcement of by-law for community and personal safety initiatives.</p>	June 2014 – June 2016	RDA Police UPC DS
09	Easy access to services	<p>No of Services located on the ground floor of buildings.</p> <p>No of institutions where there are special customer</p>	June 2014 – March 2018	DS UPC

		service arrangements for older people and with people with disabilities, such as separate queues or service counters for older/disabled people are available		
10	Increase in the No of buildings that are made accessible	<p>The number of buildings which are made accessible and have the following features:</p> <ul style="list-style-type: none"> <li>– elevators</li> <li>– ramps</li> <li>– adequate signage</li> <li>– railings on stairs</li> <li>– stairs that are not too high or steep</li> <li>– non-slip flooring</li> <li>– rest areas with comfortable chairs</li> <li>– sufficient numbers of public toilets.</li> </ul> <p>Initial Activity – enhanced accessibility at government offices and buildings and easy access between offices</p>	<p>December 2012 – December 2016</p> <p>On-going establishment of ramps part complete</p>	DS UPC
11	Upgrade of the public toilets available	<p>The number of public toilets that are clean, well-maintained, easily accessible for people with varying abilities, well-signed and placed in convenient locations.</p> <p>An accessible Toilet at the main Bus Station of Wellawaya would be an activity done initially</p>	<p>June 2014 - December 2016</p>	DS UPC

### Activity 3 – Implementing age friendly / disabled friendly transportation

	<b>Action</b>	<b>Indicators</b>	<b>Time Frame</b>	<b>Responsible Unit and Partners</b>
01	First Phase : Accessibility of transport enhanced between Wellaway and two selected destinations within the Division	The two destinations identified Public transport is available for older/disabled d people to reach the selected destinations . All three bus stops are well-serviced with adequate accessibility	March 2014 – December 2016	Road safety Council Provincial road safety cell RDA DS UPC
02	Age-friendly / disability friendly busses made available <ul style="list-style-type: none"> <li>Selected number of busses between Wellaway and the 2 identified locations</li> </ul>	No of busses that are accessible, with floors that are lower, low steps, and wide and high seats.  The number of busses that have clear signage indicating the vehicle number and destination.	June 2014 – December 2016	DS UPC Ministry of Transport
03	Priority seating made available	The number of public vehicles that have priority seating for older people provided, and is respected by other passengers.	December 2013 – December 2014	Ministry of Transport UPC
04	Awareness to Transport drivers on elderly & disability requirements	Number of awareness programmes conducted for public transport staff including drivers, conductors and staff at bus stations The number of drivers and conductors who are courteous, obey traffic rules, stop at designated transport stops, wait for passengers to be seated before driving off , and park alongside the curb so that it is easier for older people to step off the vehicle.	January 2014 – March 2018	Road safety Council Provincial road safety cell RDA

05	Bus stops enhanced for use by elderly and disabled d persons – The two selected locations	Designated transport stops are provided with seating and with shelter from the weather, are clean and safe, adequately lit and are accessible for persons with disabilities.	March 2014 – January 2015	Ministry of Transport UPC DS RDA
06	Creating accessibility at the main Bus Station of Wellawaya, establishing ramps	Number of ramps established Assessment of improved level of accessibility to the Bus Station	November 2012 – August 2013 <b>Completed</b>	DS
07	Accessibility to Ticket Counters	Number of ticket counters with adequate height for wheelchair users	January 2014 – March 2014	DS
08	Adequate space for wheelchair movement	Width between lines and the width of passages at the bus station	January 2014 – March 2014	DS
09	Signage and tactile paving	Assessment of adequacy of signage and tactile paving	November 2012 – March 2014 <b>Part Complete</b>	DS
10	Information made available on public transport	Information is provided to older & disabled d people on how to use public transport and about the range of transport options available. Timetables are legible and easy to access. Timetables clearly indicate the routes of buses accessible to disabled d people.	December 2013 – December 2015	Ministry of Transport UPC DS RDA

11	Enhance the services of the Taxis and three wheelers for older & disabled d persons	<p>Taxis/Three Wheelers are affordable, with discounts or subsidized taxi fares provided for older people with low incomes.</p> <p>No of Three Wheelers adjusted for comfort and accessibility, with room for wheelchairs and/or walking frames.</p> <p>Taxi drivers are courteous and helpful.</p>	December 2013 – December 2015	DS UPC Ministry of Transport Private Three Wheeler/Taxi owners
12	Emergency transport established <ul style="list-style-type: none"> <li>• Ambulance service enhanced</li> <li>• Accessible motor vehicles obtained</li> </ul>	<p>No of Ambulances available within the Wellawaya Division</p> <p>No of accessible vehicles available with the DS</p>	March 2014 – March 2016	DS RDSH Donors – for accessible vehicles
13	Roads and traffic flow improvements to be done – within the city limits of Wellawaya	<p>The number of Roads that are well-maintained, wide and well-lit, have appropriately designed and placed traffic calming devices, have traffic signals and lights at intersections, have intersections that are clearly marked, have covered drains, and have consistent, clearly visible and well-placed signage.</p> <p>The traffic flow is well-regulated.</p> <p>Roads are free of obstructions that might block a driver’s vision.</p> <p>The rules of the road are strictly enforced and drivers are educated to follow the rules.</p>	December 2013 – December 2015	Road safety Council Provincial road safety cell RDA Traffic Police
14	Driving competence enhanced	Refresher driving courses are provided and promoted.	December 2013 – December 2015	Road safety Council Provincial road safety cell RDA Traffic Police

15	Parking	<p>Priority parking bays are provided for older &amp; disabled people close to buildings and transport stops.</p> <p>Drop-off and pick-up bays close to buildings and transport stops are provided for disabled and older people</p>	December 2013 – December 2014	Road safety Council Provincial road safety cell RDA DS
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**Activity 4 – Implementing age friendly / disabled friendly housing – First Phase – A selected Grama Niladhari Division**

	<b>Action</b>	<b>Indicators</b>	<b>Time Frame</b>	<b>Responsible Unit and Partners</b>
01	Awareness on accessible housing created	No of awareness programmes at GN Divisions conducted	March 2014 – December 2017	Ministry of Social Services Ministry of Housing and Construction Faculty of Architecture
02	Design of housing enhanced for older persons and persons with disabilities	<p>The number of houses that has:</p> <p>Sufficient space to enable older people/ disabled persons to move around freely.</p> <p>Appropriate equipped to meet environmental conditions, adapted for older and disabled people, with even surfaces, passages wide enough for wheelchairs, and appropriately designed bathrooms, toilets and kitchens.</p> <p>Affordable to construct</p>	March 2014 – December 2017	Ministry of Social Services Ministry of Housing and Construction Faculty of Architecture

03	Housing modifications done to existent houses	<p>No of houses with modifications done</p> <p>No of houses where financial assistance has been provided for home modifications.</p> <p>Adequate knowledge on cost effective measures on modifying houses to meet the needs of older/disabled people.</p>	March 2014 – March 2018	<p>Ministry of Social Services</p> <p>Ministry of Housing and Construction</p> <p>Faculty of Architecture</p>
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#### Activity 5 – Implementing age friendly/disabled d friendly social participation

	Action	Indicators	Time Frame	Responsible Unit and Partners
01	Accessibility of events and activities enhanced	<p>The location of events is convenient to older people in their neighbourhoods, with affordable, flexible transportation.</p> <p>Initial Activity – accessibility improved at the main auditorium facility in the Wellwaya Division, including ramps, tactile paving and signage</p> <p>Older/disabled people have been empowered the option of participating with a friend or caregiver.</p>	<p>November 2012 – November 2014</p> <p>Part Complete</p>	DS
02	Facilities and settings enhanced for participation	Gatherings, including older and disabled d people, occur in a variety of community locations, such as community centres, schools, religious places of worship and in residential neighbourhoods	December 2013 – March 2018	DS RDSH MoSS



03	Accessibility enhanced at community locations	No % of community gathering centres being made physically accessible <ul style="list-style-type: none"> <li>• Funeral Committees</li> <li>• Schools</li> <li>• Religious places of worship</li> <li>• Community Centres</li> </ul>	November 2012 – December 2015 Part Complete	DS
05	Fostering community integration	Community facilities promote shared and multipurpose use by people of different ages and interests and foster interaction among user groups.  Local gathering places and activities promote familiarity and exchange among neighbourhood residents.	January 2014 – March 2018	DS UPC DPOs
06	Periodic consultations	No of periodic consultations held with the participation of all stakeholders including DPOs and Elders Committees	June 2013 – June 2018	UPC DS

### Activity 6 – Implementing age friendly/disabled d friendly respect and social inclusion

	<b>Action</b>	<b>Indicators</b>	<b>Time Frame</b>	<b>Responsible Unit and Partners</b>
01	Respectful and inclusive services initiated	Older/disabled d people are consulted by public, voluntary and commercial services on ways to serve them better. Public and commercial services provide services and products adapted to older/disabled d people’s needs and preferences.  Services have helpful and courteous staff trained to respond to older people.	December 2013 – March 2018	DS
02	Public images of ageing enhanced	The media include older/disabled d people in public imagery, depicting them positively and without stereotypes.	December 2013 – March 2018	UPC DS RDSH Media Organizations
03	Intergenerational and family Interactions strengthened	Activities organized to include elderly and disabled d in the communities	December 2013 – March 2018	GN DS
04	Public education enhanced	Learning about ageing and disabilities. Disability and Elderly rights included in primary and secondary school curricula.  Older people are provided opportunities to share their knowledge, history and expertise with other generations. Inclusive Education promoted	December 2013 – March 2018	UPC Ministry of Education

05	Community inclusion enhanced	Older/Disabled d people are included as full partners in community decision-making affecting them.	December 2013 – March 2018	UPC DS
06	Economic inclusion enhanced	Economically disadvantaged older and disabled people enjoy access to public, voluntary and private services and events.	December 2013 – March 2018	DS

### Activity 7 – Age friendly civic participation, Education and employment

	Action	Indicators	Time Frame	Responsible Unit and Partners
01	Volunteering options strengthened	There is a range of options for older and disabled d volunteers to participate. Voluntary organizations are well-developed, with infrastructure, training programmes and a workforce of volunteers. The number or % of elders committees set up The number or % of CBR committees set up	December 2013 – March 2018	DS
02	Employment options enhanced.	There is a range of opportunities for older and disabled people to work.  Policy and legislation available to prevent discrimination on the basis of age or disability.  Employers are encouraged to employ and retain older or disabled d workers. Access to workplaces improved	December 2013 – March 2018	DS

03	Access to Education improved	<p>No of Children with Disabilities attending school</p> <p>No of schools with enhanced access</p> <p>No of teachers trained on inclusive education</p> <p>No of special education centres for children with severe disabilities established</p> <p>No of awareness programmes conducted for Education officers, teachers and principals</p> <p>No of awareness programmes conducted for parents and caregivers</p>	January 2014 – March 2018	DS UPC Ministry of Education
04	Training availability increased	<p>Training in post-retirement opportunities is provided for older workers.</p> <p>Training provided for persons with disabilities</p>	December 2013 – March 2018	DS
05	Accessibility enhanced for employment	<p>Opportunities for voluntary or paid work are promoted. Transportation to work is available. Workplaces are adapted to meet the needs of disabled people.</p> <p>There is support for organizations (e.g. funding or reduced insurance costs) to recruit, train and retain older and disabled volunteers</p> <p>Availability of assistive devices enhanced</p>	December 2013 – March 2018	DS
06	Civic participation enhanced	<p>Advisory councils, boards of organizations, etc. include older / disabled people.</p> <p>Support exists to enable older or disabled people to participate in meetings and civic events, such as reserved seating, support for people with disabilities, aids for the hearing impaired, and transportation.</p>	December 2013 – March 2018	DS

07	Valued contributions acknowledged	<p>Older people/ disabled d people are respected and acknowledged for their contributions.</p> <p>Employers and organizations are sensitive to the needs of older/disabled d workers.</p> <p>The benefits of employing older/disabled d workers are promoted among employers.</p>	December 2013 – June 2018	DS
08	Entrepreneurship and livelihood support enhanced	<p>There is support for older and disabled d entrepreneurs and opportunities for self-employment (e.g. markets to sell farm produce and crafts, small business training, and micro-financing for older/disabled workers).</p> <p>The number of new initiatives supported for livelihood</p>	December 2013 – June 2018	DS

#### Activity 8 – Implementing age friendly communication and information

	Action	Indicators	Time Frame	Responsible Unit and Partners
01	Information availability enhanced	<p>Regular and reliable distribution of information is assured by government or voluntary organizations.</p> <p>Information is disseminated to reach older and disabled d people close to their homes and where they conduct their usual activities of daily life.</p> <p>Regular information and programme broadcasts of interest to older / disabled d people are offered in both regular and targeted media.</p>	December 2013 – March 2018	DS ICTA

02	Oral communication improved	<p>Oral communication accessible to older/ disabled people is preferred, for instance through public meetings, community age-friendly communication centres, clubs and the broadcast media, and through individuals responsible for spreading the word one-to-one.</p> <p>Individuals in public offices and businesses provide friendly, person-to-person service on request.</p>	December 2013 – March 2018	DS
03	Printed information improved for use by elderly / disabled d persons	Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type.	December 2013 – March 2018	DS UPC
04	Automated communication and Equipment strengthened for use by elderly / disabled d person	<p>Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering.</p> <p>The display panel of bank, postal and other service machines is well-illuminated and can be reached by people of different heights.</p>	December 2013 – March 2018	ICTA UPC
05	Computers and the Internet made available	<p>There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries.</p> <p>Tailored instructions and individual assistance for users are readily available</p>	December 2013 – March 2018	DS ICTA

**Activity 9– Access to Justice and realization of the CRPD and Elder’s Rights**

	<b>Action</b>	<b>Indicators</b>	<b>Time Frame</b>	<b>Responsible Unit and Partners</b>
01	Awareness on the Rights of the Disabled and the Elderly Created	No of awareness workshops conducted No of persons targeted for awareness workshops	January 2014 – March 2018	DS Resource Persons DPOs Elder’s Committees
02	Access to courts of law and law enforcement institutions created	No of ramps established at Courts Premises No of ramps established at the Police Station No of ramps established at Legal aid Office Sign Language interpreters hired for Judicial institutions No of awareness programmes conducted for the Police Officers	March 2013 – March 2014  Part Complete – ramps established at courts premises	DS UPC Ministry of Justice Police
03	Legal Aid established	No of Legal Aid Camps held Special unit for Disabilities established under the Legal Aid Commission Volunteer support encouraged	January 2014 – March 2018	DS Legal Aid Commission Bar Association of Sri Lanka

## Activity 10– Research and Documentation

	<b>Action</b>	<b>Indicators</b>	<b>Time Frame</b>	<b>Responsible Unit and Partners</b>
01	Progress of the Project Documented	Evidence based documentation available on the project, activities, draw backs, change of plans	September 2013 – March 2018	DS Resource Person
02	Research and Evaluation established	Research areas identified Research organizations/persons invited No of research projects established Research findings documented and evaluated	September 2013 – March 2018	DS Resource Persons Research Organizations
03	Booklet Published	A guide to establishing age and disabled friendly cities in Sri Lanka. Taking Wellawaya as a model City. To be disseminated nationally	March 2014 – March 2015	DS UPC RDSH Resource Persons