



# MACEDONIAN NATIONAL REPORT ON STUDY ON PARTICIPATION OF VISUALLY IMPAIRED YOUNGSTERS

RESEARCH  
AND SURVEY  
REGARDING  
THE  
INTEGRATION  
OF  
VISUALLY  
IMPAIRED  
YOUNGSTERS

Made by Center for Youth Activism CYA KRIK as part of the project "Erasmus 4 VIP" in partnership with Offensiva Tinreilor Romania, Society for people with visual impairment at the district of Magnesia Greece, National Association of Resource Teachers Bulgaria and Pancyprian Organization of the Blind Cyprus



This research was oriented towards offering young people with visual impairments the chance to participate in a structured dialogue activity in which they could express their needs, interests and experiences, especially in terms of personal development through various youth activities. Also, different other NGOs, public institutions and people with no disability were included, in order to gain a wider perspective on the issues that were discussed. While the total number of participating people and entities is not enough to consider this research a true survey, it did provide us with relevant input on the needs and realities that surround young people with visual impairments.

The main focus of the research was oriented:

- On the actual level of inclusion and participation of visually impaired young people in the learning motilities;
- The participation of visually impaired youths in the community;
- The participation of visually impaired youth in the NGO environment;
- The available support for integration of visually impaired youth;
- The level of awareness about European learning opportunities

The target group for the survey is represented by:

- Responsible youth NGOs and institutions for education
- Local authorities
- Visually impaired young people
- People without any disability



Two focus group discussions took place in July 2016. The focus group for the NGOs took place in Ohrid, Macedonia on which participated 11 organizations. All of the organizations are part of the Union of Youth Workers in Macedonia and have influence on the youth work and youth policies in Macedonia. The focus group for VIPs took place in Skopje, Macedonia where participated 10 visually impaired young people.

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*MACEDONIAN NATIONAL REPORT  
ON STUDY ON PARTICIPATION OF  
VISUALLY IMPAIRED YOUNGSTERS*

*Section 1 - Opinion of people with visual  
impairments regarding **Public Services**  
and local/international opportunities for  
learning or volunteering*

NATIONAL REPORT MACEDONIA

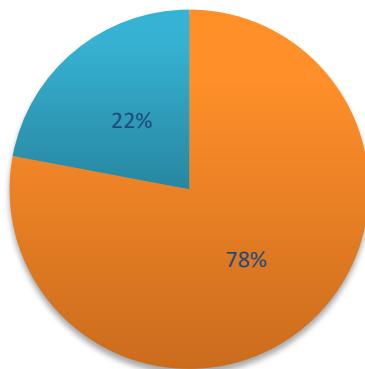
MADE BY CENTER FOR YOUTH ACTIVISM CYA KRIK

*Section 1 - Opinion of people with visual impairments regarding Public Services and local/international opportunities for learning or volunteering*

Relevance of the questionnaire: what is the percentage of VIPs that have been in contact with one of the Civil Services listed?

According to the answers of this question 77.97 % (46 people) of VIPs have been in contact with one of the Civil Services listed while 22.03% (13 people) were never in contact with any of the services.

**What is the percentage of VIPs that have been in contact with the Public Services?**



- People that have been in contact with the Public Services
- People that have NOT been in contact with the Public Services

What are the top 5 most accessed services? What are the least 5 accessed services?

Most accessed services used by the people who respond the questionnaires are:

71.18% (42 people) used revenues and benefits, 37.28% (22 people) used electoral services, 20.33% (12 people) used car park management services, 20.33% (12 people) used tourism services and 10.16% (6 people) used planning applications service.

The least accessed services used by the people who respond the questionnaires are:

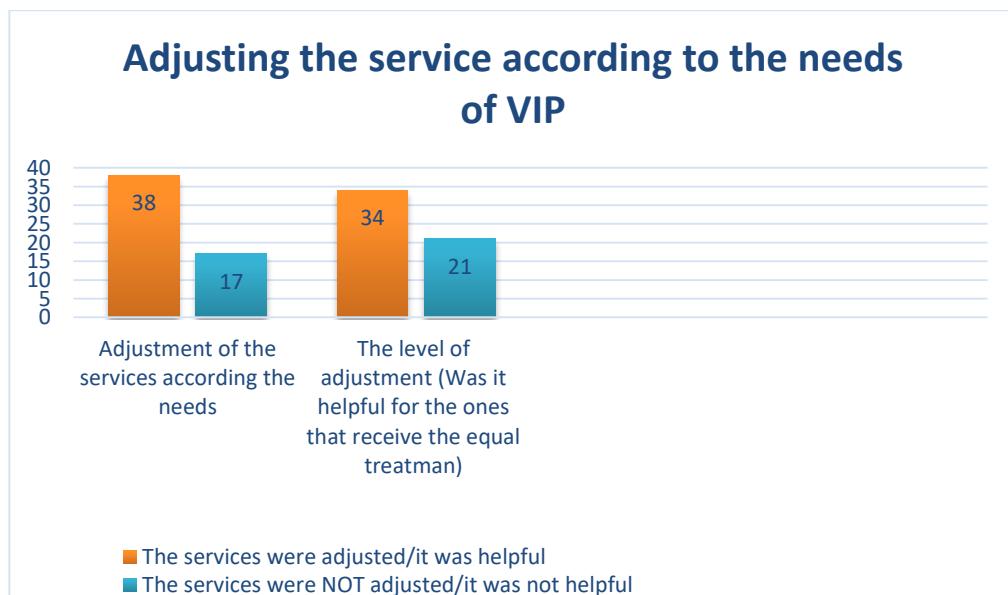
3.38% (2 people) used building regulation services, with the same percentage of 1.69% (1 person) used waste management (refuse and recycling service),

homeless services, pest control services and licensing and registration services. On the other hand, the facilities for people with disabilities and the services for Food safety have 0% usage.



How interested was the staffs of civil services to adjust their service to the impairments of the persons?

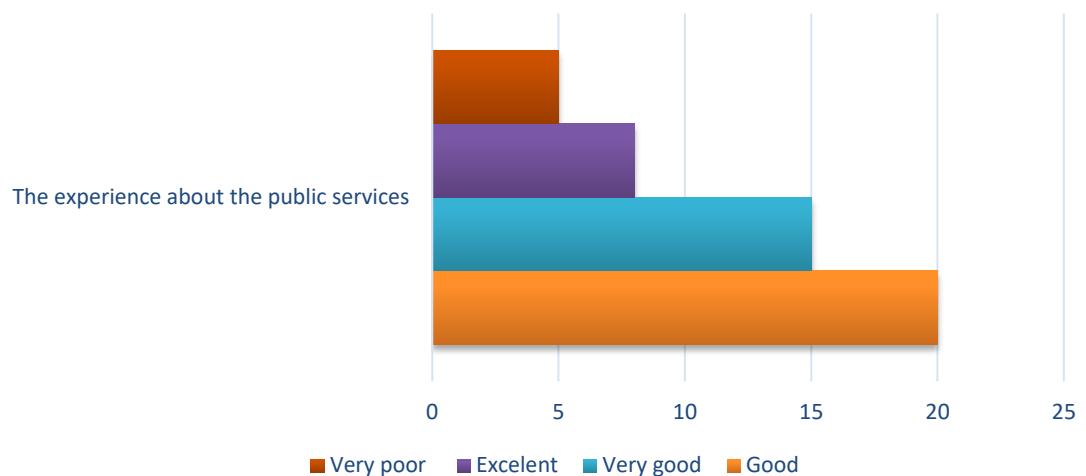
- 69.09 % (38 people) answered that the staff in the civil services adjusted their services according to the impairments of the people, while the other 30.91% (17 people) answered that the staff in the civil services did not adjust the services according to the impairments of the people.
- For 61.82 % (34 people) the adjustments were helpful, while for 38.18 % (21 people) the adjustments weren't helpful or appropriate.



How was the experience with services they received from Civil Services evaluated?

According to the answers received of this question, 33.90% (20 people) of VIPs assessed that their experience with the services they received from Civil Services was good; 25.42% (15 people) assessed that the experience was very good; 18.64% (11 people) assessed the experience was excellent; 13.56% (8 people) had very poor experience and 8.47% (5 people) of VIP had poor experience.

### The experience VIP had when using public services



The VIP said that the procedures were not sufficiently adapted. Further more, the Civil Services did not offer anything relevant for people with disabilities. Some of them think that the services are good, but sometimes they are not equal for all and that VIP need personal assistants.

What are the VIP's opinions on equal opportunities for accessing Civil Services? What are their comments about this?

Not all the policies are adapted

The staff need more skills

NONequal opportunities and approach

According to the discussion about this question, more or less the VIPs said that it depends on the institution and the people who are working there. On paper, they have regulations but they have lack of skills on how to implement them. Most of the measures provided for the general population also include them, but still they can't use all the services because not all are adapted. Also, often the services fail to meet their needs and the VIPs are obligated to ask for help from another person. The civil services only partially take the needs of people with disabilities because they are not accessible and the access to information is limited. Not always they have the equal opportunities, it is more individually from the employee but it is not institutionalized.

**Opinions on what Civil Services in your area could do better to promote positive attitudes towards people with disabilities?**

Provide assistive technology

Train the staff

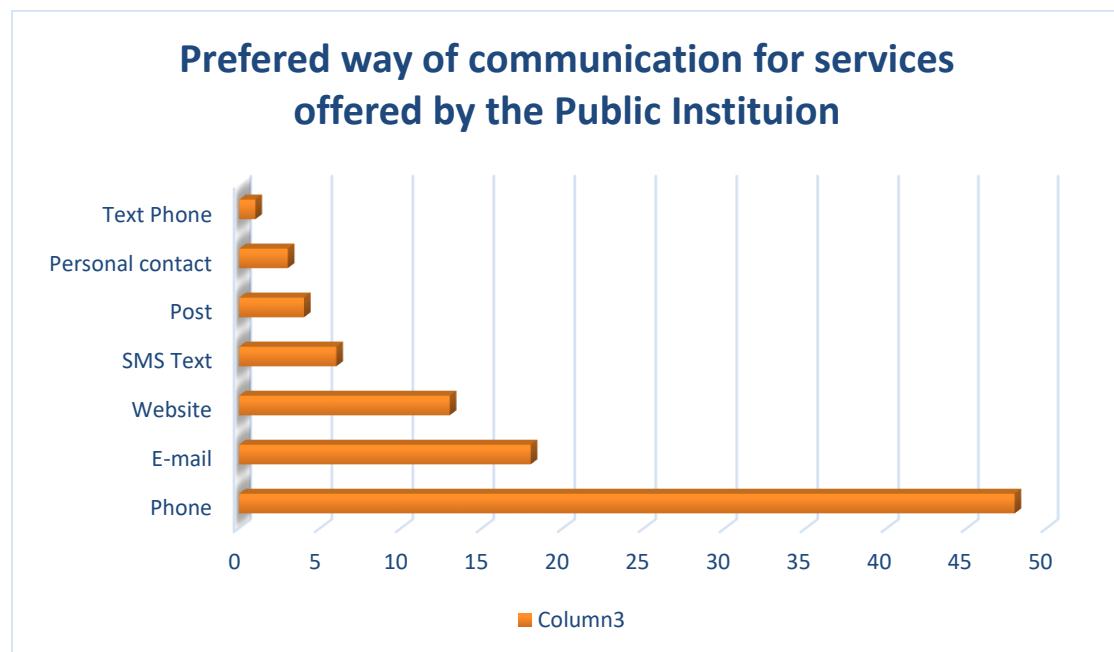
Understand the differences

According to the discussion about this question, most of the VIP said that the institutions have to provide the materials and forms on Braille or digitalized and to have assistive technology. To incorporate trained people and individuals concerned with the matter directly in the institution. The employees need to have proper training in order to understand how to provide assistance and to support the VIPs. Also, they think that everything needs to be more accessible for all categories of people with disabilities such as sound in public transport. For example, the driver who has the sound system in public transport to tell the number of the bus line, the station etc. Some of them have the opinion to have some kind of service like -home delivery- for the necessary products whenever they are not able to get it. There is a group of VIPs who are satisfied with the civil services. In addition, there should be some proposals, measures and suggestions to overcome the problems and barriers that are faced by the VIPs.

## Opinions on how could Civil Services in your area improve access to services and information for people with disabilities

According to the discussion about this question the group elaborate that the civil services would improve the access to services firstly by educating the employees, train them how to deal with VIPs and to raise their awareness. The service is difficult to use by VIP due to lack of skills the employees have to deal with people with disabilities, they don't know how to behave and sometimes they are giving unnecessary priorities. The Government should make some campaigns for equality and equity to raise the awareness of all of the citizens. We need to have better accessibility, because not all buildings have adequate access for a visually impaired person. The institutions need to cooperate with the Associations of the Blind and with the NGOs that are working with visually impaired people. The VIPs say that many services can be done electronically, the forms can be submitted electronically and in this way they will feel equal. Further more every institution should have assistive technology and a support person when needed. Some of the VIPs are satisfied with the access to services, some do not have any particular opinions what should be improved while some think that it is really hard, almost impossible something to be changed or improved in Macedonia.

What are the preferred methods of contacting Civil Services by the VIPs.



81.35% (48 people) prefer to communicate and be contacted by telephone, 30.5% ( 18 people) by E-mail, 22.03% (13 people) of them are using the Civil Services website 10.16% (6 people) consider SMS Text Message as the best way of communication,

6.77% (4 people) want to be contacted by Post, 5.08% (3 people) would like personal contact and 1.69% (1 person) Text Phone .

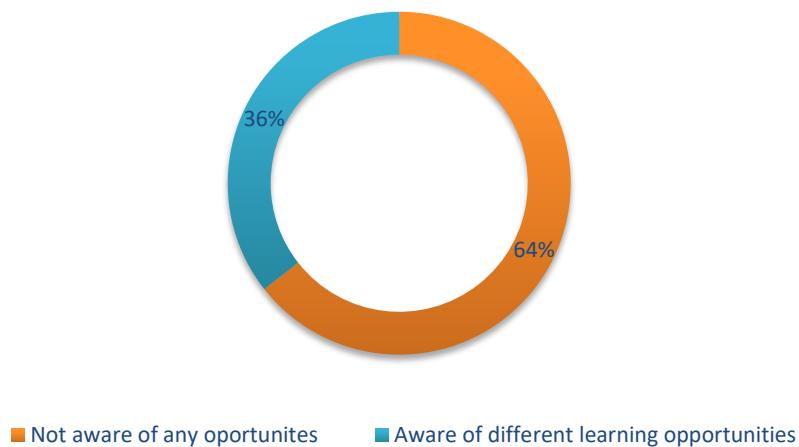
The VIPs that answer the questionnaires prefer to be contacted by telephone (81.35%) or trough e-mail (30.5%).

*Second section: Regarding experience with learning opportunities and volunteering in your area.*

How aware are VIPs of the existence of European/international learning opportunities that are addressing youth? What are the most known?

What we can conclude from the answers of the people which answer the questions is that most of the VIPs 64.41% (38 people) are not aware of the existence of European/international learning opportunities. 35.59% (21 people) are aware of different learning opportunities like Educational programs, training, workshops, The Erasmus+ program, Student exchanges, EVS, the Tempus program for student exchange.

**Awarness of VIP for the existence of Educational learning programs and opportunities**



How many respondents have tried to participate in European learning opportunities that addressed youth?

From 59 respondents only 25 people respond to this question and 64.00 % (16 people) did not tried to participate in this kind of activity, while the other 36.00% (9 people) of them have tried to participate in European learning opportunities.

**Top 5 reasons for which they did not try to participate in such an activity**

-The reason the people which answer the questions did not participate in such an activity are: they were sure that they will not select people with disabilities, they didn't want that their presence complicates the others' participation, the topic was not interesting for them, they were afraid that will not be accepted

by the others and they were afraid that their disability will prevent them from fully participating.

- 
- Were afraid that will not be accepted by the others
  - Were afraid that their disability will prevent them from fully participating.
- 
- They were sure that they will not select people with disabilities
  - didn't want that their presence complicates the others' participation
- 
- The topic was not interesting for them

Percentage of persons who succeeded in participating in a European learning opportunity that addressed youth.

On this question 12 people answered. 58.33 % (7 people) succeeded in participating on a European learning opportunity that addressed youth while 41.67% (5 people) did not succeed in participating in such activity. The other did not answer this question.

What are the top 5 reasons for which they did not succeed to participate in such an activity?

The physical environment was not accessible

The did not had skills for participation

Lack of relevant assistive technology

The people they were in contact with had negative attitudes towards disabilities

Did not had financial resources necessary for participation

The reason the people which answer the questions did not succeeded participating in such an activity are: the physical environment was not accessible, they did not have the skills required for participation, there were no relevant assistive technologies provided to allow their full participation (assistive, adaptive, and rehabilitative devices), the people they were in contact had a negative attitude towards disability, they didn't have the financial resources necessary for participation on the activities.

How did they find the experience?

Learn new things, meet new people and gain new friendships

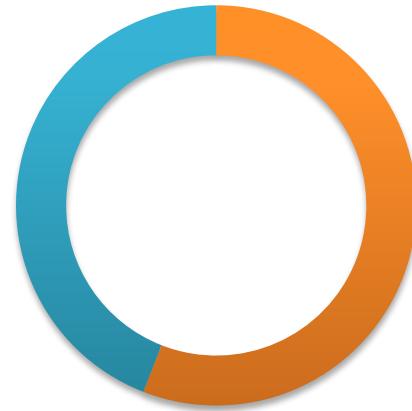
Meet new cultures and traditions, helped them not to be shy anymore.

The interaction with the others was excellent

Over all, they had huge and great experience. They learned new things, gained new friendships, new cultures and new people from other countries. They learned a lot about their cultures and traditions as well as youth policies in their countries. For some it really helped, so they will not be shy anymore. About the accessibility, for most of them was accessible, but for some of them, the facilities were not adequate, and they needed help from others to move. The relationship with the others for most was excellent, very good or wonderful.

What is their awareness of the existence of different NGOs in your local community offering volunteering opportunities for youngsters?

### **Awareness of VIP about the existence of different NGOs in their local community**



■ Aware of the existence      ■ Not aware of the existence

55.93% (33 people) are not aware of the existence of different NGOs, while 44.07% (26 people) of VIPs are aware of the existence of different NGOs that are offering volunteering opportunities for youngsters.

#### **How many respondents have tried to volunteer?**

On this question only 28 people answered. From them, 78.57 % (22 people) have tried volunteering in NGO, while 21.43 % (6 people) of VIPs have never tried volunteering in some NGO.

#### **What are the top 5 reasons for which they did not try to volunteer?**

According to the people who answered the questionnaire the top 5 reasons they did not try to volunteer are: they didn't want their presence to complicate the others' participation, they were sure that they will not need people with disabilities, they were afraid that they will not be accepted by the others, the

topic was not interesting for them, they were afraid that they will be patronized by the others.

Did not want their presence to complicate the others' participation

Afraid that will be patronized by the others.

The topic was not interesting

Afraid that will not be accepted by the others

Sure that they will not need people with disabilities

What is the percentage of those who succeeded in being a volunteer for an NGO?

On this question, only 24 people answered. From them, 95.83 % (23 people) of the VIPs who tried volunteering in some NGO succeeded while 4.17 (1 person) did not succeed volunteering in some NGO.

What are the top 5 reasons for which they did not succeed in volunteering?

- Did not have the skills required for participation
- The ones they were in contact had a negative attitude
- The physical environment was not accessible

According to the people who answered the questionnaire the top 5 reasons they did not succeed in volunteering are: the physical environment was not accessible, the ones they were in contact had a negative attitude towards disability and they didn't have the skills required for participation.

Only these 3 answers were selected from the VIPs.

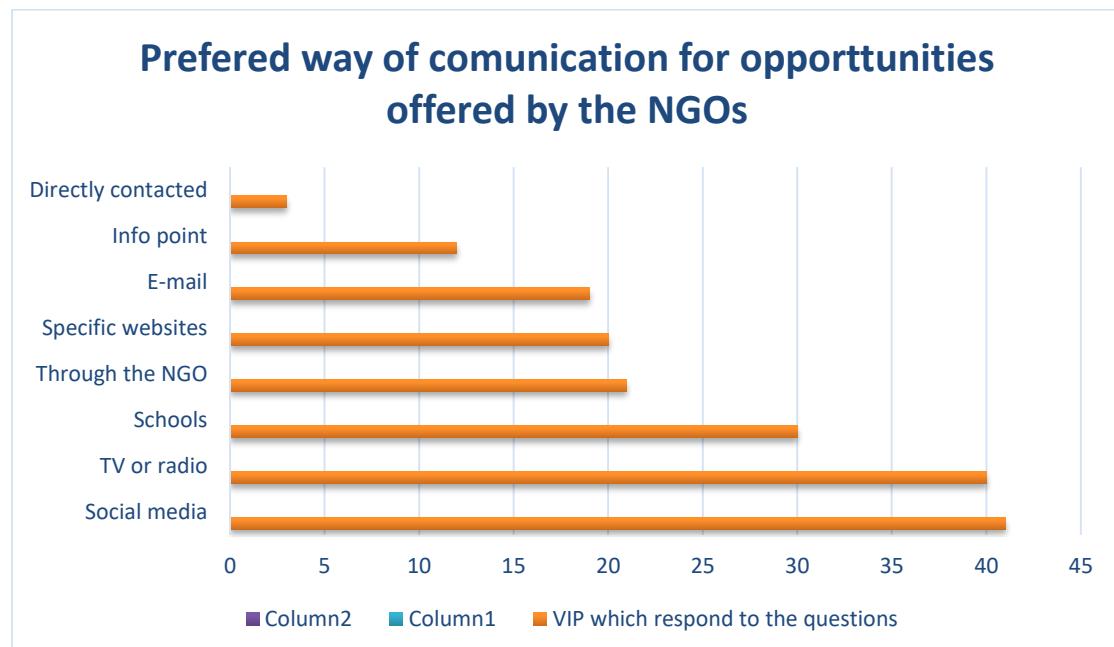
How did they find the experience?

Have they been involved in socio-educational activities organised by NGOs (eg. for leisure, learning, training, exchanges, etc.)? If yes, how was their experience? If no, what prevented them from participating?

From the discussion we can say that the VIPs who have been involved in different activities organized by NGOs had nice experiences. They were always included in the activities. The activities helped them on their personal and social development. They meet many different and new people. The accessibility was also appropriate, the NGOs made adaptations to include them in the activities. There were also some bad experiences; some NGOs didn't do anything to adapt or to include them in the activities. In some activities that included lot of movement, they didn't make any effort to adapt or include the VIPs in the activity. The VIPs think that this is a problem because the NGOs have lack of knowledge and experience.

For the ones that didn't participated in any activity organized by some NGO is because they didn't know that they exist, some were afraid that they wouldn't be accepted by the others, for some the environment wasn't accessible. Also there are VIPs who are not interested in volunteering.

Which are the most appropriate channels for communicating the availability of learning and volunteering opportunities?



69.49% (41 people) feel most comfortable to communicate with the organizations on social media (Facebook, twitter...), 67.79% (40 people) of them want to hear the news and opportunity on TV/Radio, 50.84% (30 people) want the opportunities to be announced in the schools, 35.59% (21 people) of them want to communicate directly through the NGOs, 33.89% (20 people) want to use specific websites, 32.20% (19 people) want to communicate via e mail, 20.33% (12 people) want to get the information at Info points and 3.38% (3 people) want to be directly contacted.

How could NGOs support the VIP in developing different skills (like the ones needed for getting a job, for social interaction, for daily living, etc.). What other activities would be interesting for you for participating?

From the discussion we had at the focus group, they share with us that the organizations should organize more trainings, workshops and activities that would be available for them and they can participate equally. They need personal assistant or support person available for them. The activities that are interesting for them are connected with music, languages, sexual and reproductive health, and art, various activities in which they can participate and raise the awareness of people with disabilities.

## WHAT CAN THE NGO'S DO TO FOSTER THE INCLUSION OF VIP IN THEIR ACTIVITIES

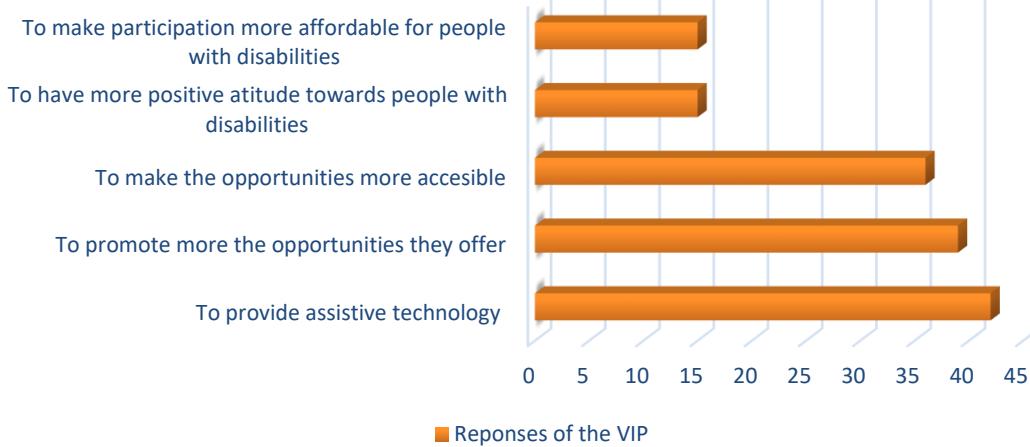
- Organize more activities for the target group
- Offer them personal support
- Activities they are interested in: Music, languages, art...

What should local NGOs do more in order to offer better volunteering or learning opportunities?

According to the VIP which answer the question, 71.18% (42 people) of them answered that the NGOs should provide assistive technologies that will help them fully participate (assistive, adaptive, and rehabilitative devices) 66.10% (39 people) said that the NGOs should promote these opportunities better, 61.01% (36 people) of them said that the NGOs should make the opportunities more accessible, 25.42% (15 people) of them said that the NGOs should have

a more positive attitude towards people with disability and 25.42% (15 people) said that they should make participation more affordable for people with disabilities.

## What should NGO do in order to offer better learning and volunteering opportunities?



What kind of resources would they need for participating in these kind of activities (in terms of materials, tools for accessibility, any other kind of support etc.)?

As conclusions from the discussion we had during the focus group, the participants said that they don't need anything expensive or complicated. The NGOs need to behave the same as with the other participants. For some activity if there is a need for assistive technology, but the NGOs don't have it, they can ask the VIPs if there is a chance they to bring their own lap tops with screen readers etc. The NGOs should contact other organizations or experts who know how to work with VIPs, to ask for suggestions on how to adapt the program and the activities. The first thing is education; they staff need to be educated how to work with VIPs. If there is a possibility there should be support person and the environment needs to be accessible.

Ask the VIP if there is a need to bring their own assistive technology

Educate the staff

Ask the VIP for suggestion how to adapt the program

How can NGOs create a more comfortable environment for their participation in this kind of activities?

As conclusions from the discussion we had during the focus group, the participants said that the best way is to treat them equal as the other participants. When needed, to make adaptations, to ask the VIPs directly if they need anything special before the activity starts.

What kind of learning/volunteering opportunities would be interesting for the target group?

According to the people which respond the questions for 52.54% (30 people) of them the most interesting activity will be local/international trainings, 49.15% (29 people) said that they would like more local/international workshops, 37.28% (22 people) of them prefer leisure activities, 35.59% (21 people) of them find interesting European Youth Exchanges and 32.20% (19 people) would be interested in social/international volunteering for a cause.



How should a NGOs address/contact them for their participation (through which media, in what way, how should be the attitude, what kind of information would be useful?)

As conclusions from the discussion we had during the focus group, the participants said that most of the VIPs would like to be contacted trough e-mail, telephone or personally. There should be some web portal on which all the organizations will publish their calls, information about their activities. There is

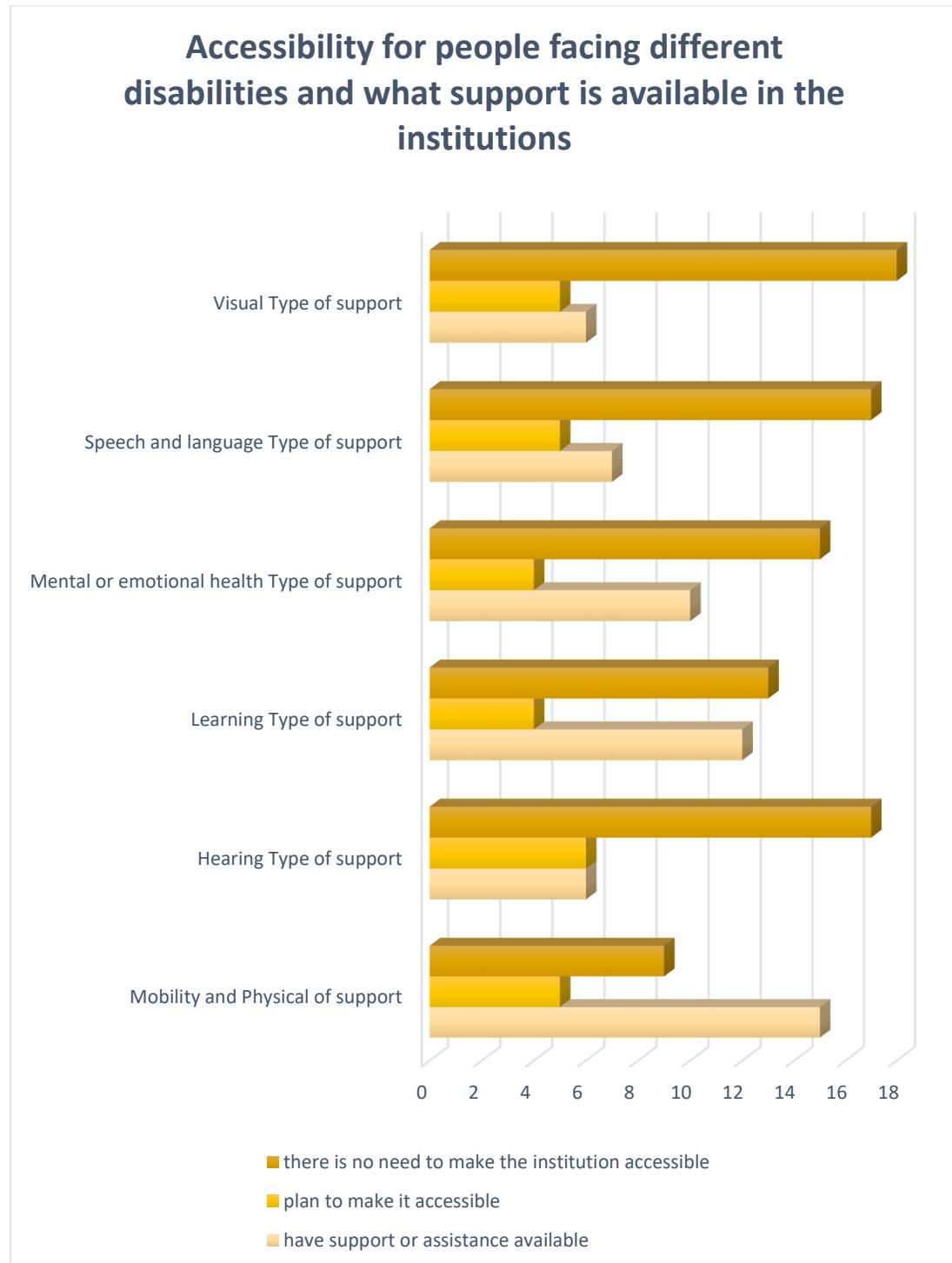
an idea to form some Facebook group and to add all the youth with visual impairment so they can be updated for the possibilities that are offered from the NGOs. Of course the forms for applying should be adapted for VIPs.

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*Section 2 - Correlation between the  
opinion of people with visual impairments  
and situation of Civil Services*

## *Section 2 - Correlation between the opinion of people with visual impairments and situation of Civil Services*

For public institutions (questionnaire 1)

Institutions' accessibility for people facing different disabilities and what support is available.



Mobility and Physical Type of support/assistance that is available:

51.72% (15 of the institutions) have support or assistance available. They have trained staff, support person, special elevator, special toilets, some of them have the institution on the ground floor, ramps, assistive technology, employed psychologist.

31.03% (9 of the institutions) answered that there is no need to make the institution accessible.

17.24% (5 of the institutions) plan to make it accessible. They plan to have trainings for the employees, to enable wheelchairs, support person, to improve the infrastructure, technical equipment and to adapt the classrooms.

Hearing Type of support/assistance that is available:

58.62% (17 of the institutions) answered that there is no need to make some changes.

20.68% (6 of the institution) have support or assistance available. They have specialized staff, assistive technology, trainings for the people with hearing impairment, assistance in realization social welfare.

20.68% (6 of the institutions) plan to make it accessible. They plan to make trainings for teachers and trainings for the employees on methods of work with this population, to make special classrooms or to adapt the classrooms and to equip them with specific teaching equipment, they plan to set video - beam on which the text will be displayed on sign language, to provide assistive technology.

Learning Type of support/assistance that is available:

44.82% (13 of the institutions) answered that there is no need to make some changes.

41.37% (12 of the institutions) have support or assistance available. They have trained teachers, assistive technology, they have implemented program for students with learning difficulties, mentoring, pedagogical service, prepared plan and program for development of persons with emotional disabilities, implemented a program of inclusive education, they are stimulating individual abilities, cultural - hygiene habits, work habits, socialization, they have school psychologist, employee who is certified.

13.79% (4 of the institutions) plan to make it accessible. They plan to have training for the employees, assistive technology, the teachers need special trainings for teaching methods, specialized and competent employees, the classrooms to be adapted, completing the specialized team that is working with special educator, psychologist and speech therapist, to provide technical devices, special software.

Mental or emotional health Type of support/assistance that is available:

51.72% (15 of the institutions) answered that there is no need to make some changes.

34.48% (10 of the institutions) have support or assistance available. They have trained staff and infrastructure, certified employees, professional staff and individualized work plans, assistive technology, they are stimulating the individual abilities, cultural - hygiene habits, work habits, socialization, trained teachers and they are using assistive devices.

13.79% (4 of the institutions) plan to make some adaptations. They plan the employees to have trainings, to have effectively trained staff will help these people, completing the specialized team that is working with special educator, psychologist and speech therapist, to provide technical devices, special software, assistive technology.

Speech and language Type of support/assistance that is available:

58.62% (17 of the institutions) answered that there is no need to make some changes.

24.13% (7 of the institutions) have support or assistance available. They have employees that are trained, speech therapist, they use assistive technology, provide support for using the Law on Employment of People with disabilities and they offer active employment measures, they have trained teachers.

17.24% (5 of the institutions) plan to make some adaptations. They plan to have trainings for the employees and trainings for teachers on methods of work, to make special classrooms or to adapt the classrooms and to equip them with specific teaching equipment, completing the specialized team that is working with special educator, psychologist and speech therapist, to provide technical devices, special software, assistive technology.

Visual Type of support/assistance that is available:

62.06% (18 of the institutions) answered that there is no need to make some changes.

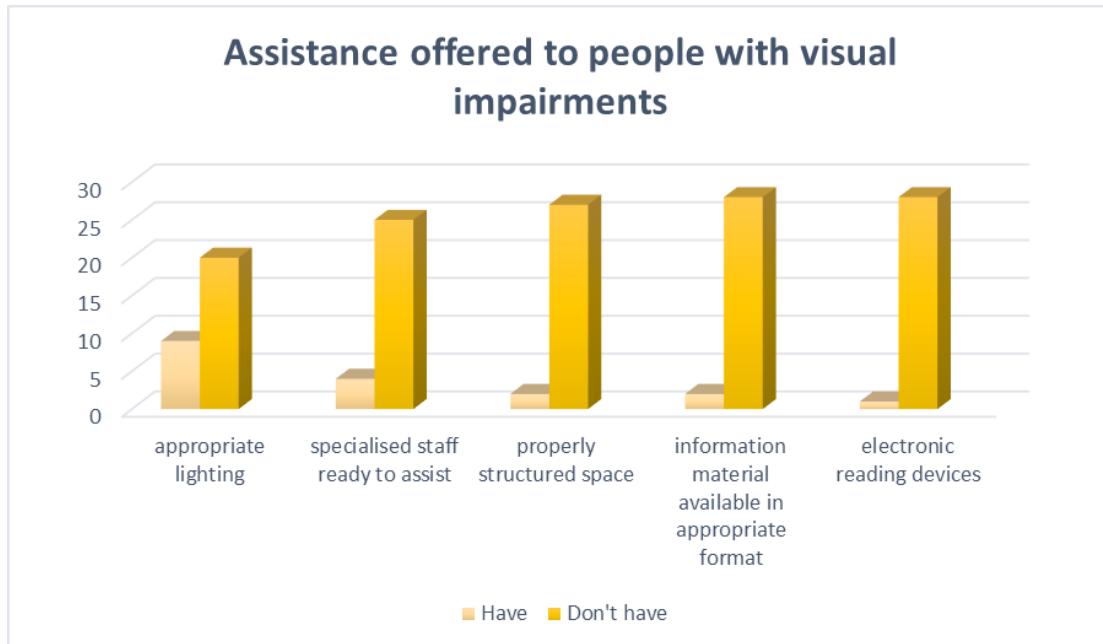
20.68% (6 of the institutions) have support or assistance available. They have trained teachers, they are using assistive technology, audible computers, they provide assistance in realizing the right to social protection with a companion, providing support for using the Law on Employment of People with disabilities and they offer active employment measures.

17.24% (5 of the institutions) plan to make some adaptations. They plan to provide informative materials in the appropriate format (Braille, materials with big letters, etc.), to adjust and adapt the space to have training for the teachers, to complete the professional team, to provide technical devices, to adapt the classrooms and to provide assistive technology.

**What kind of assistance is offered to people with visual impairments? (for each, in %)**

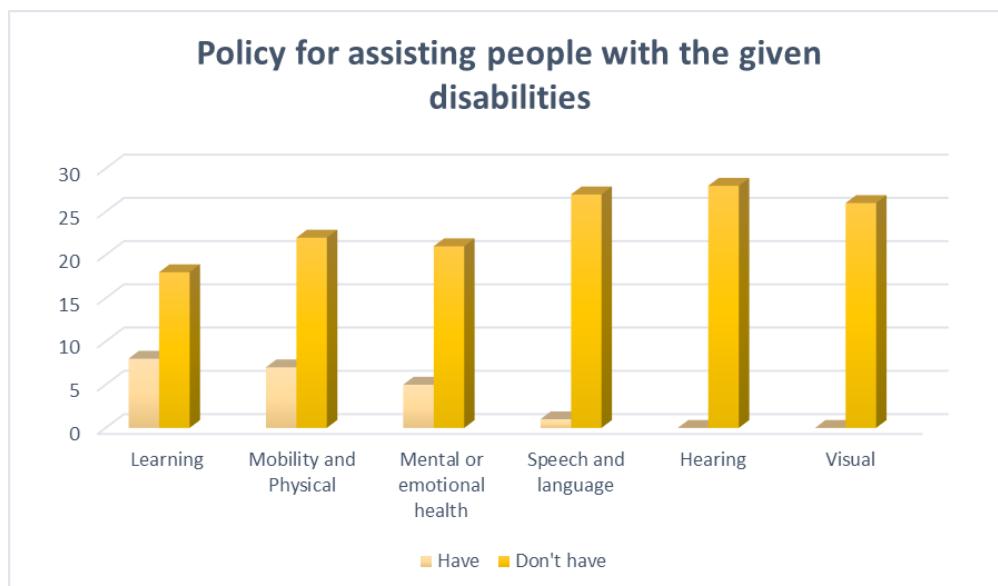
According to the institutions, most of them are not offering the following assistance. Only, 31.03% (9 of the institutions) have **appropriate lighting**, 13.79% (4 of the institutions) have **specialised staff ready to assist**, 6.90% (2 of

the institutions) have a **properly structured space** (including signs in Braille, tactile floors, removing potential obstacles, etc.), 6.90% (2 of the institutions) have **information material available in appropriate format** (Braille, large print, etc) and 3.45% (1 institution) has **electronic reading devices**.



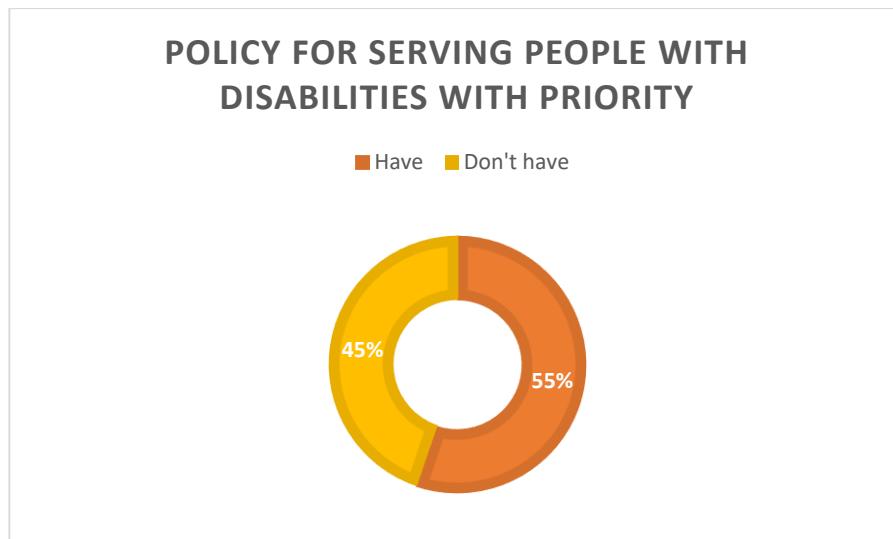
#### Policy for assisting people with the given disabilities (for each, in %)

According to the institutions, most of them do not have policy for assistance. Only, 30.77 % (8 of the institutions) have policy for **Learning**, 24.14 % (7 of the institutions) have **Mobility and Physical policy**, 19.23 % (5 of the institutions) have policy for **Mental or emotional health**, 3.57 % (1 institution) have **Speech and language policy**, none institution has **Hearing and Visual policy**.



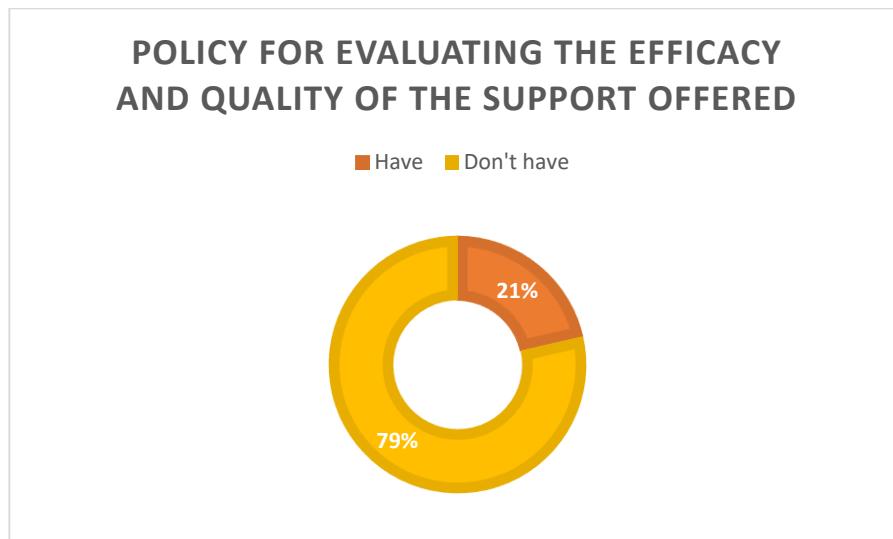
### Policy for serving people with disabilities with priority (in %)

55.17 % (16 of the institutions) have policy for serving people with disabilities with priority and 44.83 % (13 of the institutions) doesn't have policy.



### Policy for evaluating the efficacy and quality of the support offered to people with disabilities (in %, also with the examples)

78.57 % (22 of the institutions) doesn't have policy for evaluating, while 21.43% (6 of the institutions) have policy for evaluating the efficacy of the support offered. Most of them have evaluation forms or individual work plans.



**Measures/initiatives to combat staff's negative perceptions, stereotyping and prejudices of people with disabilities (in %, also with the examples).**

51.72% (15 of the institutions) plan to make measures/initiatives to combat staff's negative perceptions, stereotyping and prejudices of people with disabilities. They plan to make questionnaire through which might be shown where the gaps are that should be addressed in future work, intend to undertake activities that would be aimed to provide better living conditions of the people with disabilities, observation of the lessons, evaluation, survey, educational and informative workshops conducted by experts on this issue, teacher meetings and meetings with professional service talk for quality learning curriculum.

31.03% (9 of the institutions) answered that there is no need for plans.

17.24% (5 of the institutions) have measures/initiatives to combat staff's negative perceptions, stereotyping and prejudices of people with disabilities. Some of them have a person for communication at the Center for employment who provide assistance to citizens who have a certain type of disability, visiting hours by the principal and employees from the expert department, working in teams with the students with emotional disabilities, teacher meetings and meetings with the professional service where they talk about the quality learning curriculum of the students.

**Any action taken in case negative perceptions were identified (this is also not in the on-line version) (in %, also with the examples).**

48.3% (14 of the institutions) are not taking any actions in case negative perceptions were identified.

34.5% (10 of the institutions) take actions in case negative perceptions were identified. Some of the actions are: talking with the teachers, warning them, individual work. Verbal advisory work with students, teachers, employees by the professional team and the director. The employee who portrayed negative perceptions will be warned and punished. If there is any negative appearance, there are taken appropriate pedagogical or disciplinary measures. They make several working meetings to discuss the kinds of problems and propose ideas how to overcome it.

17.2% (5 of the institutions) have some plans to take actions in case of negative perception. They plan to warn the people and to talk with them to break the negative perceptions.

**The possibility to report when they are subject to discrimination, stereotyping and prejudices from the staff of your organisation? (in %, also with the examples).**

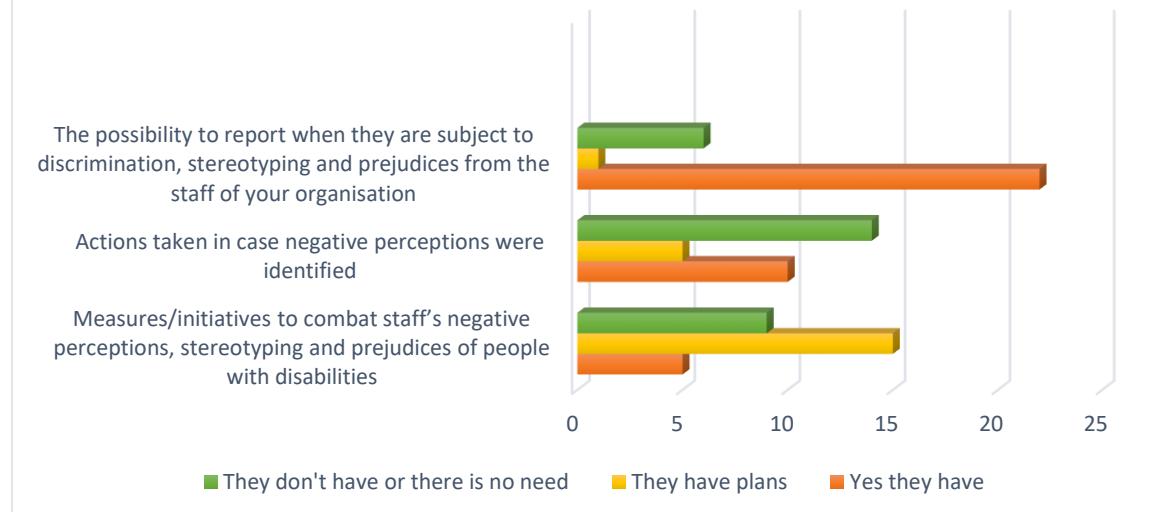
75.9% (22 of the institutions) have the possibility to report when they are subject to discrimination, stereotyping and prejudices from the staff. There are

questionnaires to measure patient satisfaction. With filling the questionnaire, they can express their opinion that is further analysed by competent Institute and appropriate measures are taken. There is the possibility to report to a responsible person. The class managers and the professional service in the school are always open for cooperation, where these persons could report any problem.

20.7% (6 of the institutions) doesn't have the possibility to report when they are subject to discrimination, stereotyping and prejudices from the staff.

3.4% (1 of the institutions) plan to make the possibility to report when they are subject to discrimination, stereotyping and prejudices from the staff. To be reported in the Center to some of the experts or to the director.

### Measures/initiatives, actions taken in case negative perceptions and possibility to report



# *MACEDONIAN NATIONAL REPORT ON STUDY ON PARTICIPATION OF VISUALLY IMPAIRED YOUNGSTERS*

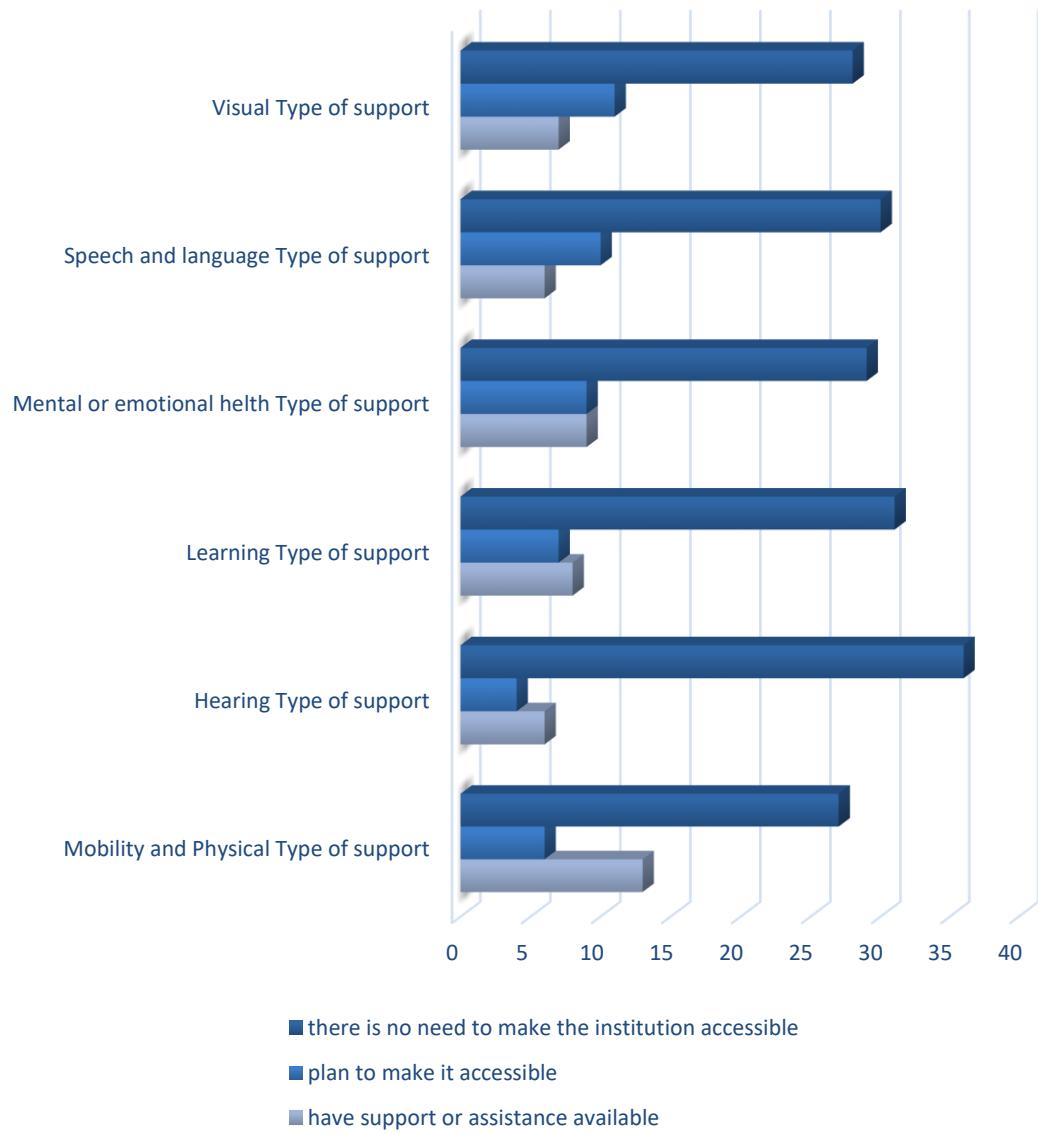
*Section 3 - Correlation between the  
opinion of people with visual impairments  
and organisations offering  
local/international opportunities for  
learning or volunteering*

*Section 3 - Correlation between the opinion of people with visual impairments and organisations offering local/international opportunities for learning or volunteering*

For NGOs (questionnaire 4)

NGOs' accessibility for people facing different disabilities and what support is available.

### **Accessibility for people facing different disabilities and what support is available in the NGOs**



### Mobility and Physical Type of support/assistance that is available:

58.69% of the organizations do not have support or any assistance available and they answered there is no need to make this change.

28.26% of the organizations have support or assistance available. Some of them have available infrastructure, trained staff, assistive technology, elevator that people can use in order to reach their office and ramps.

13% of the organizations answered that they plan to make changes in the future. They plan to start collaborating with the parents of the target group, to include them more in the activities, to train the staff, and some of them the accessibility to the office put it as main priority for the time when they will change the office on a new place.

### Hearing Type of support/assistance that is available:

78.26% (36 of the organizations) answered that they do not have any support/assistance that is available for the target group and they consider there is no need to do change that in the future.

13% (6 of the organizations) answered that they have support/assistance for the target group. Most of them have trained staff while one organization is offering assistive technology.

8.69% (4 of the organizations) answered that they do not have any support/assistance available but they have a plan for it for the future. They plan to train the staff, to make a research on the needs of the target group according to the programs they are offering and to involve more people in their activities.

### Learning type of support/assistance that is available

67% (31 of the organizations) answered that they do not have any support/assistance available for the target group and they consider there is no need to change it in the future.

17% (8 of the organizations) answered that they have support/assistance for the target group. Most of them have trained staff and assistive technology.

15% (7 of the organizations) answered that they do not have any support/assistance for the target group but they plan to change this in the future. They plan to train the people working in their organization in order to offer support to the target group.

### Mental or emotional health type of support/assistance that is available

63% (29 of the organizations) answered that they do not have any support/assistance available for the target group and they consider there is no need to change it in the future.

19.5% (9 of the organizations) answered that they have support/assistance for the target group. Most of them have trained staff, suitable infrastructure, materials and assistive technology.

19.5% (9 of the organizations) answered that they do not have any support/assistance for the target group but they plan to change this in the future. They plan to train the people working in their organization in order to offer support to the target group. Further more, they plan to lobby and advocate for their rights, involve them in the activities and send them for youth exchanges abroad.

#### Speech and language type of support/assistance that is available

65% (30 of the organizations) answered that they do not have any support/assistance available for the target group and they consider there is no need to change it in the future.

21.7% (10 of the organizations) answered that they do not have any support/assistance for the target group but they plan to change this in the future. They plan to train the people working in their organization in order to offer support to the target group. Further more, they want to give support when it comes to organizing activities for reaching higher population of people in order to change the mindset for this target group, to organize local events and send them for European Voluntary Program EVS abroad.

13% (6 of the organizations) answered that they have support/assistance for the target group. Most of them have trained staff, suitable infrastructure, materials and assistive technology.

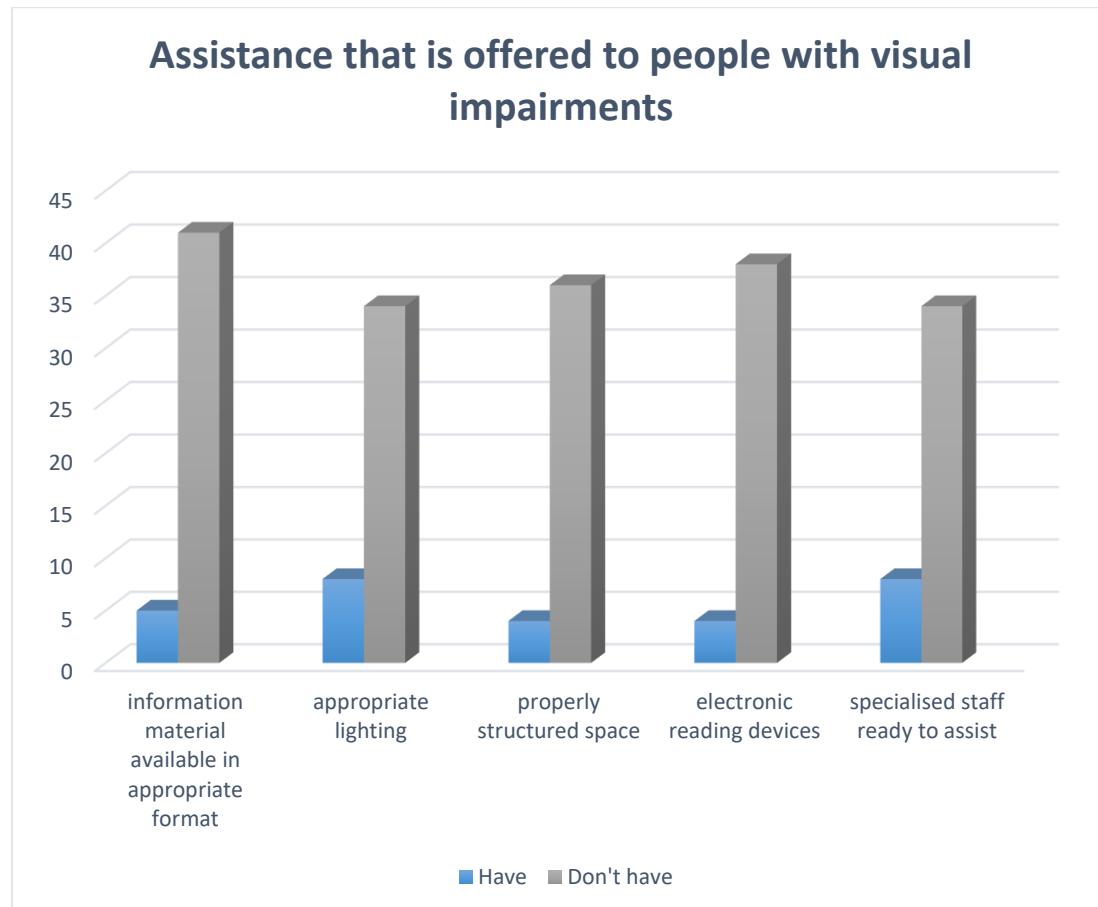
#### Visual type support/assistance which is available

60.86% (28 of the organizations) answered that they do not have any support/assistance available for the target group and they consider there is no need to change it in the future.

23.91% (11 of the organizations) answered that they do not have any support/assistance for the target group but they plan to change this in the future. They plan to train the people working in their organization in order to offer support to the target group. Further more they want to give support when it comes to organizing activities for reaching higher population of people in order to change the mindset for this target group and to organize local events. Some of them want to make a research so they can understand the needs of the target groups. Others want to offer them their expertise in the topic of their work so they can use it for free whenever is needed. All of them want to make better infrastructure for the target group.

15.21% (7 of the organizations) answered that they have support/assistance for the target group. Most of them have trained staff, suitable infrastructure, materials and assistive technology.

What kind of assistance is offered to people with visual impairments?



88.10% (41 organizations) answered that they do not have **information material available in appropriate format for the target group (Braille, large print etc)** while 11.90% (5 organizations) respond that they have the materials available to use.

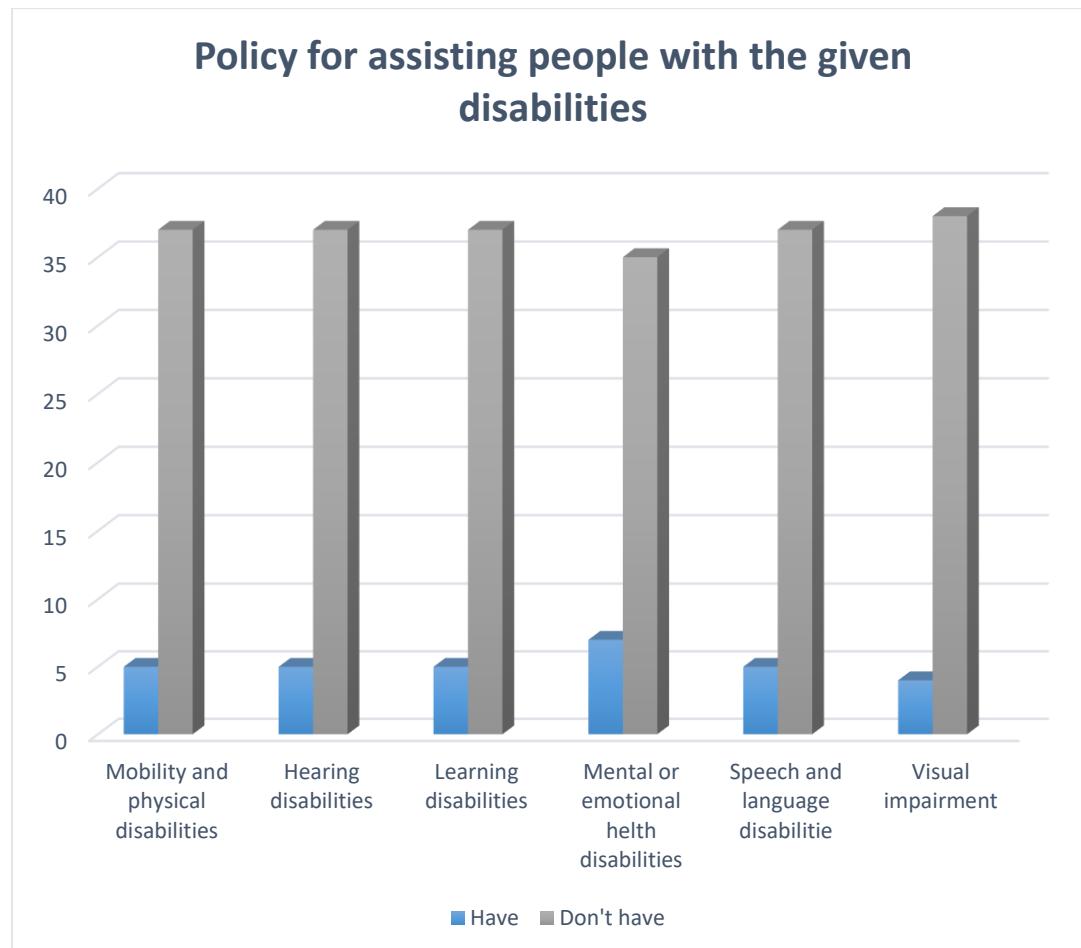
80.95% (34 organizations) answered that they do not have **appropriate lighting** for the target group, while 19.05% (8 of the organizations) respond that they have appropriate lighting.

90.48% (36 organizations) answered that they do not have a **properly structured space (including signs in Braille, tactile floors, removing potential obstacles etc.)** while 9.52% (4 of the organizations) respond that they have properly structured space.

90.48% (38 of the organizations) answered they do not have any **electronic reading devices**; while 9.52% (4 of the organizations) answered they have electronic reading devices.

80.95% (34 of the organizations) answered that they do not have specialised staff while 19.05% (8 of the organizations) respond that they have **specialised staff ready to assist to the target group**.

#### Policy for assisting people with the given disabilities



When it comes to mobility and physical disabilities, people with hearing disabilities, people with learning disabilities and people with speech and language disabilities 88.10% (37 of the organizations) respond that they do not have any policies for assisting the target group; while 11.90% (5 of the organizations) answered that they have policies for assisting the target group.

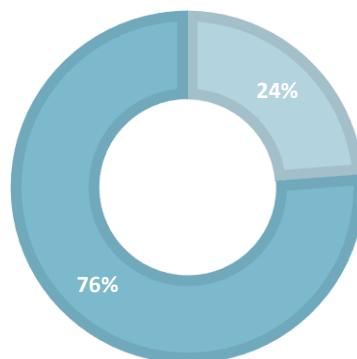
When it comes to people having mental or emotional health disabilities 83.33% (35 of the organizations) answered they do not have any policies for the target group, while 11.90% answered that they have policies.

When it comes to people having visual impairment 90.48% (38 of the organizations) answered they do not have any policies while, 9.52% (4 of the organizations) respond that they have policies for working with the target group.

On the question: Does your institution have a policy for serving people with disabilities with priorities 76.19% (32 of the organizations) respond that they do not have this policy, while 23.81% (10 of the organizations) serves people with disabilities with priorities.

### POLICY FOR SERVING PEOPLE WITH DISABILITIES WITH PRIORITY

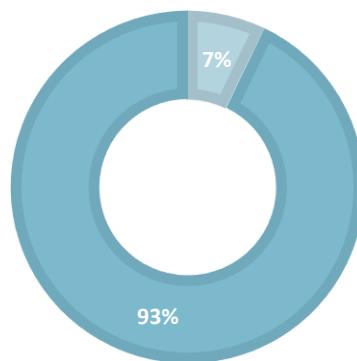
■ Have ■ Don't have



Policy for evaluating the efficacy and quality of the support offered to people with disabilities

### POLICY FOR EVALUATING THE EFFICACY AND QUALITY OF THE SUPPORT OFFERED

■ Have ■ Don't have



On this question 92.86% (39 of the organizations) answered that they do not have policy for evaluating the efficacy and quality of the support offered to

people with disabilities while 7.14% (3 of the organizations) respond that they have this policy.

Some of them have facebook group where people can ask questions and discuss about the work and some of them have evaluation reports from the office each 3 months.

### **Measures/initiatives to combat staff's negative perceptions, stereotyping and prejudices of people with disabilities**

45.24% (19 of the organizations) answered that they do not have any measures but plan to do it in future. Some of the measures they plan to do are have training and a discussion with the people there so they can solve the issue.

35.71% (15 of the organizations) answered that there is no need for this plan.

19.05% (8 of the organizations) respond that they have measures to combat staff's negative perceptions, stereotyping and prejudices of people with disabilities. In some of the organizations, there are defined policies and procedure, in some they discuss and solve the issue which many times is because of lack of information, they educate the staff through workshops and training and discus with them constantly.

### **Any action taken in case negative perceptions were identified**

43.47% (20 of the organizations) respond that they think there is no need for this.

32.60% (15 of the organizations) respond that they plan to do something about the issue in the future.

23.91% (11 of the organizations) respond that they take actions in case negative perceptions were identified.

Add also the conclusions of the focus group, question no. 5. Do you think that your regular target groups would be confortable with involving VIPs in your current activity? How do you think they would react, integrate, etc.?

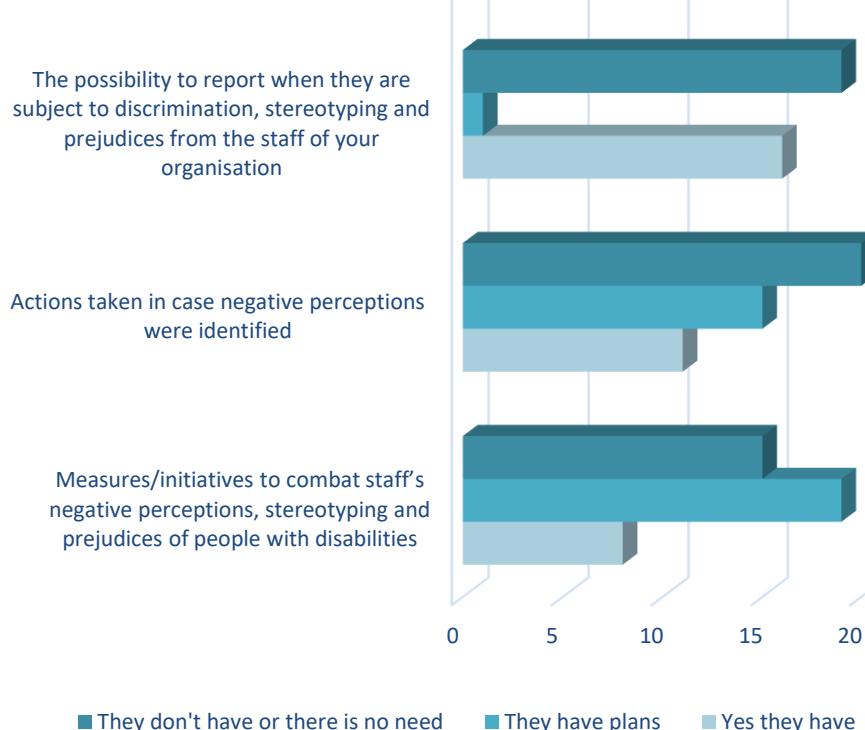
As results from the discussion of the focus group, some of the organizations thinks that the regular target group they are working with will not have any issues with people with disabilities and that they will accept them. Some of them think that maybe there will be some issues in the beginning until they get used to each other. They consider that through conversations and discussions they can work on the issue and will not be any problems in the future. Some of them think it can be frustrating while some of them think that their target group will be very curios about them and they will accept it and support them.

The possibility to report when they are subject to discrimination, stereotyping and prejudices from the staff of your organisation?

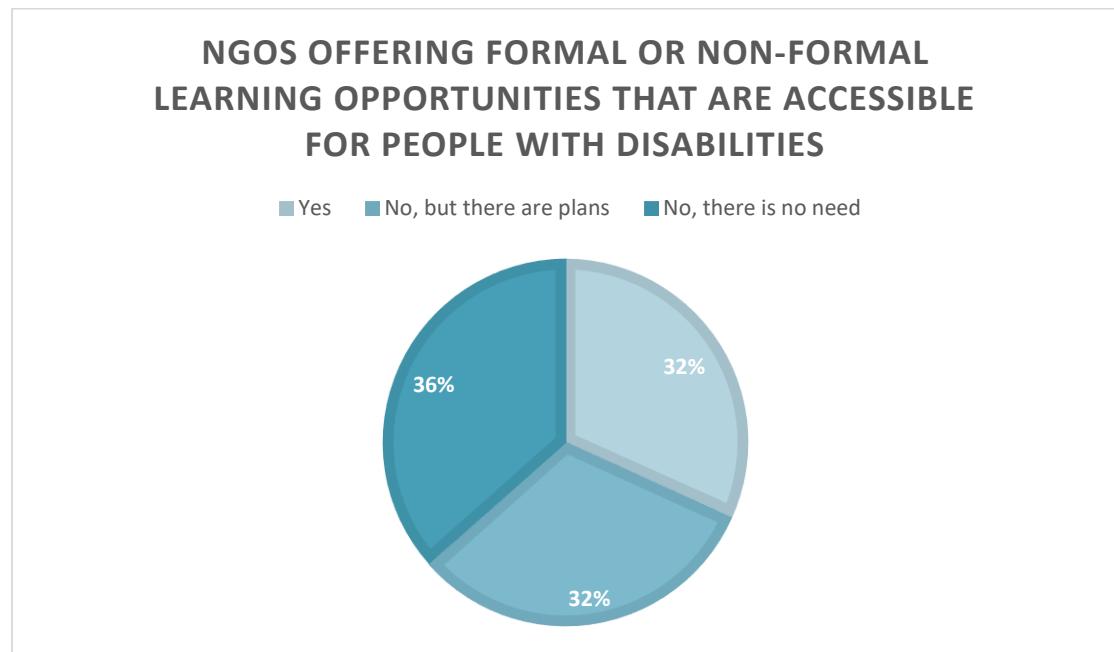
On this question, 46.34% (19 of the organizations) respond that till now, there was no need for this.

39.02% (16 organizations) respond that people with disabilities have the possibility to report when they are subject to discrimination, stereotyping and prejudices from the staff of their organization. Through conversations and discussions they try to solve the issue. People can report on their online media profiles such as facebook, electronic mail and contact phone (if they do not feel comfortable to do it in person). Some of them have created policies and procedures how to solve this issue and offer even legal support to the person if needed.

### Measures/initiatives, actions taken in case negative perceptions and possibility to report



NGOs offering formal or non-formal learning opportunities that are accessible to people with disabilities.

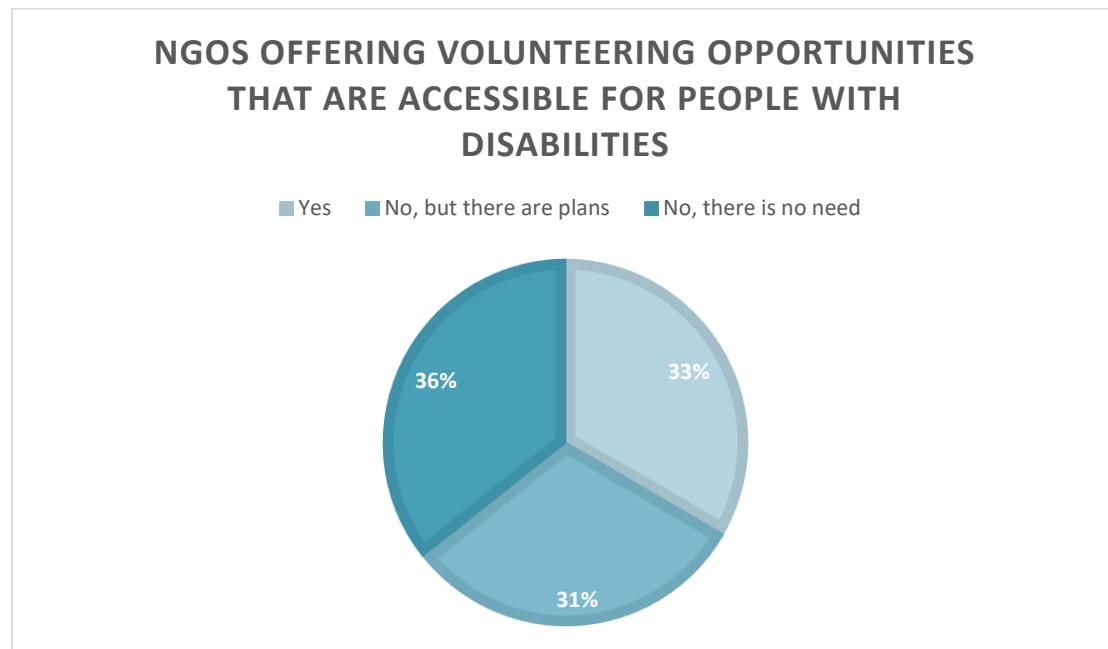


36.59% (15 of the organizations) respond that they did not offer any opportunities to the target group because there was no need for it.

31.71% (13 of the organizations) respond that they did not offer any opportunities to the target group, but there are plans for it for the future. Some of them plan to train one of the staff so this person can easily work with different target groups. They want to include the target group more in their activities and to offer them support for participating. Some of them will make a plan how the process will look like and what will they do in the next period. There are many activities outlined that the organizations plan to deliver such as: online training and courses, workshops for personal development, sending them for European Educational Mobility Programs, training about the legal frame in Macedonia and their rights. Some of them will take practices from European networks.

31.71% (13 of the organizations) respond that they are providing opportunities for the target groups. Some of them are providing opportunities all the time and all of their activities and programs are open and looking for people with disabilities. Some of them have people with typical development as main target group, but their activities are always open to anyone who wants to join, regardless the disability. Usually the activities are training, workshops, non formal events, mobility programs etc.

NGOs offering volunteering opportunities that are accessible to people with disabilities.



About the volunteering opportunities which are accessible to people with disabilities, 35.71% (15 of the organizations) respond that they did not had the need for this till now.

33.33% (14 of the organizations) respond that their volunteering opportunities are open for people with disabilities. All of their activities are open for everyone and everyone can join. There are many activities the organizations delivered till now. Some of the programs and the activities are specialised for the target group, some of the not, but this is not obstacle for participation.

30.95% (13 of the organizations) respond that they did not include the target group till now but have plan for the future. Some of them plan to train their educators so they can work with the target group. Most of them consider European Voluntary Service EVS as a program where they can include the target group.

NGOs offering leisure/free time spending opportunities that are accessible to people with disabilities.



54.76% (23 of the organizations) consider that there was no needs for offering leisure activities for the target group till know.

23.81% (10 of the organizations) have not offer leisure free time activities for the target group but have plans for that in the future. Some of the organizations want to open youth centre where they can offer more leisure activities all the time for the target group. Others would invite them to meet with the members and the activists of the organizations.

21.43% (9 of the organizations) respond that they offer leisure activities for the target group. Some of the activities are: Movie nights, playing social games, volunteering and regular activities of the organizations.

NGOs already involving people with disabilities in learning/volunteering/leisure activities.



36% (17 of the organizations) respond that they did not include the target group till now, but that they have plan for it for the future.

34% (16 of the organizations) respond that they include the target group in their regular activities. Some of them are specialised for the target group for example: selling magazine etc.

27% (13 of the organizations) did not have the need for including the target group till now.

Add also the conclusions of the focus group, question no.:

1. Do you have experience in working with visually impaired people? If yes, how was it? If not, what prevented you?

Some of them include people with visual impairment in some of the activities of the organization at some time. The number is small but they include them. For some of them, including people with visual impairment is extra costs for the organization. They consider they will need to spend much money on educating a person, setting the infrastructure etc only for few people and they will rather spend the money on something else and leave everything to the organizations specialized for this thematic.

2. Do you know examples of activities addressing VIPs? What information do you have about them, their success, persons/entities organising them, etc.?

Only 2 of the organizations have some examples about the activities addressing VIP. One of them is organization specialized for people with disabilities, and the other is a youth centre.

3. What support would you need for involving VIPs in your projects (related to their selection, their inclusion, methods, evaluation, etc.)?

They need booklet which collects methods how to work with the target group, how to deliver the activities, directions and contacts from experts and organizations which are working with people with disabilities. They would like to have visual materials also such as videos and some examples how to do that. They feel the need of a link connecting them and the organizations working with people with disabilities.

4. Who from your organization should be trained in working in VIPs (e.g. whole team, just one specific responsible, etc.)?

This depends on how big the group of people with visual impairment will be and according to the duration of the activity. According to this we can choose whether we need to train one person or the full team. Some of them consider that it is needed to train at least one person per working program. Some of them consider that everyone should be trained because we will never know for which program/activity the person would apply for. All in all they consider that everyone should be trained and learn all the time. For the Union of Scouts of Macedonia, they think that they should train all of their leaders and that they should put this in their regular training program.

6. Can you foresee some services/projects that you could offer to people with visual impairments?

All of the activities are open for anyone to join.

7. Can you foresee some services/projects that could not be adapted to involved people with visual impairments?

The organizations present at the focus group think that the programs and the activities can be adapted, but they will need a lot of time and expertise to do it which they are not sure they can afford it. Discussable was only about some of the sport activities, they were not sure how to do it, but sure that some one else who has experience can offer solution.

**9. Are you aware of opportunities or methods you can use for including visually impaired young people?**

On this question, the participants answered that they are aware of some of the methods, but not really sure for it. They are not sure how to adapt it and if it will be the right way.

**Channels used for communicating the availability of learning/ volunteering/ leisure opportunities to people facing disability?**

When it comes to the channel used for communicating the availability of the learning volunteering leisure opportunities to people facing disability 28.26% (13 of the organizations) uses mostly facebook and social media for advertising their activities, 23.91% (11 of the organizations) uses their NGO`s their offices, mailing lists etc, 10.86% (5 of the organizations) uses their contact in the schools they work with, 8.69% (4 of the organizations) uses electronic mail, 6.52% (3 of the organizations) uses info points, 4.34% (2 of the organizations) uses TV/Radio and 2.17% (1 of the organizations) is using the newspaper.

On these questions there was not corresponding examples.

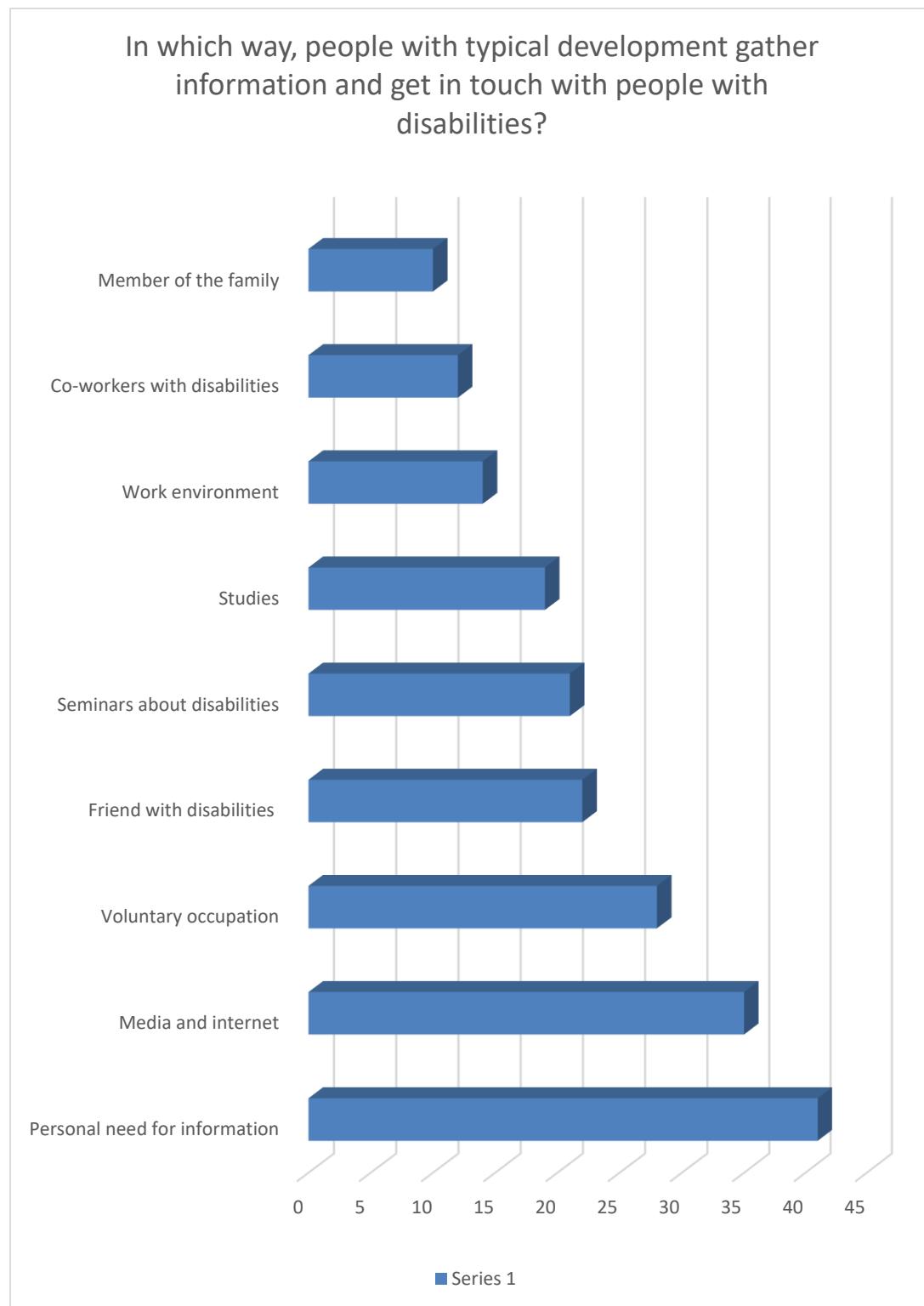
Add also the conclusions of the focus group, question no. **8. Could you address/contact/get in touch with this target group easily? What would be your methods? What would be the challenges?**

In smaller cities is harder to reach people with visual impairments. The school for blind young people is located in Skopje and most of the young people are there. Others are not that visible in their local surrounding. All of them can map few of the target group and speak with the local institutions working in their area for consultation.

## *Section 4 - Perception of people with typical development related to disability*

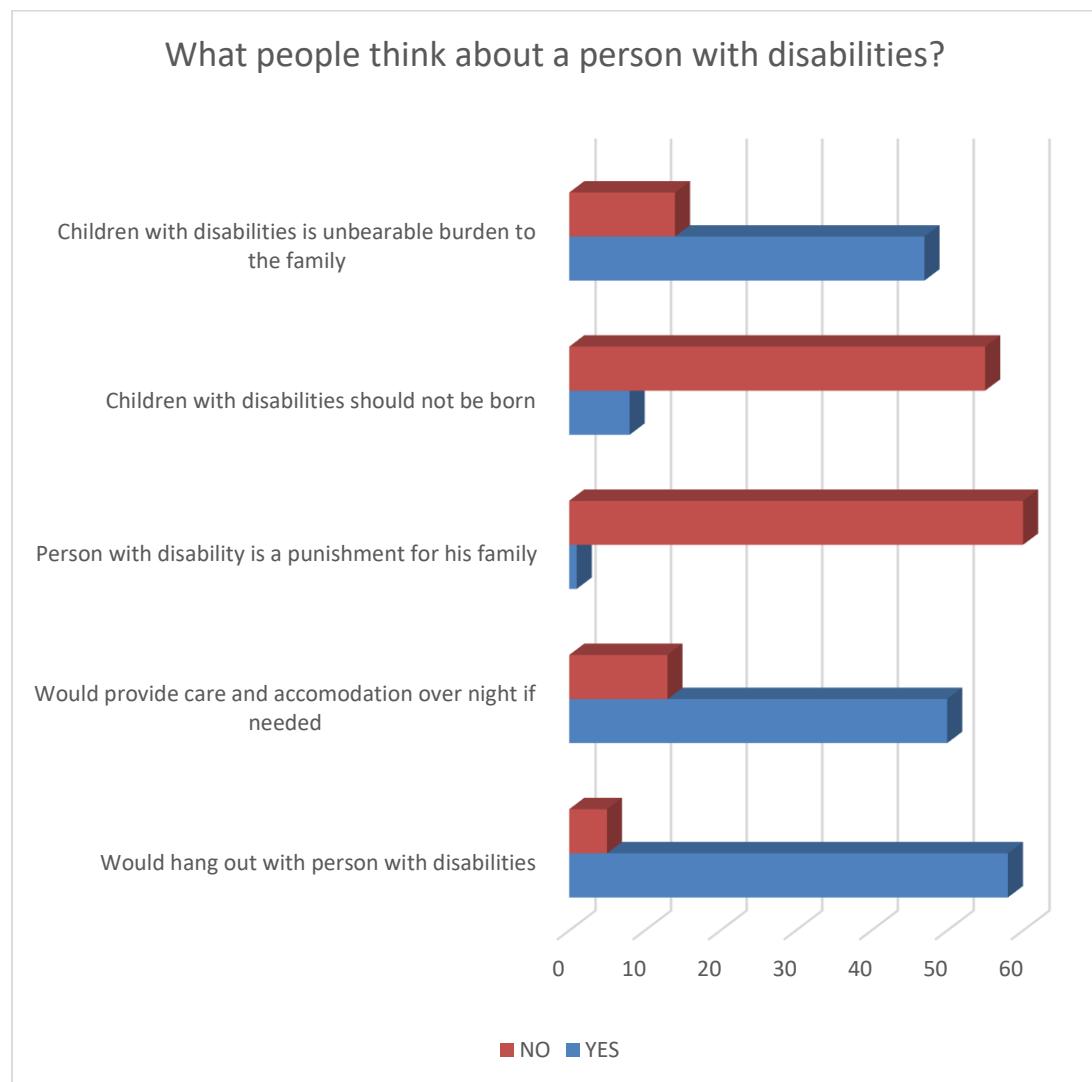
## *Section 4 - Perception of people with typical development related to disability*

Sources of information about disability.



According to the answers of the people, 65.07% (41 people) said that their knowledge about disability came from their **personal need for information**, 55.55% (35 people) from **media and the Internet**, 44.44% (28 people) from **voluntary occupation**, 34.92% (22 people) from **friends with disabilities or cares of people with disability/ies**, 33.33% (21 people) from **seminars on disability**, for 30.15% (19 people) the knowledge came from their **studies**, 22.22% (14 people) from the **work environment**, 19.04% (12 people) have **co-workers with disability/ies**, 15.87% (10 people) have **a member with disability in my family**, and non is a person with disability.

## Opinions on disability

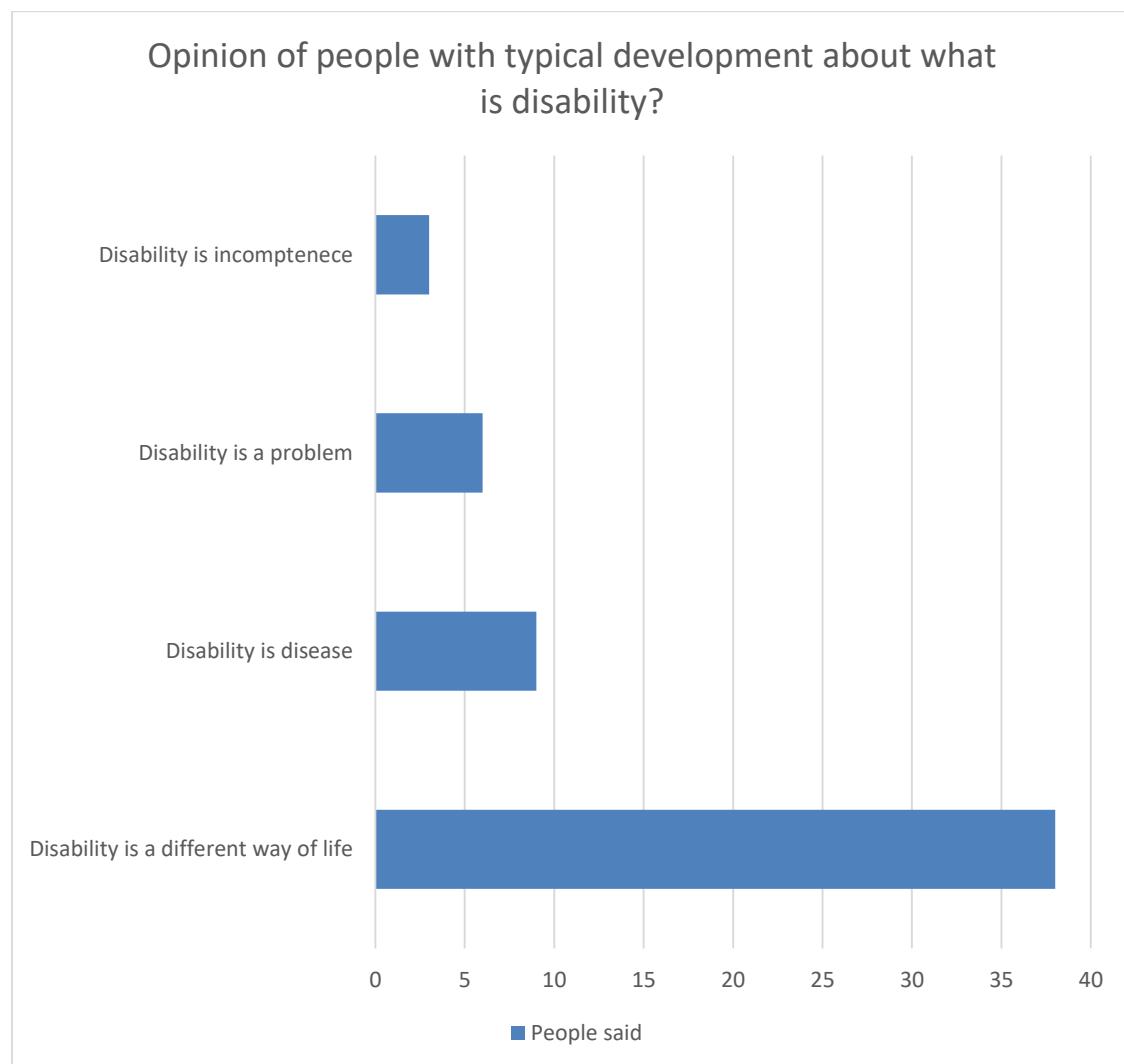


- 92.06 % (58 of the people) would **hang out with a person with disability**, while 7.94% (5 of the people) would not.
- 79.37 % (50 of the people) if necessary, **could provide care and accommodation overnight for a child with disability**, while 20.63% (13 of the people) would not

- 98.36 % (60 of the people) think that a person with disability is NOT a **punishment for his family**, while 1.64% (1 person) thinks that it is
- 77.05 % (47 of the people) think that a person with disability is NOT **unbearable burden to his family**, while 22.95% (14 of the people) think that it is
- 87.30 % (55 of the people) think that **children with disability should be born**, while 12.70 % (8 of the people) think that children with disability should not be born

One person did not want to answer this question.

### Opinions on disability



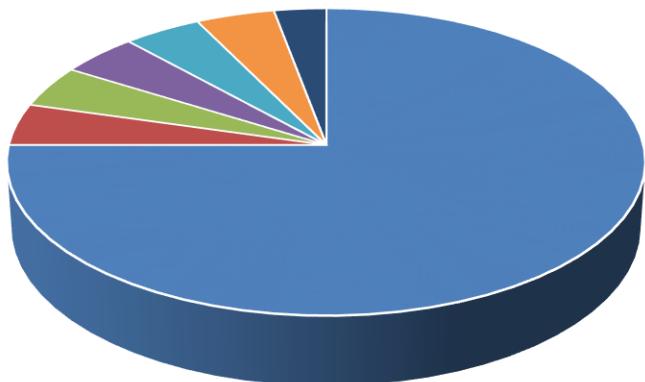
According to their opinion on what is disability 67.86 % (38 of the people) think that it is **different way of life**, 16.07 % (9 of the people) think that it is a **disease**,

10.71 % (6 of the people) think that it is a **problem**, while 5.36 % (3 of the people) think that it is **incompetence**.

### Barriers in interacting more with people with disability

Most of the people said that there are not any barriers for interaction with people with disabilities

- There are not any barriers for interacting with people with disabilities
- There are barriers, because of the different way of life
- There are barriers, because people with disabilities need assistance
- There are barriers because of their own lack of knowledge about disabilities
- There are barriers because of the lack accessible places for hanging out/interacting
- There are barriers because the people have difficulties interacting with them

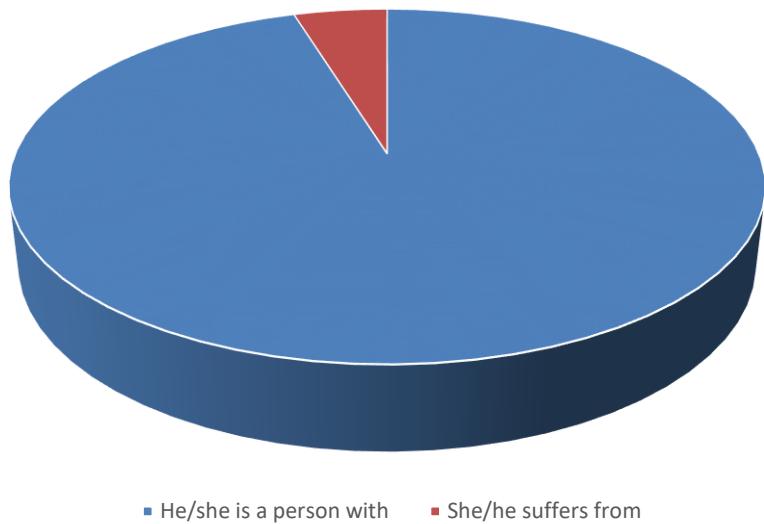


Most of the people (75% - 51 person) answered that there are not barriers in interacting with people with disability.

From the others who answer that there is a barrier, 4.41% (3 of the people) said because of **different way of life**, 4.41% (3 of the people) because of **their need for assistance**, 4.41% (3 of the people) because of their **lack of knowledge about disability**, 4.41% (3 of the people) it is because of the **lack of accessible places for hanging out/interacting**, 4.41% (3 of the people) have **difficulty in interacting with them**, there are people who answered **other** (2.94% - 2 people) for them it is because they find it strange; not always they can overcome their personal emotions.

## Phrase used when referring to disability.

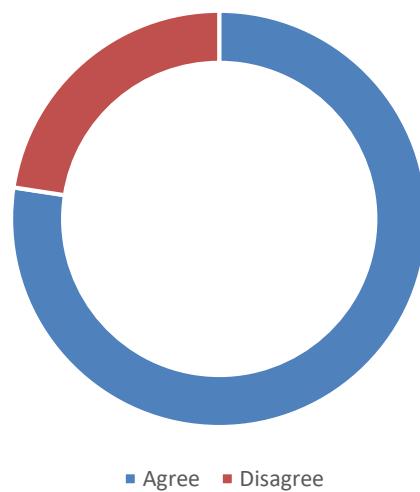
The phrase we use referring to person with disabilities



95.24 % (60 of the people) answered that the phrase used when referring to disability is **He /she is a person with**, while 4.76 % (3 of the people) answered that the phrase used when referring to disability is **He /she suffers from**.

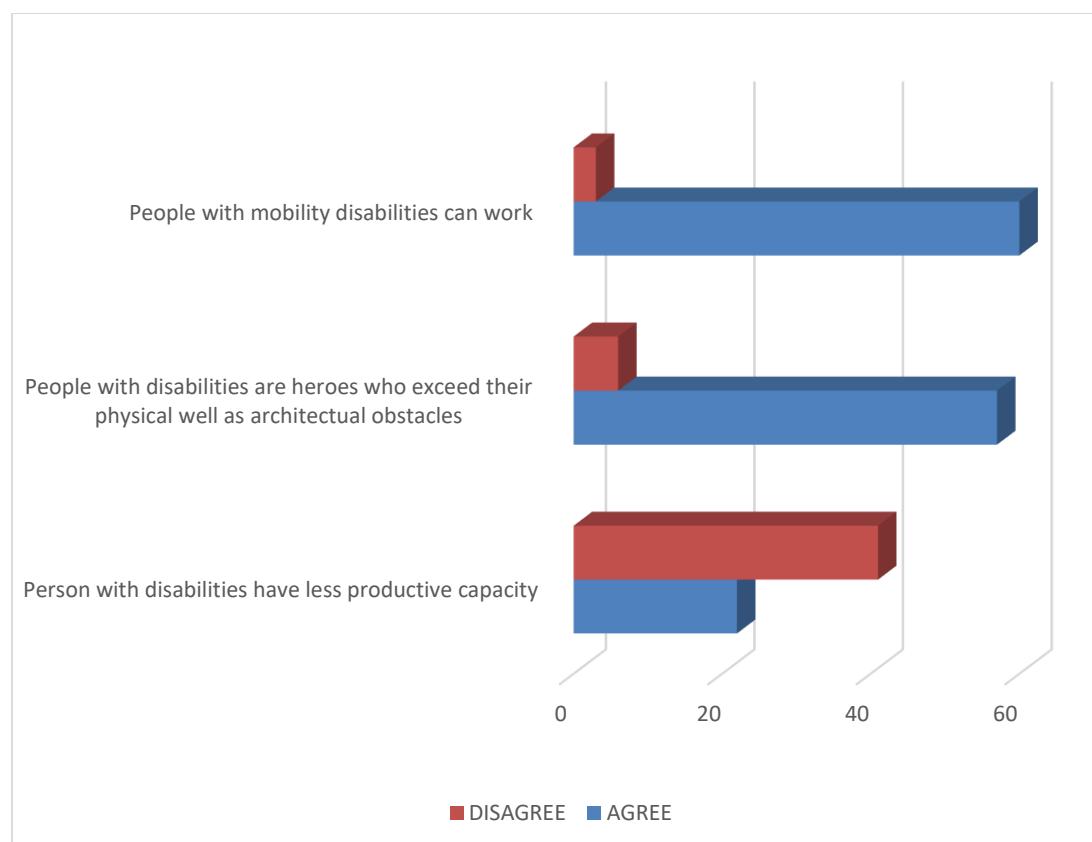
People with disability are individuals of common people with their own personality and abilities

People with disability are individuals of common people  
with their own personality and abilities



76.19 % (48 of the people) **agree** that people with disability are individuals of common people with their own personality and abilities, 22.22 % (14 of the people) **partially agree** that people with disability are individuals of common people with their own personality and abilities and 1.59 % (1 person) **disagree** that people with disability are individuals of common people with their own personality and abilities.

### Opinions on disability



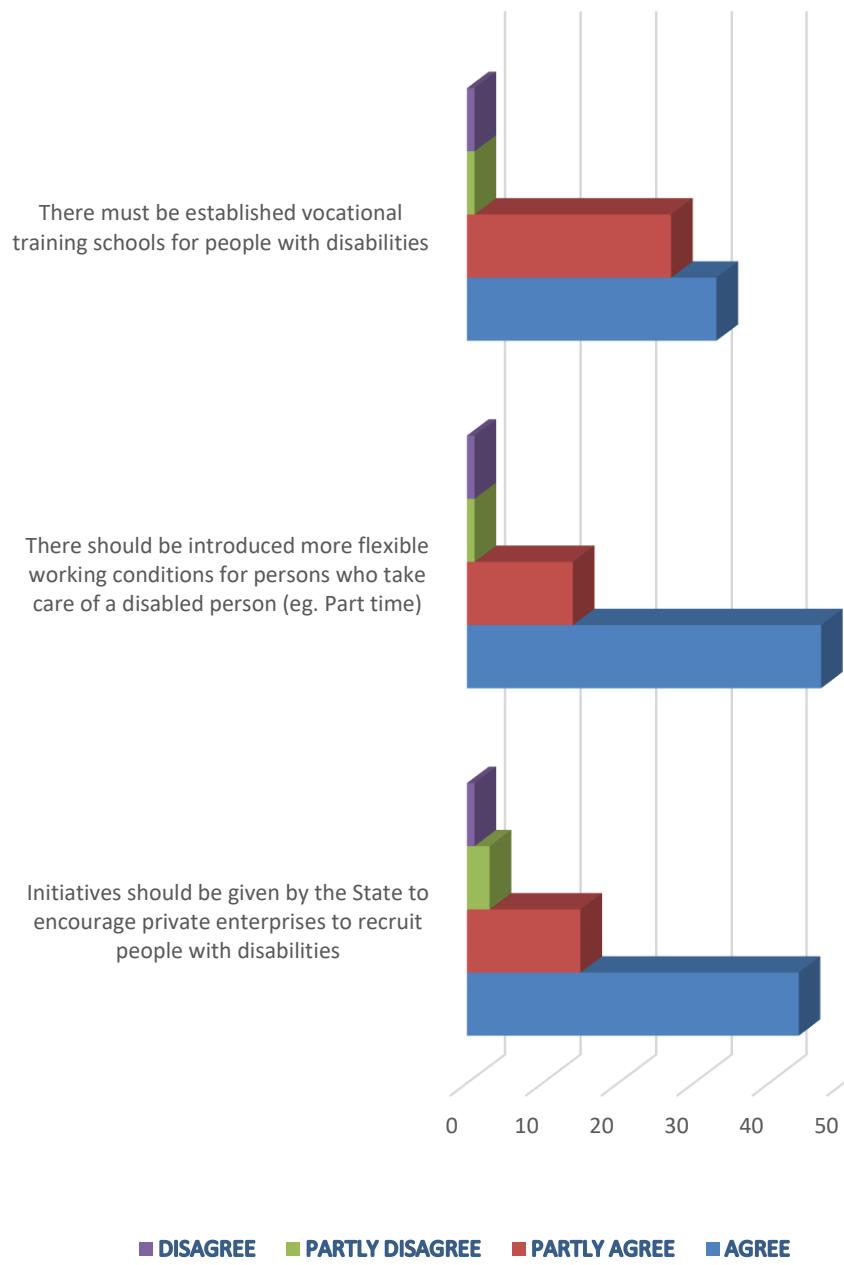
65.08 % (41 of the people) said that it is **false** that the people with disabilities have less productive capacity, while 34.92 % (22 of the people) said that it is **true** that the people with disabilities have less productive capacity.

90.48 % (57 of the people) said that the people with disabilities are heroes who exceed their physicals well as architectural obstacles, while 9.52 % (6 of the people) said that the people with disabilities are not heroes who exceed their physicals well as architectural obstacles.

95.24 % (60 of the people) said that people with mobility disabilities can work, while 4.76 % (3 of the people) said that people with mobility disabilities can not work.

### Support that should be offered to the people with disabilities

Opinion of the people with typical development  
about the opportunities which should be  
offered to people with disabilities



Initiatives should be given by the State to encourage private enterprises to recruit people with disabilities

69.84 % (44 people) **agree** that initiatives should be given by the State to encourage private enterprises to recruit people with disabilities; 23.81 % (15 people) **partly agree** that initiatives should be given by the State to encourage private enterprises to recruit people with disabilities; 4.76 % (3 people) are **undecided** if initiatives should be given by the State to encourage private enterprises to recruit people with disabilities; 1.59 % (1 person) **disagrees** that initiatives should be given by the State to encourage private enterprises to recruit people with disabilities.

There should be introduced more flexible working conditions for persons who take care of a person with disabilities (eg. Part time)

74.60 % (47 people) **agree** that there should be introduced more flexible working conditions for persons who take care of a person with disabilities; 22.22 % (14 people) **partly agree** that there should be introduced more flexible working conditions for persons who take care of a person with disabilities; 1.59 % (1 person) **partly disagrees** that there should be introduced more flexible working conditions for persons who take care of a person with disabilities; 1.59 % (1 person) **disagrees** that there should be introduced more flexible working conditions for persons who take care of a person with disabilities.

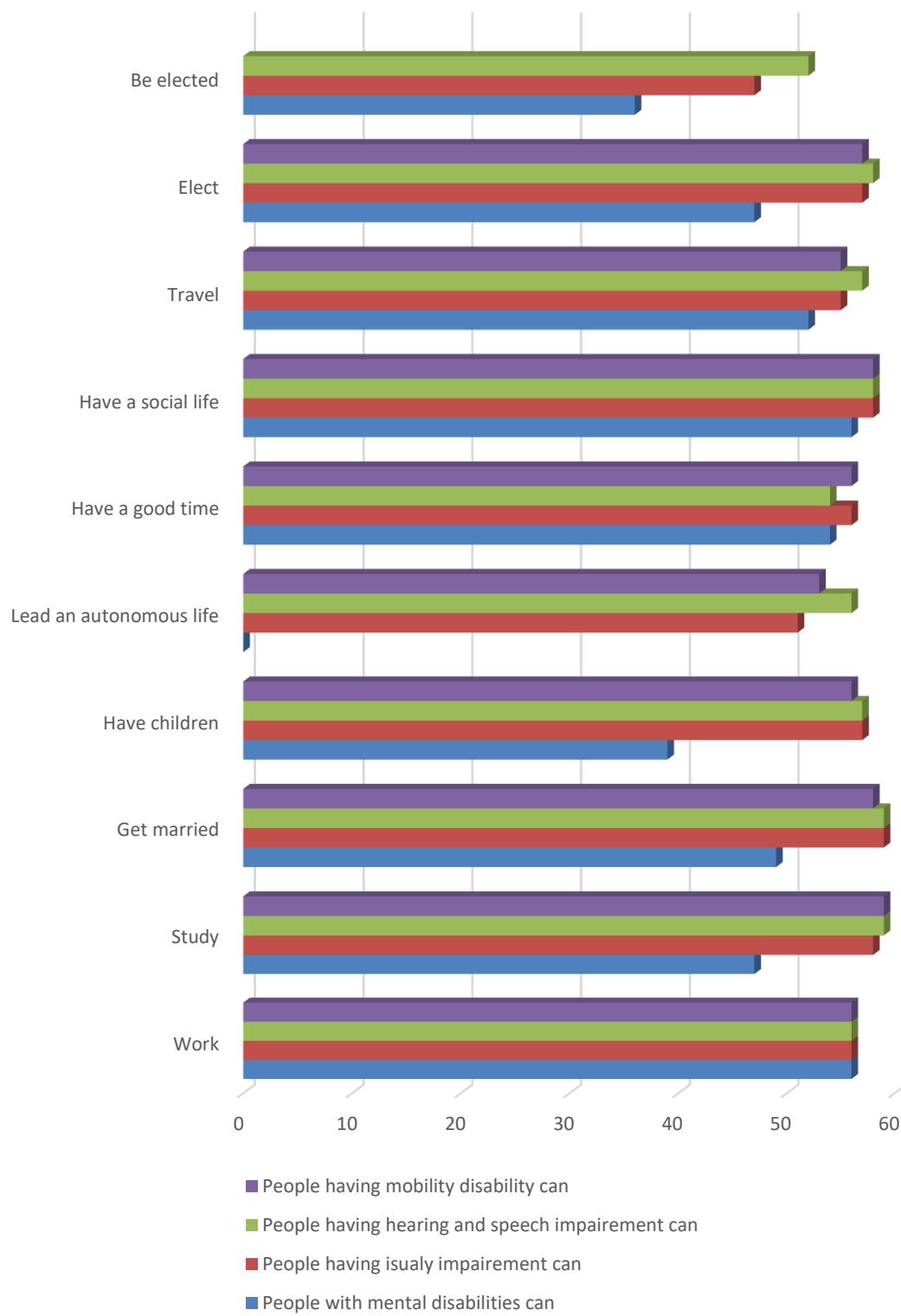
There must be established vocational training schools for people with disabilities

52.38 % (33 people) **agree** that there must be established vocational training schools for people with disabilities; 42.86 % (27 people) **partly agree** that there must be established vocational training schools for people with disabilities; 1.59 % (1 person) is **undecided** if there must be established vocational training schools for people with disabilities; 1.59 % (1 person) **partly disagrees** that there must be established vocational training schools for people with disabilities; 1.59 % (1 person) **disagrees** that there must be established vocational training schools for people with disabilities

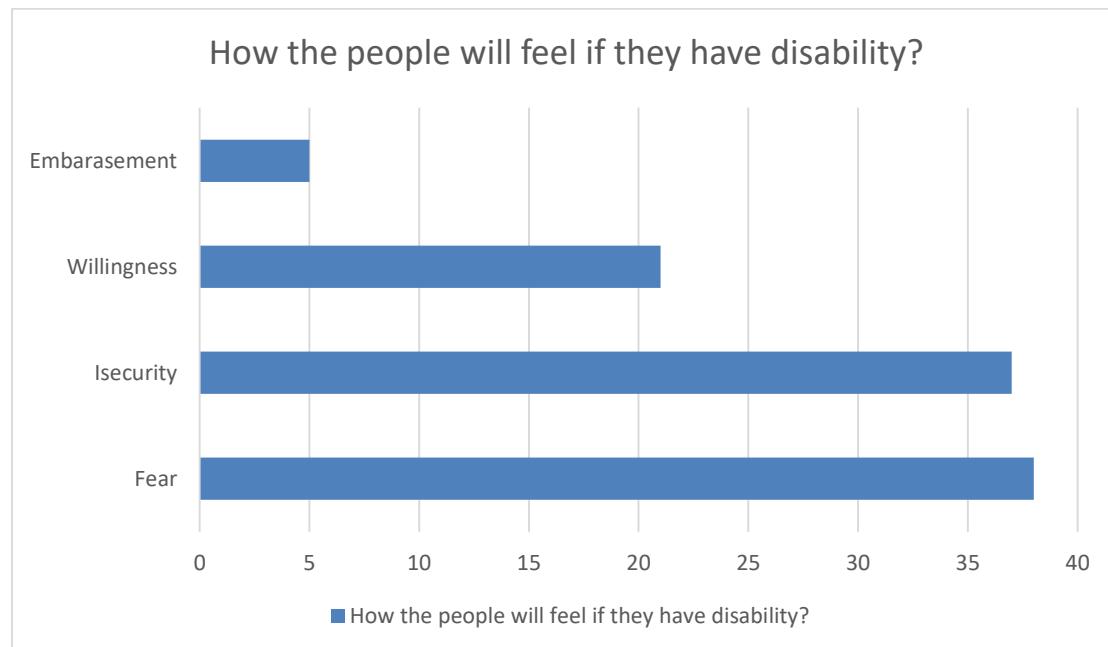
## Achievements considered to be possible for people with disabilities

	Mental Disability	Blindness	Deafness	Mobility Disability
Work	88.88% (56 people)	88.88% (56 people)	88.88% (56 people)	87.30% (56 people)
Study	74.60% (47 people)	92.06% (58 people)	93.65% (59 people)	93.65% (59 people)
Get married	77.77% (49 people)	93.65% (59 people)	93.65% (59 people)	92.06% (58 people)
Have children	61.90% (39 people)	90.47% (57 people)	90.47% (57 people)	88.88% (56 people)
Lead an autonomous life	0	80.95% (51 people)	88.88% (56 people)	84.12% (53 people)
Have a good time	85.71% (54 people)	88.88% (56 people)	85.71% (54 people)	88.88% (56 people)
Have social life	88.88% (56 people)	92.06% (58 people)	92.06% (58 people)	92.06% (58 people)
Travel	83.53% (52 people)	87.30% (55 people)	90.47% (57 people)	87.30% (55 people)
Elect	74.60% (47 people)	90.47% (57 people)	92.06% (58 people)	90.47% (57 people)
Be elected	57.14% (36 people)	74.60% (47 people)	83.53% (52 people)	80.95% (51 people)

What are the achievements that people with disabilities can achieve according to the people with typical development who answered this question?



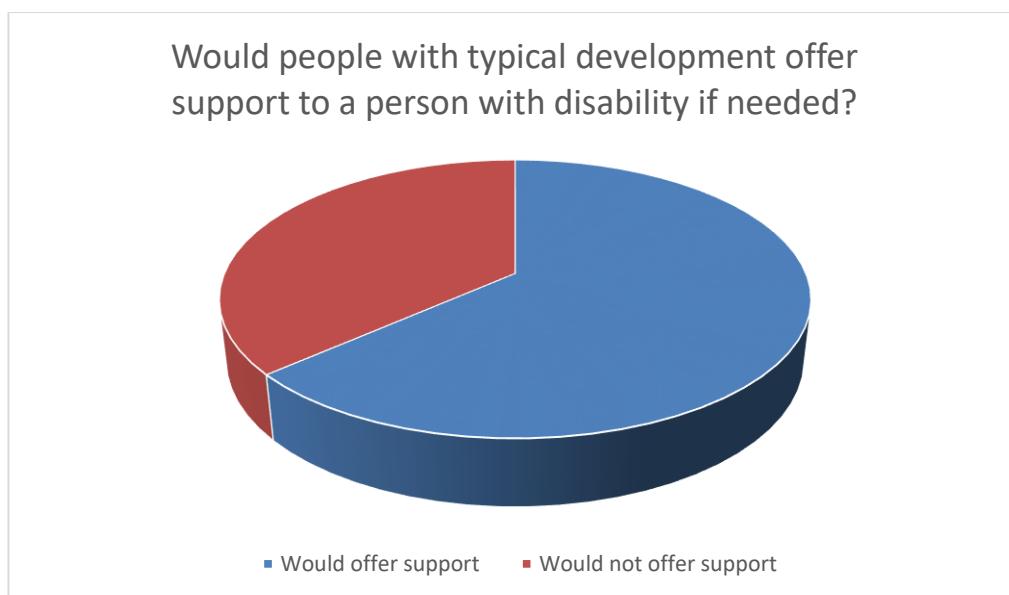
## Feelings related to a personal impairment



Most of the people will feel **fear** 60.32 % (38 people); then they would feel **insecurity** 58.73 % (37 people); **willingness** would feel 33.33% (21 people); **embarrassment** would feel 7.94% (5 people)

There are 4 answers for other feelings like: powerlessness, not acceptance, frustration from the lack of conditions in our country to function independently and sorrow.

## Opinion of offering support to people with disability



63.49 % (40 people) **offered support** to people with disability. Most of the people that answer this question elaborate that they already offered support to a person with disabilities mostly by: by working in some organization, project, workshop, by lobbying on this topic on different debates, by educating them. Some of them share that he need to do that because if in the future have a child with disability he would love someone to help him.

36.51 % (23 people) **wouldn't offer support** to people with disability. Most of them answered that is because lack of time and lack of skills for offering support, than is because they don't know where they can offer their services. Some find it difficult to work with people with disability or they do not feel comfortable working with people with disability.

## *Section 5 - Conclusions and recommendations*

## *Section 5 - Conclusions*

With this survey, we had the opportunity to research the possibilities that the institutions and NGOs are providing for VIPs and also to see the point of view of the VIPs and the youth with typical development about the perception for disability. From the results that we gathered we can see what the needs of VIPs are and what can be done so the situation can be improved. Through the Focus groups we had the opportunity to discuss more what can be improved and their real need and also to see with the NGOs the possibilities about involving the VIPs in their activities.

From the results, we can conclude that most of the NGOs don't have infrastructure accessible and assistive technology which can support the inclusion of visually impaired people. About the non-formal learning opportunities, volunteering and leisure activities the NGOs are interested to include the VIPs but they consider that to include people with visual impairments they will need a lot of funding and education for the staff. From the focus groups we realized that the NGOs need booklet with methods and activities, directions and contacts from experts and organizations which are working with VIPs. They also would like to have visual materials such as videos and examples on how to do that. Most of the VIPs have opinions on what can be changed and adapted in the services they receive from the institutions. For most of them the important thing is to have all the information on Braille or electronically, so they would be able to fill everything by themselves. Also, the accessibility needs to be adapted. The priority is to raise the awareness of all the population in Macedonia, that people with disabilities exists and that they need to have equal access to everything as the others.

Main findings:

1. Most of the VIPs are satisfied with the Civil Services. 69.09 % of the VIPs answered that the staff in the civil services adjusted their services according to the needs of the people, and for 61.82 % the adjustments were helpful. 33.90% of VIPs assessed that their experience with the services they received from Civil Services was good. Some of them think that the services are good, but sometimes they are not equal for all and that VIP need personal assistants.

2. According to the equal opportunities and accesses to civil services more or less the VIPs said that it depends on the institution and the people who are working there. Most of the measures provided for the general population also include them, but still they can't use all the services because not all are adapted. The civil services only partially take the needs of people with disabilities because they are not accessible and the access to information is limited. Not always they have the equal opportunities, it is more individually from the employee but it is not institutionalized.
3. When it comes to what are the policies the institutions are providing for assisting people with visual impairment, all of the institutions respond that they do not have any policies for assistance when it comes to people with visual impairment. Most of the institutions develop policies to ease the accessibility and provide assistance for people with learning disability.
4. 51.72% of the institutions plan to make measures/initiatives to combat staffs negative perceptions, stereotyping and prejudices of people with disabilities. They plan to make questionnaire through which might be shown where the gaps are that should be addressed in future work, intend to undertake activities that would be aimed to provide better living conditions of the people with disabilities, observation of the lessons, evaluation, survey, educational and informative workshops conducted by experts on this issue, teacher meetings and meetings with professional service talk for quality learning curriculum.
5. Most of the visually impaired people - 64.41% are unaware of the existence of European/international learning opportunities that are addressing youth.
6. From 59 respondents only 25 people answered the question about participation and from them 64% have not tried to participate in European learning opportunities that addressed youth.
7. The reasons for not trying to participate in such an activity are: they were sure that they will not select people with disabilities, they didn't want that their presence complicates the others' participation, the topic was not interesting for them, they were afraid that will not be accepted by the others and they were afraid that their disability will prevent them

from fully participating. This is also connected with the accessibility of the NGOs, because 60.86% of them do not have any support or assistance available for visually impaired people.

8. From the questionnaire and the focus group we realize that only 36.59% of the NGOs are not offering volunteering, learning or leisure opportunities for people with visual impairment, and the other NGOs either have some plans for this in the future (31.71%) or they are already offering this opportunities (31.71%). 92.86% of them say that they do not have policy for evaluating the efficacy and quality of the support offered to the people with disabilities.
  9. Only 7 people from 59 that were questioned through the questionnaire declared that they succeeded in participating on a European learning opportunity that addressed youth. And they had huge and great experience. The impact of their participation is great and really helpful for the target group. According to this the NGOs should increase the number of activities for the target group.
10. 55.93% of the VIPs are not aware of the existence of different NGOs. 31.71% of the NGOs are providing opportunities for people with visual impairments, some of them all the time and for some the main target group is people with typical development but their activities are open for anyone who wants to join, regardless the disability. Also 31.71% of the NGOs have plans to include people with visual impairments in their activities. The organizations that do not offer any opportunities is mainly because they think that they need many resources and extra money.
11. From 59 only 28 people answered on the question about trying to volunteer in an NGO. From them 78.57 % (22 people) have tried volunteering in NGO and they managed to do this. The reasons they did not try volunteering are: they didn't want their presence to complicate the others' participation, they were sure that they will not need people with disabilities, they were afraid that they will not be accepted by the others, the topic was not interesting for them, they were afraid that they will be patronized by the others.
  12. The media and internet are the most used resources the people use for learning about the needs of people with disabilities.

13. For most of the people (75%) there are not barriers in interacting with people with disability. And 76% of the people agree that people with disabilities are individuals of common people with their own personality and abilities.

14. Most of the people (63.49%) elaborate that they already offered support to a person with disabilities mostly by: by working in some organization, project, workshop, by lobbying on this topic on different debates, by educating them. Some of them share that he need to do that because if in the future have a child with disability he would love someone to help him. 36.51 % of the people wouldn't offer support to people with disability. Most of them answered that is because lack of time and lack of skills for offering support, than is because they don't know where they can offer their services. Some find it difficult to work with people with disability or they do not feel comfortable working with people with disability.

As conclusion we can understand that there is a significant and urgent need for the improvement of the policies of the civil services in terms of making them more accessible for people with disabilities, especially with visual ones and not leaving to the good will of the staff working there. The VIPs should not be threaten like someone that needs the good will of the people around or a person which we need to help. The VIPs should be able to fulfil their basic human rights as all the other people in the world. And this should not be a good will of someone, but adjustable system according to the needs of the target group.

#### Suggestions for improvement of the civil services according to the questionnaires and the focus groups:

- Providing assistive technology in the institutions;
- Providing materials and forms adapted for VIPs (on Braille, audio, digitalized materials..);
- Improving the access to services by educating the employees, trainings for them on how to deal with VIPs and to raise their awareness (campaigns for equality and equity);
- Providing support person for the VIPs;
- Connecting the institutions with the Associations of the Blind;
- Making policy for assisting people with visual impairments.

Recommendations for activities and services from NGOs according to the questionnaires and the focus groups:

- Campaigns / events for sharing the opportunities that are provided for VIPs;
- There is a need for more diverse activities involving visually impaired young people;
- Offering formal or non-formal learning opportunities that are accessible to people with disabilities;
- Raising the awareness of the staff;
- Training the staff to work with this target group;
- Making booklet with methods and activities, directions and contacts from experts and organizations that are working with VIPs;
- Connecting the NGOs and the VIPs;
- Making videos (visual materials) with examples on how to deliver activities;
- Connection between NGOs and DPOs.

The basic skills they already have as youth workers can be easily adapted when needed. Furthermore, other skills they need is to understand the differences and different approaches. Useful thing is a booklet with contacts where this person can refer for any questions to people professionally working with the target group when it comes to issues about specific approaches. For public institutions it was suggested that each person who might get in contact with VIPs should have at least a basic form of training and be aware of all the resources they have in the institutions that the target group can use.

The NGOs should have the necessary assistive technologies (at least the screen reader which can be asked from the VIPs to bring on USB-recommendation from the focus group) and ensure the appropriate accessibility of spaces; to have inclusive activities; the VIPs said that as any young person they are interested in many various themes and subjects. So the NGOs should address topics that are relevant for the needs of all young people.

The VIPs are interested in the following topics/activities:

- Local/international trainings.
- Local/international workshops
- Leisure activities
- European Youth exchanges
- Local/international volunteering for a cause, volunteering for, working in or managing organizations

\* Recommendation from VIPs is to make a space online where all of the VIPs will be part of and all of the opportunities will be shared with them.

Channels for communicating the opportunities for VIPs are:

- Social media (e.g. a Facebook group or page addressing young people)
- TV/Radio
- Schools
- NGOs offices and staff
- Specific websites

\* Other recommendations from VIPs:

- Creating database with contact details from the interested VIPs;
- Direct meetings and non-formal gatherings for presenting the opportunities;
- The VIPs to be able to have support person whenever needed to go to finish their everyday activities.