

Guide for DPO Professionals: How to Ask Questions About Rights Violations



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Introduction

This questionnaire is designed to help identify potential violations of your rights as outlined in the **United Nations Convention on the Rights of Persons with Disabilities (CRPD)** and the **Charter of Fundamental Rights of the European Union**. The goal is to understand your experiences and determine if any actions can be taken to protect and uphold your rights.

How to Use This Guide

As a professional from a Disabled People's Organization (DPO), your role is to create a safe, respectful, and supportive environment for individuals to share their experiences. Follow the step-by-step instructions below to administer the questionnaire effectively.

There will be two possible questionnaires depending on if people with disabilities prefer to be interviewed or do it by themselves.

General Instructions

1. **Create a Comfortable Environment:** Ensure privacy and comfort. Choose a quiet, accessible location free from distractions.
2. **Explain the Purpose:** Clearly state that the questionnaire aims to understand their experiences to help protect their rights.
3. **Offer Assistance:** Let them know they can ask for help at any point during the questionnaire.
4. **Use Simple Language:** Avoid jargon and complex terms. Use clear and concise language.
5. **Be Patient and Respectful:** Allow ample time for responses and respect their pace.
6. **Ensure Confidentiality:** Assure them that their responses will be kept confidential and used solely for the purpose of identifying rights violations.

Questionary Index in options A and B.

- Section 1: Personal Information
- Section 2: Equality and Non-discrimination (CRPD Article 5; EU Charter Article 21).
- Section 3: Accessibility (CRPD Article 9).
- Section 4: Equal Recognition Before the Law (CRPD Article 12; EU Charter Article 20).
- Section 5: Access to Justice (CRPD Article 13).
- Section 6: Liberty and Security of Person (CRPD Article 14; EU Charter Article 6).
- Section 7: Protection Against Torture and Inhuman Treatment (CRPD Article 15; EU Charter Article 4).
- Section 8: Freedom from Exploitation, Violence, and Abuse (CRPD Article 16)
- Section 9: Protection of Integrity (CRPD Article 17; EU Charter Article 3).
- Section 10: Living Independently and Being Included in the Community (CRPD Article 19).
- Section 11: Personal Mobility (CRPD Article 20).
- Section 12: Freedom of Expression and Access to Information (CRPD Article 21; EU Charter Article 11).
- Section 13: Privacy (CRPD Article 22; EU Charter Article 7).
- Section 14: Respect for Home and Family (CRPD Article 23; EU Charter Article 9)
- Section 15: Education (CRPD Article 24; EU Charter Article 14).
- Section 16: Health (CRPD Article 25; EU Charter Article 35).
- Section 17: Habilitation and Rehabilitation (CRPD Article 26).
- Section 18: Work and Employment (CRPD Article 27; EU Charter Article 15).
- Section 19: Adequate Standard of Living and Social Protection (CRPD Article 28; EU Charter Article 34).
- Section 20: Participation in Political and Public Life (CRPD Article 29; EU Charter Article 39).
- Section 21: Participation in Cultural Life, Recreation, and Sports (CRPD Article 30; EU Charter Article 22)

Option A: Interviewing questionnaire.

Section 1: Personal Information

What to say:

“We are going to ask some questions about who you are. This helps us understand you better”

Questions:

What is your name?

What country do you live in?

Please briefly describe your disability (if you feel comfortable sharing).

How to Ask:

Begin with a friendly greeting.

Explain that these questions help in understanding their background.

Assure them that sharing is voluntary and confidential.

Section 2: Equality and Non-discrimination (CRPD Article 5; EU Charter Article 21)

What to Say:

"I want to understand if people treat you the same as others or if you've ever faced unfair treatment because of your disability."

Questions:

Do people treat you differently because of your disability?

(For example, do they leave you out of activities or treat you unfairly at work or school?)

Has anyone ever refused to give you a service or support because you have a disability?

Do you think that you have fewer opportunities than other people because of your disability?

Tips and Examples:

Work: "Have you been passed over for promotions or not hired for jobs because of your disability?"

School: "Were you excluded from any school activities or not given the help you needed?"

Public Places: "Have you been denied services in restaurants, stores, or other public places?"

Section 3: Accessibility (CRPD Article 9)

What to Say:

"Accessibility means being able to use services, buildings, and information like everyone else."

Questions:

Is it difficult for you to enter public buildings (like government offices, hospitals, or schools) because they are not accessible?

(For example, buildings without ramps or elevators.)

Do you find it hard to use public transport because it is not made for people with disabilities?

Can you easily find information (like websites, books, or signs) in a way you can read or understand?

(For example, large print, braille, or easy-to-read formats.)

Can you easily find information adapted to your needs (visual impairment, transcriptions)?

Tips and Examples:

Transport: "Are buses and trains equipped with ramps or lifts for wheelchairs?"

Websites: "Are websites you use readable with screen readers or available in braille?"

Buildings: "Do buildings have accessible entrances and restrooms?"

Section 4: Equal Recognition Before the Law (CRPD Article 12; EU Charter Article 20)

What to Say:

"This is about making your own choices and being recognized as someone who can make decisions."

Questions:

Have you ever been told you cannot make your own decisions because of your disability?

Has anyone ever taken control of your money or property without asking you?

Do you have someone to support you to make decisions when you need help, or is someone making all decisions for you?

Tips and Examples:

Financial Decisions: "Has anyone managed your bank account or financial matters without your consent?"

Healthcare Decisions: "Have medical professionals made decisions about your treatment without your input?"

Living Arrangements: "Can you choose where you live and who you live with?"

Section 5: Access to Justice (CRPD Article 13)

What to Say:

"Access to justice means being able to use legal services if you need them."

Questions:

Have you ever wanted to go to court or talk to the police but could not because of your disability?

(For example, no interpreter or no support to help you speak.)

Was it hard for you to understand legal documents or information about your rights?

Did anyone stop you from giving evidence or being a witness in a case because of your disability?

Tips and Examples:

Interpreters: "Did you need a sign language interpreter in court but did not receive one?"

Legal Documents: "Were legal forms not available in braille or easy-to-read formats?"

Witnessing: "Were you prevented from testifying in a case due to your disability?"

Section 6: Liberty and Security of Person (CRPD Article 14; EU Charter Article 6)

What to Say:

"This question is about being free to make choices about where you go and feeling safe."

Questions:

Has anyone ever locked you up or stopped you from moving around freely because of your disability?

Have you ever been put in a place against your will because of your disability (like a hospital or institution)?

Do you feel safe and free to go where you want in your everyday life?

Tips and Examples:

Detention: "Have you been detained in a facility without a valid reason related to your disability?"

Forced Residency: "Were you required to live in a specific place because of your disability?"

Daily Freedom: "Do you feel restricted in your daily movements due to lack of support or accessibility?"

Section 7: Protection Against Torture and Inhuman Treatment (CRPD Article 15; EU Charter Article 4)

What to Say:

"This is about making sure no one hurts you or forces you to do things against your will."

Questions:

Has anyone ever hurt you or treated you badly because of your disability?

Have you been forced to take part in any medical treatment or tests without your permission?

Do you feel safe when getting healthcare, or have you felt scared because of how they treated you?

Tips and Examples:

Medical Treatment: "Were you coerced into taking medication you did not agree to?"

Abuse: "Have caregivers or healthcare workers physically or emotionally abused you?"

Safety in Healthcare: "Did you feel threatened or scared during medical appointments due to how you were treated?"

Section 8: Freedom from Exploitation, Violence, and Abuse (CRPD Article 16)

What to Say:

"This question is to find out if anyone has taken advantage of you or hurt you."

Questions:

Has anyone ever taken advantage of you, hurt you, or threatened you because of your disability?

Do you feel safe in your home, at work, or in your community?

Do you know who to talk to or where to go if someone is treating you badly?

Tips and Examples:

Exploitation: "Have you been forced to work without fair pay because of your disability?"

Abuse: "Have you experienced physical or emotional abuse at home or in care facilities?"

Support Systems: "Are you aware of resources or people you can contact if you face abuse or exploitation?"

Section 9: Protection of Integrity (CRPD Article 17; EU Charter Article 3)

What to Say:

"This is about your right to decide what happens to your body and mind."

Questions:

Has anyone ever forced you to take medication or do a medical procedure that you did not want?

Do you feel that your body and mind are respected by others?

Do doctors ask you before doing any treatment or tests, and do they explain it in a way you understand?

Tips and Examples:

Medical Consent: "Were you forced to undergo surgery without your consent?"

Respect: "Do healthcare providers listen to your concerns and respect your decisions about your treatment?"

Understanding Treatments: "Are medical explanations clear and understandable, allowing you to make informed decisions?"

Section 10: Living Independently and Being Included in the Community (CRPD Article 19)

What to Say:

"This is about being able to choose where you live and being part of your community."

Questions:

Can you choose where you live and who you live with?

Do you get enough support to live in your own home and be part of the community?

Do you feel included in community activities like clubs, events, or local meetings?

Tips and Examples:

Living Choices: "Do you have the option to live independently or with family, or are you required to live in an institution?"

Support Services: "Are services like personal assistants or home care available and accessible to you?"

Community Inclusion: "Can you join local clubs, attend events, and participate in community meetings without barriers?"

Section 11: Personal Mobility (CRPD Article 20)

What to Say:

"This is about your ability to move around freely using aids or help."

Questions:

Do you have access to the mobility aids and support you need, like a wheelchair, guide, or personal assistant?

Can you go where you want, when you want, without having to rely on other people too much?

Do you have training or support to learn how to use mobility aids, like a white cane or mobility scooter?

Tips and Examples:

Mobility Aids: "Do you have a wheelchair or scooter, and is it in good condition?"

Independence: "Can you travel independently, or do you need someone to accompany you?"

Training: "Have you received training on how to use mobility aids effectively?"

Section 12: Freedom of Expression and Access to Information (CRPD Article 21; EU Charter Article 11)

What to Say:

"This is about your ability to get information and express your thoughts."

Questions:

Can you get information (like news or public announcements) in a way that is easy for you to understand?

(For example, easy-to-read, braille, or sign language.)

Do you have access to tools or support to help you communicate, like interpreters or communication devices?

Do you feel that people listen to your ideas and opinions, and that you can express yourself freely?

Tips and Examples:

Accessible Information: "Are newspapers or websites available in formats you can read, like large print or braille?"

Communication Tools: "Do you have access to sign language interpreters during meetings or events?"

Expressing Opinions: "Do you feel heard when you share your thoughts in meetings or public forums?"

Section 13: Privacy (CRPD Article 22; EU Charter Article 7)

What to Say:

"Privacy means that your personal information is kept private and safe."

Questions:

Do people respect your privacy?

(For example, do they ask for your permission before sharing your personal information?)

Has anyone ever shared details about your health or disability without asking you first?

Do you have control over who can know about your personal life and health?

Tips and Examples:

Consent for Sharing: "Have medical professionals shared your health information with others without your consent?"

Personal Control: "Can you decide who has access to your personal and health information?"

Privacy Respect: "Do family members or caregivers respect your privacy and boundaries?"

Section 14: Respect for Home and Family (CRPD Article 23; EU Charter Article 9)

What to Say:

"This is about your right to have relationships, get married, and have a family."

Questions:

Can you get married and have a family like everyone else?

Has anyone tried to separate you from your family or children because of your disability?

Do you get the support you need to be a parent if you have children?

Tips and Examples:

Marriage and Family: "Have you been denied the right to marry or start a family because of your disability?"

Family Separation: "Have authorities tried to take your children away because of your disability?"

Parental Support: "Do you have access to resources and support to care for your children?"

Section 15: Education (CRPD Article 24; EU Charter Article 14)

What to Say:

"This question is about your right to go to school and learn like everyone else."

Questions:

Do you have the chance to go to school, college, or other education programs like other people?

Does your school provide materials and support in a way that makes learning easier for you?

(For example, having a teacher's aide, accessible textbooks, or learning in braille.)

Have you ever been refused entry to a school or training program because of your disability?

Tips and Examples:

Equal Education Opportunities: "Are there inclusive classrooms or special programs that help you learn?"

Support Materials: "Do you have access to learning materials in formats that work for you, like audiobooks or tactile maps?"

Admission Barriers: "Were you ever told that a school or program was not suitable for you because of your disability?"

Section 16: Health (CRPD Article 25; EU Charter Article 35)

What to Say:

"This is about your right to healthcare and being treated fairly by doctors."

Questions:

Can you access healthcare services like everyone else, without being treated differently because of your disability?

Do doctors and healthcare staff explain things to you in a way you can understand?

Have you ever been denied treatment or care because of your disability?

Tips and Examples:

Fair Healthcare Access: "Are there any healthcare services that are not available to you because of your disability?"

Understanding Medical Information: "Do healthcare providers use easy-to-understand language or provide information in accessible formats?"

Denied Care: "Have you ever been refused medical treatment or assistance due to your disability?"

Section 17: Habilitation and Rehabilitation (CRPD Article 26)

What to Say:

"This is about getting support to improve your skills and independence."

Questions:

Do you receive support to improve your skills, independence, and quality of life?

(For example, therapy, training, or access to assistive devices.)

Are these support services available close to where you live, and do you get them when you need them?

Do you have access to professionals who are trained to help people with disabilities?

Tips and Examples:

Support Services: "Do you have access to physical therapy, occupational therapy, or other support services?"

Proximity and Availability: "Are the rehabilitation services you need available nearby and accessible when you need them?"

Trained Professionals: "Are the professionals helping you trained to work with people with disabilities?"

Section 18: Work and Employment (CRPD Article 27; EU Charter Article 15)

What to Say:

"This is about your right to work and get the support you need to do your job."

Questions:

Do you have the same chance as others to find a job that you like?

Does your workplace give you support or make adjustments to help you do your job?

(For example, special equipment, flexible hours, or accessible workplaces.)

Have you ever been refused a job or promotion because of your disability?

Tips and Examples:

Job Opportunities: "Have you applied for jobs and not been hired due to your disability?"

Workplace Adjustments: "Does your employer provide necessary tools or flexible schedules to help you perform your duties?"

Promotion Barriers: "Have you been passed over for promotions or raises because of your disability?"

Section 19: Adequate Standard of Living and Social Protection (CRPD Article 28; EU Charter Article 34)

What to Say:

"This question is about having enough support to live a good life."

Questions:

Do you get enough financial support, housing, or services to live comfortably?

Are there any services or benefits that you have been denied because of your disability?

Do you feel you have the same quality of life as other people in your community?

Tips and Examples:

Financial Support: "Do you receive social benefits or financial assistance that meet your needs?"

Access to Services: "Have you been denied housing support or other essential services due to your disability?"

Quality of Life: "Do you feel that your living conditions are comparable to those of others without disabilities?"

Section 20: Participation in Political and Public Life (CRPD Article 29; EU Charter Article 39)

What to Say:

"This is about your right to take part in voting, politics, and community activities."

Questions:

Can you vote in elections, and is the voting process easy for you to use?

(For example, voting places that are accessible or voting materials in an easy-to-read format.)

Do you feel you can take part in public discussions, join groups, or be active in political activities like others?

Do you know your rights when it comes to being involved in politics or public decisions?

Tips and Examples:

Voting Accessibility: "Are polling stations accessible with ramps or other necessary facilities?"

Political Participation: "Have you been able to join political groups or attend public meetings without barriers?"

Rights Awareness: "Do you understand your rights to participate in political activities and public decision-making?"

Section 21: Participation in Cultural Life, Recreation, and Sports (CRPD Article 30; EU Charter Article 22)

What to Say:

"This is about your right to join in activities like sports, arts, and hobbies."

Questions:

Can you easily join cultural activities like going to the theater, cinema, museum, or sports events?

Is there support available to help you take part in hobbies, sports, or arts that you enjoy?

Do you feel welcome and included when you go to recreational or cultural events?

Tips and Examples:

Cultural Access: "Are museums and theaters equipped with facilities like wheelchair access or audio guides?"

Support for Activities: "Do you have access to coaches or assistants in sports or arts programs?"

Inclusivity: "Do event organizers make an effort to include people with disabilities in their activities?"

Closing the Conversation

What to Say:

"Thank you for sharing your experiences. Your answers are very important and will help us understand how to protect your rights better. If you need any help or have more to share, please let me know."

- **Steps:**
- **Express Gratitude:** "Thank you for taking the time to answer these questions."
- **Reiterate Confidentiality:** "Your responses will be kept confidential and used only to help protect your rights."
- **Offer Further Assistance:** "If you think of anything else you'd like to share or need more help, feel free to reach out."
- **Provide Contact Information:** "Here is how you can contact us if you need more support."

Option B: Step-by-Step Accessible Written Form for Detecting Rights Violations

This form has been designed for people with disabilities to complete on their own or with support from professionals at a DPO (Disabled People's Organization).

Each section is based on key rights protected by the CRPD (Convention on the Rights of Persons with Disabilities) and the EU Charter of Fundamental Rights.

It provides simple explanations and examples to help identify potential rights violations.

Instructions for Completing the Questionnaire (Easy-to-Read)

1. About this Questionnaire:

This questionnaire helps you share if you have had any problems with your rights.

We want to know if people treat you well,
and if you get the support you need.

You can answer the questions by yourself.

If you need help, it is okay to ask for it.

2. How to Answer:

Read each question slowly.

If the question is difficult, you can ask someone to help explain it.

Mark the answer that fits what you experienced: "Yes" or "No".

Some questions will ask you to write more information. You can write your answers in the space below the question.

3. What You Need:

- A pencil or pen.
- A quiet place to think about the questions.
- If you need help, someone who can help you understand the questions.

4. Confidentiality:

Your answers are private.

No one will share your answers without your permission.

5. What to Do if Something Is Not Clear:

If you do not understand a question, it is okay to ask for help.

If a question makes you feel uncomfortable, you can leave it blank.

6. When You Finish:

When you finish answering, tell the person who gave you the questionnaire.

If you have more things to share or feel something is missing, you can write it at the end of the questionnaire.

Section 1: Personal Information

- What is your name?

- What country do you live in?

- Do you want to tell us about your disability?

Section 2: Equality and Non-discrimination

Do people treat you differently because of your disability? Yes / No

Has anyone refused to give you services or help
because of your disability? Yes / No

Do you feel like you have fewer opportunities than others
because of your disability? Yes / No

Explain on your own words what happened:

Section 3: Accessibility

Is it hard for you to get into public buildings

like hospitals or schools?

Yes / No

Do you find it hard to use buses or trains

because they are not accessible?

Yes / No

Can you get information

in a way that is easy for you to understand?

Yes / No

Explain on your own words what happened:

Section 4: Equal Recognition Before the Law

Have you been told you cannot make your own decisions
because of your disability?

Yes / No

Has someone taken control of your money or property
without asking you?

Yes / No

Do you have someone to help you make decisions
when you need it?

Yes / No

Explain on your own words what happened:

Section 5: Access to Justice

Have you ever wanted to go to court or speak to the police

but couldn't because of your disability?

Yes / No

Is it hard for you to understand legal documents?

Yes / No

Is it hard for you to understand your rights?

Yes / No

Explain on your own words what happened:

Section 6: Liberty and Security

Has anyone ever stopped you from moving freely

because of your disability?

Yes / No

Have you ever been put in a place against your will?

Yes / No

Explain on your own words what happened:

Section 7: Protection Against Abuse

Has anyone hurt you or treated you badly
because of your disability? Yes / No

Have you been forced to take medicine or tests
without your permission? Yes / No

Explain on your own words what happened:

Section 11: Personal Mobility

Do you have the support you need to move around? Yes / No

Can you travel without needing too much help from others? Yes / No

Do you have someone's help to travel? Yes / No

Explain on your own words:

Section 13: Privacy

Do people respect your privacy and ask permission

before sharing your information?

Yes / No

Has anyone shared details about your health

or disability without asking you?

Yes / No

Explain on your own words:

Section 14: Respect for Home and Family

Can you get married and have a family like others? Yes / No

Has anyone tried to separate you from your family because of your disability? Yes / No

Explain on your own words:

Section 16: Health

Can you get healthcare services like others? Yes / No

Do healthcare services treat you differently
because of your disability? Yes / No

Do doctors explain things to you in a way you understand? Yes / No

Explain on your own words:

Section 17: Work and Employment

Do you have the same chance as others
to get a job you like?

Yes / No

Does your workplace support you
or make adjustments for you to do your job?

Yes / No

Explain on your own words:

Section 19: Participation in Public Life

Can you vote in elections? Yes / No

Is the process of voting in a way easy for you to use? Yes / No

Can you take part in public meetings or politics like others? Yes / No

Explain on your own words:

Section 20: Participation in Cultural Life

Can you easily join activities like sports or

go to the theatre, museum, or cinema?

Yes / No

Can you go and participate in recreational or cultural events? Yes / No

Explain on your own words:

End of the Form

Thank you for your time!

Additional Tips for Professionals

- **Active Listening:** Show empathy and understanding. Nod or give verbal acknowledgments like "I understand" or "Thank you for sharing."
- **Non-Judgmental Attitude:** Maintain a neutral and supportive attitude, avoiding any form of judgment.
- **Clarify When Needed:** If a response is unclear, gently ask for more details. "Can you tell me more about that?" or "What happened next?"
- **Respect Boundaries:** If a person is uncomfortable with a question, respect their choice to skip it.
- **Provide Resources:** Be ready to offer information about support services, legal aid, or counselling if the individual needs it.

Conclusion

This guide aims to help you administer the rights violation questionnaire in a respectful, clear, and supportive manner. By following these steps and utilizing the provided tips and examples, you can effectively assist individuals with disabilities in identifying and addressing any violations of their rights.

If you have any questions or need further assistance, please do not hesitate to contact your organization's support team.