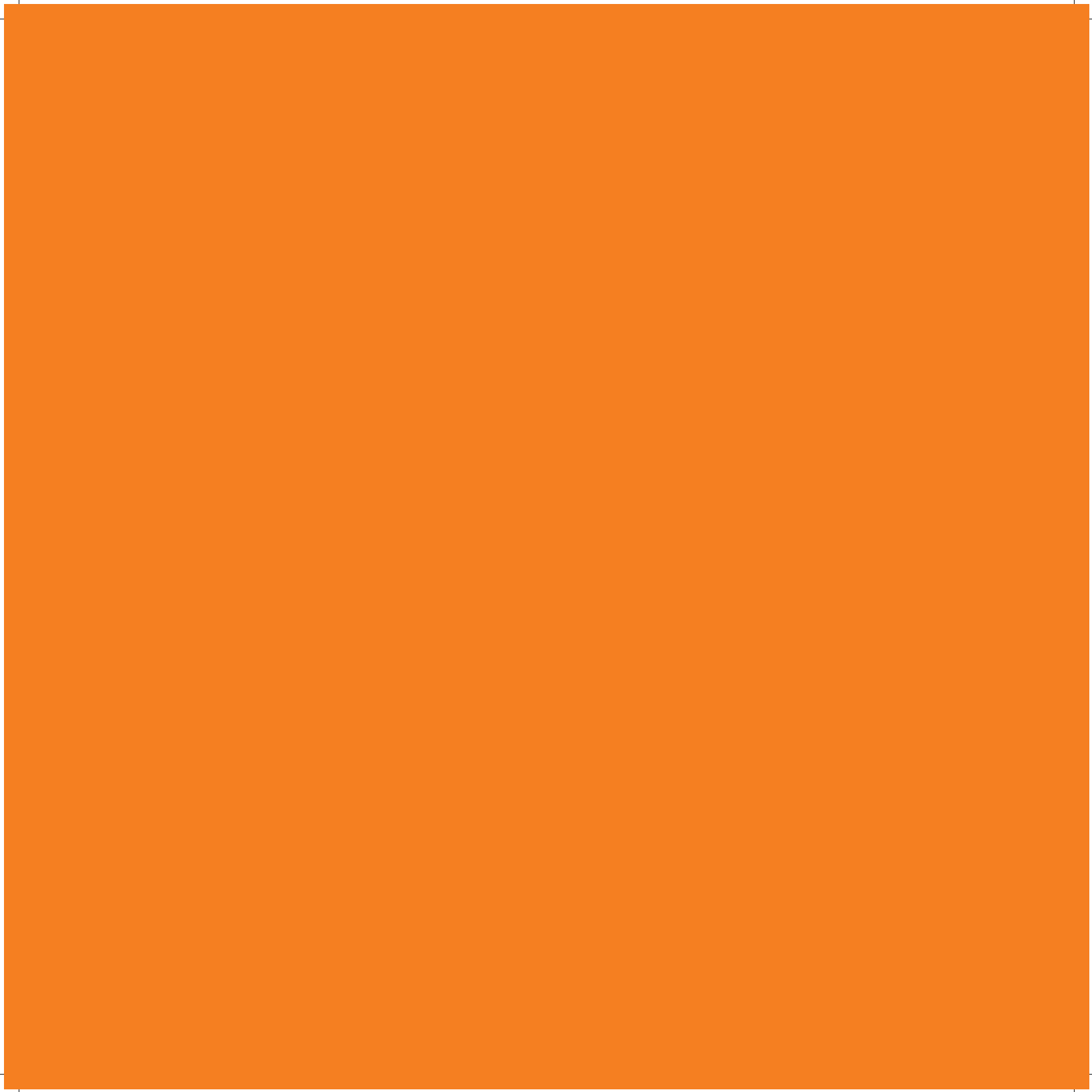


Policy of the City of Reykjavík on services for people with disabilities in their homes



City of Reykjavík
Welfare Division





Policy of the City of Reykjavík on services for people with disabilities in their homes

Agreed by the Reykjavík Welfare Council on 3 April 2014 and the City Council on 15 April 2014

In this policy, the City of Reykjavík sets down the path to be followed in 2013 - 2023 regarding services for disabled people in their homes in Reykjavík. It is based on the City's vision for the future of services provided for people with disabilities, as agreed by the City Council on 18 January 2011.

While the policy is in force there will be a plan of action running alongside it which is intended to bring the services provided by the City of Reykjavík closer to the vision for the future year by year. This work will take place in accordance with the laws and regulations that apply to the City's services and in accordance with the City's priorities and plans at that time.

Article 19 of the United Nations Convention addresses the right of people with disabilities to live independent lives without segregation in society. The Member States recognize the equal right of all people with disabilities to live in society with the same options as other people, and shall take effective and appropriate measures to enable people with disabilities to enjoy that right and be able to participate fully in society without segregation, among other things by ensuring that:

- People with disabilities have the same opportunity as other people to choose their place of residence as well as where and with whom they live, and that particular living arrangements are not imposed upon them.
- People with disabilities have access to various social services, such as assistance in the home, residential resources and other support to participate in society, which includes personal support necessary for them to be able to live in society without segregation and to prevent their isolation and separation from society.
- Services provided by society and facilities provided for the public are equally available to people with disabilities as to other people and that they meet their needs.

Guiding principles of the City of Reykjavík regarding services for people with disabilities

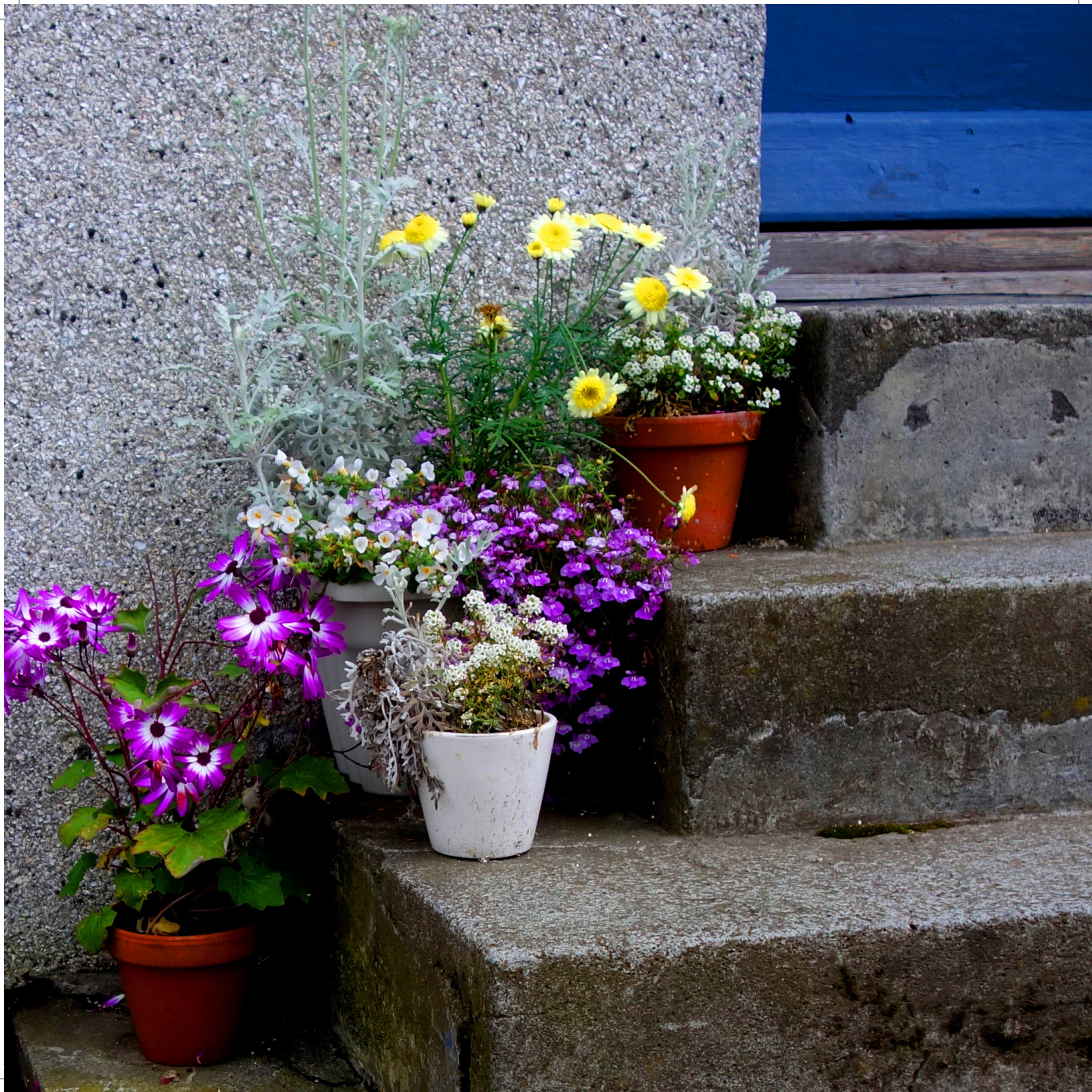
The City of Reykjavík looks to the United Nations Convention on the Rights of Persons with Disabilities for the guiding principles regarding services for people with disabilities.

This includes:

- Recognition of an independent life on the individual's own terms.
- Equal opportunities for active participation in society.
- The right to receive assistance with living a rich and meaningful life.
- Recognition of the diversity of human society and human rights for all.

The City of Reykjavík's vision for the future of services for people with disabilities

- The various needs of citizens will be met with flexible and individualized service that is provided responsibly, respectfully and in a professional manner.
- Access to services will be ensured close to the service-users.
- Equal access to services will be ensured.
- Broad consultation will take place with users, representative associations, home care providers and the university community regarding the development of services.
- Those who require assistance in daily life shall have a choice regarding the arrangement of the service provided to them. Stakeholders will work towards the development of user-controlled personal assistance.



Objective

The objective of this policy is that people with disabilities will receive services in accordance with Regulation No. 1054/2010 regarding services to disabled persons in their homes, and according to their needs and wishes. Services shall be provided according to the needs of the individual, in an integral and flexible manner. The intention is that the services will support the independent and meaningful lives of people with disabilities in their homes and leisure.

Supporting independent living in people's own homes

Assistance and services in a person's home shall be provided on that person's own terms and based on that person's wishes and decisions as far as possible. Services shall meet such needs as exist due to disability, and their purpose shall be to enable the individual to live an independent and meaningful life and to participate in society.



Housing

People with disabilities shall have the same right as others to choose their housing. There shall be sufficient housing available that is appropriate for the needs of people with disabilities that Reykjavík is responsible for. The City must be able to provide rented housing for people with disabilities who need and choose such housing. The City of Reykjavík is responsible for building housing that meets the specific needs that arise due to people's disabilities.

It shall especially be assessed whether it is possible for the City to offer housing that is intended as short-term residences for young people with disabilities who are students or moving out of their parents' house for the first time.



Services and assistance

People with disabilities shall be able to choose the manner in which the services they require are provided. The options regarding the manner in which services are provided shall be varied and shall as far as possible be independent of the housing in which people with disabilities reside.

Services and assistance shall be based on the ideology that people shall be able to live independent lives. It is emphasized that respect shall be shown for different individuals and needs, for their autonomy and empowerment to participate in society on their own terms and to make decisions and be responsible for their own lives. The framework of services and assistance aims at guaranteeing the right of individuals to be free, active and to experience life in their own homes and in their leisure activities.

The importance of mutual respect and understanding is stressed when it comes to communication between users, their relatives and home carers, as well as the support for profitable and constructive communication with families and friends.

Special care shall be taken to meet the needs of elderly people with disabilities.

Quality and consultation

Each year the individual and care workers shall formally assess the quality of service that the individual receives at home, and they shall discuss the best way in which it can be provided. Following assessment of the service decisions shall be made about alterations that may be required to the support and services to be provided.



Home care providers

Care providers who provide services in accordance with this policy shall always bear in mind that they are working in an individual's home. The education, training and experience of those who provide services to individuals in their homes shall be based on the ideology that people shall be able to live independent lives and shall be in accordance with the service requirements of people with disabilities and their wishes. Particular care shall be taken with regard to the understanding of the safeguarding of rights, empowerment and information about how to avoid the use of coercion.

The attitude, knowledge, experience and satisfaction of care workers are factors that have an effect on the quality of the service provided. Efforts shall be made to involve service users in.

Development of services and consultation

It is emphasized that services shall be developed in the City in consultation with users and their representative associations in accordance with suggestions regarding consultation with users, representative associations and other concerned parties as regards the affairs of people with disabilities. Different methods and solutions shall be sought in cooperation with users who have different needs, such as through development projects. The City will work in accordance with its statutes on consultation.

In a letter dated 4 March 2013 the working group on policy regarding development of services for people with disabilities in their homes was assigned the task of setting out the policy for the development of services for people with disabilities in their homes for the next 10 years.

The working group was composed of:

Ms. Björk Vilhelmsdóttir,
Chairperson of the group
Mr. Páll Hjaltason,
Alternate City Council Member
Mr. Þorleifur Gunnlaugsson,
Representative of the Welfare Council
Ms. Áslaug Friðriksdóttir,
Representative of the Welfare Council
Ms. Sigríður Sigurjónsdóttir,
Representative of the Icelandic Autistic Society
Ms. Gerður Árnadóttir,
Representative of the National Association of Intellectual Disabilities
Ms. Aileen Soffia Svendsdóttir,
Representative of the National Association of Intellectual Disabilities
Ms. Gerður Árnadóttir,
Representative of the Icelandic Mental Health Alliance
Ms. Björk Agnarsdóttir,
Representative of the Icelandic Mental Health Alliance
Ms. Hulda Dóra Styrismisdóttir,
Office Director from the Welfare Division
Ms. Guðný Anna Arnþórsdóttir,
Representative from human resource services of the Welfare Division

Mr. Þóroddur Þórarinnsson,
Director at the Welfare Division

During the Group's period of activity the following changes were made to the Group:

Ms. Eva Bjarnadóttir left the Group and was replaced by Ms. Linda Dögg Hólm, Consultant from the Icelandic Mental Health Alliance.
Ms. Gerður Árnadóttir left the Group and was replaced by Ms. Bryndís Snæbjörnsdóttir, President of the National Association of Intellectual Disabilities and Ms. María Hreiðarsdóttir, Representative of the National Association of Intellectual Disabilities .
Ms. Hulda Dóra Styrismisdóttir left the Group and was replaced by Ms. Berglind Magnúsdóttir, Office Director from the Welfare Division.

The task of the Working Group was to set out a 10-year policy regarding services for people with disabilities in their homes, which shall among other things include suggestions about the following:

- Complete and integrated service in the homes of people with disabilities, both those who live independently and those who have specific needs in their homes.
- The status and influence of residents, with regard to things such as equality, empowerment, user consultation and assistance with self-help.

