

Executive Summary
Standard of Personal Assistant Service for people with disabilities

The study of Standard of Personal Assistant Service for people with disabilities aims to 1) study potential of people with disabilities and families as PA users, potential of community organization, government services providing for PA services in Thailand 2) study need and details of PA services for each kind of disabilities 3) study supporting model, criteria for supporting and wages for PA 4) study standard of PA services 5) making tools of monitoring and evaluation of PA services and 6) organize curriculum of PA training

Methodology of study consists of 1) Review literature 2) Interview by In-depth interview Focus Group 3) Participatory Observation 4) PA Training by curriculum which organized from study .Sampling population are 172 people, 1) people with disabilities and families, 2) Service providers 3) 7 expert in disabilities 4) 25 attendants of PA training

Result of Study

1. Review of literatures

The literature review of PA services in the United States of America, Canada, Ireland, Sweden, England, Japan, Vietnam, Philippine, Singapore, Malaysia Pakistan, Australia, Fiji, Vanuatou and Ceribus Island in Asia Pacific found that;

- 1.1 PA services is a part of Independent living center, aim to help people with disabilities live independent
- 1.2 PA services, which are welfare for people with disabilities, are able to run by central government, local government, companies or enterprises, Independent Living Centre, and PA services companies.
- 1.3 USA, Canada, Sweden, and some countries in Europe have their own PA Act
- 1.4 Asia Pacific and Asia countries except Japan have just started to provide PA as pilot projects or trail by Independent living Centre

Generally, most of services run by Independent Living Centres which take major role of providers, trainers, and implement to government prior from national level through local level.

- 1.4.1 PA users propose their PA request of qualification, wages and relevant information to PA services providers.

1.4.2 PA services providers do need assessment of PA users.

1.4.3 PA services providers organize an interview for PA user and applicant who registered to be PA.

1.4.4 Job description has to be written clearly in contract.

1.4.5 PA services providers arrange contract, wages payment, tax document for both PA and PA user.

1.4.6 PA services providers protect rights of both employers (people with disabilities) and PAs

2. Situation of PA service in Thailand

According to Independent living Philosophy, Thai people with disabilities started Independent Living Centres since 1992, by leaders of people with disabilities who came back from visiting IL Centres from the USA and Japan. In 1992 JICA sponsored an IL workshop in Chiang mai to educate and enhance the concept of independent living among people with disabilities in Thailand; however, there was a few responses. A decade later, In 2002, Human Care Association supported a pilot project of three IL Centres at Chonburi, Nakorn pathom , and Nontaburi. Now IL Centres were expanded to 10 Centres providing basic services such as, provide information, counseling, practicing IL skills, referring cases and protecting people with disability rights, and providing PA services.

PA services in Thailand is new for Thai society, even now we have PA regulation, however, we need to work to enhance better understanding of IL in Thailand.

1. Qualitative Result

1.1 Objective 1 To study potential of people with disabilities, families, community, government, non-government services.

1.1.1 Potential of people with disabilities and families

People with blind and families, most of sampling are capable for activity daily living and life in community but need O&M training.

People with deaf are capable for activity daily living and live in community but limited in social, and lack of opportunity to access social services.

People with physically disabilities, generate to 2 groups, people with impairment are capable for activity daily living and some activities in community but

people with severely disabilities are limited in both activity daily living and community life.

People with mental health and their family, The ones who are in acute phase are limited to do activity daily living. It is difficult for them to form a relationship with others, but the one who are discovery phase, making relationship with other, do their activity daily living but still limited for community life.

People with autism are vary of potential, and specific to express with others, depend on their severely and training.

People with cognitive disabilities, there are 2 groups. Some of them can do activity daily living with helping from someone. Another one is able to go to school, do social life with other, but parent need to keep eyes on them.

People with learning disabilities, most of them are capable for activity daily living, community life but limited in academic skill such as language, math or direction.

Utilization of aids and equipment

- People with blind and their family are lack of O&M training
- People with deaf are lack of sign language training, but hearing aids are distributed to people with hearing lost
- People with mental health, people with autism and their family need people who are skillful to work with them
- People with cognitive disabilities don't need equipment for disabilities but need training skills of parent and family members.
- People with learning disabilities don't need specific equipment but need training skills for parent

1.1.2 Potential of community, people with disabilities access to register services and there are volunteers to do home visit and lesion to services system.

Limited of community are lacking of vehicles to refer people with disabilities to services unit, lacking of knowledge to rehab people with different disabilities, lacking of aid and equipment skill trainings, actually some of them live in remote area and can't access to the information

1.1.3 Capacity and limited of government services:

1. Medical services , 97% of people with disabilities access to medical services (National Health Security Office:2009.) The structure of services from community is primary care services. Secondary care services and territory services or specific medical institute are under Ministry of Public Health.

2. Education services. There are 1.9 million of people with disabilities who are over 5 years old (National Statistical Office:2008.) There are many measure of education services for people with disabilities for all over Thailand but its just start. Special education Center, Inclusive class in school, inclusive class in provincial school are better accessible for people with disabilities.

3. Vocational training and career. There are 1.8 million people of disabilities who are over 15 years old. 64.8% of them are unemployed (National Statistical Office,) and 35.2% are employed with 700-1,200 Baht /month. Ministry of labour and Ministry of Human Security and Social development also run Vocational training Center of BMA to provide vocational training and funding for private business, support equipment and accessibility for people with disabilities, Obstacle are low education and loan.

2.2 Objective 2: study for need assessment

The result of study in each type of disabilities by definition of activities daily living, helping in area of family life, social activities as:

People with blind and people with deaf need assistant to participate in social activity more than activity daily living

People with physically disabilities, for severely ones, need assistant in activity daily living, family life ,helping them to finish task faster and need to help them to participate social activity because they can't access to public places.

People with cognitive disabilities, people with mental health, and people with autism need to help them in activity daily living, family life and social activities, in area of communicate to others, behavior modification, skill training and safety.

Besides that, the study found that

1. Social Activity and activity daily living are related to each other.

2. There are some amount of PA and PA trainer from Independent living centre in Thailand.
3. Limited of people with disabilities to participate social activity such as accessibility, transportation, expense of traveling, interpreter. There is not PA service.

2.3 Objective 3: Qualification of PA, supporting and wages

2.3.1 **Criteria of PA user:** 1) registered 2) severely disabilities or less to do activity 3) Potential of family member 4) Acceptance of PA and 5) police clearance

2.3.2 **PA qualification:** 1) Fundamental education ,literacy 2) 20-50 years old 3) PA training certified 4) License of PA 5) Police clearance 6) Health checked (also mental health)

2.3.3. **Job description of PA** , there are 3 group of PA

1. General PA, help people with disabilities for family activity and social activity, not complicate activity

2. Specific PA, for people with severely disabilities, need skills to help people with disabilities in activity daily living and social activities

3. Extra PA , extra job of people with disabilities like note taking, accompany with people with disabilities to participate seminar of meeting.

2.3.4 **Wages** , there are 3 level of wage as difference of job, general PA should be 50 Baht/hr not over than 8 hrs/day, specific PA should be 70 Baht /hr not over than 8 hrs/day and extra PA should be responsible of people with disabilities and PA contract.

2.3.5 **PA administration**, there are 10 procedure 1) provide supporting unit for PA services around Thailand adequate to people with disabilities 2) Establish PA committee to select PA 3) PA service information 4) PA training 5) support PA user to select PA 6) Promote IL and PA services 7) Due with contract between PA user and PA 8) 3 month of probation for PA 9) Establish supporting unit and 10) monitoring and evaluation in PA services

2.3.6 **Standard of PA service** consists of 3 section 1) Eligibility 2) Moral 3) Performance

Section1: Eligibility

1. Literacy, Fundamental education (Prathom 6)
2. 20- 50 years old
3. Certificated of PA training
4. Registered at PA services

5. Police clearance
6. Health checked

Section 2: Moral

1. Come to work in time
2. Highest responsible during work
3. Encourage to training and developing for PA job
4. Concern on differential, human dignity of PA user and their family
5. Honesty
6. Concern on confidential and privacy
7. Be gentle to PA user
8. Behave to PA user and family with suitable and exclude to do anything which affect to relationship between PA user or their family member

Section 3 : Performance

1. Knowledge and skill of work

- 1.1 Right of people with disabilities and advocacy
- 1.2 Independent living philosophy
- 1.3 Disabilities knowledge
- 1.4 Activity daily living skill training, social life of people with disabilities
- 1.5 Basic rehabilitation and first aid
- 1.6 Psychology
- 1.7 Violence protection& advocacy
- 1.8 Report and paper work

2. Dealing with people with disabilities.

- 2.1 Respect to PA user and participation
- 2.2 Respect to make relationship and deal with PA use , family and PA services

2.3 Participate in plan of services and follow plan under knowledge, skill full, and contract

3. Role to PA Service unit

- 3.1 Responsible on job and contract
- 3.2 Concern on report meeting and information which are useful for develop services and PA themselves

3.3 Be role model to follow contract ,for the most benefit of organization and advocacy of PA user

3.4 Respect colleges, organization , avoid conflict in organization

4. Deal with family of PA user.

4.1 Make understanding and relationship among people with disabilities and their family

4.2 Concern on participation of PA user's family member

2.3.7 Curriculum of PA consists of 8 subjects for 28 hrs of course 1) Right of people with disabilities 2) Independent living Philosophy 3) Disabilities knowledge 4) how to assist people with disabilities in activity daily living and social activity 5) Rehabilitation and first aids 6) Fundamental Psychology 7) Violence protection and advocacy 8) Report and document paper

Recommendation for policy making

1. Dessensation on Independent living of people with disabilities and PA services to public general.
2. Establish and distribute Supporting unit in local level, in the beginning Provincial Social development and human security should be PA services unit services, for the long run, local organization should take the role of service unit services and Provincial Social development and human security Provincial Social development and human security should be take the role monitoring and supporting.
3. There should be inform Provincial Social development and human security and Sub-committee of developing people with disabilities to understand in role of support and monitoring.
4. There should be prepare academic organization or any other government o and non-government organization to organize PA training by certified curriculum.
5. Provide guide book of PA services and PA user guide book.
6. Promote People with disabilities organization to develop curriculum of Specific PA for PA user who need special help.
7. Coordinate to National Health Security Office (NHSO) to provide and support services of PA more effective.

8. Central government should support by direct payment for PA services for people with disabilities.
9. Promote PA by welfare or insurance measurement, such as accommodation, transportation also training or field trip and certification.

Recommendation thru practical

1. Survey need of PA in local, sub district to estimate number of PA to serve people with disabilities in that local.
2. Survey on capacity of organization which are able to be PA services unit in local level to understand Independent living and PA services to support , PA services unit in local level by pilot project in some provinces which had experiences about PA training and service.
3. Announcement for PA application in local level and general ,emphasize to qualification, role moral and wages.
4. Establish provincial committee to select PA to training by service system.
5. National office for empowerment of person with disabilities should encourage Provincial Social development and human security and other organization to organize PA training, and Independent living of people with disabilities.
6. Provincial Social development and Humans security should establish support unit with interdisciplinary in local to do need assessment of PA by job list guideline based on make understanding of people with disabilities and family and system of PA services and PA.
7. Provincial Social Development and Human security support PA with transportation, accommodation and medical services.
8. Provincial Social Development and Human security cooperate with PA services unit to support aids and equipment for people with disabilities or facilities for PA.

