

Rehabilitation Services Directory Guide

The most common questions asked about the Rehabilitation Services Directory are listed below. These questions will be answered in this document, and details about specific questions in the form will also be addressed.

1. What is a Rehabilitation Services Directory (RSD)?
2. Who should receive a Rehabilitation Services Directory?
3. What is the Rehabilitation Services Directory form?
4. Why is the form used?
5. Who fills this form?
6. How often is the information updated?
7. Who updates the information?
8. Information about specific questions in the form.
9. Evaluation of the RSD.

10. What is a Rehabilitation Services Directory (RSD)?

The Rehabilitation Services Directory is a compilation of information on organizations and agencies providing rehabilitation services in a specific country.

The original objective of developing a Directory was to provide LSN Outreach Workers with the description and contact information of organizations that could help landmine survivors and persons with limb loss in their recovery.

The important points to know about the Rehabilitation Services Directory:

- In general, Directories are national - information is collected from the entire country.
- The Directory can include any disability support organization; though some listed organizations may not offer services for survivors, the organization itself may be an important contact for disability coalition building or for other areas of collaboration.
- The types of services cover the complete range of rehabilitation – medical, physical, psychosocial, economic.
- Hard copy Directories are generally printed in English and local language.
- Information from the RSD will be entered in a database and stored electronically in the LSN in-country office – this is to facilitate analysis of information and ease of updating information.
- Information from RSD data collection will be placed on the Internet on an LSN Web site.

1. Who should receive a Rehabilitation Service Directory (RSD)?

All LSN Social Workers and Outreach Workers should receive a printed copy of the RSD. This Directory will help facilitate their work in informing survivors about existing resources in their community. The

Directories should be an excellent guide to help encourage links and referrals.

In general, organizations listed in the RSD should receive a copy of the Directory. This is to help keep all informed of who is doing what, avoid duplication of effort, and lead to greater potential for coalition building.

Directories can be given locally to Government Ministries, embassies or other interested parties.

Two copies of the Rehabilitation Service Directory should be sent to LSN DC for review, use and storage.

Directories will not be given directly to survivors. The RSD is a tool for Outreach Workers to use as they consult with each survivor to design a rehabilitation program to include the services most appropriate to the needs of the survivor. It is not intended that the Directory be used by survivors without consultation and advice.

1. What is the Rehabilitation Services Directory Form?

The Rehabilitation Services Directory form is a tool used to collect specific information from service providers.

It collects the organization's contact information and a description of what services the organization provides.

The form has five pages and approximately 100 questions that are answered with a "yes" or "no".

1. Why is the form used?

LSN developed a standard form to be able to collect the same categories of information from each service provider. With a standard form, there is the assurance that a minimum level of detail is collected and this information can be analyzed not only within a country, but also between different countries. Analysis of information can reveal lack of services in a specific geographical area or lack of specific types of services.

1. Who fills this form?

Ideally there is a visit by an LSN staff member or a representative of the organization (hired consultant) to explain LSN's program in the country and the reason why LSN is asking for information about the work the organization is doing. After this introduction, there are two methods of collecting information:

- The form can be filled by the service provider staff. It can be filled during the visit or can be filled after LSN leaves and sent to LSN within a specified time.
- The form can be filled by the LSN representative. This representative may be a hired consultant, an LSN Outreach Worker, Social Worker, or Director. If filled by the LSN representative, it must be filled in the presence of the service provider to ensure accurate information is collected. It can be filled either at the original meeting or at a later date when it is convenient for both parties.

1. How often is the information updated?

In countries where LSN has established a Network, the information should be updated in LSN work areas periodically to reflect changes in information (e.g. new organizations coming to an area, organizations leaving, change in type of service provided or change in contact information). In order that the RSD be of maximum benefit to LSN staff and survivors, the Network should keep the RSD information in the LSN areas of operations current. All changes should be entered in the RSD database and stored electronically.

For information on services providers operating outside the geographic areas where LSN works, the information should be updated as regularly as possible, within LSN staff and resource limitations. The frequency of printing a hard copy Directory will vary from Network to Network. The printed Directory should include national level coverage.

1. Who updates the information?

Within LSN work areas, LSN's staff is responsible to update the information. This may involve a telephone call to the organization confirming existing information is correct or it may involve a visit to the organization to receive an update in person. As the Social Workers, Outreach Workers and Directors all have varying levels of interaction with the organizations, any one of these staff can assist with updating the information. The LSN Executive Assistant may also help by placing the calls to confirm contact information and type of activities remain unchanged since the most recent information was collected.

Outside the geographic areas where LSN works, a consultant may be hired to update the information. The consultant may be an individual, disability organization, or other group interested and qualified to collect this information.

1. Information about specific questions in the form.

This section will provide a brief orientation to the specific questions on the form. Please refer to the form when reading this section to ensure correct understanding.

0.1 Do not fill the service provider code—it will be assigned when information is entered on the database.

0.2 Fill the date the RSD form is filled

8.1 Indicate if this is the first time a form has been filled for the service provider, or if it is an update

8.2 – 8.11 Fill contact information as indicated on the form

8.12 Can a person in a wheelchair get into the office without special help (ground floor, ramp, elevator)

8.13 Please list the areas where this organization provides services in the country

8.14 Select the options that best identify the organization. (ICRC = International Committee of the Red Cross)

(UN=United Nations, WHO=World Health Organization, OAS= Organization of American States)

8.15 In 2-3 sentences, describe the main objectives of the organization.

8.16 For whom is this service available?

8.17, 8.26, 8.38, 8.46, 8.52, 8.59, 8.67, 8.72, 8.86, 8.93, 8.104 These are identifying the eleven main options for selecting the type of service provided by the organization. Select either “yes” or “no” for each of these questions. If “no”, there is no need to answer specific questions that follow under the same type of service.

If the organization does provide the service, select “yes” and then answer whether the organization offers the specific services listed under the category – all sub-questions must be answered (either “yes” or “no”).

For each of these questions there is a space for comment to write details, clarification or additional information.

8.106 This is a space where the organization or LSN representative can write as much additional information as felt necessary.

1. Evaluation of the RSD.

LSN has developed evaluation forms with which to assess the usefulness of the Rehabilitation Services Directory. The usefulness of the Directories should be assessed several months after the Directories have been printed and distributed based on input from the different audiences for which it is intended. The LSN Network will use an evaluation instrument to solicit structured feedback from a number of individuals from each of those audiences. The feedback will be compiled and analyzed for potentially improving the Directory and/or the method of its use.