



JURIST
PROJECT

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Final Research Report

Disability Inclusion and Awareness

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Glossary of Terms

Access to justice for persons with disabilities: requires that persons with disabilities, on an equal basis with others, are able to obtain “procedural fairness” for all matters in the seven critical dimensions in keeping with internationally accepted standards and locally salient provisions:

- (a) voice in the process: opportunity to express their viewpoint;
- (b) neutrality in the process: receive unbiased and transparent decision making;
- (c) respectful treatment in the process: their rights are protected and observed with dignity;
- (d) trustworthiness in the process: experience authorities taking care in addressing their needs.
- (e) Availability of Amenities: court buildings equipped with necessary infrastructure to enable full and free access for all users;
- (f) Access to Information: timely availability of all relevant and accurate information through the judicial personnel and systems at each stage of court proceedings; and
- (g) Inclusivity: the need for users of the court systems to feel included in court proceedings and actively participate throughout the process.

(Adapted from Proceeding Fairly: Report on the Extent to which Elements of Procedural Fairness Exist in the Court Systems of the Judiciary of the Republic of Trinidad and Tobago 2018, pp. 13-14, 56-70).

Communication: includes “languages, display of text, Braille, tactile communication, large print, accessible multimedia as well as written, audio, plain-language, human-reader and augmentative and alternative modes, means and formats of communication, including accessible information and communication technology” (United Nations Convention on the Rights of Persons with Disabilities, Article 2).

Disability: “is an evolving concept and that disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis with others” (United Nations Convention on the Rights of Persons with Disabilities, Preamble).

Language: includes “spoken and signed languages and other forms of non-spoken languages” (United Nations Convention on the Rights of Persons with Disabilities, Article 2).

Persons with disabilities: “include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others” (United Nations Convention on the Rights of Persons with Disabilities, Preamble).

Reasonable Accommodations: “means necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms” (United Nations Convention on the Rights of Persons with Disabilities, Article 2).

1. Executive Summary

“We not asking for sympathy, we just want to be treated fairly” —PWDs, Research Participant

The Judicial Reform and Institutional Strengthening (JURIST) is a multi-year, regional, Caribbean judicial reform project funded under an arrangement with the Government of Canada. The project is being implemented by the Caribbean Court of Justice (CCJ). The project seeks to identify the disability-specific barriers that persons with disabilities (PWDs) face and build the capacity of judicial officers to strategically address barriers by creating an accessible courtroom and court services in the Caribbean. Qualitative research methods were employed to understand the lived experiences of PWDs with the justice system in The Co-operative Republic of Guyana, Republic of Trinidad and Tobago, and Jamaica via focus groups and elite interviews with PWDs and non-governmental organisations (NGOs) for PWDs. Quantitative research was deployed via an online survey to glean baseline understanding of the professional experiences of Caribbean judicial officers with PWDs. This was achieved through partnership with the Caribbean Association of Judicial Officers (CAJO), who facilitated distribution to their approximately 900 judicial contacts (email addresses of judicial officers across the region, including the civil law jurisdictions). The research was done during September 2022.

1.1 FINDINGS FROM THE SURVEY OF JUDICIAL OFFICERS

1.1.1 High reported awareness of the rights of PWDs among respondents

Seven out of ten respondents indicated that they previously adjudicated cases involving PWDs, whereby almost 60% of the said respondents adjudicated five cases or fewer. Although **three in four Caribbean judicial officers reported awareness** of the relevant local, national and international legislative frameworks and provisions concerning PWDs’ rights, the practical aspect of supporting PWDs’ access to justice through reasonable accommodations demands attention.

1.1.2 Jurisdictions working towards accessibility but need to Do More

Jurisdictions in the region are working toward accessibility: **fourteen of the eighteen jurisdictions provide at least one type of reasonable accommodation for PWDs.** However, this is not enough. Just **over half of this survey’s 116 respondents indicated that PWDs were not provided reasonable** accommodations necessary to access courtrooms, court houses and court services in their jurisdictions.

1.1.3 Three main recommendations from judicial officers

Caribbean judicial officers’ main recommendations to improve PWDs’ access to justice were:

1. provision of communication tools, including sign language interpretation, translation services and the use of Braille;
2. provision of sufficient ramps, lifts, elevators and/or handrails for wheelchair users and persons with mobility impairments;
3. provision of training to the judiciary and to wider court staff about disability.

1.1.4 PWDs-centric training of judicial officers is important

Only 13% of judicial officers reported having previous professional development training that addressed the access of PWDs to courtrooms, courthouses and court services.

Just **over half of the survey respondents felt that judicial officers did not have sufficient access** to professional development training programmes that addressed how to provide PWDs access to court and court services. Training is needed for a **range of topics**. Demand for *greater sensitization and knowledge around PWDs' needs, and how best to accommodate their needs in ways that preserve the dignity of PWDs*, and increase the efficacy of their attempts at accessing justice were given highest priority by survey respondents.

The majority (87%) of respondents demonstrated strong interest in directly learning about disability needs through direct/personal engagement with PWDs during any training provided. In addition, respondents recommended that PWDs be directly involved in **the process of improving the accommodation policies** of courts by participating in decision-making.

1.2 FOCUS GROUPS WITH PWDs AND ELITE INTERVIEWS WITH DISABILITY NGOS

1.2.1 PWDs' reported limited knowledge of the Justice System

Twenty-three (23) focus group participants and three (3) elite interviewees conveyed **weak understanding of the justice system**, processes, the rights of PWDs' and how to advocate for themselves in ways that meet the expectations of the court system. PWDs who entered the court system without previous legal experience, considered themselves particularly disadvantaged.

1.2.2 PWDs' Experiences with the Justice System are buttressed by Discrimination

Attitudinal, institutional, and environmental discrimination was the hallmark of the experiences of PWDs. This was evident in the fact that **most PWDs felt the courts, court services and wider justice system treated them primarily with indifference and discrimination**—as though they were not fully human and deserving of the same rights as citizens without disabilities.

1.2.3 PWDs' Expectations of Judicial Officers, Police and Court Staff

Compared with judicial officers, PWDs expressed greater difficulty in their dealings with **police officers, court staff and wider ecosystem**. Participants considered **police officers an integral part of the justice system**, having no distinction of the institutional separation of powers.

*PWDs considered **judicial officers** as the most senior public servants charged with the mandate of dispensing justice and therefore **should ensure that police officers, court staff and all court service providers treat PWDs with the equal rights and dignity due to them.***

1.2.4 Barriers and Enablers to PWDs Accessing the Justice System

The research shows that provision of **reasonable accommodation, adequate legal representation and encouragement of a family member or friend are important supportive factors** that enable PWDs to access the justice system. PWDs across the three countries relied primarily on **informal networks** of immediate family or relatives to navigate the justice system.

The primary **barriers induced by attitudinal, institutional, and environmental discrimination** according to qualitative research findings included:

- (1) lack of sign language interpreters for deaf and hard-of-hearing persons;
- (2) absence of other accommodations such as physical access to the built environment etc;
- (3) strained or mixed client/lawyer relations;
- (4) negative attitudes of police officers, and
- (5) negative attitudes of court staff.

1.2.5 The main recommendations from PWDs and Disability NGOs

The main recommendations from the qualitative research findings were as follows:

- (1) **Recognise the human rights and dignity of PWDs** in national laws, public policies and court procedural guidelines;
- (2) Identify and provide **reasonable accommodations** according to disability type and severity;
- (3) **Provide disability awareness training for justice system service providers** such as judicial officers, court staff, police officers, paralegals, attorneys, sign language interpreters, disability advocates, and other personnel or aides of PWDs;
- (4) **Create or designate offices responsible** for providing: a) reasonable accommodations for PWDs across the entire lifecycle of a case - filing through disposition to enforcement; and b) ombudsperson office where PWDs can lodge complaints against court officials;
- (5) Develop and deploy **holistic public awareness programmes about disability**, rights of PWDs and the justice system's commitment to upholding said rights, and the demonstrated involvement of PWDs as co-equals in the decision-making process; and
- (6) Investigate the **intersectionality of disability and gender-based violence, among other inequality barriers** such as age, indigenous identity, and rurality. Quantifying (via survey) the prevalence of the qualitative findings gleaned from PWDs is also fundamental area for further research.

The triangulated quantitative and qualitative research findings are consistent with Ashton's (1999) discrimination typology and deep-rooted negative stereotypes and stigma that serve to undermine the rights of PWDs in the Caribbean (Gayle-Geddes 2015; 2016 and 2020). The findings will serve to inform pilot training interventions for judicial officers and development of *the Disability Inclusion Guidelines and Checklist* for court and court services. It also provides critical baseline insights to deepen the justice system reform and thereby create more inclusive societies for the sum of all its citizenry.

2. Research Methodology

The assignment triangulates both quantitative and qualitative research methodologies outlined in the Technical Proposal approved by the JURIST Project.

2.1. Baseline Quantitative Research

An online **survey** was fielded during the period of September 22, 2022 to September 29, 2022 to provide baseline understanding of the professional experiences of Caribbean judicial officers with PWDs. The population surveyed consisted of 900 members of the Caribbean Association of Judicial Officers (CAJO) for whom they had email addresses. The link for the survey completion was distributed via email to the heads of judiciaries and mailing list of CAJO members. The response rate of 12.9% (116 respondents) fell within the range of 10% to 20% response rate for surveys conducted by CAJO. The 116 respondents means that the survey has a confidence level of 95% and margin of error of $\pm 8.5\%$. This means that there is a 95% chance that the real value is within $\pm 8.50\%$ of the measured/surveyed value (of any survey finding).

Descriptive statistics and quantitative coding of qualitative responses (open ended survey questions) was handled using Microsoft Excel. Statistical tests were run using R.

2.2 Qualitative Research

Three **focus groups with 23 PWDs and 3 elite interviews** were conducted with one representative of a national disability non-governmental organisation in 3 CARICOM countries to understand the experiences of PWDs with the justice system. Trinidad and Tobago, Guyana, and Jamaica were selected to reflect country size, racial/indigenous (First Nations) profile and urban/rural distribution of the population of PWDs. Focus group discussions represent the intersectional profile of PWDs from urban and rural communities in Trinidad and Tobago, Guyana, and Jamaica.

The research sessions were held during the period of September 14, 2022 to September 21, 2022. In Jamaica, the focus group was held on September 14, 2022 and the elite Interview on September 21, 2022. Focus groups and the elite Interviews were conducted on September 15, 2022 in Trinidad and Tobago, and September 16, 2022 for Guyana.

The qualitative data was analysed using thematic coding.

3. Quantitative Findings from the Survey

3.1 Profile of Survey Participants

During the survey period, **116 completed questionnaires** were received from respondents, **mainly women (60%).**¹ Respondents worked in jurisdictions across the Caribbean, in both the **Greater and Lesser Antilles**, including both courts covering multiple countries and country-specific judicial systems. Almost all respondents (94%) indicated that they worked in only one jurisdiction; seven respondents (6%) worked in two jurisdictions. **The jurisdictions** with the highest number of respondents were:

- (1) Trinidad and Tobago [19 responses];
- (2) The Bahamas [16 responses] and
- (3) Guyana [15 responses].

No respondent indicated working in Antigua and Barbuda, Haiti, Montserrat or Saint Kitts and Nevis. The survey was distributed only in English, which may account for the lack of responses from Haiti. Even so, submissions were received from respondents working in jurisdictions belonging to the Kingdom of the Netherlands and Suriname. A full list of jurisdictions in which respondents work can be seen in Annex 2: Data Tables, in Table 3.

Respondents indicated a wide range of **years of service**, with over half indicating service of ten years or fewer and a quarter indicating service of over 16 years. Almost three-fifths of the respondents (57%) currently served as judges or as the Head of Judiciary in the court in which they served. The next most common role was that of **Magistrate, with 28 respondents (24%)** indicating that they currently served in that role.

Seven out of ten respondents had previously adjudicated cases involving PWDs, with almost 60% of those respondents indicating that they had adjudicated five cases or fewer. One-fifth of the respondents who had previously adjudicated cases involving PWDs, had adjudicated over 10 cases.

3.2 Awareness of Disability Inclusion

Respondents **largely self-reported awareness of frameworks that protect the rights of PWDs**. **Four in five** respondents indicated awareness of the relevant national constitutional and international provisions protecting the rights of PWDs, and **three-quarters** of respondents indicated awareness of other relevant local legislation that protected the rights of PWDs in the countries in which they worked (Figure 1, 6.1-6.3).

¹ Sixty percent of respondents self-identified as woman, 28% as man, 3% gender non-conforming and 9% preferred not to say.

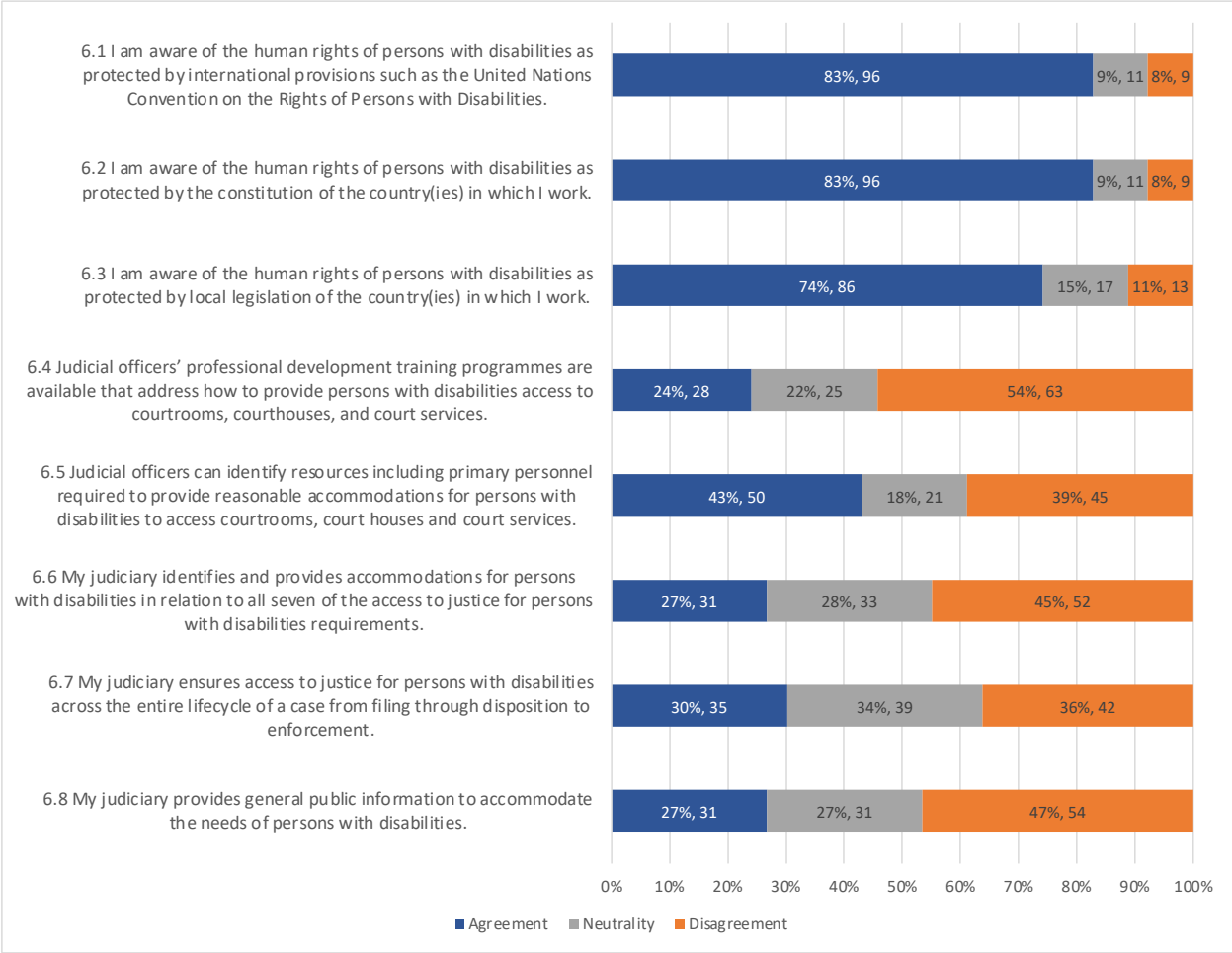


Figure 1: Frequency and percentage of responses to Likert scale questions on respondents' awareness of disability inclusion, demonstrating overall agreement, disagreement and neutrality

3.3 Provision of Reasonable Accommodations

Respondents indicated that **additional resources are needed to ensure the practical application of PWDs' rights, particularly in terms of reasonable accommodations**. Just over half of the respondents indicated that PWDs were not provided reasonable accommodations necessary to access courtrooms, court houses and court services (see Table 11 in Annex 2: Data Tables). Similarly, just over half the respondents (54%) felt that judicial officers did not have sufficient access to **professional development training programmes** that addressed how to provide PWDs access to courtrooms, courthouses and court services (Figure 1, 6.4).

Responses were split on whether judicial officers were able to **identify the resources** required to provide accommodations for PWDs, including primary personnel resources: 43% of respondents indicated agreement; 39% disagreement and 18% neither agreed nor disagreed (Figure 1, 6.5). Approximately half the respondents (47%) indicated disagreement that their judiciary provides the public with information to accommodate the needs of PWDs (Figure 1, 6.8).

Based on respondents' reports, **fourteen of the eighteen jurisdictions** covered in this survey provided at least one reasonable accommodation for PWDs (Table 2). **Reasonable accommodations** for persons with mobility impairments, including wheelchair users, were the most common across jurisdictions. Least common were the provision of power doors with sensors for ease of access and the use of Braille or other tactile communication.

Responses were split regarding the question of whether PWDs receive **sufficient access to justice across their cases' entire lifecycles**: 30% of respondents indicated that their judiciary ensured access, 34% indicated that they neither agreed nor disagreed and 36% indicated that they disagreed (Figure 1, 6.7). Respondents' answers to question 6.6, which concerned whether their judiciary ensured access to justice for PWDs across the entire lifecycle of a case (from filing through disposition to enforcement), correlated with responses to question 6.7, which concerned whether their judiciary identified and provided accommodations for PWDs in relation to all seven of the access to justice for PWDs requirements (**Error! Reference source not found.**; $p = 0.000$). In other words, judiciaries that identified and provided accommodations in relation to all seven of the access to justice for PWDs were also generally likely to ensure access to justice for PWDs across the entire lifecycle of a case.

Table 1: Cross-tabulation of responses to questions 6.6 and 6.7

*Statement 6.6:
My judiciary identifies and provides accommodations...*

<i>Responses</i>	Agreement	Neutrality	Disagreement	Row Totals
Agreement	25 (22%)	6 (5%)	4 (3%)	35 (30%)
Neutrality	5 (4%)	24 (21%)	10 (9%)	39 (34%)
Disagreement	1 (1%)	3 (3%)	38 (33%)	42 (36%)
Column Totals	31 (27%)	33 (28%)	52 (45%)	116 (100%)

*Statement 6.7:
My judiciary ensures access ...*

$$\chi^2=93.029 \cdot df=4 \cdot \text{Cramer's } V=0.633 \cdot p=0.000$$

Almost half of the survey respondents indicated that they sometimes keep themselves **updated on the appropriate language** for addressing PWDs (Table 10 in Annex 2: Data Tables). About one quarter “often” or “always” kept themselves updated (13% respectively), while 28% “never” or “rarely” kept themselves updated.

Table 2: Types of reasonable accommodations provided by jurisdiction, as reported by 45 respondents

	Sign language interpretation	Display of text or close captioning of spoken/oral language	Braille or other tactile communication	Large print and other transcription services	Audio or video recordings	Plain or simplified language to improve comprehension	Human readers	Parking space for persons with disabilities	Power doors with sensors at entrances for easy access	Accessible multimedia and information and communication technology and augmentative and alternative modes, means and formats of communication	Ramps for wheelchair users and persons with mobility impairments	Lifts or elevators for wheelchair users and persons with mobility impairments	Social workers/advocates	Other (see Table 13 in Annex 2)	Total accommodation categories reported
JACASM*	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	13
Trinidad and Tobago	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	12
Caribbean Court of Justice	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	11
Guyana	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	11
Cayman Islands	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	10
Jamaica	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	10
Bahamas	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	8
Bermuda	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	8
Eastern Caribbean Supreme Court	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	8
Suriname	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	6
Barbados	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	5
British Virgin Islands	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	4
Turks & Caicos Islands	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	4
Belize	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	3
Dominica															0
Grenada															0
Saint Lucia															0
Saint Vincent and the Grenadines															0
Total jurisdictions reporting reasonable accommodation provision	10	8	3	5	11	10	8	11	2	8	12	12	8	5	14

* JACASM = Joint Court of Aruba, Curaçao, Sint Maarten, and of Bonaire, Sint Eustatius and Saba

3.4 Training Experiences and Needs

Survey respondents repeatedly **identified professional development training as a need** (Table 17 in Annex 2: Data Tables). This aligns with the small percentage of respondents (**13%**) who indicated that they had participated in a professional development training programme that addressed the access of PWD to courtrooms, courthouses, and court services. These two findings also correspond with the **high disagreement** reported in question 6.6 (Figure 1, above) regarding the availability of professional development training programmes addressing this topic.

The full list of **training recommendations** indicated by the respondents who had previously accessed training are given in Table 15 in Annex 2: Data Tables. Most respondents indicated interest in a wide range of training improvements, with particular emphasis on **improving the inclusion of PWDs in at least one module/section so that participants could directly engage with PWDs (87%), allocation of human and financial resources required to implement what is**

learnt (73%) and adequate time to achieve training objectives (73%). Additional recommendations for training topics included:

- Training to support court staff in being able to cater to the needs of PWDs, centred around access to justice and the promotion of dignity for PWDs;
- Training to sensitize staff about the concerns of PWDs as they navigate the court system, in order to improve understanding of the relevance of reasonable accommodations;
- Training to dispel common myths about PWDs and their needs;
- Training supporting increased knowledge of the rights of PWDs;
- Sign language classes to support direct communication with the Deaf and hearing-impaired clients;
- Training to support increased identification of persons with mental health challenges; and
- Training on ways that court technology might be improved to better provide reasonable accommodations to PWDs.

Multiple respondents recommended that **training be available to a broad range of court staff, rather than solely to judicial officers** (33 comments specifically referenced court staff or roles that would be considered court staff). One respondent noted that while support officers must be trained, the person fulfilling this role may be a volunteer or otherwise in need of a *stipend to cover travel and possibly a meal to better support training attendance*. In addition, two respondents requested a *more frequent training schedule*; one noted that this might be facilitated by a *Disabilities Coordinator* based in the court office. One respondent suggested that training might be held *online and accessed asynchronously*, to allow participants to complete the course in their own time. All recommendations for professional development training can be read in Annex 3: Full List of Recommendations,

Professional development **training** (page 39).

3.5 Survey Recommendations to Improve the Justice System for PWDs

Most (109 of 116) respondents recommended practical improvements to the justice system, based on experiences in their judiciaries. The **three primary recommendations** were:

- Improvements to communication, including through use of sign language interpretation, translation and use of Braille (63% of respondents who gave recommendations);²
- Greater or more effective provision of ramps, lifts, elevators and/or handrails for wheelchair users and persons with mobility impairments (50% of respondents who gave recommendations); and
- Provision of professional development training (43% of respondents who gave recommendations).

Other recommendations supported by 10 or more respondents (9% of respondents who gave recommendations or a higher rate) included:

² The provision of communication accommodations for persons with impaired vision, hearing and/or ability to speak were of particularly high concern to respondents.

- Improvements to building design and construction to support PWD needs (25% of respondents);
- Provision of resource personnel to work directly with PWDs to meet their accommodations needs (21% of respondents);
- Provision of information to the general public, particularly concerning the availability of accommodations and how to access them (16% of respondents);
- The use of information and communications technology (ICT) to support greater accessibility of the justice system to PWDs (14% of respondents);
- General improvements to accommodations overall, on multiple fronts (14% of respondents);
- Increased provision of virtual/remote access to court sessions and/or enhanced provision, sensitive to the needs of PWDs, where virtual/remote access already existed (12% of respondents);
- Provision of convenient designated parking space for PWDs, of sufficient width to allow for persons with wheelchairs and other mobility impairments to comfortably enter and exit vehicles (12% of respondents);
- Human readers and writers, particularly for persons with vision impairments (11% of respondents);
- Increased provision of social workers and other advocates for PWDs, who might be able to guide them through their interactions with the justice system and possibly after their court date, while they wait on a verdict (10% of respondents); and
- Improvements to the judiciary's disability policy/rules of procedure, in support of enhanced provision of reasonable accommodation for PWDs (9% of respondents).

A **full list of proposed recommendation categories**, with associated frequency data, can be seen in Table 18 in Annex 2: Data Tables. All recommendations can be read in Annex 3: Full List of Recommendations. Of note, two respondents urged the need to consider the **intersectionality of PWDs' various identities**: as such, these comments recommended the provision of facilities for parents and breast-feeding mothers, among other considerations. Five respondents also indicated the **importance of involving PWDs in the process of determining what accommodations might be provided**, either through a data collection exercise involving PWDs or through the inclusion of PWDs or PWDs' advocacy groups in decision-making processes.

4. Qualitative Findings from Focus Groups and Elite Interviews

4.1 Profile of Research Participants: PWDs & Disability NGOs

4.1.1. Profile of PWDs Participating in Focus Groups

4.1.1.1 Gender: Among focus group participants of PWDs, 12 identified as female, and 11 male.

4.1.1.2 Racial Descent: All seven participants in the Jamaica focus group identified being of African descent. The data across all three countries revealed 17 persons were of African descent, there was 1 Caucasian, 1 of mixed race and 4 persons identified as Indian descent.

4.1.1.3 Disability Type & Severity: Of the seven focus group participants in Jamaica, two lived with physical disabilities, two were blind, two were deaf and 1 lived with intellectual disabilities. Disabilities ranged from severe (4 persons), moderate (2 persons) to mild (1 person).

In Trinidad and Tobago, two persons had physical disabilities, four were blind or had vision impairment, one was deaf and one was autistic. Five lived with severe disabilities while two described their impairment as being moderate. One participant was partially mobile.

Of the eight focus group participants from Guyana, two persons had physical disabilities, one intellectual disability, 3 were blind or had vision impairment, one was deaf and one had speech impairment. In Guyana, five lived with severe disabilities while three described their impairment as being moderate.

4.1.1.4 Place of Residence: In Jamaica, only one of the seven participants resided in a rural area. Seven participants in Guyana were from rural areas; one was from an urban area. PWDs in Trinidad and Tobago were evenly distributed from urban areas and rural areas (4 each).

Table 19: Focus Group Participants of PWDs

Profile	Jamaica	Guyana	Trinidad & Tobago	Total
18- 45	3	6	4	13
46 - 64	4	2	4	10
Females	4	5	3	12
Males	3	3	5	11
Racial Descent	7 African	6 African; 2 Indian	4 African; 1 Caucasian; 1 Mixed; 2 Indian	17 African; 4 Indian; 1 Caucasian; 1 Mixed
Physical Disability	2	2	2	6
Intellectual Disability	1	1		2
Autism			1	1
Blind & vision impairment	2	3	4	9
Deaf	2	1	1	4
Speech Impairment		1		1
Urban	6	1	4	11
Rural	1	7	4	12

4.1.1.5 Type of Court Cases and Disposal Status

In Jamaica, Guyana and Trinidad and Tobago, 21 of 23 focus group participants reported that most of their cases were disposed of. There were four cases ongoing. There was a wide diversity in the range of cases including criminal, family and civil matters. There was one court case that dealt with employment rights. Participants also reported having multiple cases.

Of the seven participants, two respondents from **Jamaica** reported that they encountered the court system to settle family court matters, three respondents in civil matters, three respondents were involved with rape/assault matters, while others were involved in wounding, escaping custody cases in court. All cases except two have been disposed of. The respondents reported that their encounters with the court occurred between 2006 and 2022.

Table 20: Case Profile & Disposal Status of Focus Group Participants (PWDs)

Country	Domestic Violence	Murder	Family Matter	Civil Matter	Fraud	Rape/ Assault	Other	Disposal Status	
								(O)	(D)
Jamaica			2	3	1	3	2	2 (O)	9 (D)
Guyana	3	1		2			4	2 (O)	8 (D)
Trinidad & Tobago	1		4	2			4	1 (O)	10 (D)

Note: This table includes multiple case types for some PWDs. Table 18 in [Annex 5](#) provides the detailed country breakdown for each focus group participants. **D** - Disposed of; **O** - ongoing.

Of the eight participants in the **Trinidad and Tobago** focus group, all except one case have been disposed of. Four respondents reported that they encountered the court system to settle family matters, two respondents were involved in civil matters and one person with a domestic violence matter, while others were involved in land transfer and financial settlement cases. The respondents reported that their encounters with the court occurred between 1996 and 2022.

Of the eight participants in the **Guyana** focus group, eight of the cases were disposed of or abandoned; two were ongoing. Two respondents were involved in civil matter cases, three persons with domestic violence matters, while others were involved in criminal matters including murder and robbery. The respondents reported that their encounters with the court occurred between 2014 and 2022.

4.1.2. Profile of Disability NGOs Participating in Elite Interviews

4.1.2.1 Jamaica

The representative interviewed is a leader of a NGO with an estimated membership of 7000 PWDs. It was formed in 1978 and officially launched in 1981, during the International Year of Persons with Disabilities (IYDP) with the main mandate of advocacy. The Board of Directors consists of persons who are physically disabled, blind and deaf, intellectually impaired, hearing impaired as well as non-

disabled individuals who may be co-opted. Each year, the organization serves and supports approximately 10 PWDs, who interact with the justice system.

4.1.2.2 Trinidad and Tobago

The representative interviewed is a leader of a NGO that serves over 1000 blind members. A non-profit, the association has a commitment to assist blind and visually impaired in coping with challenges that result from limited vision, failing vision and total blindness. The work for the blind started in 1914. The organization helped its members to appear in court.

4.1.2.3 Guyana

The elite interview was conducted with the chairman of the NGO that represents 60 members. Founded in 2007, with the purpose of enhancing skills training for PWDs to lead productive lives. The chairman reported accounts from three PWDs, to whom the organization provided support to attend court.

4.2. PWDs' Experiences with the Justice System

PWDs and elite interviewees across the three countries communicated **weak understanding of the justice system**, judicial processes, court terms/jargons, and PWDs' rights in general. PWDs who entered the court system without previous legal experience, considered themselves particularly disadvantaged. **Most focus group participants agreed that the court system treated them with disregard**—as though they were not fully human and deserving of the same rights as able-bodied persons. PWDs reported that the court staff tend to **listen and respond to non-disabled** (often referred to as able-bodied persons), while ignoring the PWDs present.

The research participants believed that PWDs **must be reasonably accommodated to fully access the court system**, that is, courthouses, courtrooms, and court services. PWDs reported that they did not have a direct problem with judges but that they had difficulty in their dealings with **police officers, court staff and wider ecosystem**. Participants considered police officers as an integral part of the justice system, having no distinction of the institutional separation of powers. *PWDs considered **judicial officers** as the most senior public servants charged with the mandate of dispensing justice and therefore **should ensure that police officers, court staff and all court service providers treat PWDs with the equal rights and dignity due to them.***

The elite interviewee from **Trinidad and Tobago** reported that some judges treated PWDs with respect. One example was cited where a judge accommodated a PWDs by going to the carpark because of an inaccessible courthouse. On the other hand, PWDs were often ignored by court staff who tended to address the companions of the PWD rather than the PWDs themselves. The elite interviewee explained that court documents were not always available in Braille and accessible formats, and the general lack of information concerning court matters were frustrating for PWDs. Such situations help to fuel negative sentiments around pursuing legal matters, whereby friends, relatives, and family members are said to discourage PWDs from taking cases to court. Relatedly, the process was said to be expensive—especially when PWDs were expected

to retain private lawyers. Further, some cases did not go to court because PWDs were not convinced that they were taken seriously by the police and so they held little hope that they would receive better treatment in the court system. This was especially true for female PWDs who were involved in domestic violence cases. The elite interviewee also explained that women were afraid to participate in the judicial system because there is no real protection upon return to their communities.

Understanding Enablers & Barriers to Accessing Justice

The research shows that provision of **reasonable accommodation, adequate legal representation and encouragement of family member or friend are important supportive factors** that enable PWDs to access the justice system. PWDs across the three countries relied primarily on informal networks of immediate family or relatives to navigate the justice system. A PWD relied on her ex-husband to physically access the court building during a divorce matter:

“I had to ask my ex-husband to help me—if I didn’t have his assistance how could I have attended the matter? I would have liked to have somebody [else] there to access the court—somebody to assist me to there and take me back out” —PWDs (Trinidad and Tobago).

Informal reliance on inmates was another example cited from a PWD in Jamaica: “Di police neva help me, di inmates dem tell me what to say when mi go court...one ah di inmate was di police fren.” A minority of participants said lawyers, police officers and court officers supported their access to justice. One participant in Trinidad and Tobago said he just followed rules stated upon arrival to court and asked questions based on what he recalled from television shows.

This section further explores specific barriers PWDs encountered in areas of attitudinal, institutional, and environmental discrimination. The main areas articulated by qualitative research respondents were:

- (1) lack of sign language interpreters for deaf and hard-of-hearing persons;
- (2) absence of other accommodations,
- (3) strained and mixed client/lawyer relations;
- (4) negative attitudes of police officers, and
- (5) negative attitudes of court staff.

4.2.1 Lack of Sign Language Interpreters

The absence of sign language interpreters was a problem in all three countries. Lack of interpreters meant that PWDs could neither understand nor contribute their voice to court proceedings. For example, participants in Jamaica endured long queues to access court services and could not hear when their names were called for service. A deaf participant from Guyana shared his experience:

“They put me in prison for murder. I couldn’t understand what they were [saying and] writing. They couldn’t understand me. They were pretty frustrated with me. I stayed in jail for a very long time, when Pastor [interpreter] came by, we were able to communicate with the police. They put me in prison, we went to court. Prisoners were shocked that I was there. I just minded my own business and tried to stay out of trouble. When they called me to court, one of the prisoners had to let me know. When we went to court, I indicated that I was deaf. My sister arranged for a lawyer to represent me in court.”

The experience of an interpreter for the deaf participant also sheds light on challenges with the interpretation process where difficulty with understanding legal jargon can impair the quality of sign language interpretation. The interpreter emphasized that since it was difficult for him to understand the high-level arguments being proffered in court, it would have been near impossible for his deaf client to understand court proceedings. The interpreter explained that a policeman who knew him asked if he would become involved as the prisoner’s interpreter. The interpreter reported that the court system accepted him “grudgingly” because they had no alternative and could not understand the deaf prisoner:

“The first magistrate—his attitude seemed to be because I did not have an official certificate that I was not qualified as an interpreter. After a few times of appearing in court. The judge almost threw me out of court the first time ... but the lawyer insisted that an interpreter had to be there, so they accepted me, sort of. The prosecuting police officer was very negative. They charged him before they had an interview with him [before the deaf prisoner could make a statement, they charged him.]” —Deaf Interpreter, Guyana

4.2.2 Denial of Other Accommodations

PWDs explained that the court system was either unaware of the type of accommodations that they needed or aware but denied them accommodations. Some PWDs reported that there were barriers to physical access to court buildings, inducing significant stress in addition to the regular stressors associated with appearing in court. Some PWDs argued:

“Inaccessibility was a nightmare”—PWDs (Trinidad and Tobago)

“I felt fear every time I had to go in [to court]—PWDs (Trinidad and Tobago)

“The ‘doc’ area where inmates³ are held for court is not easily accessible for PWDs”
— PWDs (Jamaica)

³ Five (5) of 23 PWDs participating in the study have been incarcerated in the past: Guyana: 1 person; Jamaica: 3 persons; and Trinidad & Tobago: 1 person. They represented various types of disabilities: deaf, intellectual disability, and blindness.

Blind participants who were not accommodated in court and did not have support from friends and family members to read for them, faced difficulty navigating the paper-dependent court system. This made the court experience quite frustrating:

“I, as a blind person, they does want you to sign or thumb print towards your statement. You ask them to read the statement, and they don’t want to read the statement. You don’t know what [content] to sign to. Den yuh get yourself in a whole heap a trouble. What is the sense of dat? When you ask them to read the statement they say Is the same thing we just done tell yuh that dey write on di papa” —PWDs (Guyana).

“Even though I am blind I was being pulled while I was chained to the other inmates going to court” —PWDs (Trinidad and Tobago)

One blind participant reported that he was not allowed to keep his white cane needed to navigate his physical environment during incarceration. The prison wardens explained that the cane could be used as a weapon. His medication was also withheld. One participant with multiple disabilities from Trinidad and Tobago opined the court system did not take two disabilities into consideration: “They treated me like a normal person.”

Elite interviewees agreed with the urgent need for providing PWDs with needed accommodations. The elite interviewee from Guyana surmised: **“Well, is like when you go there, you are not getting the treatment you supposed to get. You are not getting justice; people are not looking at you as persons with disability.”**

4.2.3 Strained and Mixed Client/Lawyer Relations

One participant reflected on the inability to communicate with lawyers as inmates were not allowed free access to telephone communication. When asked about legal aid lawyers, one PWDs explained that the legal aid lawyer “treated him nice” and served well. On the other hand, lawyers were said to also attitudinally discriminate against their clients with disabilities. An interpreter for a deaf client explained that at first the lawyer did not want to speak with the client and preferred to speak with the interpreter. The deaf interpreter repeatedly redirected the lawyer to speak with the PWD who was his client (so that he could fulfil his role of interpreter only).

While this was not in the case in the other two countries, PWDs in Jamaica expressed little confidence in legal aid lawyers because they believed that free service from the government meant substandard service. The elite interviewee from Jamaica concurred with this view: “Some [PWDs] have very little confidence in legal aids because they feel that because it is free, they won't be getting good representation.”

4.2.4 Negative Attitudes of Police Officers

Research participants considered police officers as an integral part of the justice system, having no distinction of the institutional separation of powers. For example, PWDs believe that police officers who are assigned to the court are to be considered as being a part of court staff:

"...The police are also considered part of the court staff as they are specifically assigned" – PWDs (Trinidad and Tobago)

Police officers were considered disrespectful and sometimes applied excessive force in their dealings with PWDs. Elite interviewees concurred with this view. A PWDs expounded on an experience:

"I was just asking a simple question...The police came out and use indecent language to me... him seh him words to mi and I said say some back to him. Him back him gun and bus all mi mouth and use him gun and lick me inna mi face and I did lick him back. And it went to court..." — PWDs (Jamaica)

Police officers were accused of inattentiveness while taking statements from PWDs. One participant explained that a police officer's inattentiveness meant having to spend time correcting the officer's errors. In other cases, PWDs reported not being taken seriously which discouraged their pursuit of justice. A PWDs participant from Trinidad and Tobago poignantly records, "How could you invite someone who is blind to an ID parade...the person who is blind may be able to identify someone by voice...how do we gather evidence?" In this sociocultural context of denied seriousness, a robust investigation of the intersectionality of disability and gender-based violence is fundamental. A woman with moderate intellectual disability and self-reported victim of gender-based violence said her statement to the police wasn't taken "seriously" and therefore did not progress to court. A blind woman also reported threats made against her to the police repeatedly, no action was taken, and consequently lives in fear:

"I was threatened repeatedly even with a voice note...I went and made a report at the station and play it [recorded threat] for the police to hear but all to this day they have done nothing" — PWDs (Guyana)

"...The police in particular need training on how to interact with persons and treat with cases. It is often because of the police barriers that cases such as rape do not make it to court " — Elite Interviewee (Trinidad and Tobago)

4.2.5 Negative Attitudes of Court Officers

Most PWDs insisted that the court staff displayed negative attitudes towards them across the three countries. While they had more favourable views of judicial officers, the court staff was considered *mean, horrible, unkind, disrespectful and indifferent*. PWDs believed that court staff were uneducated about their needs, did not understand how to treat them, did not take them seriously or even ridiculed PWDs:

"They group disabilities into one group, if you have a disability, use the ramp!"— PWDs (Trinidad and Tobago)

"I couldn't see, and I am just hearing what is going on. I know it is because I cannot see and because of your disability they believe you should not be there [in court] and you should stay home. You are not supposed to be there. They not taking me seriously...I find it very unfair; I find it very hurt that when you go up there to speak **to the magistrate, they listen to us, but they don't take us seriously.** The person without disability is intend to get more rights than the person with disability... if yuh is a blind person. Why di magistrate is on di person side that don't have a disability... I am a 100% sure that dat is di person but den I heard di giggling across di room... is like they want to say I don't know what I am saying" - PWDs (Guyana)

"Is their roost, suh dem rule it" - PWDs (Jamaica)

However, not all participants reported negative experiences: some said that their experiences were satisfactory. A deaf participant from Guyana had been treated poorly by police officer and prison officials, believed the court staff treated him better comparatively: "The court staff were pretty good to me; the first time I went to court I did not have a lawyer. They explained to my sister and then I got a lawyer." The elite interviewee from Trinidad and Tobago reported that some judges treated PWDs with respect. One example was cited where a judge accommodated a PWD by going to the carpark because of an inaccessible courthouse.

Generally, participants who had their own lawyers and accommodations had more favourable experience in the court system. Overall, they had more favourable views of judicial officers. A participant from Trinidad and Tobago stated: "The magistrate allowed me to stay in my seat [so I did not have to stand or move] to give my testimony when she realised, I was having trouble." The major problems they had concerned judges' lack of leadership in setting the standard for equitable court operations and frequent postponement of cases. The elite interviewee from Jamaica argued that lengthy or delayed court proceedings can contribute to the non-participation of persons with intellectual disabilities in particular: "The cases drag on for too long and a person with an intellectual disability will forget and get nervous when they are being questioned by lawyers so a lot of PWDs fear the justice system." The elite interviewee from Guyana shared similar views that many PWDs get frustrated with the system and often drop the case after months of "coming and going, the pushing around, the putting off... and not getting anywhere."

4.3 Recommendations for Improving the Justice System for PWDs

"We not asking for sympathy, we just want to be treated fairly"—PWDs (Guyana)

Research participants provided recommendations to improve the justice system for PWDs. The overarching recommendation is the need for equal recognition as members of the human family, deserving of justice – just as other citizens. The participants argued that the judges, the judicial staff as well as police officers must treat more seriously the cases brought before the court that

involve PWDs. “More seriously” implies multiple imperatives to undercut barriers PWDs face. The elite interviewee from Jamaica embodies the typical nature of respondents providing several “serious” recommendations: “Include disability in the police training curriculum and have persons who understand the different types of disabilities do presentations for them; sensitize judges on the vulnerable people in the society and special considerations for them; ensure that police stations are accessible and sensitize police officers who don’t know how to deal with PWDs;....when PWDs are being sentenced, sentence them in such a way that their disability does not increase the sentence.”

The main recommendations articulated are as follows:

- (1) Recognise the human rights and dignity of PWDs;
- (2) Identify and provide reasonable accommodations;
- (3) Provide disability awareness training for justice system service providers;
- (4) Create or designate offices responsible for: a) providing accommodations; and b) lodging complaints;
- (5) Develop and deploy holistic public awareness programmes about disability; and
- (6) Investigate the intersectionality of disability and gender-based violence, among other inequality barriers.

4.3.1 Recognise the human rights and dignity of PWDs by engaging them as equals in laws, national policies and court procedural guidelines for persons with visible, less visible or invisible disabilities like neurological/cognitive disabilities and autism. Interestingly, addressing PWDs directly, rather than able-bodied persons who accompany/support them is one measure PWDs will employ to assess whether justice swings in favour of PWDs.

“The system as a whole need to deal with us disabled people better because we are human beings. We need more respect...” —PWDs (Jamaica)

“They must treat us like a person, not as a person with a disability, but as a person” — PWDs (Guyana)

4.3.2 Identify and provide reasonable accommodation as a normal court service across disability types and severity. **Accommodations** include, inter alia, physical access to the built environment, parking spaces, restrooms, sign language interpretation, virtual access to court proceedings, and adaptation of systems to accept the testimonies of PWDs, particularly helpful for blind and deaf victims.

“They need to find out what kind of disability the person has; if the person is blind, they need to make the building accessible.” PWDs (Trinidad and Tobago)

“I want equal access to the [court] building; not because we have a disability, we don’t have rights in Guyana!”—PWDs (Guyana)

“They need to start from the outside and den go into the interior [...] Dem have some likkle squinge up bench weh dem force people fi go in between. And sometimes, dem mek yuh stand up if dem think it is going to endanger somebody.” —PWDs (Jamaica)

“The judges should show respect to PWDs; and court staff and police officers] should also treat the statement of PWDs with seriousness and fairness...” – Elite Interviewee (Guyana)

4.3.3 Provide disability awareness training for justice system service providers including judicial officers, court staff, police officers, paralegals, attorneys, sign language interpreters, disability advocates, and other personnel or aides that support PWDs.

“Everybody need to be trained — from the judge to the yard man inna di courthouse” —PWDs (Jamaica).

“Di people in di justice system need to be trained without how to speak with di disabled and dey need to look out for deaf and blind people, especially” —PWDs (Jamaica).

"... training across the board, improvement of facilities... and attitudes...changing of attitudes of persons with disabilities too because sometimes we let the disability get the better of us, if we change and the outside change then we can meet halfway " — Elite Interviewee (Trinidad and Tobago)

4.3.4. PWDs expressed need for the **creation or designation of offices** responsible for: a) facilitating accommodations for PWDs across the entire lifecycle of a case from filing through disposition to enforcement; and b) an ombudsperson office where PWDs can lodge complaints against court staff without fear of retaliation, censorship or punishment.

"In the same way UWI has a special unit to assist students with disabilities, the court should have the same..." — Elite Interviewee (Trinidad and Tobago)

“There should be a commission headed by someone with a disability who is in a position of authority to provide support for PWDs” – Elite Interviewee (Guyana)

4.3.5. Development and deployment **holistic public awareness programmes about disability**, the rights of PWDs and the justice system’s commitment to upholding said rights, and the demonstrated involvement of PWDs as co-equals in decision-making process. The elite interviewees’ sector-wide reflections, considered this to be a critical recommendation:

“There is a need for legal education of PWDs, their support persons because, generally, they did not know their legal rights, they did not know the available services such as legal aid, and how to navigate the court system” – Elite Interviewee (Trinidad & Tobago)

“Make the laws more understandable and reader-friendly” – Elite Interviewee (Jamaica)

“Persons with disability should come out and try to learn about their rights. Persons in authority must give them the same treatment as every other person – with justice” — Elite Interviewee (Guyana)

4.3.6 The intersectionality of disability and gender-based violence, among other inequality barriers such as age, indigenous identity and rurality, requires deeper investigation and thoughtful attention. Quantifying (via survey) the prevalence of the qualitative findings gleaned from PWDs is also fundamental area for further research.

Annex 1: Charts

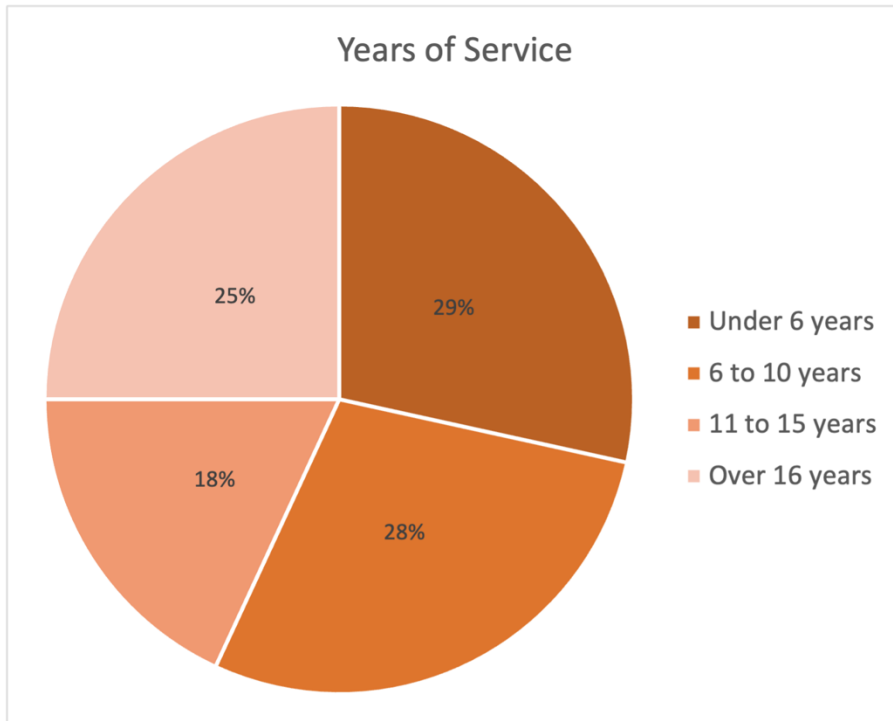


Figure 2: Distribution of respondents' years served on the court, n = 116

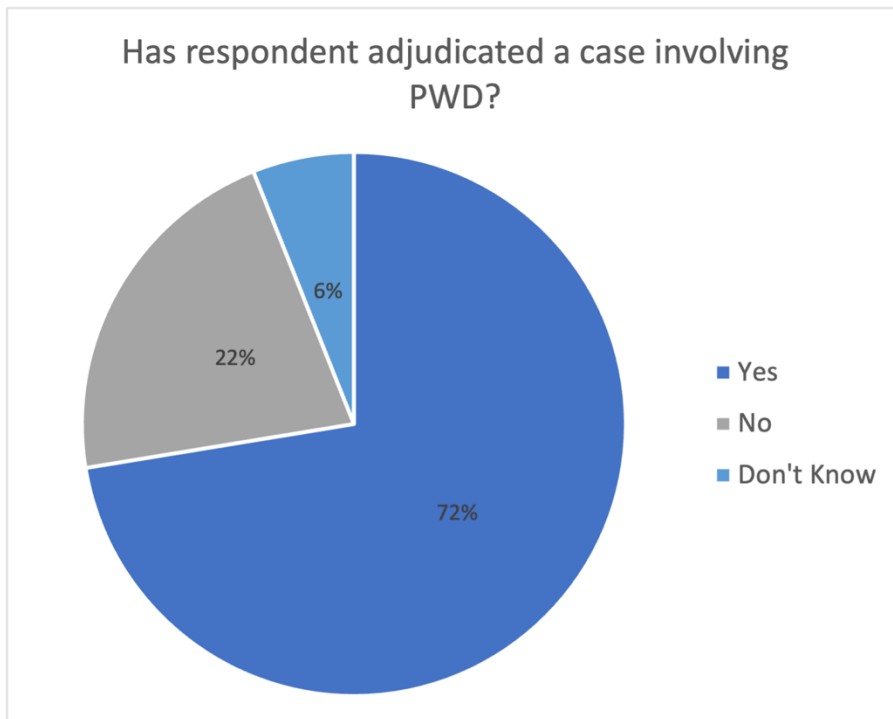


Figure 3: Distribution of respondents' status in regard to having adjudicated a case involving PWD, n = 116

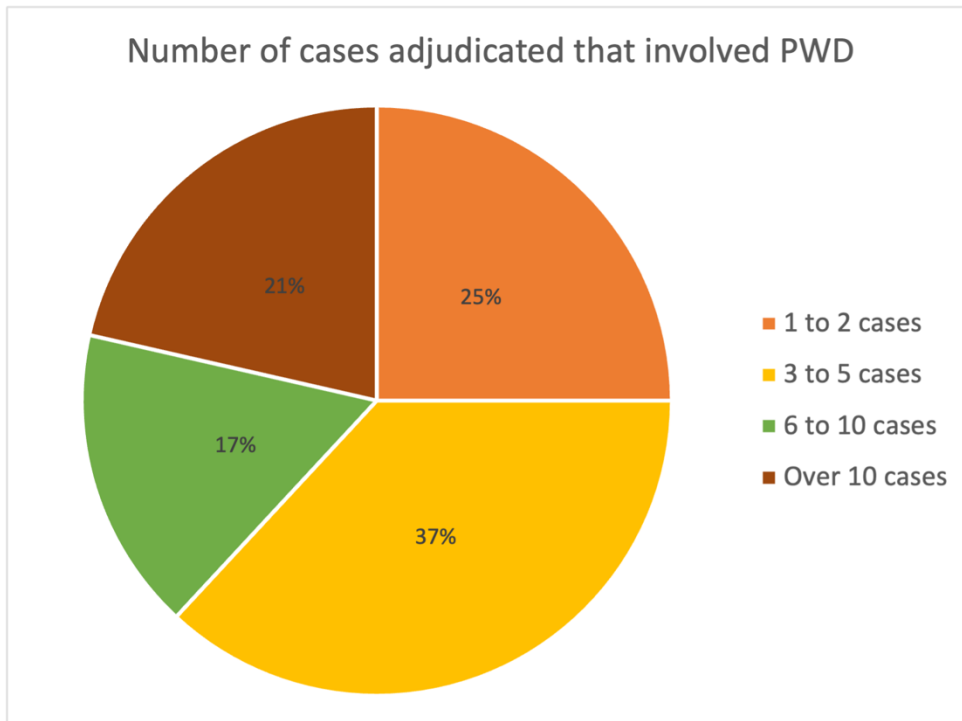


Figure 4: Distribution of number of cases involving PWD adjudicated by respondents who had previously adjudicated such cases, n = 84

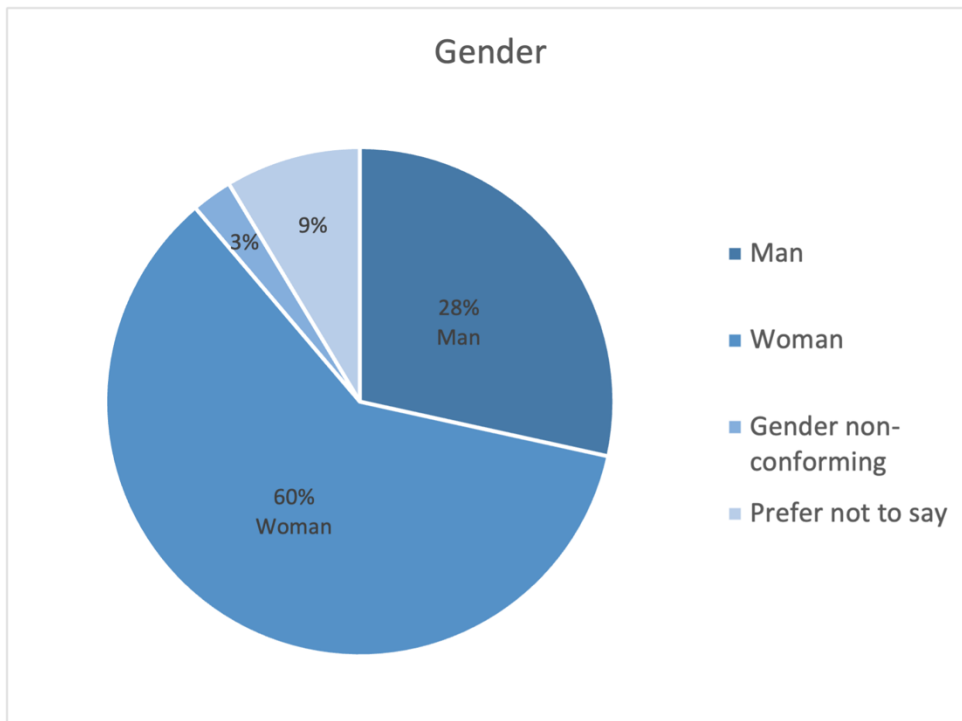


Figure 5: Distribution of respondents' gender self-identification, n = 116

Annex 2: Data Tables

Table 3: Frequency and percentage of respondents currently working in each jurisdiction, n = 116. This is a multiple response question.

Jurisdiction	Freq.	% of total respondents
Trinidad and Tobago	19	16%
Bahamas	16	14%
Guyana	15	13%
Jamaica	12	10%
Belize	10	9%
Caribbean Court of Justice	9	8%
Eastern Caribbean Supreme Court	8	7%
Cayman Islands	8	7%
Joint Court of Aruba, Curaçao, Sint Maarten, and of Bonaire, Sint Eustatius and Saba	6	5%
Bermuda	4	3%
Suriname	4	3%
Barbados	3	3%
Turks & Caicos Islands	3	3%
Grenada	2	2%
British Virgin Islands	1	1%
Dominica	1	1%
Saint Lucia	1	1%
Saint Vincent and the Grenadines	1	1%
Antigua and Barbuda	0	0%
Haiti	0	0%
Montserrat	0	0%
Saint Kitts and Nevis	0	0%

* Seven respondents indicated they worked in multiple jurisdictions. As a result, the cumulative frequency of the table above is greater than the total number of survey respondents.

Table 4: Frequency and percentage of years served on the court, n = 116

Range of years	Freq.	%
Under 6 years	33	28%
6 to 10 years	33	28%
11 to 15 years	21	18%
Over 16 years	29	25%

Table 5: Frequency and percentage of respondents' current role in the court, n = 116

Role on the Court	Freq.	%
Judge	66	57%
Head of Judiciary	5	4%
Judge, Caribbean Court of Justice	6	5%
Judge of a Supreme Court	21	18%
Judge, High Court	15	13%
Judge, Court of Appeal	11	9%
Judge, Parish Court	8	7%
Magistrate	28	24%
Master	6	5%
Registrar	5	4%
Court Administrator	2	2%
Deputy/Assistant Registrar	1	1%
Court mediator	0	0%
Other (specified below)	8	7%
Assistant Marshall	1	1%
Clerk of Court and Registrar of Financial Services Division, Bankruptcy, Taxation and Freedom of Information	1	1%
Court Recorder, Lawyer assisting the Judge	1	1%
Deputy Clerk of Court (Civil and Family)	1	1%
Management Support	1	1%
Registry Supervisor	1	1%
Senior Secretary	1	1%
Systems Administrator	1	1%

Table 6: Frequency and percentage of respondents who have adjudicated cases that involved PWDs, n = 116

Response	Freq.	%
Yes	84	72%
No	25	22%
Don't Know	7	6%

Table 7: Frequency and percentage of number of cases involving PWDs adjudicated by respondents who had previously adjudicated such cases, n = 84

Number of adjudicated cases involving PWDs	Freq.	%
1 to 2 cases	21	25%
3 to 5 cases	31	37%
6 to 10 cases	14	17%
Over 10 cases	18	21%

Table 8: Frequency and percentage of responses to Likert-type scale questions on respondents' awareness of disability inclusion, n = 116

Statement	Most frequent response	SA	A	N	D	SD
6.1 I am aware of the human rights of persons with disabilities as protected by international provisions such as the United Nations Convention on the Rights of Persons with Disabilities.	Agree 55 (47%)	41 (35%)	55 (47%)	11 (9%)	5 (4%)	4 (3%)
6.2 I am aware of the human rights of persons with disabilities as protected by the constitution of the country(ies) in which I work.	Agree 59 (51%)	37 (32%)	59 (51%)	11 (9%)	6 (5%)	3 (3%)
6.3 I am aware of the human rights of persons with disabilities as protected by local legislation of the country(ies) in which I work.	Agree 57 (49%)	29 (25%)	57 (49%)	17 (15%)	10 (9%)	3 (3%)
6.4 Judicial officers' professional development training programmes are available that address how to provide persons with disabilities access to courtrooms, courthouses, and court services.	Disagree 37 (32%)	4 (3%)	24 (21%)	25 (22%)	37 (32%)	26 (22%)

(continued on next page)

SA = Strongly Agree

A = Agree

N = Neither agree nor disagree

D = Disagree

SD = Strongly disagree

Statement	Most frequent response	SA	A	N	D	SD
6.5 Judicial officers can identify resources including primary personnel required to provide reasonable accommodations for persons with disabilities to access courtrooms, court houses and court services (e.g., transcription services, human readers, sign language interpreters, lifts/elevators for wheelchair users and persons with mobility impairments).	Agree 45 (39%)	5 (4%)	45 (39%)	21 (18%)	26 (22%)	19 (16%)
6.6 My judiciary identifies and provides accommodations for persons with disabilities in relation to all seven of the access to justice for persons with disabilities requirements.	Disagree / Neither agree nor disagree 33 (28%)	4 (3%)	27 (23%)	33 (28%)	33 (28%)	19 (16%)
6.7 My judiciary ensures access to justice for persons with disabilities across the entire lifecycle of a case from filing through disposition to enforcement.	Neither agree nor disagree 39 (34%)	4 (3%)	31 (27%)	39 (34%)	25 (22%)	17 (15%)
6.8 My judiciary provides general public information to accommodate the needs of persons with disabilities (e.g., judgments, notices, changes in services, etc.)	Disagree 36 (31%)	5 (4%)	26 (22%)	31 (27%)	36 (31%)	18 (16%)

SA = Strongly Agree

A = Agree

N = Neither agree nor disagree

D = Disagree

SD = Strongly disagree

Table 9: Frequency and percentage of responses to Likert-type scale questions on respondents' awareness of disability inclusion, demonstrating overall agreement, disagreement and neutrality, n = 116

Statement	Agreement	Neutrality	Disagreement
6.1 I am aware of the human rights of persons with disabilities as protected by international provisions such as the United Nations Convention on the Rights of Persons with Disabilities.	96 (83%)	11 (9%)	9 (8%)
6.2 I am aware of the human rights of persons with disabilities as protected by the constitution of the country(ies) in which I work.	96 (83%)	11 (9%)	9 (8%)
6.3 I am aware of the human rights of persons with disabilities as protected by local legislation of the country(ies) in which I work.	86 (74%)	17 (15%)	13 (11%)
6.4 Judicial officers' professional development training programmes are available that address how to provide persons with disabilities access to courtrooms, courthouses, and court services.	28 (24%)	25 (22%)	63 (54%)
6.5 Judicial officers can identify resources including primary personnel required to provide reasonable accommodations for persons with disabilities to access courtrooms, court houses and court services (e.g., transcription services, human readers, sign language interpreters, lifts/elevators for wheelchair users and persons with mobility impairments).	50 (43%)	21 (18%)	45 (39%)
6.6 My judiciary identifies and provides accommodations for persons with disabilities in relation to all seven of the access to justice for persons with disabilities requirements.	31 (27%)	33 (28%)	52 (45%)
6.7 My judiciary ensures access to justice for persons with disabilities across the entire lifecycle of a case from filing through disposition to enforcement.	35 (30%)	39 (34%)	42 (36%)
6.8 My judiciary provides general public information to accommodate the needs of persons with disabilities (e.g., judgments, notices, changes in services, etc.)	31 (27%)	31 (27%)	54 (47%)

Table 10: Frequency and percentage of respondents' self-report on whether they keep up to date on the appropriate language for addressing persons with disabilities, n = 116

Response	Freq.	%
Always	15	13%
Often	15	13%
Sometimes	53	46%
Rarely	22	19%
Never	11	9%

Table 11: Frequency and percentage of responses to whether PWDs are provided reasonable accommodations necessary to access courtrooms, court houses and court services, n = 116

Response	Freq.	%
Yes	45	39%
No	61	53%
Don't Know	10	9%

Table 12: Frequency and percentage of types of reasonable accommodations provided in the respondent's current jurisdiction to facilitate PWDs access to justice, n = 45 (respondents who answered "Yes" to question 8). This is a multiple response question.

Reasonable accommodations provided	Freq.	% of respondents eligible to answer question	% of total respondents
Ramps for wheelchair users and persons with mobility impairments	37	82%	32%
Lifts or elevators for wheelchair users and persons with mobility impairments	31	69%	27%
Audio or video recordings	29	64%	25%
Sign language interpretation	23	51%	20%
Parking space for persons with disabilities	21	47%	18%
Plain or simplified language to improve comprehension	18	40%	16%
Social workers/advocates	18	40%	16%
Accessible multimedia and information and communication technology and augmentative and alternative modes, means and formats of communication	9	20%	8%
Display of text or close captioning of spoken/oral language	9	20%	8%
Human readers	8	18%	7%
Large print and other transcription services	6	13%	5%
Braille or other tactile communication	5	11%	4%
Other (listed in Table 12, below)	5	11%	4%

Reasonable accommodations provided	Freq.	% of respondents eligible to answer question	% of total respondents
Power doors with sensors at entrances for easy access	2	4%	2%

* This is a multiple response question. As such, the cumulative frequency of the table above is greater than the total number of survey respondents.

Table 13: Frequency of other (write-in) types of reasonable accommodations provided in the respondent's current jurisdiction to facilitate PWDs access to justice

Other reasonable accommodation provided	Freq.
Other mobility accommodation	2
<i>I have risen from the court bench to go to the ground floor of a court building that does not have an elevator/ to go outside the courtroom to the vehicle of a wheelchair bound court user in order to hear their cases.</i>	
<i>Marshall Assistance where needed and required</i>	
Other sign language accommodation	2
<i>Accommodation is made for family members and other persons known to a court user to translate sign language; this is to say the court does not have or provide these resources</i>	
<i>I gave instructions that a young hearing-impaired male not be handcuffed to ensure that his hands were free to "sign" and I requested that the sign language interpreter go ahead to communicate with the personnel at the High Court regarding the child's situation</i>	
Provision of appropriate court room space/physical accommodation	2
<i>Access to suitable court room space where requested in advance</i>	
<i>Utilizing Court Rooms outfitted for disability persons/clients</i>	
Accessibility for service animals	1
<i>Access to court for animal companions</i>	
Other language interpretation	1
<i>Interpreters</i>	
Preferential access to justice services	1
<i>I have dealt speedily with matters concerning disabled court users (deliberately stood down other cases in which Attorneys were present)</i>	
Provision of personnel trained in dealing with mental health concerns	1
<i>Mental Health Nurse on staff to assist persons with mental health clients</i>	

Table 14: Frequency and percentage of respondents' self-report of participation in one or more professional development training programmes that addressed the access of PWDs to courtrooms, courthouses and court services, n = 116

Response	Freq.	%
Yes	15	13%

No	101	87%
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Table 15: Frequency and percentage of recommendations for improvements to training for judicial officers in addressing the access of PWDs to courtrooms, courthouses and court services, n = 15 eligible respondents who had participated in a professional development training programme (13% of all respondents). This is a multiple response question.

Recommendations for improvement	Freq.	% of eligible respondents
Persons with disabilities should be present to engage with participants for at least one module/section	13	87%
Allocation of adequate time to achieve training objectives	11	73%
Human and financial resources are required to implement what I learnt	11	73%
Training facilitators need to be knowledgeable of subject matters and equipped with practical examples	10	67%
Training format and delivery need to be interactive with time for discussion and hands-on learning	8	53%
Training materials should be provided for me to read before training commences	8	53%
Time should be allocated for post-training assessment	7	47%
Training content relevant to my practice is needed	7	47%
Breaks should be provided throughout	6	40%
Other (listed below)	1	7%
A modern and appropriate legislative framework needs to be implemented throughout the OECS to enable judicial officers to better cater for the needs of litigants with disabilities.		

* This is a multiple response question. As such, the cumulative frequency of the table above is greater than the total number of survey respondents.

Table 16: Frequency and percentage of respondents' indicated availability of dedicated time for a professional development training programme that addresses the access of persons with disabilities to courtrooms, courthouses, and court services, n = 116

Response	Freq.	%
No more than 2 hours	21	18%
Half-day or 4 hours	50	43%
One day or 8 hours	27	23%
More than one day or more than 8 hours	18	16%

Table 17: Frequency and percentage of topics regarding persons with disabilities and access to justice that respondents indicated interest in learning about, n = 116 respondents. This is a multiple response question.

Topics	Freq.	% of total respondents
Common barriers persons with disabilities face with the justice system	101	87%
Accommodations for persons with disabilities	92	79%
Guidelines/Checklist for Disability Inclusion	87	75%
Human rights of persons with disabilities	78	67%
Defining disability	72	62%
Measuring Progress and Sustainably Partnering with persons with disabilities	57	49%
Common myths about disability	50	43%
Basic disability statistics	31	27%
Other (listed below))	4	3%
Automatic translations for all languages in virtual court		
General international, constitutional, and local legal and regulatory frameworks information and training interventions for the general public as well as for Judicial officers and court staff		
Laws which could be amended to better accommodate persons with disabilities		
Learning whether the existing culture of exclusion has made persons with disabilities even more vulnerable, particularly as it relates to under-reporting.		
Strategies to mitigate current infrastructural limitations.		
Understanding the true status of Persons with mental disabilities		

* This is a multiple response question. As such, the cumulative frequency of the table above is greater than the total number of survey respondents.

Table 18: Frequency and percentage of recommendation categories for respondent-suggested interventions that could be implemented in respondent's jurisdiction(s) to improve access to justice for PWDs, n = 357 comments from 109 respondents. Multiple recommendations were solicited from each respondent. Table is sorted in descending order by number of respondents.

Topics	# and % of recommendations	# and % of respondents ⁴
Communication, including interpretation, translation and use of Braille	98 (27.5%)	69 (63%)
<i>Sign language interpretation</i>	54 (15.1%)	51 (47%)
<i>Braille</i>	24 (6.7%)	22 (20%)
<i>Large Print</i>	6 (1.7%)	6 (6%)

⁴ For this column's percentage, numerator = respondents who made recommendations that made reference to the category; denominator = all respondents who made recommendations (n = 109).

<i>Transcription</i>	5 (1.4%)	5 (5%)
<i>Translation and interpretation (other than sign language)</i>	5 (1.4%)	5 (5%)
<i>Display of text or close captioning of spoken/oral language</i>	2 (0.6%)	2 (2%)
<i>Plain or simplified language to improve comprehension</i>	2 (0.6%)	2 (2%)
Ramps, lifts, elevators and/or handrails for wheelchair users and persons with mobility impairments	60 (16.8%)	54 (50%)
Professional development training	61 (17.1%)	47 (43%)
Building design and construction	31 (8.7%)	27 (25%)
Resource personnel	26 (7.3%)	23 (21%)
General public information	19 (5.3%)	17 (16%)
ICT for accessibility	16 (4.5%)	15 (14%)
General accommodation improvement	18 (5.0%)	15 (14%)
Virtual/remote access to court sessions, including supports to this process	14 (3.9%)	13 (12%)
Parking space for PWDs	13 (3.6%)	13 (12%)
Human readers and writers	12 (3.4%)	12 (11%)
Social workers / advocates	13 (3.6%)	11 (10%)
Improvements to the judiciary's disability policy / rules of procedure	16 (4.5%)	10 (9%)
Power doors with sensors at entrances for easy access	6 (1.7%)	6 (6%)
Accessible restrooms	6 (1.7%)	6 (6%)
Improvements to legislative framework	5 (1.4%)	5 (5%)
Data collection from and/or inclusive participation by PWD to support improvements	7 (2.0%)	5 (5%)
Audio or video recordings	4 (1.1%)	4 (4%)
Checklists and audits	4 (1.1%)	4 (4%)
Mental health, intellectual disability and learning disability screening	4 (1.1%)	4 (4%)
Use of ground floor for wheelchair users and persons with mobility impairments	3 (0.8%)	3 (3%)
Legal aid services for PWDs	3 (0.8%)	3 (3%)
Transportation services for PWDs	2 (0.6%)	2 (2%)
Intersectionality concerns	4 (1.1%)	2 (2%)
Alternative sentencing for PWDs	1 (0.3%)	1 (1%)
Accommodation of service animals	1 (0.3%)	1 (1%)

* Respondents were invited to submit multiple recommendations. As such, the cumulative frequency of the table above is greater than the total number of survey respondents.

Annex 3: Full List of Recommendations from the Survey

Responses to question 14: Please recommend at least three specific interventions that can be implemented in your jurisdiction(s) to improve access to justice for persons with disabilities.

Communication, including interpretation, translation and use of Braille

General communication recommendations: no additional sub-heading

- Access to technical infrastructure / methods (such as braille or sign language expert) who can assist persons with disabilities better communicate with judicial officers and more fully participate in the process
- Also use the language e.g., braille in communication so that persons with such a disability can also understand
- Display of text/braille/tactile communication/large print/accessible multimedia
- Increased oral communication
- Audio recordings of transcripts and learn sign language
- Automatic language translation in virtual court
- Automatic sign language translation in virtual court
- Equipment for visual and hearing impaired
- The members of staff who interact with members of the public including persons with disabilities need to receive training to effectively communicate with persons with particular disabilities.
- Train judges in language and other specialties regarding this subject
- Putting in place the necessary infrastructure to ensure that persons who are disabled will be able to not only access court buildings but contribute and participate in the court setting.

Sign Language Interpretation

- A list of sign language interpreters should be available to each court
- Appointment of sign language professional
- Availability of interpreters for the hearing impaired
- Braille and sign language for blind and deaf persons
- Court register of interpreters for hearing impaired and deaf persons
- Court roster of persons who can interpret for sign language
- Easier access to resources e.g. Sign language
- Ensure that there is a sign language specialist on staff or sending a current staff member to learn sign language.
- Identifying a sign language interpreter with the ability to translate court proceedings
- Interpreters for mute persons.
- Interpreters on call
- Introduction of sign language interpreters
- Judges may require training in terms of the use of sign language to better communicate with hearing-impaired clients.
- Make effort to hire a person who can perform sign language.
- More access to sign language experts
- More interpreters
- More readily available sign language specialist and interpreters for the court.
- More ready use of sign language interpreters for the deaf.
- Permanent judicial staff with signing ability to meet needs of persons with disabilities.
- Persons who does sign language and be clear and detail.
- Provide a roster of personnel trained in signing.
- Provide the appropriate technology and or personnel for the blind and the hearing impaired to be engaged in the litigation process.
- Provision of interpreters and other personal who could assist a person with disability to navigate the court process.
- Referrals for persons who know sign language and can assist the court as translators. Can this work virtually?
- Sign language
- Sign language classes to assist litigants that are deaf
- Sign language for defendants and witnesses who are deaf
- Sign language interpretation
- Sign language interpretation and human readers
- Sign language interpreter
- Sign language interpreter readily available
- Sign language interpreters

- Sign language interpreters assigned to courts on an as needed basis
- Sign language interpreters being easily available
- Sign language interpreters, option for spoken information on website and information signs, braille and large script documents.
- Sign language interpreters"
- Sign language interpreters/audio enhancement
- Sign language or other interpretation
- Sign language person
- Sign language training should be provided (funded by the court administration / justice department)
- The availability of sign language if this is needed
- There is an urgent need for increasing the accessibility and accommodation of court facilities for persons living with disabilities. Possible steps may include making provision for accessibility ramps, elevators and otherwise equipping court facilities with appropriate furniture (e.g. Special seating) and signage to accommodate persons who are physically disabled and visually disabled (e.g. Braille signs). It is also important for persons who are trained in sign language to be employed within court facilities to accommodate persons who are deaf.
- There is no ready resource for litigants who are hearing impaired or blind. Judiciary needs to have such resources available, or be able to advise litigants where these resources may be found.
- To have human readers and sign language interpreters
- Training in sign language of police officers.
- We have to make provision for proper signage as is mandated
- We need a register of persons available for translation services

Braille

- Big letters and or braille writing to accommodate an individual who is in need of this.
- Braille
- Braille and sign language for blind and deaf persons
- Braille documents during trials
- Braille for visually impaired persons
- Braille or audio reports
- Braille or other tactile communication
- Braille or tactile communication
- Braille signs for the blind
- Braille/large print
- For the unsighted, any special equipment to assist with real time participation in court proceedings.
- Furthermore, the court should better facilitate access to transcription services, specific to the needs of court users with disabilities. This may be achieved by, for example, making provision for transcripts of proceedings to be available in braille for both litigants and legal practitioners who are visually disabled.
- I wish to see physical space requirements such as ramps elevators braille subtitle text etc
- Proper access to legal information. E.g. braille for persons who cannot see.
- Rules of court in braille
- Rules on how braille ids to used so as to: reflect the true testimony of the visually impaired and not affect justice in the proceedings or prejudice any other party.
- Sign language interpreters, option for spoken information on website and information signs, braille and large script documents.
- Signs for persons with disabilities
- Signs in braille for sight impaired persons
- There is a need for more support for the visually-impaired users in the courts, whether in terms of braille readers or human assistants.
- There is an urgent need for increasing the accessibility and accommodation of court facilities for persons living with disabilities. Possible steps may include making provision for accessibility ramps, elevators and otherwise equipping court facilities with appropriate furniture (e.g. Special seating) and signage to accommodate persons who are physically disabled and visually disabled (e.g. Braille signs). It is also important for persons who are trained in sign language to be employed within court facilities to accommodate persons who are deaf.
- Usage of braille
- Use of braille in signage

Large Print

- Big letters and or braille writing to accommodate an individual who is in need of this.
- Braille/large print
- Large print and other transcript possibilities
- Large print services
- Sign language interpreters, option for spoken information on website and information signs, braille and large script documents.
- Signs for persons with disabilities

Transcription

- 'Livenote' instant on screen transcription
- Furthermore, the court should better facilitate access to transcription services, specific to the needs of court users with disabilities. This may be achieved by, for example, making provision for transcripts of proceedings to be available in braille for both litigants and legal practitioners who are visually disabled.
- Large print and other transcript possibilities
- To have transcription services.
- Transcription services

Translation and Interpretation (other than sign language)

- Audio headset for translations.
- Easier language spoken and written for local language speakers
- Having on call court dialect translator
- Provide easier access to foreign language interpreters by the various courts on a more efficient basis
- We need a register of persons available for translation services

Plain or simplified language to improve comprehension

- Assigned persons to help in reading and explaining court documents
- Persons who does sign language and be clear and detail.

Display of text or close captioning of spoken/oral language

- Display of text or close captioning of spoken language
- With the advent of virtual courts, the provision of closed caption services for the hearing impaired

Ramps, lifts, elevators and/or handrails for wheelchair users and persons with mobility impairments

- A lift or elevator
- A ramp for wheelchair access to the courthouses
- Access for individuals in a wheelchair to the courtroom
- Access ramps to courts for persons with mobility challenges
- Access to courts by persons in wheelchairs
- Accommodation needs improvement so that persons who are wheelchair bound can have better access to buildings. Restrooms need improvement as well.
- All courthouses to have ramps to allow wheelchair access
- Appropriate (and reliable) physical or remote access to courtrooms/ hearings for those unable to attend hearings physically due to a disability
- Appropriate physical access to court buildings for those with physical disabilities
- Change the facilities/ premises for example parking spots or ramps. Replace steps with ramps.
- Construction of ramps, rails to access court buildings.
- Convenient disabled parking and ramps at courthouse.
- Court rooms being made wheelchair accessible
- Easy access to the building
- Ensure that all courts are fitted with ramps or elevators
- Entering the courts facilities by persons with disabilities
- Frequent maintenance to elevators
- I wish to see physical space requirements such as ramps elevators braille subtitle text etc
- Implement wheelchair ramps
- Improve physical access to courtrooms for PWD
- Improved physical access e.g. Ramps

- Improvement of physical access. People have been carried up the stairs to get to courtroom in the past. Judges now are trying to move to temporarily move to downstairs courtrooms where they know a person with walking impairments are to appear before them.
- Increased physical access
- Installing elevators and making witness boxes larger for wheelchair access
- Lifts to accommodate persons with disabilities which does not only mean persons with permanent disabilities.
- Make ramps available to access the building.
- More accommodations for persons with disabilities, e.g. wheelchair ramps, elevators.
- More ramps and physical access
- More ramps for access to the courts
- My jurisdiction needs to make proper provision for access to all of its buildings by physically challenged persons.
- Overhaul courts with no elevator access and multiple floors
- Physical accommodations
- Proper access to the court facility e.g. provision of elevators or ramps etc.
- Proper elevators that work consistently.
- Proper wheelchair access to courtrooms and suitable desks to accommodate wheel chairs
- Provide access from home to court in addition to more wheelchair access to courtrooms
- Provide or improve physical access for the physically disabled to enter court buildings and court rooms.
- Providing ramps etc. for ease of access to courthouses
- Provision of ramp services to all court rooms
- Put handrails to access the building.
- Putting in place the necessary infrastructure to ensure that persons who are disabled will be able to not only access court buildings but contribute and participate in the court setting.
- Ramps and railways, disability parking.
- Ramps and wheelchairs
- Ramps/wheelchair access
- Reasonable accommodation and physical access
- Retro-fitting of court facilities to provide access for PWDs.
- Retrofitting courts to allow for easier access to persons with disabilities.
- The outlying magisterial courts may need to be retrofitted with physical and technological infrastructure to better enable accessibility to persons with physical challenges.
- There is an urgent need for increasing the accessibility and accommodation of court facilities for persons living with disabilities. Possible steps may include making provision for accessibility ramps, elevators and otherwise equipping court facilities with appropriate furniture (e.g. Special seating) and signage to accommodate persons who are physically disabled and visually disabled (e.g. Braille signs). It is also important for persons who are trained in sign language to be employed within court facilities to accommodate persons who are deaf .
- There needs to be the outfitting of courts to provide the access to the court rooms and space for persons with particular disabilities.
- To have lifts or elevators for wheel chair users and person with mobility impairments.
- Wheel chair access
- Wheelchair access
- Wheelchair access and toilet facilitated
- Wheelchair access to all courts and court offices
- Wheelchair access to courts
- Wheelchair accessible courtrooms for physically disabled persons
- Wheelchair ramp
- Working elevators

Professional development training

- Additional judicial disability training
- Another specific intervention which can be made in the OECS is to put into place measures which better equip court staff to be able to cater to the needs of persons with disabilities. This can be achieved through periodic training that is centred around access to justice and the promotion of dignity for persons with disabilities. This training should also include mindfulness exercises in order to sensitize staff as to the realities of a court user living with a disability. This should be facilitated by a disabilities coordinator based within the court office. In addition to this training, there should be sign language translators and readers to ensure that court users who live with disabilities are adequately accommodated.

- Appropriate training for court staff, not just judicial officers.
- Better training and protocols for court staff to deal with disabled public
- Common myths
- Continuous and relevant multi-sector education and training.
- Education and sensitization for both support staff and judicial officers
- Ensure that all staff members including judicial officers undergo sensitivity training in relation to court users with disabilities.
- Ensuring that persons providing support services understand the relevance of their intervention to the relief being sought, eg, quality and accuracy of translations, describing fully to the blind etc
- Guidance for the person and the one who has to work with the person
- Human rights of persons with disabilities
- Identification of rights of PWD
- Identify and train resource personnel or care agents within the judiciary to lead in providing services to PWDs during any court interaction.
- Judges may require training in terms of the use of sign language to better communicate with hearing-impaired clients.
- Judicial education
- Judicial training about this topic
- Mental health challenges can be difficult to identify. Training is desperately needed.
- More use of technology to assist in the matters involving persons with challenges and increased sensitivity to their needs.
- Professional development training for judicial officers on access to court services for persons with disabilities.
- Providing more training to staff.
- Sensitivity training
- Sensitivity training for front line staff
- Sensitivity training for judicial officers
- Sensitivity training for judicial officers and staff
- Sensitivity training within judiciary in relation to united nations convention on the rights of persons with disabilities
- Sensitivity training within the service to this specialist need and requirements"
- Sensitization of court staff
- Sensitization of staff to be more accommodating and helpful to disabled persons
- Sensitization/training of staff
- Sign language classes to assist litigants that are deaf
- Specially trained customer service representatives to accommodate the needs of the disabled.
- Specific and tailored skills and behavioural change education and training for judicial officers and court staff.
- Staff involved at all stages of hearings are adequately trained to recognize different forms of disability that are not immediately apparent and accommodate any needs that arise.
- The members of staff who interact with members of the public including persons with disabilities need to receive training to effectively communicate with persons with particular disabilities.
- The support officer must be trained but may be a volunteer or in receipt of a stipend to cover travel and perhaps a meal
- The training of judges and court staff on the specific guidelines/policies to improve access to justice for PWDs.
- Train judges in language and other specialties regarding this subject
- Train judicial officers
- Train judicial officers so they are more considerate of and able to cope with the unique challenges posed to the court process by persons with disabilities and the challenges faced by persons with disabilities in dealing with the court system.
- Trained staff
- Trained staff to deal with persons with disability.
- Training
- Training and sensitization of judicial officers and staff
- Training could be online, like the judicial ethics course, which we were able to do in our own time.
- Training for all court staff on how to treat PWDs
- Training for general court staff so that they are better able to assist persons with disabilities.
- Training for judicial officers
- Training in all spectrums of accommodating PWDs during the legal process.
- Training in customer service
- Training in sensitivity in dealing with persons with disabilities.

- Training in sign language of police officers.
- Training of all actors to build understanding and awareness.
- Training of court staff on universal rights of persons with disabilities
- Training of court staff to better advocate and serve PWD - awareness raising programme
- Training of judicial officers and staff
- Training of personnel at all level.
- Training of social advocates
- Training of staff to assist persons with disability.
- Training support staff to deal with disabilities
- Training to effect positive changes and accommodations for persons with disabilities.
- Workshop on enhancing court technology to better accommodate PWD

General public information

- Access to information, including legal information about rights and remedies to be simplified for different levels of understanding.
- Common myths
- Court outreach program informing the public of the rights of persons with disabilities
- General awareness of the issues faced to members of the public
- Increased physical access
- Introduce promotional ads on how court offices can be accessed
- Making information available to PWDs to inform them of the various access to justice facilities which are available at the courts
- Nationwide publication of the rights of persons with disabilities that currently exist in respect of access to justice to raise awareness
- Outreach programs for persons with disabilities on how to access justice and what the judiciary has to facilitate their specific needs
- Promotion of information on remedies for injustice must be circulated to the by visual and audio to the public.
- Providing more information to the public.
- Provision of publicly available information on how persons with disabilities may access all court services.
- Public education
- Public education about international and legislative rights.
- Public education.
- Putting something on our website to show inclusion.
- The provision of more social services or information on accessing same
- There is no ready resource for litigants who are hearing impaired or blind. Judiciary needs to have such resources available, or be able to advise litigants where these resources may be found.
- TV and radio ads targeting the disabled

ICT for accessibility

- 'Livenote' instant on-screen transcription
- Availability of electronic platforms for impaired persons
- Better equipment for video conference for hearings
- Electronic document navigation/showing
- Equipment for visual and hearing impaired
- For the unsighted, any special equipment to assist with real time participation in court proceedings.
- Improved use of technology to assist
- Installation of audio system in all courtrooms.
- More use of technology to assist in the matters involving persons with challenges and increased sensitivity to their needs.
- Provide the appropriate technology and or personnel for the blind and the hearing impaired to be engaged in the litigation process.
- Sign language interpreters, option for spoken information on website and information signs, braille and large script documents.
- Special courtroom software.
- There needs to be technology in courts that provides the material etc that may be needed to assist persons with particular disabilities to access and follow court proceedings.
- Use of ICT to assist persons with disabilities

- Website that can be accessed in sound as well as sight
- Workshop on enhancing court technology to better accommodate PWD

General accommodation improvement

- Accommodation
- Accommodation for disabilities while processing documents in office settings
- Accommodation of disabilities persons in court.
- Better notices at court
- Better parking and access to courts and court services.
- Changes to infrastructure near the courthouse
- Courtroom support for persons with disabilities
- Entering the courts facilities by persons with disabilities
- Have any necessary technology available in specific court houses to assist persons with disabilities needing to access certain information
- Information that is accessible for everyone
- Logistical and other support for persons with disabilities
- More access to inferior and alternate courts
- More use of technology to assist in the matters involving persons with challenges and increased sensitivity to their needs.
- Proper access to legal information. E.g. braille for persons who cannot see.
- Putting in place the necessary infrastructure to ensure that persons who are disabled will be able to not only access court buildings but contribute and participate in the court setting.
- Reasonable accommodation and physical access
- Support in instances of physical disabilities
- There is an urgent need for increasing the accessibility and accommodation of court facilities for persons living with disabilities. Possible steps may include making provision for accessibility ramps, elevators and otherwise equipping court facilities with appropriate furniture (e.g. Special seating) and signage to accommodate persons who are physically disabled and visually disabled (e.g. Braille signs). It is also important for persons who are trained in sign language to be employed within court facilities to accommodate persons who are deaf .

Virtual/remote access to court sessions, including supports to this process

- Appropriate (and reliable) physical or remote access to courtrooms/ hearings for those unable to attend hearings physically due to a disability
- As we have more virtual hearings, provision of kiosks and staff to operate same to assist those who are physically challenged or for those who simply cannot read or write
- Automatic language translation in virtual court
- Automatic sign language translation in virtual court
- Better equipment for video conference for hearings
- Building in disability friendly systems into the e-systems now being established
- Changes to the legislation to permit evidence being provided by witnesses with disabilities to either be via video link or in a form other than viva voce evidence.
- Introduce online or electronic access for all
- Mandatory help for navigating digital processes
- More use of special measures to include video recording to ensure those that are physically challenged and are unable to attend in person still receive audience for their matters.
- Referrals for persons who know sign language and can assist the court as translators. Can this work virtually?
- Remote virtual hearings
- The availability of online hearings has facilitated attendance in court for civil litigants. There is no facility for accused persons in the criminal court. Physical barriers need to be removed from the dock, witness stand and jurors box.
- With the advent of virtual courts, the provision of closed caption services for the hearing impaired

Parking space for PWDs

- All courthouses to have specially marked parking spaces for disabled court users
- Apart from the courtroom itself, there is also a need to ensure that court facilities are equipped with disability-friendly washrooms and accessible parking.
- Assigned parking
- Better parking and access to courts and court services.

- Change the facilities/ premises for example parking spots or ramps. Replace steps with ramps.
- Convenient disabled parking and ramps at courthouse.
- Dedicated parking
- More parking options
- Parking space
- Parking space for persons with disability
- Parking spaces available.
- Ramps and railways, disability parking.
- The provision of parking space for PWDs attending court

Human readers and writers

- Appointment of human readers or writers to help reading and filling in documents
- Assigned persons to help in reading and explaining court documents
- Human readers
- Human readers and more persons who are able to assist persons with hearing disabilities required.
- Increased oral communication
- Provide the appropriate technology and or personnel for the blind and the hearing impaired to be engaged in the litigation process.
- Readers for the blind
- Sign language interpretation and human readers
- The provision of human readers
- There is a need for more support for the visually-impaired users in the courts, whether in terms of braille readers or human assistants.
- There is no ready resource for litigants who are hearing impaired or blind. Judiciary needs to have such resources available, or be able to advise litigants where these resources may be found.
- To have human readers and sign language interpreters

Social workers/advocates

- Client advocate services for case care management
- Courtroom advocates for persons with disabilities
- Greater interaction with the local disability council
- Guidance for the person and the one who has to work with the person
- Logistical and other support for persons with disabilities
- More access to medical practitioners to speak to mental disabilities
- Partnering with persons with disabilities
- Provision of social workers and counsellors in the courtroom.
- Public appointed litigation friend available during court hours.
- Social worker/ other advocates
- Social workers
- Support officers should be available via a hotline for supporting persons with disabilities throughout the process especially after they have given evidence and when they are awaiting a decision/verdict
- The provision of more social services or information on accessing same

Improvements to the judiciary's disability policy / rules of procedure

- A disability panel to ensure at the judiciary to ensure that there is continuous focus on the matter
- A mission statement and adoption of protocol on disability
- Additionally, it is noted that there are no provisions in the rules of court (the civil procedure rules 2000 or the criminal procedure rules enacted for Saint Lucia) or in any practice direction which in any way seek to accommodate litigants (or legal practitioners) with disabilities. It is desirable for some accommodation to be made in the rules of procedure for litigants with disabilities in order for access to justice for such persons to be truly achieved.
- Adjusted hearing times to accommodate fatigue in disabled witnesses.
- Emergency measures in place at court facilities should also be tailored to take into account the needs of disabled court users.
- Interrogating rules and procedures to assess the extent to which they accommodate PWD
- Mechanism to verify that the persons assisting the visually impaired person are qualified to do so.
- More information on disabilities in case file
- Occupational safety standards adjustment

- Our prison here in Belize does not have the resources to facilitate persons with disabilities; so maybe we think about putting a fine on them or house arrest or a suspended sentencing.
- Provide tools for lawyers/practitioners in the increasing access to justice for persons with disabilities that are being implemented by the courts.
- Regular and meaningful interactions with PWDs who are able to give ongoing assessments on the success of the court's policies/guidelines to improve access to justice for PWDs.
- Rule on how visually impaired persons are to be sworn (if not available)
- Rules on how braille is to be used so as to: reflect the true testimony of the visually impaired and not affect justice in the proceedings or prejudice any other party.
- The development of specific guidelines/policies to improve access to justice for PWDs for the court where I serve.
- Written procedures for interacting with a person with an inability whether in the court or the court office

Power doors with sensors at entrances for easy access

- Automatic doors at the entrance of the court
- Automatic doorways
- Frontal entrance with sensor opening doors.
- Power doors with sensors
- Power doors with sensors at entrance for easy access
- Power doors with sensors at entrances for easy access.

Accessible restrooms

- Accommodation needs improvement so that persons who are wheelchair bound can have better access to buildings. Restrooms need improvement as well.
- Apart from the courtroom itself, there is also a need to ensure that court facilities are equipped with disability-friendly washrooms and accessible parking.
- Bathroom facilities for disabled. None in the hall of justice
- Construction of court houses with easier access, user friendly restrooms
- Provide adequate restroom facilities for persons with disabilities
- Wheelchair access and toilet facilitated

Improvements to legislative framework

- Added legislation
- More legislation and greater enforcement disability laws
- Occupational safety standards adjustment
- The third specific intervention which can be made concerns the statutory framework for protection of the rights of disabled persons. While there are broad provisions in the various constitutions of the 9 member states and territories comprising the court's jurisdiction, which address the right to protection from discrimination on the grounds of disability, the statutory framework needs to be strengthened across the OECS to give more effect to the protections guaranteed under the constitutions. To achieve this, governments within the Eastern Caribbean which have ratified the Convention on the Rights of Persons with Disabilities (CRPD) should adopt its principles within domestic legislation to ensure that access to justice for persons with disabilities is achieved and adequately operationalised in each member state and territory.
- Updating and drafting disability legislation

Data collection from and/or inclusive participation by PWD to support improvements

- Engaging directly with those persons with disabilities who have engaged with courts to listen to their experiences.
- Full, meaningful and prior consultations with PWDs or their advocacy groups on the development of the guidelines/policies.
- Greater interaction with the local disability council
- Partnering with persons with disabilities
- Regular and meaningful interactions with PWDs who are able to give ongoing assessments on the success of the court's policies/guidelines to improve access to justice for PWDs.
- Statistics
- The inclusion of PWDs or their advocacy groups in judicial conferences and training eg harassment policies in order to obtain their input into important aspects of justice.

Audio or video recordings

- Audio and video recordings

- Audio recordings of transcripts and learn sign language
- Braille or audio reports
- More use of special measures to include video recording to ensure those that are physically challenged and are unable to attend in person still receive audience for their matters.

Checklists and audits

- A clear checklist to allow easy confirmation that procedural fairness is being followed
- An audit of facility to accommodate persons with disabilities
- Audit of what more needs to be done to make better accommodations for persons with disabilities
- Provide tools for lawyers/practitioners in the increasing access to justice for persons with disabilities that are being implemented by the courts.

Mental health, intellectual disability and learning disability screening

- Access to/ability to order psychological reports/evaluation focusing on: cognitive functioning; competency assessment; emotional functioning; intellectual functioning; learning disability; etc.
- Mental health challenges can be difficult to identify. Training is desperately needed.
- More access to medical practitioners to speak to mental disabilities
- Staff involved at all stages of hearings are adequately trained to recognize different forms of disability that are not immediately apparent and accommodate any needs that arise.

Use of ground floor for wheelchair users and persons with mobility impairments

- All courthouses to have an appropriate space on the ground floor to accommodate hearing of matters involving court users who cannot climb stairs (comfortable and private)
- Equipping one ground floor room at court locations with appropriate technology for in-person hearings.
- Improvement of physical access. People have been carried up the stairs to get to courtroom in the past. Judges now are trying to move to temporarily move to downstairs courtrooms where they know a person with walking impairments are to appear before them.

Legal aid services for PWDs

- Legal aid for persons with disabilities
- Legal representation.
- Public appointed litigation friend available during court hours.

Transportation services for PWDs

- Provide access from home to court in addition to more wheelchair access to courtrooms
- The use of mobile vans, buses and tents for movement of courts to where persons with disabilities are

Intersectionality concerns

- Also how we address people who identify other than cis. I am absolutely sure we still call everyone Mrs. or Mr. :)
- Baby changing area and or breast feeding area for public.
- Creating safe spaces for persons attending in person matters. Separate rooms with adequate security, having a playroom for children or sitting service for child while parent attends court
- I will check the way our company deals with people who do not have an impairment but have "special requirements" instead of "special needs", such as breastfeeding parents.

Alternative sentencing for PWDs

- Our prison here in Belize does not has the resources to facilitate persons with disabilities; so maybe we think about putting a fine on them or house arrest or a suspended sentencing.

Accommodation of service animals

- Another possible intervention would be to provide accommodation in court facilities for service companions of persons with disabilities.

Annex 4: Questionnaire

THE JUDICIAL REFORM AND INSTITUTIONAL STRENGTHENING (JURIST) PROJECT *QUESTIONNAIRE FOR JUDICIAL OFFICERS*

INTRODUCTION: The Judicial Reform and Institutional Strengthening (JURIST) Project is a regional initiative funded under an arrangement with the Government of Canada. The Project is being implemented by the Caribbean Court of Justice and supports local jurisdictions to attain the Ultimate Outcome of: “A judicial system that is more responsive to the needs of women, men, youth, business and the poor.” The JURIST Annual Work Plan (2021-22) seeks to “Support Initiatives for Persons with Disabilities, which crosscuts with varying demographic groups, identities and developmental issues.” **The JURIST Project, in collaboration with the Caribbean Association of Judicial Officers,** is therefore undertaking the development of a virtual training package and knowledge products for Disability Inclusion and Awareness for judicial officers. You have therefore received this questionnaire to contribute to a baseline understanding of the professional experiences of judicial officers and contribute to improving the justice system for persons with disabilities in the Caribbean. The questionnaire will take approximately 15 minutes to complete.

DEFINITIONS PROVIDED ON THE QUESTIONNAIRE INCLUDED Access to justice for persons with disabilities, Communication, Disability, Language and Reasonable Accommodations.

1. What country/judiciary do you currently work in? **Select all that apply.**

- Caribbean Court of Justice
- Antigua and Barbuda
- Barbados
- Dominica
- Guyana
- Jamaica
- Saint Kitts and Nevis
- Saint Vincent and the Grenadines
- Trinidad and Tobago
- Bermuda
- Other (please specify)
- Eastern Caribbean Supreme Court
- Bahamas
- Belize
- Grenada
- Haiti
- Montserrat
- Saint Lucia
- Suriname
- Turks and Caicos
- Joint Court of Aruba, Curaçao, Sint Maarten, and of Bonaire, Sint Eustatius and Saba.

2. How long have you served in the capacity of judicial officer?

- Under 6 years
- 6 to 10 years
- 11 to 15 years
- Over 16 years

3. What role do you currently serve in the court?

- Head of Judiciary (e.g., President of a Court, Chief Justice, or Chancellor)
- Judge, Caribbean Court of Justice

- Judge, Court of Appeal
- Judge of a Supreme Court
- Judge, High Court
- Master
- Registrar
- Deputy/Assistant Registrar
- Judge, Parish Court
- Magistrate
- Court Administrator
- Court mediator
- Other (please insert) _____

4. Have you adjudicated cases that involved persons with disabilities?
- Yes
 - No
 - Do not know

If yes to Q4, go to Q5 and onwards. If no or do not know to Q4, go to Q6 and onwards.

5. **If yes to Q4, how many cases have you adjudicated that involved persons with disabilities?**
- 1 to 2 cases
 - 3 to 5 cases
 - 6 to 10 cases
 - Over 10 cases

6. **Reflect on your knowledge and professional experiences with your current jurisdiction and respond to each statement below with the appropriate level of agreement or disagreement.**

Statement	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
6.1 I am aware of the human rights of persons with disabilities as protected by international provisions such as the United Nations Convention on the Rights of Persons with Disabilities					
6.2 I am aware of the human rights of persons with disabilities as protected by the constitution of the country(ies) in which I work.					
6.3 I am aware of the human rights of persons with disabilities as protected by local legislation of the country(ies) in which I work.					
6.4 Judicial officers' professional development training programmes are available that address how to provide persons with disabilities access to courtrooms, courthouses, and court services.					

6.5 Judicial officers can identify resources including primary personnel required to provide reasonable accommodations for persons with disabilities to access courtrooms, court houses and court services (e.g., transcription services, human readers, sign language interpreters, lifts/elevators for wheelchair users and persons with mobility impairments).					
6.6 My judiciary identifies and provides accommodations for persons with disabilities in relation to all seven of the access to justice for persons with disabilities requirements (see the access to justice definition section).					
6.7 My judiciary ensures access to justice for persons with disabilities across the entire lifecycle of a case from filing through disposition to enforcement (see the access to justice definition section).					
6.8 My judiciary provides general public information to accommodate the needs of persons with disabilities (e.g. judgments, notices, changes in services etc.)					

7. I keep myself updated on the appropriate language for addressing persons with disabilities.
 - Never - Rarely - Sometimes - Always - Often

8. **Reflect on your knowledge and professional experiences in the current jurisdiction(s) you serve.** Are persons with disabilities provided reasonable accommodations necessary to access courtrooms, court houses and court services (e.g., transcription services, human readers, sign language interpreters, lifts/elevators for wheelchair users and persons with mobility impairments)?
 - Yes - No - Do not know

If yes to Q8, go to Q9 and onwards. If no or do not know to Q8, go to Q10 and onwards.

9. If yes to Q8, what are types of reasonable accommodations are provided in the current jurisdiction(s) you serve to facilitate persons with disabilities' access to justice?

Types of Accommodations Provided to Persons with disabilities in my current jurisdiction(s)	Please tick ONLY the accommodations currently provided and insert anything missing
9.1 Sign language interpretation	
9.2 Display of text or close captioning of spoken/oral language	
9.3 Braille or other tactile communication	
9.4 Large print and other transcription services	

9.5 Audio or video recordings	
9.6 Plain or simplified language to improve comprehension	
9.7 Human readers	
9.8 Parking space for persons with disabilities	
9.9 Power doors with sensors at entrances for easy access	
9.10 Accessible multimedia and information and communication technology and augmentative and alternative modes, means and formats of communication	
9.11 Ramps for wheelchair users and persons with mobility impairments	
9.12 Lifts or elevators for wheelchair users and persons with mobility impairments	
9.13 Social workers/advocates	
9.14 Other (please specify).....	

10. Have you ever participated in professional development training programmes that address the access of persons with disabilities to courtrooms, courthouses, and court services?
 - Yes - No

If yes to Q10, go to Q11 and onwards. If no to Q10, go to Q12 and onwards.

11. **Reflect on the training programme(s) you participated in that addressed the access of persons with disabilities to courts and court services.** How can training for judicial officers be improved?

Improvements Recommended	Please tick ONLY the areas relevant for improvement and insert anything missing
11.1 Allocation of adequate time to achieve training objectives	
11.2 Training format and delivery need to be interactive with time for discussion and hands-on learning	
11.3 Training facilitators need to be knowledgeable of subject matters and equipped with practical examples	
11.4 Training content relevant to my practice is needed	
11.5 Time should be allocated for post-training assessment	
11.6 Breaks should be provided throughout	
11.7 Training materials should be provided for me to read before training commences	
11.8 Persons with disabilities should be present to engage with participants for at least one module/section	
11.9 Human and financial resources are required to implement what I learnt	
11.10 Other (please specify).....	

12. Considering your schedule, how much time would you be able to dedicate to professional development training programme that addresses the access of persons with disabilities to courtrooms, courthouses, and court services?

- no more than 2 hours
- one day or 8 hours
- half-day or 4 hours
- more than one day or 8 hours

13. What are some topics regarding persons with disabilities and access to justice you would be interested in learning about?

Topics of Interest	Please tick all that apply and add anything missing
13.1 Defining disability	
13.2 Basic disability statistics	
13.3 Common myths about disability	
13.4 Common barriers persons with disabilities face with the justice system	
13.5 Human rights of persons with disabilities	
13.6 Accommodations for persons with disabilities	
13.7 Guidelines/Checklist for Disability Inclusion	
13.8 Measuring Progress and Sustainably Partnering with persons with disabilities	
13.9 Other (please specify).....	

14. Please recommend at least three specific interventions that can be implemented in your jurisdiction(s) to improve access to justice for persons with disabilities?

15. How do you identify?

- Man
- Woman
- Gender non-conforming
- Prefer not to say

Thanks for participating in this survey.

Annex 5: Case Type & Disposal Status of Focus Group Participants (PWDs)

Table 21: Case Profile & Disposal Status of Focus Group Participants (PWDs) – Jamaica

Partici pants	Domestic Violence	Murder	Family Matter	Civil Matter	Fraud	Rape / Assault	Other	Disposal Status. D- Disposed of; O -ongoing
1					X			(D)
2			X			X		(D)
3							X	(O)
4			X	X				(D)
5				X		X		(D)
6				X				(D)
7						X	X	Rape (O); Other (D)

Note: This table includes multiple case types for some PWDs. **D-** Disposed of; **O**-ongoing

Table 22: Case Profile & Disposal Status of Focus Group Participants (PWDs) - Trinidad & Tobago

Partici pants	Domestic Violence	Murder	Family Matter	Civil Matter	Fraud	Rape / Assault	Other	Disposal Status. D- Disposed of; O -ongoing
1			X				X	(D)
2							X	(D)
3			X					(D)
4			X				X	Family Matter (D); Other (D)
5	X			X				(D)
6			X					(D)
7				X			X	(D)
8							X	(O)

Note: This table includes multiple case types for some PWDs. **D-** Disposed of; **O**-ongoing

Table 23: Case Profile & Disposal Status of Focus Group Participants (PWDs) – Guyana

Partici pants	Domestic Violence	Murder	Family Matter	Civil Matter	Fraud	Rape / Assault	Other	Disposal Status. D- Disposed of; O -ongoing
1	X							(D)
2	X			X			X	(D) + (O)
3		X						(D)
4	X							(D)
5							X	(D)
6				X				(D)
7							X	(D) + (O)
8							X	(D)

Note: This table includes multiple case types for some PWDs. **D**- Disposed of; **O**-ongoing

Annex 6: DISCUSSION GUIDES FOR ELITE INTERVIEWS & FOCUS GROUPS

Section A: Elite Interview Discussion Guide

Welcome & Introduction: Script was provided to moderator.

Questions

1. Please tell me the name of your organisation and about its core objectives?
2. How long have you been associated with the organisation?
3. What is your role in the organisation?
4. How many members are represented by your organisation?
5. Have you communicated with PWDs that interacted with the justice system (courts etc)? If yes, how many PWDs?
6. Can you please tell me about the types of court cases or services PWDs had or have (e.g. divorce, crime, traffic violation)?
7. Are the cases/matters with the courts completed or are they ongoing?
8. How did the PWDs describe their experiences with the justice system? How did they feel about their experiences with the courts specifically?
9. How did the PWDs describe the attitudes of court staff and judges towards them? How did the attitudes of court staff and judges make them feel?
10. What helped the PWDs to understand and use the court/justice system? Think along the lines of enablers or what supported their access to justice.
11. Do you know if the PWDs were able to access legal representation/legal aid and courtroom advocates? If yes, how common was this?
12. What prevented them from understanding and using the justice system? Think along the lines of barriers or what prevented them from fully accessing or using the justice system.
13. Imagine that you can improve the courts/justice system for PWDs. What are your recommendations about what can be done to improve the courts/justice system for PWDs?
 - **Note:** If the respondent does not discuss naturally, ask about recommendations beyond physical access to include cultural barriers PWDs may face in the justice system.
14. Think about judges specifically. Do you have specific recommendations for judges?
15. Is there anything else you would like to discuss with us today about the justice system?

Section B: Focus Group Session Outline and Discussion Guide

Session Outline (1 hour and 10 minutes):

- Welcome: Project Introduction, Icebreaker & Guidelines for the Session (5 mins)
- Session 1 - core focus group questions (45 minutes)
- *Break for refreshments (10 minutes) – participants can opt to have refreshments at the end.*
- Session 2 - validation: present summary of findings participants' validation (10 mins)

Welcome & Introduction: Script was provided to moderator.

Questions

1. Have you ever interacted with any court or court services?
2. How long ago was this (in years or months)?
3. Is your case/matter with the court completed or is it ongoing?
4. What was your experience with the court/justice system? How do you feel about it?
5. How would you describe the attitude of court staff and judges towards you? How do these attitudes make you feel?
6. What helped you to understand and use the court/justice system? Think along the lines of enablers or what supported your needs to access justice.
7. What did not help you to understand and use the justice system? Think along the lines of barriers or what prevented you from fully accessing or benefiting from the justice system.
8. Did you use legal representation, legal aid or any courtroom advocates? If yes, what was this experience like?
9. Imagine that you can improve the courts/justice system for PWDs. What are your recommendations about what can be done to improve the courts/justice system for PWDs?
 - **Note:** If the respondents do not discuss naturally, ask about recommendations beyond physical access to include cultural barriers PWDs may face in the justice system.
10. Think about judges specifically. Is there anything you want judges to know about PWDs?
11. Is there anything else you would like to discuss with us today about the justice system?

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