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Project: All Children Learn Together – Cross-Border Network of Inclusive Schools - TOGETHER

Research of the systematic protection of persons with disabilities in the Northeastern Region



Центар за развој на третиот Североисточен плански регион



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INTRODUCTION

All Children Learn Together – Cross-Border Network of Inclusive Schools – TOGETHER is a cross-border project of the Center for Development of the Northeastern Region of Macedonia and the Municipality of Dupnica of Bulgaria.

The research of the systematic protection of persons with disabilities, as part of this project, was conducted by the Association Open the Windows.

Research findings and data will contribute to diminishing the existing lack of information on public institutions that offer specific services to children and persons with disabilities in the Northeastern Region.

Its intended beneficiaries include children and persons with disabilities and their families, as well as institutions and professionals and experts in the field of disability in the observed region.

RESEARCH METHODOLOGY

1. Research subject

The research subject is to identify institutions that offer specific services to persons with disabilities in the Northeastern Region of Macedonia, comprised of the following six municipalities:

- Kratovo,
- Kumanovo,
- Kriva Palanka,
- Lipkovo,
- Staro Nagorichane, and
- Rankovce.

Three sectors were within the research focus:

- Education,
- Health, and
- Social Sector.

Civic organizations were also covered within the research.

2. Research objectives and character

The research objectives were:

1. To identify the current situation concerning institutions of public character that offer specific services for children and persons with disabilities, and

2. To describe their services.

3. Research tasks

The research was expected to fulfill the following tasks:

- 1. To identify all primary and secondary schools in the Northeastern Region, in particular those that include children with special educational needs among its students.
- 2. To identify day-care centers for children and adults with disabilities and to describe their services.
- 3. To identify pre-schools that enroll children with developmental difficulties.
- 4. To identify centers for rehabilitation and physical therapy.
- 5. To identify public health institutions, which include expert commissions that produce findings and opinion (i.e. official documents) on citizen's type and level of disability.
- 6. To identify centers for social work and enlist the services that they offer.
- 7. To identify alternative service providers.
- 8. To identify civic organizations that work in the field of disability in the region and to enlist the services that they offer.

4. Methods, techniques and instruments

The research was conducted through the use of quantitative research methods of descriptive character.

Telephone interviews, online research and survey were the used techniques.

• Two survey questionnaires were produced for the needs of the research, both combining closed, semi-open and open questions. One of the questionnaires was used for educational institutions, while the other captured answers of health- and social-sphere institutions (enclosed in Annex 1 and Annex 2, respectively).

5. Organization and timetable

The research was conducted by Aleksandra Spasovska and Marija Velinovska, special educators at Open the Windows, in the period January – February 2015.

Municipality of Kratovo

The Municipality of Kratovo is located in the Northeastern Region and has, according to the most recent population census, a total of 10,441 inhabitants. The town of Kratovo is central to the municipality, which also includes 30 villages. Kratovo has the following institutions: Museum of Kratovo, Home of Culture and Town Library.



Municipality of Kratovo

1. Education

Pre-school institutions

The pre-school institution in Kratovo is the JOUGD "Carka Andreevska". Contact information:

- Address: Goce Delchev 1
- Telephone: 031/481-705
- E-mail: <u>carka_andreevska@mt.net.mk</u>

Primary schools

OOU "Kocho Racin" is the only primary school in the Municipality of Kratovo. Contact information:

- Address: Mihajlo Apostolski 11
- Telephone: 031/481-118
- E-mail: skolokratovo@gmail.com



OOU "Kocho Racin"

Secondary schools



DSU "Mitko Pendzukliski"

SOU "Mitko Pendzukliski" is the sole secondary school in the Municipality of Kratovo. The school hosts a students' dormitory.

Contact information:

- Address: Mihajlo Apostolski 10
- Telephone: 031/481-483
- E-mail: dsumitko@yahoo.com

2. Social sector

In the social sphere, the Municipality of Kratovo hosts a Center for Social Work and a Daycare Center for persons with intellectual and physical disability.

Public Institution Center for Social Work - Kratovo

The Center for Social Work deals with citizens' social rights and services. Rights include financial support. The center offers individual or group services, depending on the beneficiaries' needs. Services are offered to families experiencing difficulties in the family or the marriage, old and exhausted persons, children under social risk, children with behavioral and social problems, and children with developmental difficulties. Contact information:

- Address: Goce Delchev bb
- Telephone: 031/481-228
- E-mail: jucsrKratovo@mtsp.gov.mk

Day-care Center for persons with intellectual and physical disability

The Day-care Center takes care of persons with intellectual or physical disability. Individual and group work is being conducted, in an effort to facilitate beneficiaries' socialization and integration, including activities that aim at obtaining knowledge and skills.

Contact information:

- Address: Nikola Tesla bb
- Telephone: 075/361-168

3. Health

In the Municipality of Kratovo, there are no health institutions that offer specific services for children and persons with disabilities.

4. Civic sector

The Association of Parents of Children with Cerebral Palsy is a disability-related disability organization operating in the Municipality of Kratovo. It works with persons with physical disability and its services and activities include: organization of awareness raising events that specifically focus on social acceptance of persons with cerebral palsy, organization of charity events to provide help to families with persons with disabilities, etc. Contact information:

- Address: Goce Delchev 92
- Telephone: 070/739 006
- E-mail: kocevska.slavica@yahoo.com
- Facebook: <u>https://www.facebook.com/groups/260361564042717/</u>

Municipality of Kriva Palanka

The Municipality of Kriva Palanka is located in the Northeastern Region and has, according to the most recent population census, a total of 20,820 inhabitants. For 2015, the current year at the time of the research conduct, the Municipality of Kriva Palanka has enacted a program for work in the field of social protection, which foresees provision of: material support, non-institutional services in the field of social protection, and conduct of awareness raising campaigns to ensure that citizens are aware of the needs of persons with disabilities. The Municipality also organizes events to mark December 3 – International Day of Persons with Disabilities. as well as New Year-related celebrations.

http://www.programa_socijalna_zastita_2015



1. Education

Pre-school institutions

JOUGD Detelinka is a pre-school institution that operates in the Municipality of Kriva Palanka. It has three objects at its disposal. JOUGD Detelinka accepts and enrolls children with developmental difficulties of different nature, most of who have speech difficulties, hearing and vision impairments, physical disabilities, older children who use diapers at rather older age (four and five-year olds), hyperactive and children with behavioral problems and children with mild and in some cases moderate intellectual disabilities.



Concerning professionals among its staff, the pre-school

only employs a psychologist (who at the time of the research conduct was its director), who provides consultations, information and support to the teaching staff that directly works with these children.

Contact information:

- Address: Sv. Joakim Osogovski 51
- Telephone/Fax: 031/ 375-527
- E-mail: ojudg detelinka@yahoo.com

Primary schools

There are two primary schools in the Municipality of Kriva Palanka: OOU Joakim Krchovski and OOU Ilinden.

According to the research conducted during September 2014, a total of 17 students with special educational needs attended the OOU Ilinden in the 2014/2015 school year. This school has at its disposal assistive technology: big-button keyboards, trackballs, joysticks, switches and touch monitors, which students with special educational needs can use¹. The teaching staff has been trained to use assistive technology in the instruction.

Contact information:

- Address: Nasko Tamburkov 80
- Telephone/Fax: 031/375 078
- E-mail: ouilinden@yahoo.com
- Web page: <u>www.ouilinden.mk</u>

Secondary schools



Web page: <u>www.gjorchepetrov.edu.mk</u>

SOU Gjorche Petrov is the sole secondary school in the Municipality of Kriva Palanka. It provides gymnasium instruction, as well as vocational education.

Contact information:

- Address: 8 Oktomvri 91
- Telephone: 031/ 375 025
- Fax: 031/ 377 120
- E-mail: <u>sougorcepetrov@yahoo.com</u>

Despite the fact that the Law on Secondary Education provides the opportunity for students with special educational needs to enroll with mainstream schools, research data indicated that this right was scarcely used.

2. Social sector

In the social sector, the Municipality of Kriva Palanka hosts an Inter-municipal Center for Social Work and a Day-care Center for persons with intellectual and physical disability.



¹ The assistive technology has been provided through the Project for e-Accessible Education, implemented by the Association Open the Windows and with financial support of the United States Agency for International Development – USAID.

JU Inter-municipal Center for Social Work

The Inter-municipal Center for Social Work is responsible for social protection matters. It deals with rights and services that aim to accommodate the needs of vulnerable groups, persons with disabilities, persons at social risk, old and exhausted persons, persons with chronic diseases, etc.

Contact information:

- Address: Nikola Tesla bb
- Telephone: 031/372-245, 031/375-200
- E-mail: jumcsrKrivaPalanka@mtsp.gov.mk

Day-care Center for persons with intellectual or physical disability

The Day-care Center in Kriva Palanka works with children and youths with intellectual and/or physical disabilities aged between five and 18 years. It has the capacity to work with 20 to 25 persons at a given time. The services it offers include: individual work with beneficiaries, group work, facilitation of socialization and integration. The Day-care Center employs a total of six staff members: two social workers, a medical nurse, a cook, a hygienist, and a driver. Contact information:

- Address: Sv. Joakim Osogovski bb
- Telephone: 031/374-920

3. Health

In the Municipality of Kriva Palanka, there are no health institutions that offer specific services for children and persons with disabilities.

4. Civic sector

The Center for support of persons with intellectual disabilities – PORAKA operates in the Municipality of Kriva Palanka. Their services include socialization of persons with intellectual disabilities and their parents, advocacy and informing. Contact information:

- Address: Nikola Tesla bb
- Telephone: 071/267 263

Municipality of Kumanovo

According to the legislative act from August 2004 that determines the geographical distribution of the local self-government units, the Municipality of Kumanovo is the largest municipality in the Republic of Macedonia with a total of 103,205 inhabitants.

Each year, the Municipality organizes manifestations to mark December 3 – The International Day of Persons with Disabilities. Some of the most recent municipal activities concerning persons with disabilities include participation in and support of projects such as: Social Enterprise – Inclusion through Work² and Fair of Employment Opportunities for Persons with Disabilities"³.



1. Education

Pre-school institutions

The pre-school institution JOUGD Angel Shajche operates in Kumanovo and has at its disposal six objects.

Contact information:

- Address: Mosha Pijade bb
- Telephone: 031/413-800; 031/415-810
- E-mail: angel.sajce@gmail.com

Primary schools

There are a total of 18 municipal primary schools on the territory of the Municipality of Kumanovo:

- OOU Karposh,
- OOU Bitolski Kongres,
- OOU Hristijan Karposh,
- OOU Naim Frasheri,
- OOU 11 Oktomvri,
- OOU Vuk Karadzic,
- OOU Vera Kotorka,
- OOU Bajram Shabani,
- OOU Panche Peshev,
- OOU Kiril i Metodij,
- OOU Brakja Ribar,
- OOU Kocho Racin,
- OOU Profesor Mijalkovic,
- OOU Jeronim de Rada.

² The project has been implemented by ZRCLIP Poraka Nasha (association), the Municipality of Kumanovo, the Association of Citizens MATA from Skopje and the Junior DOOEL private company from Kumanovo.

³ The mentioned Fair has been organized within the USAID's Project for Apprenticeship and Employment of Persons with Disabilities.

According to the current legislative framework, students with special educational needs can enroll in all mainstream schools. The information obtained through the research indicate that part of the primary schools in the Municipality of Kumanovo have undertaken measures and initiatives to improve the inclusion of students with special educational needs.

OOU Brakja Miladinovci

The OOU Brakja Miladinovci includes special classes for students with special educational needs. In these classes, teaching is conducted by special educators. Since 2010, the school also provides a service for all-day stay of first-grade students.

Contact information:

- Address: Narodna revolucija 43
- Telephone: 031/424-281
- E-mail: brakamiladinovci_ku@yahoo.com
- Social networks: <u>https://www.ooubrakamiladinovci</u>



OOU Toli Zordumis

In November 2014, OOU Toli Zordumis launched a six-month project aimed at introducing physical education for students with special educational needs. The project seeks to improve their inclusion in the school through sports and recreation and is conducted in cooperation with the Municipality of Kumanovo and the United Nations Development Program (UNDP).

The school also has at its disposal assistive technology for its students with special educational needs.

Contact information:

- Address: Boro Prcan 38
- Telephone: 031/412-311
- E-mail: tolikumanovo@gmail.com

OOU Krste Misirkov

The Krste Misirkov primary school shares the premises with the Brakja Miladinovci school. It has assistive technology that can be used by students with special educational needs. The teaching staff has participated in a series of trainings related to working with students with special educational needs, as well as to using assistive technology in the instruction.



OOU Krste Misirkov



Contact information:

- Address: Narodna revolucija 43
- Telephone: 031/424-231
- E-mail: <u>krstemisirkov@yahoo.com</u>
- Web page: <u>http://www.kmku.edu.mk/</u>
- Social networks: <u>https://www.krste.misirkov.kumanovo</u>

OOU Magdalena Antova

The Magdalena Antova municipal primary school is also involved in the Project for e-Accessible Edcuation, According to a research conducted in September 2014, there are a total of 49 students with special educational needs in the school.

Contact information:

- Address: ul. 110, number 5, village of Karposh
- Telephone: 031/444-543
- E-mail: magdalenaantova@yahoo.com
- Web page: http://magdalena-antova-kumanovo.wikispaces.com

Secondary schools

In the Municipality of Kumanovo, there are five secondary schools, one of which is located in the village of Dolno Konjrare:

- SOU Sami Frasheri, Street III bb,
- SOU Kiro Burnaz, village of Dolno Konjare,
- SOU Goce Delchev, Pero Chicho 31a,
- SOU Nace Bugjoni, Bajram Shabani bb,
- SOU Pero Nakov, Mosha Pijade bb.

Despite the fact that the Law on Secondary Education provides the opportunity for students with special educational needs to enroll with mainstream schools, research data indicated that this right was scarcely used.

2. Social sector

The Public institution Inter-municipal Center for Social Work and the Day-care Center for children and youths with disabilities up to 18 years old operate in the Municipality of Kumanovo.

JU Inter-municipal Center for Social Work

The Inter-municipal Center for Social Work deals with rights and services. It covers social protection needs of the population from several municipalities. Offered services may be individual or group, depending on the needs of the beneficiaries. These services are provided to families having family or marriage related problems, old and exhausted persons, children under risk, children with behavioral and social problems, and children with developmental difficulties.



JU Inter-municipal Center for Social Work



Contact information:

- Address: Todor Velkov, 4
- Telephone: 031/438-160; 031/438-170
- E-mail: jumcsrKumanovo@mtsp.gov.mk; jumcsrku@yahoo.com

Day-care Center for children and youths with disabilities up to 18 years old

The Day-care Center supports children and youths with combined difficulties, moderate and severe intellectual disabilities. The Center has the capacity to serve between 20 and 25 beneficiaries. It employs five professionals as follows: a special educator, a psychologist, a pedagogue, a medial nurse and a lower-grades primary school teacher.

Contact information:

- Address: bul. JNA bb
- Telephone: 031/432-520; 072/275-362
- E-mail: <u>dnevencentarkumanovo@gmail.com</u>

3. Health

The expert commission for determining the type and the level of disability of persons with intellectual disabilities, i.e. for issuing official disability-related finding and opinion (an official document) works within the JZU General Hospital in the Municipality of Kumanovo. The structure of the expert commission is as follows: neuropsychiatrist, pediatrician, special educator specialized in intellectual disabilities, psychologist and social worker. The expert commission covers all municipalities in the Northeastern Region.

Contact information:

- Address: Boris Kidrich bb
- Telephone: 031/245-460; 031/245-460
- e-mail: <u>obkumanovo@zdravstvo.gov.mk</u>

4. Civic sector

There are several civic organizations that are active in the field of disability in the Municipality of Kumanovo.

Center for support of persons with intellectual disability – PORAKA

The goal of the organization is socialization of persons with intellectual disability and their parents, advocacy and informing.

Contact information:

• Address: bul. JNA bb



JZU Health Home - Kumanovo

Telephone: 072/275–362

Association Regional Center of persons with intellectual disability PORAKA NASHA

The organization runs a regional Day-care Center for adult persons with intellectual disabilities, which provides care and treatment for persons with intellectual disabilities and supports them in exercising and protecting their rights. In addition to services, the association focuses on these implementing projects that promote the rights of persons with intellectual disabilities.

Contact information:

- Address: Bajram Shabani bb
- Telephone: 077/890-310; 070/279-664; 031/412 320
- E-mail: poraka.ku1999@yahoo.com; poraka.nasa@yahoo.com •
- Web page: http://www.porakanasa.org
- Social media: https://www.facebook.com/porakanasa.kumanovo

Association of Blind Persons

The goal of the organization is to identify, educate and include in daily life persons with vision impairment.

Contact information:

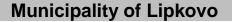
- Address: Boris Kidrich 27
- Telephone: 072/209 112; 078/310 613 •
- Social media: https://www.Здружение-на-слепи-лица-Куманово/
- E-mail: zsl.kumanovo@hotmail.com

Inter-municipal association of persons with physical disability - Kumanovo, Kratovo and Kriva Palanka – MOBILITY

The goal of the association is to: identify and register persons with physical disability, promote their full inclusion in the society and the daily life, support persons with physical disability and their families in the realization of their legally foreseen rights in the field of social, economic, health and other types of protection, etc.

Contact information:

- Address: Done Bozhinov 11
- Telephone: 031/417-875; 071/211 772
- E-mail: brajo@mt.net.mk





Municipality of Lipkovo



The Municipality of Lipkovo is located in the Northeastern Region. The village of Lipkovo hosts the municipal administration, which also serves 21 other villages. In accordance with the latest population census, there are 27,058 inhabitants in this municipality.

1. Education

Pre-school institutions

There are no pre-school institutions in the Municipality of Lipkovo. However, as per the information received from the Ministry of Labor and Social Policy, preparations are underway for establishment of such an institution in the municipality.

Primary schools

Six primary schools operate on the territory of the Municipality of Lipkovo:

- OOU Faik Konica village of Slupchane,
- OOU Anton Zeko Chajupi village of Hotla,
- OOU Kultura village of Matejche,
- OOU 7 Marsi village of Opaje,
- OOU Rilindja village of Lojane, and

OOU Dituria

The Dituria primary school is involved in the Project for e-Accessible Education and is equipped with assistive technology. The school employs a psychologist who works with students with special educational needs on individual basis.

Contact information:

- Address: village of Lipkovo
- Telephone: 031/462-012
- E-mail: dituria lik@yahoo.com





SOU Ismet Jashari

OOU Dituria

There is one secondary school in the Municipality of Lipkovo: SOU Ismet Jashari.

Contact information:

Secondary schools

- Address: village of Lipkovo
- Telephone: 031/463-888
- Social media:

https://www.facebook.com/Ismet.Jashari/

2. Social sector

Currently, there is a branch office of the Center for Social Work in the Municipality of Lipkovo.

As per the information received from the Ministry of Labor and Social Policy, preparations are under way for the opening of a day-care center for persons with disabilities.

Branch office of the Center for Social Work

The branch office of the Center for Social Work provides services in the field of social protection. It is within their mandate to respond to the needs of the municipal population with regards to one-off financial welfare support, other social welfare transfers, social counselling, etc. The branch office of the Center for Social Work is located in the premises of the local selfgovernment.

Contact information:

- Address: village of Lipkovo
- Telephone: 031/462-188; 031/463-180
- E-mail: komuna-likoves.2001@hotmail.com



Premises of the local selfgovernment - Lipkovo

3. Health

In the Municipality of Lipkovo, there are no health institutions that offer specific services for children and persons with disabilities.

4. Civic sector

There are no civic organizations working in the field of disability in the Municipality of Lipkovo.

Municipality of Staro Nagorichane

The Municipality of Staro Nagorichane is located in the Northeastern Region of Macedonia and has



Kokino locality

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4,840 inhabitants. The municipality is known for its rarities, such as the Kokino locality.

1. Education

Pre-school institutions

There are no pre-schools on the territory of the Municipality of Staro Nagorichane.

Primary schools

Three central primary schools exist in the Municipality of Staro Nagorichane:

- OOU Svetozar Markovic village of Staro Nagorichane,
- OOU Hristijan Todorovski Karposh village of Dragomance,
- OOU Hristijan Todorovski Karposh village of Mlado Nagorichane.

OOU Svetozar Markovic

Within the academic years preceding the research, the school was involved in a cross-border project entitled "Let's keep the youths in the border region – Youths for Youths". Its aim was to create sustainable conditions for social inclusion of youths in the border region. Within the project, the Svetozar Markovic schools was provided with a modern playground for football, handball and basketball, which is equipped with lighting for night use.

OOU Svetozar Markovic

Contact information:

- Address: village of Staro Nagorichane
- Telephone: 031/495-323
- E-mail: <u>svetozar_markovic_mk@yahoo.com</u>

Secondary schools

There are no secondary schools on the territory of the Municipality of Staro Nagorichane.

2. Social sector

There are no social institutions that offer specific services for children and adults with disabilities in the Municipality of Staro Nagorichane.

3. Health

In the Municipality of Staro Nagorichane, there are no health institutions that offer specific services for children and persons with disabilities.

4. Civic sector

There are no civic organizations working in the field of disability in the Municipality of Staro Nagorichane.

Municipality of Rankovce

Rankovce is a municipality in the Northeastern Region with, according to the most recent population census, 4,144 inhabitants. On its



Religious object in the Municipality of Rankovce

territory, there are eight religious localities dating back to the 17th and the 19th century.

1. Education

Pre-school institutions

There are no pre-schools on the territory of the Municipality of Rankovce.

Primary schools

The Hristijan Todorovski Karposh primary school operates on the territory of the Municipality of Rankovce. Instruction is carried out in a modern manner, in particular within the highly equipped cabinets for informatics and English language. In fact, the entire school was properly equipped within the Education Modernization Project.



Contact information:

- Address: village of Rankovce
- Social networks: <u>https://www.facebook.com/ou.htk</u>

OOU Hristijan Todorovski – Karposh

Secondary school

There are no secondary schools in the Municipality of Rankovce.

2. Social sector

Branch office of the Center for Social Work - Kriva Palanka

A branch office of the Center for Social Work from Kriva Palanka operates on the territory of the Municipality of Rankovce. It offers services and rights related to the social protection of various vulnerable groups, persons with disabilities, persons under social risks, persons with chronic diseases, elderly, etc. The branch office is located in the premises of the local self-government in the village of Rankovce.

Contact information:

- Address: Municipality of Rankovce, 1316
- Telephone: 031/380-444; 075/395-645
- e-mail: <u>rankovce@rankovce.gov.mk</u>
- Web page: http://rankovce.gov.mk/
- Social networks: <u>https://www.facebook.com/rankovce.gov.mk</u>



Premises of the local self- 20 government in Rankovce

3. Health

In the Municipality of Rankovce, there are no health institutions that offer specific services for children and persons with disabilities.

4. Civic sector

There are no civic organizations working in the field of disability in the Municipality of Rankovce.

Annex 1

QUESTIONNAIRE FOR SCHOOLS

Dear Sir/Madam,

This questionnaire is intended for the municipal schools in the Northeastern Region of Macedonia.

The goal of the survey is to identify measures and initiatives that schools undertake with regards to the inclusion of students with special educational needs.

1. Name and surname of the person answering the questionnaire:

2.	Position:
3.	Telephone:
4.	E-mail:

- 5. Name of the school: ______
- 6. Address: _____
- 7. Telephone/fax: _____
- 8. School's e-mail _____

9. Are there students with special educational needs at your school?

- Yes
- No

10. Are the students with special educational needs involved in mainstream instruction or in special classes?

11. What measures has the school undertaken to support and facilitate the inclusion of students with special educational needs?

- Facilitated access to the school building (accessible ramp, external elevator, etc.)
- School's internal premises have been adjusted
- The school procured instruction aids
- The school engages a special educator among its professional
- The school employs a special educator
- At least one-third of all teachers have received training in identifying and working with students with special educational needs
- The school has an inclusive team

Annex 2

QUESTIONNAIRE FOR INSTITUTIONS THAT OFFER SPECIFIC SERVICES FOR PERSONS WITH DISABILITIES IN THE NORTHEASTERN REGION

Dear Sir/Madam,

This questionnaire is intended for public institutions and civic organizations in the Northeastern Region of Macedonia.

The goal of this survey is to identify all public institutions and civic organization that offer services to persons with disabilities.

1. Name and surname of the person who answers the questionnaire: ______

- 2. Position: _____
- 3. Telephone: _____
- 4. E-mail: _____
- 5. Name of the institution/organization: ______
- 6. Address:
- 7. Telephone/fax: _____
- 8. E-mail: _____
- 9. Web page: _____
- 10. Social network: _____
- 11. Which age groups are the beneficiaries of your services?

12. What type of disability are your services for?

- disability in general,
- intellectual disability,
- physical disability,
- vision impairment,
- hearing and speech impairment,
- combined difficulties,
- learning difficulties,
- autism (autistic spectrum of disorders)
- other (please state) ______

13. Please state the services of your institution/organization: