

# PERSON WITH DISABILITY AFFAIRS OFFICE

## Olongapo City



### I. Mandate:

The Persons with Disabilities Affairs Office (PDAO) mandate is to ensure that policies, programs and services for persons with disabilities are implemented at local level for them to fully participate in building an inclusive society for all.

### II. Vision:

Persons with Disability Affairs Office envision the formation of total development of persons with disabilities to be physically, socially, academically functional and economically productive trained individual of the society.

### III. Mission:

Persons with Disability Affairs Office commits itself to the promotion and implementation of the Republic Act No.7277 “An Act Providing for the Rehabilitation, Self-Development and Self Reliance of Persons with Disabilities and their Integration into the Mainstream of Society and for other Purposes” for a free-barrier environment, protection of rights and fundamental freedom, encouragement of inclusion and full participation and preservation of PWDs’ equality to ensure a better quality of life.

### IV. Service Pledge:

Persons with Disability Affairs Office aim to restore, develop, prevent and strengthen Persons with Disability with physical, social, psychological and mental impairment to attain the following **objectives**:

- To mainstream Persons with Disability in the society
- To help Persons with Disability increase their potentials and skills through various activities
- To help them become socially responsible and economically productive individual to be able to have a quality life
- To initiate public awareness on Persons with Disability rights to be able to regain respect
- To ensure that their contribution to the community development be recognized and appreciated by the society
- To make Persons with Disability one of the City Government’s extension arms in the community



## **SERVICES**

<b>A. Membership Program</b> .....	<b>3 - 4</b>
1. New Application	
2. Renewal	
3. Replacement	
<b>B. Issuance of Certification</b> .....	<b>6 - 7</b>
1. Cancellation Certificate	
2. Membership Certificate	
3. Philippine Registry for Persons with Disability (PRPWD)	
<b>C. Distribution of Assistive Devices</b> .....	<b>8 - 10</b>
1. Wheelchair	
2. Quad Cane	
3. White Cane	
4. Walker	
5. Crutches	
6. Prosthesis	
7. Eye Glasses	
<b>D. Other Programs</b> .....	<b>11 - 13</b>
<b>E. Feedback Mechanism</b> .....	<b>14 - 15</b>

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### MEMBERSHIP PROGRAM

The process of registering Qualified Persons with Disability as mandated by the R.A. 7277 also known as the Magna Carta for Persons with Disability and R.A. 9442 amending R.A. 7277 giving benefits to Person with Disability. NCDAA Order No. 1, Series of 2021 mandating all Persons with Disabilities to be registered to the Philippine Registry of Persons with Disability (PRPWD) in compliance to the R.A. 11228 also known as the National Health Insurance Act of the Philippines for the Mandatory Free Health Coverage of all Persons with Disabilities.

<b>Office or Division:</b>	Persons with Disability Affairs Office (PDAO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Any Qualified Person with Disability regardless of age, sex, gender and sexual orientation residing in Olongapo City based on the Department of Health Guidelines base on R.A. 7277, R.A. 11215 and R.A. 10747.

CHECKLIST OF REQUIRMENTS			WHERE TO SECURE		
<ol style="list-style-type: none"> <li>1. Department of Health Form Version 4.0</li> <li>2. PDAO Intake Sheet Form</li> <li>3. Certificate of Disability (Apparent/Non-Apparent) duly signed by a Physician</li> <li>4. Medical/Clinical Record</li> <li>5. Barangay Resident Certificate/Birth Certificate/any Government Issued ID (any of the three)</li> <li>6. 4 pcs 1x1 latest Picture</li> <li>7. 1 pc 2x2 latest Picture</li> <li>8. Whole Body Picture (3R Size) for Orthopedic Disability only</li> <li>9. Valid ID of Guardian/Contact Persons in case of Emergency</li> <li>10. Valid ID of Representative (Photo Copy) Applying in behalf of the PWD</li> </ol>			<ol style="list-style-type: none"> <li>1. Person with Disability Affairs Office</li> <li>2. Person with Disability Affairs Office</li> <li>3. Person with Disability Affairs Office</li> <li>4. Physician/Specialist</li> <li>5. Barangay</li> <li>6. PWD Member</li> <li>7. PWD Member</li> <li>8. PWD Member</li> <li>9. PWD Member/Guardian</li> <li>10. PWD Representative</li> </ol>		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	

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1. Inquire/ Filling-out of Log Book Slip – Font Desk	1. Log and endorse to the assigned worker for screening/asses sment	None	5 minutes	Admin Aide I <i>PDAO</i>
2. Filling out of application form and submission of requirements (if qualified)	2. Interviewing and assisting client's information	None	15 minutes	Admin Aide I <i>PDAO</i>
	2.1. Verification of filled-out form of the client and review submitted requirements	None	10 Minutes	Disability Affairs Assistant <i>PDAO</i>
3. Offline Data Base encoding	3. Encoding Applicants to PDAO Offline Data Base	None	5 minutes	Disability Affairs Assistant <i>PDAO</i>
	3.1. Filing of Documents			Admin Aide I <i>PDAO</i>
4. Online PRPWD encoding	4. Philippine Registry for Persons with Disability Online Data Base Registration	None	15 Minutes	Admin Aide I/In-charge of PRPWD Online Registration
5. Processing	5. ID Generation	None	5 working days/40 hours	Disability Affairs Assistant <i>PDAO</i>
	5.1. Checking	None		Disability Affairs Officer I <i>PDAO</i>
	5.2. Approval of application			Disability Affairs Officer IV <i>PDAO</i>
	5.3. Signature			Disability Affairs Officer IV <i>PDAO</i> City Social Welfare Officer <i>CSWDO</i> City Mayor
6. Releasing	6. Inform Client thru Text	None	5 minutes	Admin Aide I <i>PDAO</i>
	6.1. Ready for claiming			<i>Client</i>
	6.2. Orientation			Admin Aide I

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	of/Briefing of client on the benefits and privileges of an ID and purchase booklet holder			<i>PDAO</i>
	6.3. Releasing of PWD ID and Purchase Booklet and Photocopying of ID and Purchase Booklet.		5 minutes	<i>Disability Affairs Assistant PDAO</i>  <i>Admin Aide I PDAO</i>
	<b>TOTAL TIME</b>	<b>None</b>	<b>44 Hours and 25 Minutes/ 5 days, 4 Hours and 25 Minutes</b>	

### ISSUANCE OF CERTIFICATION

A Certificate of Membership for the availment of a discount is issued to a Persons with Disability who applied and registered to the PDAO Office while his/her

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application is currently on process. Likewise, once a client decided to transfer residency to another city/municipality/province, he/she may apply for a Cancellation Certificate in order for them to be accepted in other city/municipality/province. Furthermore, a PWD may apply for a certification that he/she is registered with the Philippine Registry for Persons with Disability, mandated thru NCDA AO #1, S-2021 in order for him/her to fully avail Mandatory Free PhilHealth Coverage as mandated in R.A. 9442 and R.A. 11228, also known as the National Health Insurance Act of the Philippines.

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<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Any Qualified Person with Disability regardless of age, sex, gender and sexual orientation residing in Olongapo City.			
<b>CHECKLIST OF REQUIRMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>✓ Person with Disability Identification Card</li> <li>✓ Valid ID of the Representative</li> <li>✓ Authorization of PWD Member authorizing the Representative to apply for Certification on the PWD's behalf.</li> </ul>			Person with Disability Member or Representative	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire	1. Log and endorse to the assigned worker	None	3 minutes	Admin Aide I <i>PDAO</i>
2. Present the required documents	2. Evaluate the submitted required documents	None	2 minutes	Disability Affairs Assistant <i>PDAO</i>
3. Provide data/ information (interview)	3. Intake/ interview with the client	None	8 Minutes	Disability Affairs Assistant <i>PDAO</i>

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	3.1 Encode & prepare the certification based on the clients used	None		Disability Affairs Assistant <i>PDAO</i>
	10.2 Review and approval	None		Disability Affairs Officer I Disability Affairs Officer IV/Disability Affairs Officer I <i>PDAO</i>
	3.3 for Signature of Certification			
4. Claimed the requested certification	4. Issue/release of certification	None	2 minutes	Disability Affairs Assistant <i>PDAO</i>
	<b>TOTAL TIME:</b>	<b>None</b>	<b>15 Minutes</b>	

### REFERRAL AND ISSUANCE OF ASSISTIVE DEVICES

It is the provision of assistive devices and technologies to those whose primary purpose is to maintain or improve an individual's functioning and independence, facilitate participation, and enhance overall well-being. They can also

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help prevent impairment and secondary health conditions. Examples of assistive devices and technologies include wheelchairs, canes, walkers, skateboards, prostheses, hearing aids, visual aids, and specialized computer software and hardware that increase mobility, hearing, vision, or communication capacities.

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<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	The person who can avail is any bonafide person with disability resident of Olongapo City regardless of age, gender and economic status.

CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Updated Medical Certificate/Clinical Abstract	Specialist, Physician, Hospital, clinics			
2. Whole body picture (1pc.3R size)	Photo studio			
3. Costing of Assistive device	Certified physicians, pharmacist			
4. Endorsement of Physician to need of assistive device	Certified physicians			
5. Indigent Certificate from barangay	Barangay where the clients reside			
6. Referral Form	Persons with Disability Affairs Office (PDAO)			
7. Valid ID/PWD ID	Persons with Disability Affairs Office (PDAO) Land Transportation Office (LTO), Social Security System (SSS), Government System Insurance System (GSIS) and other Government issued ID's.			

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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1. Inquire	1. Log and endorse to the assigned worker	None	5 minutes	Admin Aide I <i>PDAO</i>
2. Present the required documents	2. Evaluate the submitted required documents	None	10 minutes	Admin Aide I <i>PDAO</i>
3. Provide data/ information (interview)	3. Intake/ interview with the client	None	30 minutes	Admin Aide I <i>PDAO</i> Disability Affairs Assistant <i>PDAO</i>
4. Validation	4. Conduct Home Visitation for Validation/ Assessment	None	1 hour	Disability Affairs Assistant <i>PDAO</i> Disability Affairs Officer I <i>PDAO</i> Social Welfare Officer III <i>CSWDO</i>
5. Wait for the approval of request assistance	5. Encode and prepare the social case summary report	None	1 hour	Disability Affairs Assistant/ Disability Affairs Officer I <i>PDAO</i> Social Welfare Officer III <i>CSWDO</i>
	5.1 Review and approval	None	10 minutes	Disability Affairs Officer IV <i>PDAO</i> City Social Welfare Officer <i>CSWDO</i>
6. Received assistance/ claimed the request case summary report	6. Provision/ released of request assistance	None	5 minutes	Admin Aide I Disability Affairs Assistant Disability Affairs Officer I <i>PDAO</i> Social Welfare Officer III <i>CSWDO</i> other partner agencies
	<b>TOTAL TIME</b>	<b>None</b>	<b>3 hours</b>	

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### OTHER PROGRAMS

- **Counseling Services:** Provision of professional assistance and guidance in resolving personal or psychological problems, or a cooperative process in which a trained professional helps a person/client to identify sources of difficulties or concerns that he/she is experiencing. Which is then referred to a PWD Focal Social Worker thru Ms. Liny Ruiz, a Registered Social Worker from the City Social Welfare and Development Office.
- **Case Assessment and Summary Report:** Documentation and profiling of individuals or families who are in crisis situations for possible availment of medical, burial, and financial assistance. Assistance is given to those clients requiring treatment to enable them to sustain their medication and therapeutic requirements to be able to restore their normal function and help them deal with their problem by providing well-timed and suitable assistance.
- **Educational Program:** Scholarship grants, Cash Assistance recommendations to Persons with Disabilities who are in need of support to sustain their studies, as mandated in the Republic Act 7277 and Republic Act 11650.
- **Employment Program:** An inclusion program for PWDs who want to avail employment program of the city and possible recommendation to any private company/industry as mandated by Republic Act 10070 and Republic Act 10524.
- **Livelihood and Skills Training Program:** Provision of a skills training program and starter kit to an individual or group to start their livelihood project as mandated by Executive Order 417 by the Office of the President.
  - a. Small Scale Business Management Training
  - b. Administrative Planning-Workshop Training
  - c. Independent Living and Peer Counselling Seminar
  - d. Personality Enhancement Seminar
  - e. Training on handling & communicating with PWDs
  - f. Budget Advocacy Seminar
  - g. Gender Sensitivity Training
  - h. Leadership Training

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- **Sports Development Program:** Conduct of sports program designed to their abilities and needs
  - a. Abilympics
  - b. PHILSPADA
  - c. CLARAA
  - d. Inter-Barangay Competition
  - e. Inter-Agency Sportsfest
  - f. Philippine National Game
  
- **Recreational & Advocacy Programs:** Provision of inclusive recreational activities and related experiences to the PWDs that aid them in their employment, mobility, socialization, independence, and community integration. Programs are designed to promote the development of social skills.
  - 1. January
    - ✓ Autism Consciousness Week
  
  - 2. February
    - ✓ National Down Syndrome Consciousness Month
    - ✓ Intellectual Children's Month
    - ✓ Leprosy Control Week
  
  - 3. March
    - ✓ Women's Month
  
  - 4. July
    - ✓ National Disability Prevention and Rehabilitation Week
    - ✓ Leprosy Control Week
  
  - 5. August
    - ✓ White cane Safety Day
  
  - 6. September
    - ✓ Family Week Celebration
    - ✓ National Epilepsy Awareness Week
    - ✓ Cerebral Palsy Awareness Week

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### 7. October

- ✓ National Mental Week
- ✓ Bone and Joint (Muscle Skeletal) Disorder Awareness Week
- ✓ National Attention Deficit/Hyperactivity Awareness Week

### 8. November

- ✓ Deaf Awareness Week

### 9. December

- ✓ International Day of Persons with Disabilities

- **Socio-Cultural Program:** A program that promotes cross-cultural awareness through various undertakings that include the arts. The program seeks to celebrate plurality and diversity to enhance tolerance, respect, and understanding.

1. Dancing
2. Singing
3. Painting
4. Drawing

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<b>FEEDBACK MECHANISM</b>	
How to send feedback	<p>Fill-out the client’s feedback form and drop it at the designated drop box at the front desks of the Persons with Disability Affairs Office: Clients may also write a feedback letter and submit it to the Receiving Desk of the Persons with Disability Affairs Office or send via e-mail <a href="mailto:pdaogapo@yahoo.com">pdaogapo@yahoo.com</a></p> <p>Contact Info: 611-4800 loc.128 or <a href="mailto:pdaogapo@yahoo.com">pdaogapo@yahoo.com</a></p>
How feedbacks are processed	<p>The information staff opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within 3 days upon the date received.</p> <p>The answer of the concerned office is then relayed to the citizen</p> <p>For inquiries and follow-ups, clients may contact the following telephone number, 611-4800 loc.128, mobile number 09318447939 or <a href="mailto:pdaogapo@yahoo.com">pdaogapo@yahoo.com</a> or FB account pdaoolongapo</p>

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How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in the Receiving Desks.</p> <p>Complaints can also be filled via telephone. Please provide the following information:</p> <ul style="list-style-type: none"> <li>➤ Name of person being complained</li> <li>➤ Incident report</li> <li>➤ Attached documents/ evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the following telephone number 611-4800 loc.128, mobile number 09318447939 or email at <a href="mailto:pdaogapo@yahoo.com">pdaogapo@yahoo.com</a></p>
How complaints are processed	<p>Complaint letters submitted to the Receiving Desk undergoes depends on the type of complaints.</p> <p>Upon evaluation, the Disability Affairs Officer shall start to investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Disability Affairs Officer will create a report and submit to the City Mayor for appropriate action, copy furnished the City Social Welfare and Development Office.</p> <p>The Disability Affairs Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number 611-4800 loc.128, mobile number 09318447939.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA:<a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>1-ARTA (2782)</p> <p>PCC:8888</p> <p>CCB:0908-881-6565 (SMS)</p>