

# ECB Guide for people with disabilities

Information and support  
for people with health-related impairments



EUROPEAN CENTRAL BANK

EUROSYSTEM

## Disability at the ECB

At the ECB, we aim to create a working environment that is open, inclusive and accessible to all colleagues, including those with a disability.

We define “disability” in accordance with the concept formulated by the UN Convention on the Rights of Persons with Disabilities, as follows:

“A limitation which results in particular from long-term physical, mental or psychological impairments which, in interaction with various barriers, may hinder the full and effective participation of the person concerned in professional life on an equal basis with other workers.”

## Accessibility at the ECB

### Physical accessibility

The ECB main building was put into operation in 2014. It was designed in accordance with German building regulations and recommendations for barrier-free accessibility. The leased buildings in the city centre provide similar standards of accessibility.

If you have certain mobility needs, please contact the service numbers listed below for further information prior to your first visit to any of our ECB premises.

### Digital accessibility

The ECB’s website and intranet comply with Web Content Accessibility Guidelines 2.0, Level AA. We strive to offer accessible content and aim to consistently improve our standards so as to strike a sound balance between visuals, graphically-advanced features, performance and accessibility.

## DiversAbility Network

The **DiversAbility Network** is the professional network for all ECB staff with long-term health-related impairments. Please contact this network to discuss your experiences and find support from our colleagues.

✉ [Diversability.Network@ecb.europa.eu](mailto:Diversability.Network@ecb.europa.eu)

## Reasonable accommodation at the ECB

To facilitate inclusion at work, the ECB provides “reasonable accommodation” to people with disabilities who request it, unless this were to imply a disproportionate or undue burden (e.g. unreasonable costs, a compromise of colleagues’ safety, etc.). The focus is very much on colleagues’ needs to carry out their job-related activities smoothly and to excel in the workplace on a day-to-day basis.

Examples of “reasonable accommodation”, fully or partially financed by the ECB, include:

- provision or modification of equipment, technical aids or devices (e.g. adapted screen, text-to-speech software, specific keyboard/mouse, adapted office desk and chair);
- making existing facilities more accessible to people with disabilities (e.g. designated parking spaces );
- reorganisation or reallocation of tasks, where possible;
- car vehicle adjustments to accommodate wheelchairs;
- flexible working arrangements subject to business needs (e.g. part-time, teleworking, etc.);
- adjustments during the recruitment process, for example additional time for written tests or the use of screen readers.

## ECB health & long-term care insurance

Coverage by the ECB’s health insurance (Allianz Care) is not subject to prior medical examination for insured members. The table of benefits published on Allianz Care’s website provides information on your benefits and entitlements. Contact the ECB Allianz Care Helpline to discuss benefits and entitlements in detail, to participate in the chronic conditions management programme or to request recognition of a serious illness or disability. Depending on your condition, you may be eligible to receive long-term care benefits.

## Our services

### Recruitment Team

Provides relevant information and organises support required during the recruitment selection campaign, e.g. tests and interviews.

✉ [recruitment@ecb.europa.eu](mailto:recruitment@ecb.europa.eu)

### ECB Medical Centre

Provides medical assessments for any request for reasonable accommodation or other support.

✉ [Medical.Centre@ecb.europa.eu](mailto:Medical.Centre@ecb.europa.eu)

### HR contact on disability

Provides general information about the ECB's disability framework.

✉ [Hannah.Kress@ecb.europa.eu](mailto:Hannah.Kress@ecb.europa.eu)

### Staff Info Point

Provides information about support available in the Rhein-Main region, for example, social assistance, contacts for car vehicle adaptations, contacts for rental market accommodation, and much more.

✉ [PointS@ecb.europa.eu](mailto:PointS@ecb.europa.eu)

### Rhein-Main Community Care Assistance

Provides hands-on support on the German social benefit system and social support in the Rhein-Main area

✉ <https://www.insite.de/de/ecb-rmcca>

### Safety at Work Team

Supports in addressing physical barrier issues related to your workplace.

✉ [safety@ecb.europa.eu](mailto:safety@ecb.europa.eu)

# Living in Frankfurt

## General information

Consult the Frankfurt city guide for people with limited mobility or visual impairments. A hardcopy in German is available for you from the [Staff Info Point](#) or, alternatively, refer to the [online version in English](#), including an A-Z Directory.

Additional links:

[www.einfach-teilhaben.de](http://www.einfach-teilhaben.de), <http://www.gemeinsamleben-frankfurt.de>,  
<https://www.netzwerk-inklusion-frankfurt.de>

Frankfurt is a vibrant city, with something for everybody. Yet, not all places are easily accessible, therefore please consult [BarrierFree Frankfurt](#) to check accessibility to leisure and recreation venues in Frankfurt.

## Certifying your disability status

As things currently stand, there is no official mutual recognition of disability status between EU Member States. The legal basis in Germany for determining your disability status and for gaining access to a number of associated benefits is the [Schwerbehindertenausweis](#). Please note that it is currently not possible to exchange an existing national disability card for the German Schwerbehindertenausweis. Therefore, if you plan to stay in Germany for longer than a year, it may make sense to apply for the recognition of your disability status in Germany. The Staff Info Point is happy to provide you with further information on this application process.



## Contact with relevant German authorities and bodies

The [Staff Info Point](#) can provide you with contacts to the relevant German authorities and bodies (e.g. Integrationsamt, Integrationsfachdienst, Sozialrathaus, Erweiterte Unabhängige Teilhabeberatungsstellen).

## Accommodation

Please contact the Staff Info Point to enquire about available options on the rental accommodation market.

## Transport

Information on accessibility to the public transport system in the Rhein-Main region: <https://www.rmv.de/c/de/fahrgastinfos/rmv-fuer-alle-lebenslagen/mobilitaetseingeschraenkte/>

Wheel chair accessible taxis:

<http://www.cebeef.com/> (opening hours to book taxis are from 08:00 to 16:00 weekdays)

<https://www.fahrdienst-rumpf.de/>

Please note English-speaking taxi drivers are available upon request, but the pool is limited.

## Parking

The blue disability parking permit badge may also be used in Germany. If you do not already have one, we recommend obtaining one. If your car vehicle number plate is not from Germany, but from your home country, you need to request it in your home country.



## Shopping

Shops geared towards mobility and daily living aids are called **Sanitätshaus** in German. Here are a few addresses in the city of Frankfurt:

- Sanitätshaus Raab, Schäfergasse 12, Frankfurt., Tel.: 069/9287 0549, English-speaking shop assistants are generally available;
- Sanitätshaus Raab, including a Rehabilitation & Orthopaedic department, Leipziger Str. 13 , Frankfurt., Tel.: 069/777 633, English-speaking shop assistants are generally available;
- Sanitätshaus Pauli, Schweizerstr 70, Frankfurt, Tel.:069/9621 580, English-speaking contact person: Mr Heisters.

## Where to find help with organising support care

[www.selbst-ev.de](http://www.selbst-ev.de), [www.awo-frankfurt.com](http://www.awo-frankfurt.com), [www.caritas-frankfurt.de](http://www.caritas-frankfurt.de),  
<https://www.diakonie-frankfurt-offenbach.de>, <http://www.pflegedienst-ffm.de>

## Your feedback

### Tell us more!

We are committed to continuously improving the working environment and workplace for our colleagues with health-related impairments. Please let us know whether you have any comments or feedback on the available information and support. Our contact details are mentioned in the section entitled “Our services”.

We also encourage you to participate in any relevant ECB staff surveys in order to share your experiences and better shape our workplace.