



Project title: Persons with sensory disabilities as a target group for the tourism industry - exchange of good practices

Project number: 2019-1-PL01-KA202-064948

Good practices in the field of adaptation to the needs of people with disabilities

CASE STUDY FROM GREECE, PORTUGAL, POLAND

Case study title	ColorADD
Case study theme	Color Identification System for Colorblind
<u>Background</u>	
<p>A tenth of the world's population suffers from color blindness, a disease that makes it impossible for people to differentiate some (or all) colors and which is a significant barrier to their autonomy. It was to break barriers and eliminate constraints and frustrations, that the Porto designer Miguel Neiva developed ColorAdd, a monochrome graphic code, based on universal concepts of interpretation and color unfolding, which allows color blind people to identify them correctly.</p> <p>10% of the male population has a specific degree of colorblindness; 37% of colorblind do not know which type of colorblindness they have; 64% of individuals considers that color confusion is the biggest problem; 59% only identify some colors; 22% do not see some colors; 51% do not achieve a way to “see” colors; 42% feel it is hard to be fully integrated socially; 90% ask for help whenever shopping clothing; 88% has trouble or ask for help to choose what to wear; 61% established a way of compensating the clothing buying process;</p>	
<u>What was the issue / problem being addressed?</u>	
<p>Developed by Miguel Neiva, a portuguese designer, the ColorADD® project mission is to facilitate color identification for colorblinde, while contributing determinately to their Social integration and Welfare, turning Communication more Efficient, Responsible and Inclusive.</p> <p>ColorADD is a unique, universal, inclusive and non-discriminative language that enables the colorblind to identify colors, with a wide infinite spectrum of use on companies/entities whenever color is a factor of identification, orientation or choice. It is estimated that 350 million people (about 10% of the male population worldwide) are Colorblind.</p> <p>The ColorADD code is based on three graphic symbols representing the three primary colors. Through the acquired knowledge of the “Color Addition Theory” taught in the early scholar years, the symbols can be related and the entire color pallet graphically identified. Black and White appear to indicate dark and light tones. Symbols that include colors, becomes "a mental game" easy to memorize and apply in daily.</p>	
<u>What action did you take to overcome the issue?</u>	

Code Color ADD

Five simple symbols, represent the **Primary Colors** - Blue (Cyan), Yellow and Red (Magenta), plus Black and White.

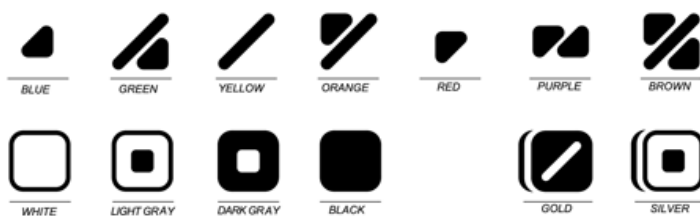
Adding (mixing) two Primary Colors, allows new composed symbols that represent the **Secondary Colors** (Green, Orange and Purple). Adding a Primary and a Secondary symbol enables once more new composed symbols performing Tertiary Colors, and so long

As follows, grey appears represented in two tones - **Light grey** and **Dark grey**. Adding the **parenthesis** before the symbol you get the **gold** and the **silver tones**:

Black and White indicate **Darker and Lighter tone**

COLOR ADD CODE:

COLORS | SYMBOLS



LIGHT TONES



DARK TONES



Proposed best practices from the case

The Porto designer 's project is having a worldwide impact, having already been mentioned in the most prestigious design publications. On Google, Color Add has more than 30 thousand references and was considered one of the 40 ideas to improve the world by the Brazilian magazine Galileu, which has more than 18 million subscribers.

References

<http://www.coloradd.net/code.asp>

Case study title	CITEVE - Masks for the Deaf
Case study theme	Transparent social mask for easy lip reading for the deaf people
<u>Background</u>	
<p>According to the World Health Organization (WHO), there are 466 million people who suffer from hearing problems and many depend on lip reading, along with sign language, to communicate.</p> <p>In times of pandemic, the use of a mask and social distance has become a kind of new normal that makes life very difficult for the deaf, for those who are losing their hearing, for sign language interpreters or speech therapists. Seeing lip patterns and facial expressions is vital for anyone who communicates through sign language.</p>	
<u>What was the issue / problem being addressed?</u>	
<p>The difficulty is for everyone and it is not just lip reading, it is the expression of the face and the way they vocalize, because they vocalize together with their hands. Facial expression is extremely important in sign language grammar, as many gestures involve touching the face, such as names and concepts.</p> <p>A trip to the supermarket, the post office, or the doctor has become much more difficult for those who have hearing problems.</p>	
<u>What action did you take to overcome the issue?</u>	
<p>Be Angel, a company from Famalicão, in the north of Portugal, was challenged by CITEVE (Technological Center for Textiles and Clothing) to create a transparent social mask for easy lip reading and its serial production for distribution, respecting the recommendations of the General Directorate of Health.</p> <p>With a labor cost three times higher than that used for other reusable social masks, these adapted masks are more expensive because they imply the use of plastic and fabric at the same time.</p>	
<u>Proposed best practices from the case</u>	
<p>Before this mask, the deaf could not communicate without removing the traditional mask or had to distance themselves from their interlocutors. Now, with the transparent part, they can read people's lips and it is much easier to communicate.</p> <p>These masks are also highly sought after by speech therapists, primary school teachers, hospital staff, or people who work with the elderly, so they can see the speaker's expression</p>	

References

<https://www.citeve.pt/>

<https://pt.euronews.com/2020/05/28/mascaras-para-surdos-cobicadas-por-varios-profissionais>

<https://sicnoticias.pt/especiais/coronavirus/2020-06-05-Empresa-de-Famalicao-cria-mascaras-para-a-comunidade-surda>

<https://expresso.pt/coronavirus/2020-05-15-Ja-ha-uma-mascara-portuguesa-certificada-para-quem-tem-problemas-auditivos>

Case study title	Hands To Discover
Case study theme	
<u>Background</u>	
<p>The Company CTILG, born in 2005, is dedicated to communication with the deaf community, providing services of translation, dissemination and development of materials in sign language.</p> <p>In 2016, the Hands to Discover project was launched, to respond to specific needs related to the practice of tourism by the Deaf Community (national and foreign).</p>	
<u>What was the issue / problem being addressed?</u>	
<p>Lack of tourist offer for the national and foreign deaf community.</p> <p>Difficulties experienced by the deaf when visiting Portugal.</p>	
<u>What action did you take to overcome the issue?</u>	
<p>Creation of a groundbreaking platform - Hands to discover, where the planning of leisure or business travel is one-click away.</p> <p>There you find information about places, scheduling, choice of points of interest, included in both deaf citizens like those who want to travel to Portugal. Users also have the option of being accompanied by a certified sign language interpreter.</p> <p>The www.handstodiscover.com platform helps your choice in decision-making and later in your stay, making communication easier for all, whether deaf or hard-of-hearing, having knowledge of sign language or not.</p>	
<u>Proposed best practices from the case</u>	
<p>The accessible tourism constitutes a competitive advantage for Portugal. CTILG created an innovative system with national and international responses that enable true accessibility and autonomy in places of tourist interest to deaf citizens who plan their leisure time.</p> <p>The www.handstodiscover.com platform is easy and intuitive access to help overcome the barriers of communication. Offers Portugal in an "accessible display window" to the level of Receptivity, culture, history, heritage and gastronomy.</p>	
<u>References</u>	
<p>http://www.handstodiscover.com/</p>	

Case study title	BluEyes
Case study theme	To help blind people to know better their surround environment
<u>Background</u>	
<p>According to the World Health Organization (OMS), visual disability ou blindness affects at least 2,2 billion people, that means one quarter of the world´s population is affected by visual disabilities.</p> <p>From this 2,2 billion people, the OMS estimates that 65 million are totally blind or has severe visual disability.</p> <p>Between adults with more than 50 years, around 42 thousand suffer from total blindness and more than 260 thousand suffer from serious visual disability.</p> <p>OMS is also concerned with the fact that more than half of the children suffering from this problem, abandon school.</p>	
<u>What was the issue / problem being addressed?</u>	
<p>Developed by the Polytechnic Institute of Coimbra and the Polytechnic Institute of Viseu, the BlueEyes project mission is to provide people with visual disability, tools to move around in an independent way, increasing their autonomy, their self-esteem while contibuting to their Social Inclusion and Quality of Life.</p> <p>Through a navegation system for mobile APP, sensitive to Beacons, and using Bluetooth Low Energy (BLE), people with this problem can take public transportation easily, can have access to relevant information about a touristic place along the visit, circulate in the street without being afraid of obstacles and access certain buildings of interest like public services.</p>	
<u>What action did you take to overcome the issue?</u>	
<p>Development of an architectural model for mobile APP´s sensitive to the surrounding geographic area and in communication with Beacons.</p> <p>Beacons are geolocation devices that, working with Bluetooth Low Energy (BLE), can locate a smartphone and send relevant information to the user, depending on which APP he is using.</p> <p>The Beacons are placed along the way or in strategic places like BUS stops, buildings, restaurants, etc, and the user just have to download the APP and allow the Bluetooth to engage with the Beacons and receive all the relevant information.</p> <p>The project has started by being implemented in 3 Portuguese cities (Living Labs):</p> <ul style="list-style-type: none"> – Coimbra, where the major focus goes to help people with visual disabilities to get to BUS stops, to help them getting the right BUS for their route and to inform them when to live the BUS; – In Caldas da Rainha, the main focus goes to help this people to walk on a touristic and 	

cultural pedestrian route, dedicated to Bordallo Pinheiro, with human scale pieces and information about the life of Bordallo Pinheiro and the city.

- In Tabua, the project will help them to walk in the center of the city easily and to go to places of interest or public services.

Proposed best practices from the case

The Beacons are already placed, but the APP is not yet available. When it is, people just have to download it and allow it to engage with the Beacons and interact with the system.

The project has no costs for the user.

The Beacons system is already being used in some countries but only in closed spaces or services.

References

<https://www.esec.pt/investigar-transferir/investigacao/projeto-blueeyes>

<https://www.noticiasdecoimbra.pt/blueeyes-politecnico-de-coimbra-com-projeto-para-melhorar-a-mobilidade-e-orientacao-dos-cidadaos-com-deficiencia-visual/>

Case study title	Beauty for All
Case study theme	Beauty products accessible for blind and deaf people
<u>Background</u>	
<p>L’Oréal has made strides toward Diversity and Inclusion and is recognized for its achievements. More than 15 years ago, L’Oréal committed to employ people with disabilities as one of the historical pillars of the group’s Diversity and Inclusion Policy, along with ensuring gender equity and empowering people of all social, economic and multicultural backgrounds.</p> <p>They have created the “DisAbility Awards”, an internal competition focusing on the inclusion of people with disabilities and seeking to share and promote best practices.</p> <p>In the 10th edition of “DisAbility Awards”, 63 projects were submitted, 15 finalists presented to a Global Jury, ending with 4 winners and a Special Award for Russia.</p> <p>One of those 4 winners was a portuguese project called “Beauty for All”.</p>	
<u>What was the issue / problem being addressed?</u>	
<p>L’Oréal Paris, in partnership with the National Institute for Rehabilitation, the Association of Blind and Partially Sighted People, the National Federation of Deaf’s Association and the National Association of Disabled, presented a project called “Beauty for All”.</p> <p>L’Oréal is an international brand, but the project is 100% portuguese and promotes the inclusion of disabled people, like the deaf and the invisuals to the world of beauty care.</p> <p>The project stands up for the right that people with visual disabilities and/or hearing disabilities should have the same access to beauty care information than individuals with no disability, so they can take care of their image autonomously.</p>	
<u>What action did you take to overcome the issue?</u>	
<p>The L’Oréal site will provide beauty tutorials with áudio for those who can’t see and subtitled vídeos for those who can’t hear.</p> <p>The L’Oréal products will also have Braille labels.</p> <p>In cooperation with multiple beauty professional partners, L’Oréal is promoting beauty workshops adapted to people with visual disabilities. The first one already happened in our Miraflores city.</p>	
<u>Proposed best practices from the case</u>	
<p>The greatest aim is to sensitize society and other companies, giving them inspiration to get involved in this kind of actions towards a more equity world.</p>	

References

<https://www.delas.pt/projeto-100-portugues-cria-movimento-beleza-para-todos/beleza/577665/>

<https://pt.fashionnetwork.com/news/L-oreal-paris-lanca-projeto-inclusivo-100-portugues,1081794.html>

<https://anoticia.pt/2019/03/21/beleza-para-todos-projeto-100-portugues-e-pioneiro-dentro-do-grupo-loreal/>

<https://www.lorealparis.pt/beleza-para-todos>

Case study title	SNS 24 for the deaf
Case study theme	Health System with easy access to deaf people
<u>Background</u>	
<p>Hearing loss is one of the world's most prevalent health concerns.</p> <p>Over 5% of the world's population have a hearing loss, what means that around 466 million people experience disabling hearing loss and about 34 million of those individuals are children.</p> <p>Age is also an important factor in hearing loss, what means that from those 466 million, 25% with hearing loss are over 65 years old.</p> <p>Hearing loss is increasing every year, and it is estimated that by 2050, over 700 million people will have disabling hearing loss.</p>	
<u>What was the issue / problem being addressed?</u>	
<p>The Portuguese Federation of the Deaf's Associations, the Ministry of Health and the National Rehabilitation Institute, with the help of Altice (a telecommunication company), established a partnership to make National Health Service Contact Center (SNS 24) accessible to deaf people.</p> <p>It was created a web platform that allows the deaf to communicate with SNS 24 and getting all the information and health support they need, just like any other person without hearing disabilities.</p> <p>This communication can be made by a videocall, where a sign language interpreter will be mediating the communication between the deaf and the nurse on the SNS 24.</p> <p>The deaf can also require the sign interpreter to help him to contact and attend any other health contexts, like hospitals, medical appointment, lab analysis, etc.</p> <p>In the platform, there is also another tool for those deaf people who do not know sign language. It's a webchat that allows them to communicate with the nurse in the SNS 24 by writing.</p> <p>This way, the deaf can be more autonomous, take care of their own health and even the health of their kids, parents or friends.</p>	

What action did you take to overcome the issue?

Development of a platform that provides to the deaf people two ways of contacting the SNS 24: videocall or webchat.

Contacting by videocall, there is 24 hours a day and 7 days a week, a sign interpreter available to do the communication bridge between the deaf and the nurse. Within the videocall, there are two distinct services:

- screening, clinical advice and forwarding to the right health services;
- providing a sign interpreter to help the deaf to contact and attend any other health contexts, like hospitals, medical appointment, lab analysis, etc.

Contacting by webchat, especially for those who do not know sign language, allows the communication by writing. The webchat is available in Portuguese and in English.

This platform has no costs for the user, it's totally free.

The SNS 24 is not for medical emergencies, although, it can articulate with the National Institute of Medical Emergency.

Proposed best practices from the case

This project makes it possible for the deaf to feel included in the society, to be completely autonomous in the access to health care services and to have access to an equity service.

In the last year, more than 1.243 screenings were made by videocall with the intervention of sign language interpreters.

References

<https://fpasurdos.pt/pt/sns-24h>

<https://www.spms.min-saude.pt/2021/04/sns-24-um-ano-de-atendimento-por-videochamada-aos-cidadaos-surdos/>

<https://www.sns24.gov.pt/contacto-acessivel-cidadao-surdo/>

<https://www.esquerda.net/artigo/atendimento-em-lingua-gestual-no-sns24-beneficiou-mais-de-mil-utentes/74305>

<http://www.insa.min-saude.pt/lingua-gestual-portuguesa-disponivel-para-cidadaos-surdos-atraves-do-sns24/>

<https://www.inem.pt/2021/09/09/sns-24-mais-de-quatro-milhoes-de-chamadas-em-2021/>

<https://www.audicus.com/world-wide-hearing-loss-stats-from-around-the-world/>

Case study title	The Culture Without Barriers Foundation's
Case study theme	Mission: Accessibility
<u>Background</u>	
<p>Deaf and hearing loss people</p> <p>People with hearing disabilities are a very diverse group. Among them there are deaf people who use only Polish sign language (PJM) and have little knowledge of Polish. For these people, Polish is a foreign language or second, after PJM. The second group are the deaf who use PJM, but also know the Polish language. Lip readers are among them, but this skill is not common. The third group includes deaf people who lost their hearing after learning the Polish language. These people often speak Polish fluently, are able to read even long and difficult texts in Polish with understanding, but usually not very well or not knowing PJM at all. And finally, the last group consists of hearing impaired people who often do not know sign language. They use hearing aids and rely primarily on audio information.</p> <p>Visual disability</p> <p>Blind people can be divided into those who are blind from birth and the blind, i.e. those who have lost their eyesight after the age of 5. The latter group is much more numerous. The vast majority of blind people move around in public space on their own, but they use a white cane or a guide dog and, it is very important to hit the desired place flawlessly, learn the road together with the spatial orientation instructor. It also happens that blind people tend to be less independent and need constant support from assistants. Not all visually impaired people know Braille. People who are blind from birth learn it in school, but people who lost their eyesight as adults often do not need or want to explore it. This is largely due to modern technologies that enable independent reading, writing, and communication with others without knowing Braille. The vast majority of people with visual disabilities use a computer and a mobile phone. Depending on the degree of the visual impairment, they often or less often need the support of sighted people to fully recognize visual codes, such as the address, bus or tram number they are looking for, and finally a film, theater performance or exhibition in a museum or gallery.</p>	
<u>What was the issue / problem being addressed?</u>	
<p>People with hearing and vision impairments are often unable to participate in tours and exhibitions. Due to the activities of the foundation people with hearing impairments can participate in trips, meetings and concerts organized by the foundation, which are translated into sign language. The foundation installs / rents an induction loop.</p> <p>They organize events available for people with visual disabilities. They show people, how to prepare audio description. They consult system solutions.</p>	

What action did you take to overcome the issue?

They work in culture – popularizing texts, works of art, events, cultural spaces. The organization wants to make sure that everyone – regardless of their disability, or financial or family situation – can fully and independently take part in events like movie screenings or theatre performances, visit museums or galleries.

They are initiators and partners in many cultural events. The biggest one being festivals – Festival of Culture Without Barriers, “Przejścia” Film Festival, and Cooltural Deaf Festival.

Proposed best practices from the case

- preparing subtitles for the deaf
- providing translation into PJM
- installing / renting an induction loop
- consulting system solutions
- developing audio description
- recording audio description and voiceover in the studio
- organizing events accessible to people with visual disabilities

References

<http://kulturabezbarier.org/en/>

Case study title	Project: Zachęta signs!
Case study theme	Mission: Accessibility
<u>Background</u>	
<p>Deaf and hearing loss people</p> <p>People with hearing disabilities are a very diverse group. Among them there are deaf people who use only Polish sign language (PJM) and have little knowledge of Polish. For these people, Polish is a foreign language or second, after PJM. The second group are the deaf who use PJM, but also know the Polish language. Lip readers are among them, but this skill is not common. The third group includes deaf people who lost their hearing after learning the Polish language. These people often speak Polish fluently, are able to read even long and difficult texts in Polish with understanding, but usually not very well or not knowing PJM at all. And finally, the last group consists of hearing impaired people who often do not know sign language. They use hearing aids and rely primarily on audio information.</p>	
<u>What was the issue / problem being addressed?</u>	
<p>People with hearing loss are often deprived of access to the latest cultural events. They are not the target group, they are not taken into account when proposing various kinds of cultural events. Cyclical walks with a sign language interpreter through the latest exhibitions allow people with hearing impairments to participate in them.</p>	
<u>What action did you take to overcome the issue?</u>	
<p>They organize a series of meetings at current exhibitions led by deaf educator Daniel Kotowski. It was prepared primarily for young people and adults who are deaf, but also for hearing people. They invite to familiarize yourself with contemporary art from a slightly different perspective and to learn about Polish sign language, where you can also discuss art!</p> <p>During the meetings, hearing impaired people view the latest art exhibitions. They have the opportunity to participate in them in their own language.</p>	
<u>Proposed best practices from the case</u>	
<ul style="list-style-type: none"> – meetings in Polish sign language PJM, translated into Polish, – the possibility of using an induction loop – regular meetings (once a month, on Wednesdays at 6 p.m.) 	
<u>References</u>	
<p>https://zacheta.art.pl/pl/edukacja/programy/zacheta-miga%20</p>	

Case study title	Pan Tadeusz Museum
Case study theme	Mission: Accessibility
<u>Background</u>	
<p>People with sensory impairments want to visit museums. But usually they can not to do it.</p> <p>Deaf and hearing loss pepole</p> <p>People with hearing disabilities are a very diverse group. Among them there are deaf people who use only Polish sign language (PJM) and have little knowledge of Polish. For these people, Polish is a foreign language or second, after PJM. The second group are the deaf who use PJM, but also know the Polish language. Lip readers are among them, but this skill is not common. The third group includes deaf people who lost their hearing after learning the Polish language. These people often speak Polish fluently, are able to read even long and difficult texts in Polish with understanding, but usually not very well or not knowing PJM at all. And finally, the last group consists of hearing impaired people who often do not know sign language. They use hearing aids and rely primarily on audio information. Deaf people may have problems with understanding the written and spoken Polish language. They may not fully understand the content presented at the exhibitions.</p> <p>Visual disability</p> <p>Blind people can be divided into those who are blind from birth and the blind, i.e. those who have lost their eyesight after the age of 5. The latter group is much more numerous. The vast majority of blind people move around in public space on their own, but they use a white cane or a guide dog and, it is very important to hit the desired place flawlessly, learn the road together with the spatial orientation instructor. It also happens that blind people tend to be less independent and need constant support from assistants. Not all visually impaired people know Braille. People who are blind from birth learn it in school, but people who lost their eyesight as adults often do not need or want to explore it. This is largely due to modern technologies that enable independent reading, writing, and communication with others without knowing Braille. The vast majority of people with visual disabilities use a computer and a mobile phone. Depending on the degree of the visual impairment, they often or less often need the support of sighted people to fully recognize visual codes, such as the address, bus or tram number they are looking for, and finally a film, theater performance or exhibition in a museum or gallery.</p>	
<u>What was the issue / problem being addressed?</u>	
<p>Access to cultural works was increased.</p> <p>People with sensory disabilities were given the opportunity to visit the museum.</p>	

What action did you take to overcome the issue?

The special typhlopath and using optical aids make it easier to visit the museum.

The possibility of using a guide who knows sign language makes sightseeing easier for people with hearing problems.

Proposed best practices from the case

- no architectural barriers in the building. Every site is accessible by lift
- throughout the entire exhibition leads a path for visitors with visual impairments
- the ticket price includes an audioguide with audiodescription and a printed guide for visually impaired visitors (in dual vision), available at the cloakroom
- for visually impaired visitors, they can provide a portable enlarger – Optelec Compact 7 HD
- in every room of the main exhibition, one can find 3D reliefs with selected objects and maps for visually impaired visitors
- next to the ticket offices and in the cloakroom, induction loops are installed

References

https://muzeumpanatadeusza.ossolineum.pl/programy_educacyjne/muzeum-dostepne/

Case study title	The Museum of Krakow- Museum of Pogorze
Case study theme	Mission: Accessibility
<u>Background</u>	
<p>Deaf and hearing loss people People with hearing disabilities are a very diverse group. Among them there are deaf people who use only Polish sign language (PJM) and have little knowledge of Polish. For these people, Polish is a foreign language or second, after PJM. The second group are the deaf who use PJM, but also know the Polish language. Lip readers are among them, but this skill is not common. The third group includes deaf people who lost their hearing after learning the Polish language. These people often speak Polish fluently, are able to read even long and difficult texts in Polish with understanding, but usually not very well or not knowing PJM at all. And finally, the last group consists of hearing impaired people who often do not know sign language. They use hearing aids and rely primarily on audio information.</p> <p>Visual disability Blind people can be divided into those who are blind from birth and the blind, i.e. those who have lost their eyesight after the age of 5. The latter group is much more numerous. The vast majority of blind people move around in public space on their own, but they use a white cane or a guide dog and, it is very important to hit the desired place flawlessly, learn the road together with the spatial orientation instructor. It also happens that blind people tend to be less independent and need constant support from assistants. Not all visually impaired people know Braille. People who are blind from birth learn it in school, but people who lost their eyesight as adults often do not need or want to explore it. This is largely due to modern technologies that enable independent reading, writing, and communication with others without knowing Braille. The vast majority of people with visual disabilities use a computer and a mobile phone. Depending on the degree of the visual impairment, they often or less often need the support of sighted people to fully recognize visual codes, such as the address, bus or tram number they are looking for, and finally a film, theater performance or exhibition in a museum or gallery.</p>	
<u>What was the issue / problem being addressed?</u>	
Difficulties with access to the museum's collections for people with sensory and sensory disabilities.	

What action did you take to overcome the issue?

Visually impaired people

In each of the rooms there are stands that allow you to learn about the history of Podgórze by touch. In many places, on the elements of the exhibition (e.g. photos) typhlographics have been applied, which do not disturb the viewers' perception, and give the visually impaired people the opportunity to see exactly the same object.

A sightseeing path with audio description uploaded to the audioguide was prepared. It provides a vivid description of all exhibition spaces, so people with visual impaired can visit the entire main exhibition with it. The audio guide is available in the ticket price, and for free on the day of free admission.

The museum organizes tours and workshops for people with disabilities, using tactile materials and audio description, also prepared especially for a thematic meeting.

Hearing impaired people

An integral part of the main exhibition is the audio guide, which visitors receive in the ticket price. One of the sightseeing paths was recorded in Polish Sign Language, so the entire exhibition is available to people with hearing impairments. The device has a display on which the recording in Polish Sign Language is visible.

Proposed best practices from the case

- preparing subtitles for the deaf
- providing translation into PJM
- sightseeing path with audio description
- typhlographics

References

<https://muzeumkrakowa.pl/en>

Case study title	Accessibility for people with disabilities
Case study theme	Accessibility levels for people with disabilities in social life
<u>Background</u>	
<p>In Greece, a country with a rich history and culture, people with sensory disabilities are completely excluded. Even from school, children with sensory disabilities and especially with vision problems cannot visit museums in order to understand what they are being taught. And when they visit them, they are limited to what they hear and can imagine, without being able to touch the exhibits.</p>	
<u>What was the issue / problem being addressed?</u>	
<p>The problem people with sensory disabilities face is that there are no museums accomplishing their needs. Apart from cultural heritage that is already mentioned, a touch museum for the visually impaired is very much in line with reality. It gives information from parts of everyday life, which are tools and knowledge for a person with a visual disability.</p>	
<u>What action did you take to overcome the issue?</u>	
<p>Museum of Touch was created for people with visual disabilities, to come closer to the cultural heritage of Greece. Statues, vases, sculptures and useful objects, exact copies of the originals exhibited in museums of Greece adorn the two floors of the building, seeking, through touch, those who have not seen to know works of great cultural value from the Cycladic, Minoan, Geometric, Archaic, Strict Rhythm, Classical, Hellenistic and Roman period. Museum of Touch is part of the Lighthouse of the Blind in Greece and was founded in 1984. In 1988 it received the praise of the European Museum of the Year among 70 other European museums. In 2004 it opened its doors to the general public and today is one of the five touch museums in the world.</p> <p>Starting his tour of the Museum, one notices that the rooms are divided and sorted by thematic periods, so that visually impaired people can get a holistic approach to a work of art. Visitors have the opportunity to feel faithful copies of Aphrodite of Milos, Hermes of Praxiteles, the Inioh of Delphi, as well as a model of the Acropolis hill during the 5th century BC and more. Apart from cultural heritage, a touch museum for the visually impaired is very much in line with reality. It gives information from parts of everyday life, which are tools and knowledge for a person with a visual disability.</p> <p>For people with visual impairments, the sense of touch is what they use to get as much information as they need. However, this feeling needs training and practice, which is achieved by touching objects. People with visual impairments are divided into three sections, those with congenitally blind, those with low / partial vision, and those who have lost their vision over the course of their lives. Using their white cane which is a symbol of independence and</p>	

autonomy, they enter the space and with the help of escorts stand in front of the statues and feel them trying to understand their structure, their architecture and to receive the knowledge about the period to which they belong.

Proposed best practices from the case

Visitors who visit the museum as part of the programs that take place are informed about its history as well as what is a visual disability. Trying to fully understand the Museum of Touch, they either place a mask over their eyes, or simply close them and start moving in the space with the white cane and an attendant. They stand in front of the works of art, touch them and automatically enter the place of the blind, discovering at that time what it is like to function only with touch.

References

<http://www.tactualmuseum.gr/html/muse.htm>

Case study title	Accessibility for people with disabilities
Case study theme	Accessibility levels for people with disability in social life
<u>Background</u>	
<p>In Greece, a country with a rich history and culture, people with sensory disabilities are completely excluded. Even from school, children with sensory disabilities and especially with hearing problems cannot visit museums in order to understand what they are being taught. And when they visit them, they are limited to what they see without having access to any further information.</p>	
<u>What was the issue / problem being addressed?</u>	
<p>The problem people with sensory disabilities face is that there are no museums accomplishing their needs. Apart from cultural heritage that is already mentioned, an accessible museum is very much in line with reality. Also the absence of sign language interpretation makes communication with the deaf almost impossible. Museum visitors are always keen to know more about exhibits. Generally, they do this by asking questions and reading text labels. The deaf often find themselves helpless as museum staff do not understand sign language.</p>	
<u>What action did you take to overcome the issue?</u>	
<p>The Museum of Cycladic Art, aiming at the accessibility and inclusion of all its deaf and hard of hearing visitors, offers a special experience on the 1st floor with specially formatted videos (automated tour) in Greek sign language, but also international signs for visitors from abroad. In the videos there is a simultaneous subtitling in Greek and English. You will also find accessible videos on the museum website.</p>	
<u>Proposed best practices from the case</u>	
<p>Create videos in local sign language and in international meanings with corresponding subtitles. Video tours should be shown inside the Museum and on website. Another video, which includes information about the Museum and instructions for access to it, should be displayed on the website, but also at the entrance of the Museum, in the reception area.</p>	
<u>References</u>	
<p>https://cycladic.gr/</p>	

Case study title	Accessibility For People With Disabilities
Case study theme	Accessibility Levels For People With Disabilities In Social Life
<u>Background</u>	
<p>When one visits a restaurant or a cafe he/she should read the menu to order. But what happens when he is blind or visually impaired?</p> <p>What usually happens is either the waiter or an attendant of a visually impaired person read the menu to see what food choices he has and then order.</p> <p>Sometimes the waiter even had to say the prices of the dishes, bringing the visually impaired customer into some embarrassment. With this facility, every customer can study the menu and choose for himself.</p>	
<u>What was the issue / problem being addressed?</u>	
<p>Visually impaired people face difficulties and often feel painful because they have to eat in the dark, let alone to see and order something. Thus, people with visual impairments and people with disabilities in general become even more autonomous, gain more self-confidence and are significantly helped to have a proper integration in society.</p>	
<u>What action did you take to overcome the issue?</u>	
<p>In the city of Kavala, since 2019, a restaurant provides its menu and in Braille so that even the blind can read it. It is the first time that a restaurant in Kavala adopts the Braille code, ie the system of writing and reading of the blind, thus giving the opportunity to many people to feel more autonomy even when they need to go out to eat and have fun.</p> <p>The restaurant can accommodate in its store people who, although they cannot see, however have the opportunity to choose for themselves what to eat using Braille.</p>	
<u>Proposed best practices from the case</u>	
<p>Blind people recognize space by the extremities and hearing, they are facilitated by guides on the floor of different textures and bright colors contrast from the other elements, special handrails beginning and end, plates with BRAILLE system at a suitable height, floors, or sound absorbers to recognize others by their gait, clear audible signaling and spaces that create resonance.</p>	
<u>References</u>	
-	

Publication co-funded by the Erasmus+ Programme of the European Union

The European Commission's support for the production of this publication does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

THIS PUBLICATION IS DISTRIBUTED FREE OF CHARGE

