

# Pilot training tools

Final version of 30/05/2020

Deliverable number D 3.4.2

**Project Acronym:** TOURISM4ALL

**Project ID Number:** 10047361

**Project Title:** Development of a cross-border network for the promotion of the accessible tourism destinations

**Priority Axis:** 3 Environment And Cultural Heritage

**Specific objective:** 3.1 Make natural and cultural heritage a leverage for sustainable and more balanced territorial development

**Work Package Number:** 3

**Work Package Title:** Common methodology, capacity building and competences growth in the accessible tourism sector

**Activity Number:** 3.1

**Activity Title:** Development of a common methodology approach on accessible tourism through networking and knowledge

**Partner in Charge:** Irecoop Veneto, Odos

**Partners involved:** All partners

**Status:** Final

**Distribution:** Public

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## 1. DEAF OR HARD-OF-HEARING PEOPLE

### What you should know

The main forms of communication used by deaf or hard-of-hearing people are:

- lip-reading and sign language. Sign language is not an international language but a means of communication that covers national languages, dialects and slang;
- written communication.

### How to behave

Attract the attention of your guest by gesturing with your hand, or by tapping him/her gently on the shoulder;

Introduce yourself and your role. If need be, write things down to enable better understanding;

Speak slowly and face the guest, ensuring you are clearly visible. Make sure your face is not obscured by shadow, as this may create difficulties with face- and lip-reading. Do not exaggerate your speech or raise your voice;

Use simple vocabulary and try not to use initials, acronyms or abbreviations;

Devote the utmost attention to communicating;

Use all of the information material available, e.g. maps and plans;

Decide whether you should provide service announcements personally instead of giving them over a PA system; when clients have suitable devices, send texts, WhatsApp messages or emails;

At a restaurant, when possible, ask whether diners wish to book a round table, as this will facilitate communication.

### Aids and Equipment

- Vibrating and visual devices are available that enable people to decipher alarms and noises in the event of an emergency (e.g. smoke detectors, fire alarms, doorbells, alarm clocks). Wireless models are also available; these do not require installation and can be provided on checking-in;
- Video door-phones and captioned telephones are useful;
- Televisions with teletext are also much appreciated;

Hearing loops and live captioning can be used in theatres and for other entertainment.

## 2. BLIND OR VISUALLY IMPAIRED PEOPLE

### What you should know

Blind people gather information by using their other senses (i.e. touch, hearing and smell). This information enables them to create a mental picture of their environment, routes and interlocutors. Braille, a tactile writing system, is a form of communication that is used by a limited number of people.

Some blind people use a white cane or a guide dog to detect obstacles and move autonomously. Guide dogs are allowed into all environments, including restaurants and bedrooms. There are no restrictions and no surcharges. The law states that accommodation managers will be fined should they breach these requirements;

People with visual impairments, i.e. not blind but with major limitations on their field of vision, need to approach objects and people to recognise them. Good lighting and visual contrasts will enable them to be more autonomous.

### How to behave

When a blind person is with a companion, always speak to the blind person;

Do not show pity or be overly protective; instead, behave as you would with your other guests. Introduce yourself by name and say what your role is;

When speaking with blind guests, always notify them if you have to disappear briefly, e.g. to make photocopies;

If guests need to be accompanied, offer them your arm. They will generally prefer to grasp your elbow; alternatively, they will stand behind you and rest their hand on your shoulder so that they can follow one step behind and perceive objects in time. Always notify a blind person of possible obstacles, e.g. stairs. It is also useful to state the number of stairs you are about to take;

If possible, once the guest has checked in, you should accompany him/her around the accommodation to present its facilities. Give clear information and spatial references so that he/she can memorise the route and any obstacles. In these cases, it is good practice to use the coordinates of a clock, e.g. 12 o'clock means straight ahead, or the swimming pool is at 3 o'clock, or the entrance to the restaurant is on our right;

Ensure that staff do not move a guest's personal belongings from their position in the room, e.g. suitcase and clothes, as this will make it difficult, if not impossible, for him/her to find and use them; Also avoid re-arranging the furniture. If this is necessary, then notify the guest;

All of your colleagues in other departments should be informed that that the accommodation structure has a blind or visually impaired guest so that, if asked, they can provide any information, e.g. what's on the menu, or on an event schedule.

### Aids and Equipment

- Braille is a system of raised dots that enables blind people to read documents, but only a small percentage can use it;
- Written communication should be in clear, large print to make it easier to read. This applies to people with visual impairments only;
- Tactile maps, i.e. in relief, can be used to improve a guest's spatial awareness of where facilities are and how to reach them;
- It is good practice, as well as an excellent investment, to ensure that your website is blind-friendly by basing it on international standards, e.g. w3c and css;
- Textured paving surfaces can be used to create indoor and outdoor guidance systems (e.g. tarmac, tiles, ribbed carpet strips) to help blind people find their way around more easily. Colour contrasts and clearly visible colours provide help for people with visual impairments.

## 3. PEOPLE WITH MOTOR DISABILITIES

### What you should know

People with motor disabilities may use an electric or manual wheelchair, a stick or other aids. They may also walk with difficulty. Some motor disabilities may make it difficult for people to control their gestures or their speech;

Motor disabilities do not affect intellectual skills;

The distances that can be covered depend on the abilities of the individual person. It would, however, be best to avoid long routes, extended standing, and routes with obstacles.

### How to behave

When a blind person is with a companion, always speak to the blind person;

Do not show pity or be overly protective; instead, behave as you would with your other guests. Introduce yourself by name and say what your role is;

When speaking with blind guests, always notify them if you have to disappear briefly, e.g. to make photocopies;

If guests need to be accompanied, offer them your arm. They will generally prefer to grasp your elbow; alternatively, they will stand behind you and rest their hand on your shoulder so that they can follow one step behind and perceive objects in time. Always notify a blind person of possible obstacles, e.g. stairs. It is also useful to state the number of stairs you are about to take;

If possible, once the guest has checked in, you should accompany him/her around the accommodation to present its facilities. Give clear information and spatial references so that he/she can memorise the route and any obstacles. In these cases, it is good practice to use the coordinates of a clock, e.g. 12 o'clock means straight ahead, or the swimming pool is at 3 o'clock, or the entrance to the restaurant is on our right;

Ensure that staff do not move a guest's personal belongings from their position in the room, e.g. suitcase and clothes, as this will make it difficult, if not impossible, for him/her to find and use them; Also avoid re-arranging the furniture. If this is necessary, then notify the guest;

If there are issues with verbal communication, ask guests to repeat what they said, or alternatively offer them the chance to write it down;

Provide accessibility information as objectively as possible, e.g. widths in centimetres, and try not to refer to 'colleagues' who have used your services previously.

### Aids and Equipment

- Manual or electric wheelchairs
- Respirators
- Mobility scooters
- Crutches
- Beach/sea wheelchairs
- Beach walkways
- Swimming-pool/jetty hoists
- Bed/bath hoists
- Toilet seat risers

## 4. PEOPLE WITH COGNITIVE AND BEHAVIOURAL DISORDERS (E.G. AUTISM, DOWN SYNDROME)

### What you should know

These disorders generally lead to problems, understanding, communicating or deciding. People with cognitive and behavioural disorders have a lack of spatial awareness and difficulties perceiving time. They are usually accompanied.

### How to behave

Listen carefully to their requests and use simple, respectful language. Avoid long, complex explanations;

If possible, find a go-between, e.g. a companion, as he/she will be able to provide more information on needs and requirements. Do remember, however, to devote sufficient attention to requests made directly by guests. This advice is especially useful when dealing with small organised groups.

### Aids and Equipment

Signs are extremely important for all guests, be they foreign, children or people with cognitive and behavioural disorders. We recommend using simple, user-friendly images to accompany simplified texts.

Follow the instructions provided by Augmentative Alternative Communication (AAC).



## AUDIT PER INFORMAZIONI DI BASE SULL'ACCESSIBILITA' TURISTICA

Poter offrire i propri servizi a tutti gli Ospiti indipendentemente dalle loro condizioni fisiche e/o sensoriali garantendo sempre la massima autonomia, comfort e benessere: questo è l'obiettivo!

Saper soddisfare le esigenze più complesse non è solo una questione di rispetto delle norme o di responsabilità sociale ma bensì di qualità. Saper rispondere alle esigenze del cliente più complesso significa offrire servizi di una qualità superiore che potranno essere percepiti come coccole da tutti gli altri clienti.

Abbiamo per questo individuato una serie di parametri che possono aiutare a comprendere i primi elementi di accessibilità per compiere una autovalutazione della propria struttura e dei propri servizi rispetto alle necessità di questo mercato.

Il miglioramento continuo della propria offerta turistica, adeguandola sempre alle nuove richieste del mercato e alle richieste dei nuovi target, è un obiettivo la cui ricerca deve essere costante e sempre rivolta a offrire nuovi servizi al cui centro devono sempre esserci gli Ospiti con le loro esigenze, anche le più complesse.

## AUDIT FOR BASIC INFORMATION ON TOURIST ACCESSIBILITY

Accommodation facilities must be able to offer their services to all guests regardless of their physical, cognitive and / or sensory condition, always guaranteeing maximum autonomy, comfort and well-being.

Knowing how to meet the most complex needs is not only a matter of observing norms or social responsibility, but of total quality. Knowing how to respond to the most complex customer needs means providing superior-quality services that will be perceived as a little extra something by all other customers.

Therefore, this questionnaire establishes some parameters that can help businesses understand the basics of accessibility so that they can self-evaluate their accommodation and facilities within the framework of this market's needs.

Tourism offerings need to be continuously improved by adapting them to new market needs and targets; this objective should be constantly kept in mind so that tourism providers can offer increasingly innovative guest-centred services that meet even the most complex needs.

## QUESTIONARIO QUESTIONNAIRE

Italiano English	Risposta/Descrizione Answer/Description
<b>NOME</b> NAME	
<b>TIPOLOGIA</b> (struttura ricettiva, Ristorante, Monumento, Chiesa, Stabilimento balneare) <b>TYPE</b> (accommodation, restaurant, monument, church, beach resort)	
<b>PARCHEGGIO</b> Presenza di: <b>PARKING</b> should have:	
Posti auto riservati a titolari di contrassegno CUDE (Contrassegno Unificato Disabili Europeo) parking spaces for European disabled parking card (Blue Badge) holders	
Eventuali posti auto riservati per le attività di carico e scarico parking spaces for loading and unloading	
Collegamento diretto tra il parcheggio e l'entrata, con pavimentazione compatta, segnalato con contrasti cromatici e con pavimentazione tattilopiantare a direct connection between car park and entrance, smooth surfaces marked with contrasting colours and tactile paving	
<b>ENTRATA</b> <b>ENTRANCES</b>	
Deve essere senza gradini o con rampa con pendenza massima del 5% should be step-free or have a ramp with a 5% maximum gradient	
Presenza di un impianto di illuminazione e di segnaletica/cartellonistica esterna che ne consenta l'individuazione should have a lighting or signposting system that allows the entrance to be found at night	

<p>Presenza di un contrasto ottico cromatico sulla porta a vetri should use colour contrast on glass doors</p>	
<p>Porta scorrevole o automatica, comunque con passaggio maggiore di 120 cm should have a sliding or automatic door, with a 120 cm-plus wide entrance</p>	
<p><b>SPAZI COMUNI</b> <b>COMMUNAL SPACES</b></p>	
<p>Devono essere raggiungibili senza gradini o con rampa con pendenza massima del 5%</p>	
<p>should have step-free access, or have a ramp with a 5% maximum gradient in caso di gradini deve esserci almeno un corrimano per agevolarne il superamento when there are steps, at least one handrail should be installed to facilitate climbing</p>	
<p>In caso di banco/cassa almeno una zona deve avere una altezza massima di 90 cm da terra when there is a counter/payment area, at least one part should be a max. 90cm high</p>	
<p>Presenza di segnaletica di orientamento, come cartellonistica, mappe di orientamento e segnaletica a pavimento should have directional aids, such as signs, tactile maps and floor arrows</p>	
<p>Presenza di sistemi di comunicazione visivi e/o sonori should have visual and/or audio communication and information systems</p>	
<p><b>ASCENSORE</b> <b>LIFTS</b></p>	
<p>Ascensore con pulsantiera orizzontale in braille e rilievo tra i 70 e 120 cm, con le seguenti misure: entrata 80 cm, larghezza 120 cm e profondità 140 cm should have a horizontal button panel in braille and in relief between 70 to 120 cm; the lift entrance should be 80 cm wide, total width should be 120 cm wide, and lift depth should be 140 cm.</p>	
<p>Presenza di un sistema di avviso di arrivo al piano visivo, acustico e con annuncio vocale should have a visual, audio and voice announcement system to inform passengers when the lift reaches their floor</p>	

<b>SERVIZIO IGIENICO AI PIANI</b> <b>Presenza di:</b> <b>COMMUNAL</b> <b>TOILETS</b> <b>should have:</b>	
Spazio di rotazione per le carrozzine superiore a 120x120 cm	

a wheelchair turning space larger than 120 x 120 cm	
Lavabo con spazio utile sottostante per l'accosto di una carrozzina (almeno 70 cm) a wheelchair-accessible sink with min. 70 cm clearance underneath	
Almeno uno spazio libero per l'accostamento al WC di una persona in carrozzina o con deambulatore (min 90 cm) at least one clearspace (min. 90 cm) so that guests in wheelchairs or with walkers can go alongside the toilet	
Almeno un maniglione accanto al Water nel lato muro per agevolare il trasferimento di una persona in carrozzina o con deambulatore at least one wall-mounted grab rail next to the toilet to enable guests in wheelchairs or with walkers to help themselves onto the toilet	
Doccetta con acqua calda e fredda a hand shower with hot and cold water	
<b>CAMERA</b> <b>Presenza</b> <b>di:</b> <b>ROOMS</b> <b>should have:</b>	
Numero/nome dell'unità abitativa in braille, a rilievo e con contrasto cromatico the name/number of the room in braille, in relief and colour contrasted	
Letti con altezza compresa tra i 45 ed i 54 cm beds that are 45 to 54 cm high	
Almeno uno spazio libero per l'accostamento al letto di una persona in carrozzina o con deambulatore (almeno 90 cm) at least one clearspace (min. 90 cm) so that guests in wheelchairs or with walkers can go alongside the bed	
Allarme interno alla camera acustico/visivo o vibratile an acoustic, visual or vibrating alarm system	

Senza moquette e con materiali di igienizzazione anallergica carpetless rooms with allergy-free material	
<b>Si consiglia di:</b> <b>It is recommended that:</b>	
Realizzare mappa tattile o modelli a rilievo che riproducano l'ambiente dellacamera e del rispettivo bagno a tactile map or relief models of the room and bathroom are fitted	
Adottare un idoneo contrasto cromatico tra arredamento, colore dellapavimentazione e delle pareti a suitable colour contrast between the furniture, flooring and walls is used	
<b>BAGNO IN CAMERA</b> <b>Presenza di:</b> ENSUITE BATHROOMS should have:	
Spazio di rotazione per le carrozzine superiore a 120x120 cm a wheelchair turning space larger than 120 x 120 cm	
Lavabo con spazio utile sottostante per l'accosto di una carrozzina (almeno 70cm) a wheelchair-accessible sink with min. 70 cm clearance underneath	
Almeno uno spazio libero per l'accostamento al WC di una persona in carrozzina o con deambulatore (almeno 90 cm) at least one clearspace (min. 90 cm) so that guests in wheelchairs or withwalkers can go alongside the toilet	
Almeno un maniglione accanto al Water nel lato muro per agevolare iltrasferimento di una persona in carrozzina o con deambulatore at least one wall-mounted grab rail next to the toilet to enable guests in wheelchairs or with walkers to help themselves onto the toilet	
Doccetta con acqua calda e fredda a hand shower with hot and cold water	

<p>Doccia a pavimento con giusta pendenza per deflusso acque a level-access shower with correct slope for drainage</p>	
<p>Seduta doccia con braccioli di portata superiore a 100/150 Kg a seat with armrests able to support weights exceeding 100/150 kg</p>	
<p>Almeno un maniglione nella doccia per agevolare il trasferimento di una persona in carrozzina o con deambulatore nel seggiolino at least one shower grab rail to enable guests in wheelchairs or with walkersto help themselves onto the seat</p>	
<p>Sistema di emergenza raggiungibile da tutte le posizioni (ad es. sdraiati a terra); si ricorda di lasciarlo libero, non legato e in contrasto con il colore del rivestimento an alarm system that is reachable from all positions (e.g. lying on the ground); it must be left free, untied and contrast with the colour of the tiles</p>	
<p style="text-align: center;"><b>SALA COLAZIONI/RISTORANTE</b> <b>Presenza di:</b> <b>DINING ROOMS</b> <b>should have:</b></p>	
<p>Tavoli con spazio vuoto sotto al tavolo maggiore di 70 cm per agevolare l'accosto di una persona in carrozzina wheelchair-accessible tables with min. 70 cm clearance underneath</p>	
<p>Una zona dedicata a prodotti per persone con esigenze alimentari ben segnalata a clearly marked area for products for guests with special food requirements</p>	
<p>Almeno un menù in Braille, in macro caratteri e in CAA (Comunicazione Alternativa Aumentativa) at least one menu in Braille, large print and Augmentative Alternative Communication (AAC)</p>	
<p>Menù specifici per persone con intolleranze alimentari di vario genere dedicated menus for people with various kinds of food intolerances</p>	
<p style="text-align: center;"><b>CHIESE/MONUMENTI</b> <b>Presenza di:</b> <b>CHURCHES/MONUMENTS</b> <b>should have:</b></p>	
<p>Zone espositive senza ostacoli obstacle-free exhibition areas</p>	

<p>Materiale informativo in braille, a rilievo e in CAA (Comunicazione Alternativa Aumentativa) information material in Braille, relief and Augmentative Alternative Communication (AAC)</p>	
<p>Teche espositive orizzontali alte al massimo 80 cm per essere viste da persone in carrozzina e bambini; 120 cm se inclinate horizontal display cases a max. of 80 cm high so that they can be seen by wheelchair users and children; 120 cm if tilted</p>	
<p>App/Guide specializzate in visite guidate per persone con disabilità apps/guides for disabled people</p>	
<p style="text-align: center;"><b>STABILIMENTO BALNEARE</b> Presenza di: BATHING ESTABLISHMENTS <b>should have:</b></p>	
<p style="text-align: center;">Passerelle per raggiungere il mare fino a 5 mt dal bagnasciuga walkways to the sea up to 5 m from the shore</p>	
<p style="text-align: center;">Passerelle rimovibili per la creazione di postazioni ad hoc roll-out walkways to create ad hoc paths to umbrellas</p>	
<p style="text-align: center;">Carrozine da spiaggia beach wheelchairs</p>	
<p style="text-align: center;">Lettini rialzati (alti 50 cm) raised sunbeds (50 cm high)</p>	
<p style="text-align: center;"><b>AUSILI E DOTAZIONI SPECIFICHE</b> <b>AIDS AND SPECIFIC EQUIPMENT</b></p>	
<p>Ogni tipologia di struttura dovrebbe avere a disposizione dei propri ospiti ausili che gli permettano di usufruire nel miglior modo possibile dei servizi presenti. Each establishment should have aids and equipment so that guests can fully enjoy the facilities available.</p>	