

K. Kowalski, A. Żórawska

WELCOME

How to ensure the accessibility of international events?

Conclusions of the 11th session of the World Urban Forum – WUF11



Ministry of Development Funds and Regional Policy
Republic of Poland



Accessibility Plus

The publication commissioned by the Ministry of Development Funds and Regional Policy
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How to ensure the accessibility of international events?

Conclusions of the 11th session of the World Urban Forum – WUF11

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Accessibility Plus



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MAŁGORZATA JAROSIŃSKA-JEDYNAK

Secretary of State

Ministry of Development Funds and Regional Policy

When we joined forces with UN-Habitat to organise the 11th session of the World Urban Forum in Katowice (WUF11), the largest even on urban topics in the world, we could not ignore the aspect of accessibility. From the very beginning of WUF11 preparations, we assumed that the Forum would be organised as the most accessible one in its history. The Katowice Declaration adopted at WUF11 states that 'WUF11 has set a new standard for accessibility', which confirms that our assumptions have been implemented effectively.

Our activities were focused on the implementation of organisational solutions related to the adaptation of facilities and areas in which the Forum took place to the needs of participants with various disabilities, seniors and families. We have also taken care to include the topic of accessibility in the even program to offer space for discussion to people with disabilities and as a part of events accompanying the WUF11.

Therefore, I am happy to be able to share with you a range of good practices we managed to develop and implement during the 11th session of the World Urban Forum.

I believe that they will become the standard for various events and initiatives in the future, both on the local and on the national or international levels.



EWA PAWŁOWSKA
President of the Integration Foundation

The World Urban Forum (WUF) was held in Poland for the first time in history. The slogan for this edition was 'Transforming our cities for a better urban future' to face civilizational challenges related to the environment, housing, mobility, spatial planning and technology. The chosen venue was in Katowice – a city that underwent a huge transformation which, in turn, provided a space to share experiences and talk about global sustainability.

I am proud of our Team for being there and co-creating such momentous and well-planned meetings without barriers in line with the following principle: 'Be a spark of light for the world that is your environment' (Helmut Thielicke).

I found it interesting that we could see how a disability is just one of the many components of diversity. This fact removes another semantic barrier from it and releases further constraints on thinking about accessibility.

FROM THE AUTHORS



KAMIL KOWALSKI

Integracja LAB

In the course of our preparations for the WUF11, we often met the organisers and designers in Katowice to best prepare the architecture of Spodek and the International Congress Centre for the arrival of guests. With such a big event, the work has to be done under huge time pressure and most decisions have to be made quickly.

I hope that we all managed to do everything that was possible for the WUF to be the best adapted event in Poland. Opinions we often heard behind the scenes confirm this hope. Our foreign guests stressed that this was the best adapted World Urban Forum they have been to. I am sure that this is something to be proud of.



ANNA ŻÓRAWSKA

President of Culture Without Barriers Foundation

The Culture Without Barriers Foundation specialises in ensuring the availability of information and communication and the accessibility of events. We also produce accessible events such as the largest of them: the Festival of Culture Without Barriers.

I participated in the WUF as a speaker and had an opportunity to see the momentum of that event also when it comes to the provided accessibility. I can openly admit that I have never seen a similar event in Poland with the information, communication and event accessibility on such a scale.

Bravo!

INTRODUCTION

The World Urban Forum (WUF11) turned out to be an invaluable reservoir of accessibility experience. The momentum of the event was the reason why accessibility was not just about architecture, website and communication. Things to be taken into account included the speaker service (travel, accommodation and activities during discussion panels), the accessibility of events, preparation and work done by volunteers, development of applications and many other tasks.

We decided to share that priceless knowledge. This publication contains the information about what was done during the WUF11 and our conclusions regarding what can be improved in the future.

The content is organised according to the path a participant in the event takes. What can be found here is a record of experiences of how to:

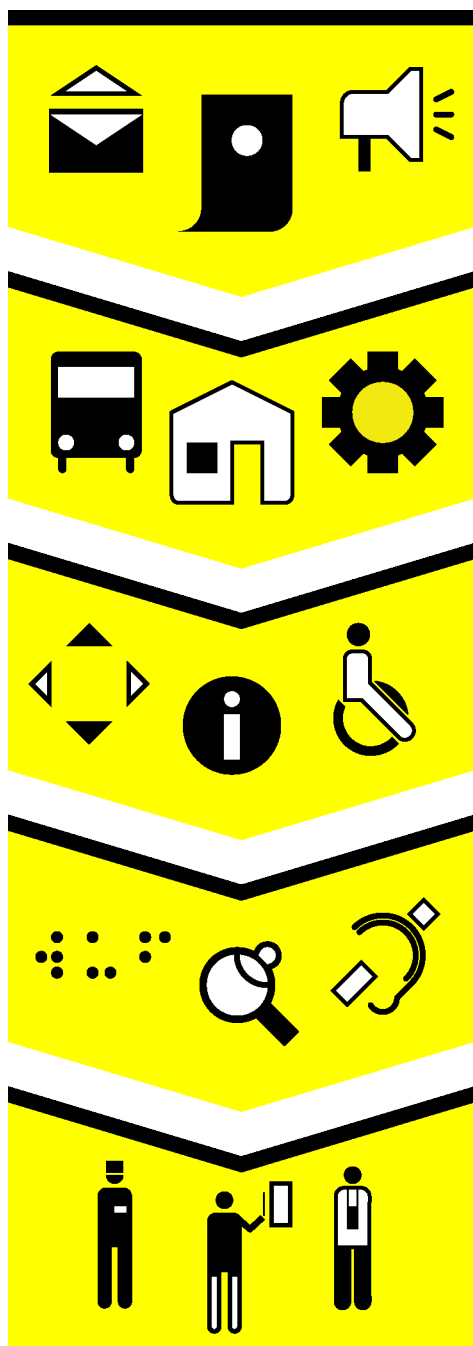
- Communicate the information about an event,
- Prepare participants for the visit,
- Take care of the accommodation and transport of speakers,
- Guarantee architectural and digital accessibility during an event,
- Take care of the accessibility of discussion panels and other activities,
- Plan procedures and training,
- Prepare workers and volunteers.

At the end of the publication is a list of useful sources with the information on how to create an accessible architecture, websites, applications, contents and communications.

Yellow frames in the text help highlight some important content: good practices, remarks, conclusions and examples.

Enjoy your reading!

THIS PUBLICATION CONTAINS THE INFORMATION ON HOW TO:



Inform about an event

Event promotion on the Internet, in a printed format and other methods of promotion

Facilitate the preparation for a visit

Information, registration forms, accommodation and transport of speakers

Prepare space for an event

Architectural accessibility, access to areas and functions, the information and cultural diversity

Take care of the accessibility of contents

Creating contents accessible to all (e.g. the elderly, those with sensory disabilities, on the autism spectrum)

Plan procedures and service

Technical support of the event, volunteers, security and evacuation procedures

TO WHOM IS ACCESSIBILITY PROVIDED?

It is not possible to find two people with identical those anthropometric features¹ in the world. We differ in height, body proportions, age, physical and mental abilities. Our senses can perceive images, sounds, touch, smells and tastes in different ways and, additionally, we can interpret such information differently. What is obvious to an adult will not necessary be obvious to a child and vice versa.

One person can easily walk long distances or climb stairs, while for someone in a wheelchair, elderly or simply tired, this can be a problem. Some of us will easily find a way in a building while for others, finding out where to go can be a challenge due to distraction, poorer orientation or poor eyesight. All these circumstances and factors should be taken into account if we organise a mass event whose participants are not a homogenous group.

If a mass event is international cultural differences will also be important. Customs, behaviours and gestures that are obvious to the Poles will not necessarily have the same meaning for people from African, American or Asian states, or even for those from other European countries.

Diversity results from a range of characteristics thanks to which everybody is different. It is not limited to being able or disabled. Just as two random people are different, so are the needs and expectations of two people in wheelchairs, those who are blind or deaf.

The features that determine the way we use space or a service are described below. They result from our ability to move, from the perception of the environment, understanding of the information reaching us, feeling and culture.

¹ Anthropometry – a research method involving comparative measurements of individual parts of the human body.



Pic. 1. Diversity of participants in the WUF11, photographers: M. Kuświk (1, 2, 3), K. Liwak (4)

● Mobility

We move in different ways. Most of us can walk but people with impaired mobility, after injuries or operations use additional aids such as crutches, canes, prosthetic limbs or wheelchairs (active and electrical). Some of us move independently while others need the support from an assistant.

For people with cardiological issues, the elderly, following injury or illness, moving on greater distances may be difficult. High air temperature and even fatigue due to many hours spent participating in an event can make things difficult.

Mobility is also about the ability to reach things. For some, it doesn't matter if the items they want to use are placed very high up or close to the floor. However, children, people of small stature or wheelchair users may find it impossible to reach elements placed too high. People on crutches, the elderly or injured may have difficulty reaching things placed too low.

For others, doors that are too hard to open may be a problem.

Well-prepared space needs to consider diversity. When choosing a place where the event will be held, pay attention to barriers existing there that result from insufficient width of passageways, difficulties in overcoming differences in level, high thresholds, etc.

● Perception

We receive the information about the environment through various senses. It is thanks to them that we know what space around us looks like, we can know its size and shape, we can gather the information and notice dangers.

Eyesight is the most important sense from most people. It makes it easy to find an entrance to a building, to determine the distance, notice other people and read the information. Eyesight can be limited for various reasons. Some see poorly at greater distances, others at close range. Due to various ailments, we may be unable to see what remains in the centre or periphery of our field of vision. We may be unable to distinguish certain colours, e.g. in the case of colour blindness. Our ability to focus the eye on points close by diminishes with age. The lens turns yellow, which makes us perceive colours differently. Some of us cannot see at all or can only see very strong contrasts or strong sources of light.

Eyesight depends on lighting conditions. Too much light can blind us while too little light will make it difficult to see details or read texts.

The way our eyes are built makes us unable to see colours with very little light (e.g. at night). Dyslexics find it difficult to read, look at changing subtitles or read excessively large blocks of text.

We gather information about the environment not just with the help of eyesight. Sound is the information type that is difficult not to notice, which is why it is most important in alarm systems. However, it does not allow the direction and distance from its source to be determined precisely. Our ability to hear high-pitched sounds diminishes with age. Some of us have had poor hearing since birth or as a result of accidents, at least in certain wavebands, or cannot hear at all.

We can also use sound to describe to blind people what they cannot see such as the action of a film projected on a screen, a dance show, etc. Such a verbal description of visual elements is called audio description.

Those who are deaf from birth can communicate in a sign language unique to their country and sometimes unique to the region.

The information also reaches us through touch. Touch makes it possible to recognise textures, materials and temperature (even from a certain distance). Touch can be a very important source of information for the blind. Some recognise objects thanks to it while others can read (e.g. in Braille) or trace convex building plans.

Smell can provide some additional information too. Thanks to the sense of smell, we can easily recognise that we are near a bakery or not the cleanest toilet.

Perception is influenced by how space is organised and what colours have been used. It is important whether the information remains clear and whether it can be received not only through eyesight but also in another way, e.g. by using hearing and touch.

● Understanding

The information received through the senses have to be subjected to continuous interpretation. We attribute light waves to familiar shapes, sound waves to the characteristic sounds of our surroundings, and electrical impulses from our fingertips to a three-dimensional representation of the objects we touch.

Each of us processes such information at a different speed and can understand it differently. Different pieces of information are important for everyone. Children, people with intellectual disabilities or foreigners can understand differently the messages that are obvious to others. It will not be obvious to everyone that a triangle indicates the men's toilet and the circle indicates the women's toilet.

Understanding is easier if the information is simple, legible and comprehensible. Pictograms are easier to understand for children and foreigners but can turn out to be incomprehensible for the elderly who are not used to such a system of signs.

Another aspect of this issue is about the ability to easily orientate oneself in a building, to recognise relevant routes, to find the most important areas and understand the layout of a building.

Understanding is also about the language. The information in a local language (e.g. Polish) are incomprehensible for people from abroad at an international event.

When thinking about the accessibility of an event, we have to take care of the comprehensibility of the information reaching its recipients.

● **Feeling**

By feeling we mean everything that affects how we feel about a place. There are factors that have to do with the lighting, acoustics and colours we can perceive as comfortable, pleasant or repulsive and hostile.

Positive feelings about space do not always have to go hand in hand with the ability to perceive easily. Elements with very high contrast and strong colours may be perceived as too intense and create chaos.

An excessive number of stimuli can limit one's perception, make one feel worse or increase fatigue. In the case of hypersensitive people such as those on the autism spectrum, it can seriously hinder their ability to function in a specific location.

This is why it is important to consider the acoustics, sounds, lighting, materials and other ambient features not only from the perspective of high clarity. Positive feelings related to their perception are equally important.

Without the possibility to move, without appropriate perception and understanding, we will not be able to use the selected solutions or their use will be made difficult. However, taking care of the feelings of participants will ensure that the event is positively perceived and remembered.

● Culture

Culture is not only about the linguistic diversity mentioned above. The culture we come from can determine the way in which we will understand specific messages. The same gestures and behaviours can have different intents for people from different countries.

Our origins also influence what we eat (e.g. kosher, vegetarian or vegan cuisine, no beef or pork). Our religious practices and worldview also differ (e.g. the need for an appropriate place for prayer).

Unintentional conflicts can arise due to the lack of understanding of cultural differences. People from Arab countries reduce their physical distance from other people to the proximity unacceptable to the Europeans. People from North America can be louder than those from the Old Continent.

We accept different music. In some situations, we can interpret historical events or social phenomena differently.

Culture also stems from our education and occupations.

When organizing an international event, we can respond to cultural diversity by providing places of prayer, diverse cuisine and by preparing the volunteers and employees accordingly.

HOW TO INFORM ABOUT AN EVENT?

An analysis of the event promotion plan is extremely important to guarantee the effective communication with people having special needs.

Think how, i.e. through what channels and tools, you will communicate about the event. Check whether the selected tools are accessible to participants with special needs.

Decide in what languages you will inform about the event. It should usually be the local language (Polish during the WUF11) and at least one foreign language (most often English). However, remember that everyone has the easiest time speaking their mother tongue, so more languages are desirable.

Note

The primary foreign language may vary depending on who the event is aimed at. E.g. it can be Ukrainian if partners from the eastern parts of Europe are important recipients.



○ Website

Remember that the event website has to be digitally accessible, at least at the AA level according to the international standard WCAG².

Take care to provide different language versions of the website.

² WCAG – Web Content Accessibility Guidelines. Currently in version 2.1.



Fig. 1. Main page of the WUF11 website

Ensure that the website includes information on the availability of the event, e.g.:

- How to get to the venue,
- Architectural accessibility,
- Information and communication accessibility,
- Accessibility services (e.g. assistants, live subtitles, translations to sign languages of different countries, induction loops also called inductophonic loops),
- Accessibility of individual activities taking place during the event including, for example, accompanying events.

Good practice

WCAG compliance does not guarantee that a website will be useful. Try to consider the UX design (user experience) and website functionality testing with potential participants, including individuals with special needs.



● Applications

Take care for the event app to be digitally accessible. For online applications, this means meeting the WCAG standard (as is the case with websites). Mobile apps also require compliance with the specification of the operating system supplier, e.g. Android, IOS.

Take care to localise the app in various languages.

Communicate the key features and benefits of installing the app in those places where you encourage people to use the app, e.g. in promotional materials for the event. People with disabilities are not always interested in downloading and logging in to an app if they do not know what benefits it can bring.

Good practice

The application developed for the needs of the WUF11 made it possible to establish contact between event participants, experts and speakers. It offered an opportunity for meetings at which it was possible to work out new solutions, start international projects or inspire one another.



● Social media

In order to promote the event, choose the digitally accessible social media that make it possible to create accessible content (e.g. allow headings to be tagged and alternative text to be added to photos and graphics).

Take care to create posts in at least two main languages of the event. It will make it easier for the participants to share them and make them available through their channels.

In your posts, inform about the accessibility of the event. You can provide specific details or references to a website tab.



Fig. 2. WUF11 social media page

● Press information

Create the communication for the press using a simple language.

Depending on the type and purpose of the communication, try to include the information about the accessibility of the event if possible. You can provide specific details or references to a website tab.

● Press conferences

Ensure that press conferences are accessible, whether they precede, take place during or after the event.

Depending on the form of a conference, provide the following accessibility services on site or during the transmission:

- Interpreting into the local and international sign languages,
- Live subtitling in at least two languages,
- Voiceover for the multimedia in a foreign language,
- Extended subtitles (for the deaf) for multimedia,
- Audio description for presentations and multimedia in at least two languages.

If you are unable to guarantee audio description ask the presenter and guests to describe important visual elements as they will otherwise be inaccessible to people with visual impairments.

If guests with special needs participate in a conference ask them about their expectations and provide accessibility services they mention.

● Leaflets, posters

When creating leaflets and posters ensure readability of the content including appropriate character size, spacing, contrast and information layout.

The assumption is that the height of the font for visually impaired people should be at least 12 points. However, remember that individual letterforms may appear smaller or larger, which is why the readability of a text has to be assessed on a case-by-case basis.

The contrast on leaflets and posters published on the Internet can be assessed on the basis of the conditions specified in the WCAG standard. This is not the case for printed materials. Here, for example, the LRV (Light Reference Value) scale and appropriate standards can be used but the final effect will depend on the quality of print or the type of paper used.

Readability of texts also depends on other factors, e.g. the choice of typeface, justification method, line spacing, line length and character spacing.



Fig. 3. WUF11 information materials

Inform about the accessibility of the event in your materials. You can provide specific details or references to a website tab.

Pictograms indicating specific solutions can be helpful, e.g. sign language interpreting, an induction loop.

● **Speakers and guests**

Take advantage of the potential of speakers and guests you invite. Each of them can become an ambassador for the event and promote the information about it, e.g. through their social media channels.

Prepare the ready-made information they will be able to share. You will reach groups interested in specialist topics including topics related to accessibility in this way.

HOW TO FACILITATE PREPARATION FOR THE VISIT?

Appropriate preparations for the participation in an event are very important to people with special needs. Therefore, take care to provide the reliable information about the accessibility of the event and distribute it among the participants.

Bringing the information together in a single place will allow people with special needs to decide whether they want to attend an event and enable them to prepare for it.

Remember:

1. Prepare the information so that it considers cognitive abilities of various people,
2. Inform about important facilities and barriers.
3. Prepare a description making it easier to get to the venue,
4. Offer an opportunity to get to know the area before the event, e.g. by providing location plans, photographs or a description of the venue.

● Website

Place all the necessary accessibility information on the website in a prominent position. You can create an additional tab, e.g. 'Accessibility'.

Organise the information. They can be divided into:

- **Areas:** architectural, digital, information and communication accessibility and the information about accessibility services,
- **Groups of participants:** people with mobility issues, with visual or hearing disabilities, parents.

Identify the person responsible for providing information and state how they can be contacted, e.g. e-mail, telephone, text.

Inform the interested parties whether those responsible for assisting, protecting the event and providing information have been trained in dealing with people with special needs. Such information offers a sense of safety to the participants.

● Registration forms

Registration forms can be important in the course of preparations for the event. Thanks to them, you can obtain the necessary information about speakers and recipients of the event such as the contact data and the info about special needs related to:

- Accommodation,
- Diet,
- Speaker's presentation,
- Accessibility services necessary to receive the contents,
- Assistance.

In order to collect such information (with is invaluable from the organiser's perspective), create a digitally accessible registration form including a possibility to report special needs.

**WORLD
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ELEVENTH SESSION



KATOWICE, POLAND | 26-30 JUNE 2022

KROK 1: Wejdź na stronę internetową <https://wuf.unhabitat.org/>. Kliknij w prawym górnym rogu przycisk Registration, a następnie kliknij przycisk Register

KROK 2: Uzupełnij swój adres e-mail i zweryfikuj go klikając w link w otrzymanej wiadomości wysłanej na Twój adres e-mail

KROK 3: Zaloguj się używając podanego adresu e-mail klikając w przycisk Log In, uzupełnij dane wymagane w formularzu (imię, nazwisko, płeć, datę urodzenia oraz narodowość) i załącz aktualne zdjęcie paszportowe na białym o wymiarach 38x38 mm. Zdjęcie powinno być wykonane od podbródka do czubka głowy i załączone w formacie jpeg o maks. wielkości pliku 2 MB.

KROK 4: Dokończ rejestrację uzupełniając dane (numer dowodu tożsamości, dane adresowe i kontaktowe, dane twojej organizacji) po kliknięciu w przycisk Credentials Profile. Potwierdzenie rejestracji otrzymasz w wiadomości wysłanej na podany adres e-mail.

Podczas uzupełniania formularza możesz skorzystać z Google Translator

Fig. 4. A fragment of the WUF11 online registration guide

Not everybody is able to complete such a survey so take care to offer alternative data communication forms such as on-the-phone contact or e-mail.

Develop a procedure for meeting the reported needs, for communicating information to those responsible for meeting those needs and to participants for whom it is important, among other things, how they will be able to use the facilities.

Thanks to the collected information:

- It will be easier to plan the entire event,
- You will give a sense of safety to participants, to yourself and your team, e.g. to assistants and security providers,
- You will plan accessibility services rationally, e.g. interpreting into sign languages of various countries, assistive listening systems, live captioning and alternative print formats, e.g. with enlarged fonts or in Braille,
- You will get the chance to contact participants with special needs directly.

● Applications

Applications offer an opportunity to establish contact, to connect, build relationship and start cooperating with partners from different parts of the world.

It is important to also make such opportunities accessible to those with special needs.

Ensure the accessibility of various functionalities of the application.

Before publishing the application, test the possibilities to arrange a meeting, add participants as friends or check the timetable of events with its users.

Be sure to consider alternatives to the application. In this way, people who cannot or do not want to use phones, tablets and other electronic devices will be able to take advantage of the same options in a different way.

● Ticket purchase

Ensure that the registration or ticketing system is digitally accessible.

When using a license for an off-the-shelf system, make sure it is suitably adapted.

If the system does not meet the accessibility criteria ensure alternative solutions, e.g. a contact person for ticket sales or registration and details for a traditional transfer. You can also provide the opportunity to purchase tickets or to register at the venue or at other points.

Provide on-site assistance (also in a sign language) that will help one reach the registration desk and facilitate the service, e.g. when creating an ID badge for a participant.

● Transport

Consider how transport will be provided for the planned event.

Depending on the means of access, ensure that appropriate arrangements are made:

- **Own car transport possible** – an appropriate number of parking places for people with disabilities,
- **Own car transport not possible** – accessibility of public transport or possibility to use transport for people with disabilities ensured.

Check whether public transport stops near the event venue are accessible to people with special needs.

Provide a parking area near the entrance for taxis and cars used to transport people with disabilities.

Additionally, ensure that the permitted length of parking is tailored to the needs of people with special needs who may take longer to leave the car.

Schemat sieci tramwajowej



Linie tramwajowe

| | | | | | |
|----|---|----|---|----|---|
| 1 | Katowice Płac Wolności ↔ Chorazów Stacja Śląską | 11 | Chorazów Bytek ↔ Bytom Płac Sikorskiego | 21 | Bytom Centrum Przejazdowe ↔ Katowice Stacja Śląską |
| 2 | Gliniec Zapadnia ↔ Chabisz Pętla | 12 | Katowice Płac Wolności ↔ Bytom Płac Sikorskiego | 22 | Chabisz Zamkowa Pętla ↔ Katowice Pętla |
| 3 | Gliniec Zapadnia ↔ Bytom Płac Sikorskiego | 13 | Zalęże Pętlacha ↔ Chorazów Bytek | 23 | Chabisz Zamkowa Pętla ↔ Miłowice Pętla |
| 4 | Mikolajczy Pętla ↔ Zabrze Płac Teatralny | 14 | Chabisz Pętlacha ↔ Bytom Płac Sikorskiego | 24 | Chabisz Zamkowa Pętla ↔ Ciesielski Dworzec |
| 5 | Gliniec Zapadnia ↔ Zabrze Płac Teatralny | 15 | Zawodzie Centrum Przejazdowe ↔ Chorazów Stacja Śląską | 25 | Zawodzie Centrum Przejazdowe ↔ Katowice Płac Wolności |
| 6 | Gliniec Zapadnia ↔ Zabrze Płac Teatralny | 16 | Zawodzie Centrum Przejazdowe ↔ Katowice Płac Wolności | 26 | Pogod Akademi → Miłowice Pętla |
| 7 | Bytom Centrum Przejazdowe ↔ Chorazów Batory Zapadnia | 17 | Pogod Akademi → Miłowice Pętla | 27 | Chabisz Pętla ↔ Chorazów Wodociąg |
| 8 | Chorazów Stacja Śląską ↔ Bytom Płac Sikorskiego | 18 | Chabisz Pętla ↔ Chorazów Wodociąg | 28 | Katowice Płac Wolności ↔ Chorazów Wodociąg |
| 9 | Chabisz Pętla ↔ Chorazów Wodociąg | 19 | Katowice Płac Wolności ↔ Chorazów Wodociąg | 29 | Katowice Płac Wolności ↔ Zawodzie Centrum Przejazdowe |
| 10 | Katowice Płac Wolności ↔ Chorazów Wodociąg | 20 | Zawodzie Centrum Przejazdowe ↔ Katowice Płac Wolności | 30 | Bytom Centrum Przejazdowe ↔ Katowice Płac Wolności |
| 11 | Bytom Centrum Przejazdowe ↔ Katowice Płac Wolności | 31 | Bytom Centrum Przejazdowe ↔ Katowice Płac Wolności | 32 | Katowice Płac Wolności ↔ Katowice Płac Wolności |
| 12 | Katowice Płac Wolności ↔ Zawodzie Centrum Przejazdowe | 33 | Katowice Płac Wolności ↔ Katowice Płac Wolności | | |
| 13 | Bytom Centrum Przejazdowe ↔ Katowice Płac Wolności | | | | |
| 14 | Katowice Płac Wolności ↔ Katowice Płac Wolności | | | | |
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| 17 | Bytom Centrum Przejazdowe ↔ Katowice Płac Wolności | | | | |
| 18 | Katowice Płac Wolności ↔ Katowice Płac Wolności | | | | |
| 19 | Bytom Centrum Przejazdowe ↔ Katowice Płac Wolności | | | | |
| 20 | Katowice Płac Wolności ↔ Katowice Płac Wolności | | | | |
| 21 | Bytom Centrum Przejazdowe ↔ Katowice Płac Wolności | | | | |
| 22 | Katowice Płac Wolności ↔ Katowice Płac Wolności | | | | |
| 23 | Bytom Centrum Przejazdowe ↔ Katowice Płac Wolności | | | | |
| 24 | Katowice Płac Wolności ↔ Katowice Płac Wolności | | | | |
| 25 | Bytom Centrum Przejazdowe ↔ Katowice Płac Wolności | | | | |
| 26 | Katowice Płac Wolności ↔ Katowice Płac Wolności | | | | |
| 27 | Bytom Centrum Przejazdowe ↔ Katowice Płac Wolności | | | | |
| 28 | Katowice Płac Wolności ↔ Katowice Płac Wolności | | | | |
| 29 | Bytom Centrum Przejazdowe ↔ Katowice Płac Wolności | | | | |
| 30 | Katowice Płac Wolności ↔ Katowice Płac Wolności | | | | |
| 31 | Bytom Centrum Przejazdowe ↔ Katowice Płac Wolności | | | | |
| 32 | Katowice Płac Wolności ↔ Katowice Płac Wolności | | | | |
| 33 | Bytom Centrum Przejazdowe ↔ Katowice Płac Wolności | | | | |

Zastępcze linie autobusowe

| | |
|---|---|
| 1 | Zabrze Płac Teatralny ↔ Miłowice Zapadnia |
| 2 | Chorazów Bytek ↔ Chabisz Dworzec PKP |
| 3 | Scapierze Rosół → Miłowice Poczta |
| 4 | Katowice Płac Wolności ↔ Zdzisław Podguska |
| 5 | Teatrul Ręka Katowice ↔ Katowice |
| 6 | Sosnowiec Urząd Miasta ↔ Myślęcino Placika |
| 7 | Bytom Kociół św. Trójcy ↔ Bytom Powstańców Śląskich |
| 8 | Lagowitki Targowiska ↔ Ligoty Bokarskiego |
| 9 | Bytom Płac Sikorskiego ↔ Szumowina Głowy Dworzec |

Rozkład jazdy ZTM

Ceny biletów, komunikaty i rozkłady jazdy znajdziesz na stronie:
www.metropoliaztm.pl
 Bezpłatna infolinia: 800 16 30 30



Fig. 5. Tram network diagram of the Metropolitan Transport Authority; participants in the WUF11 could use the public transport for free

Include the key information about access to the venue on the website and in other information channels.

Good practice

During the WUF11, participants could use the public transport for free within the limits of the Katowice agglomeration. This was authorised by the badges issued by the organiser.

Accommodation for speakers

If you know that there will be people with special needs among the speakers, make sure that their accommodation will be in an appropriately adapted room.

Check what an accessible room looks like:

- Does it have space allowing free movement of a wheelchair?
- Is the bed height similar to the height of the wheelchair seat?
- Are the shelves and hangers in the wardrobe at a suitable height for a person in a wheelchair?
- Is a suitably adapted bathroom provided?
- Is it possible to go directly to another room where an assistant can be accommodated?

Additional advantages include the possibility to control the lights from the bed or an emergency call button.

Make sure that the hotel is adapted to accommodate people with assistance dogs.

Ensure that the meals served at the hotel meet the dietary requirements of the speakers.

If possible, choose a hotel located in the vicinity of the event venue or at least provide adapted transport between the hotel and the venue.

Good practice

Before finally choosing a hotel, try to visit it and check the accessibility of the most important places such as the reception, guest rooms or the restaurant.



HOW TO ORGANISE SPACE FOR THE EVENT?

● Entrances

Remember that the majority of participants do not know the place where the event will be taking place and ensure the information to help people get to the entrance. For example, you can:

- Include the information about the location of the entrance and the nearest public transport stops on the event website and in the mobile application,
- Highlight the entrance visually, e.g. highlight the architectural form of the building, place large banners, flags or other elements that draw attention near the entrance,
- Create tactile paths leading to the entrance for those with visual impairments, e.g. from the nearest public transport stops,
- Provide auditory markers, e.g. based on the technology of beacons, Bluetooth or Wi-Fi. The use of markets requires the installation of an application so you will need to inform participants in advance that such a solution has been implemented.

Good practice

Temporary tactile paths leading from public transport stops to the entrance were arranged at the WUF11.



Ensure the accessibility of the entrance. An entrance that can be accessed directly from the ground level is the most comfortable one for everybody. If this is not possible ensure suitable ramps, lifts or hoists as the last resort.

Good practice



If there are a few entrances to the venue, make sure that all of them are accessible to all participants. If this is not possible ensure at least the accessibility of the main entrance and ensure that the path leading to it is clearly marked.

If the event takes up a large area make sure that entrances will be available on different sides.

If the area has to be fenced off try to keep the inconvenience for the city population as minor as possible.

Remember that an entrance accessible to all should have:

- The door that is at least 90 cm wide,
- Thresholds up to 2 cm high (preferably no thresholds),
- High-contrast markings on the glazing.

Good practice



Providing automatic doors at the entrance, preferably sliding ones, is a good solution.

○ Registration/reception

Provide a registration desk or the reception close to the entrance.

Mark the stands in a manner that will make it easy for those coming inside to find them.

Also make sure that the stands will be suitably prepared depending on their function:

- **Longer service times** – it would be best to provide seated service stations,
- **Standing service** – ensure that at least some of the workstations have a worktop height not exceeding 90 cm,
- **Queueing** – ensure seating areas.

Ensure that at least one station is adapted to serve people with hearing disabilities. It is best to plan such stations in a separate and soundproofed room. Such a station should be equipped with an induction loop and a sign language interpreter (e.g. through an online system).



Pic. 2. Reception desk equipped with an induction loop and an online sign language interpreting system, photographed by M. Kuświk

Good practice

During the WUF11, volunteers stood at the entrance of the event area and directed participants to the appropriate stands. There was also a separate fast-track path for guests with special needs.



● Movement during the event



Pic. 3. Communication routes at the WUF11, photographed by M. Kuświk

International events take up space, which is why they are often held in large buildings or on vast areas.

WUF11 was organised in the buildings of the International Congress Centre in Katowice and in the Spodek Arena. Additionally, tents were placed and internal zones were organised in the surrounding area.

First of all, the accessibility of roads the participants will use has to be ensured. Remember that wheelchair users will not be able to use the stairs. The event can last for many hours each day so the possibility to use lifts or escalators will also be helpful to people with disabilities.

People with special needs can use assistance dogs, which is why places with water and feed for the animals and a place to walk them have to be provided. If a speaker uses an assistance dog provide a bowl with water on stage as well.

Good practice



The accessibility audit of the ICC buildings and the Spodek Arena was conducted twice during the organisation of the WUF11 to identify potential problem areas and find appropriate solutions. As a result of that work, the following facilities were implemented during the WUF11:

- A stair lift to the main hall of the Spodek Arena,
- An alternative route between the Spodek buildings and the ICC; the need for such a route resulted from the parameters of the hoist installed in the Spodek Arena, which were inappropriate for wheelchair users,
- Portable toilets next to the volunteer zone, which lacked adapted rooms of that type.

Significant distances between areas can be a difficulty for participants during large events. Ensure that:

- Interconnected areas are located next to each other (e.g. toilets next to each zone with conference rooms, catering, etc.; a cloakroom next to an entrance),
- Areas used most often are located in the central part or multiplied in various parts of the building,
- Seating furniture is provided to make rest possible while moving around the building,
- The information indicating the routes to individual zones and, if necessary, also the distance from them is provided.



Pic. 4. Vertical hoist installed temporarily for the needs of the WUF11 in the main hall of the Katowice Spodek Arenta, photographed by M Kuświk

Example

Main catering outlets where meals will be eaten can be located in the central part of the venue.

Cafés and stands with snacks can be located in many places in the vicinity of various zones.

This is how distances covered by participants can be diminished.



Conclusions



During the WUF11, the cloakroom was organised far from the entrance and the path to it was not clearly marked. Participants in the WUF11 had to search for the cloakroom and cover large distances when they needed to get their things.

● Zones and functions

Conference rooms

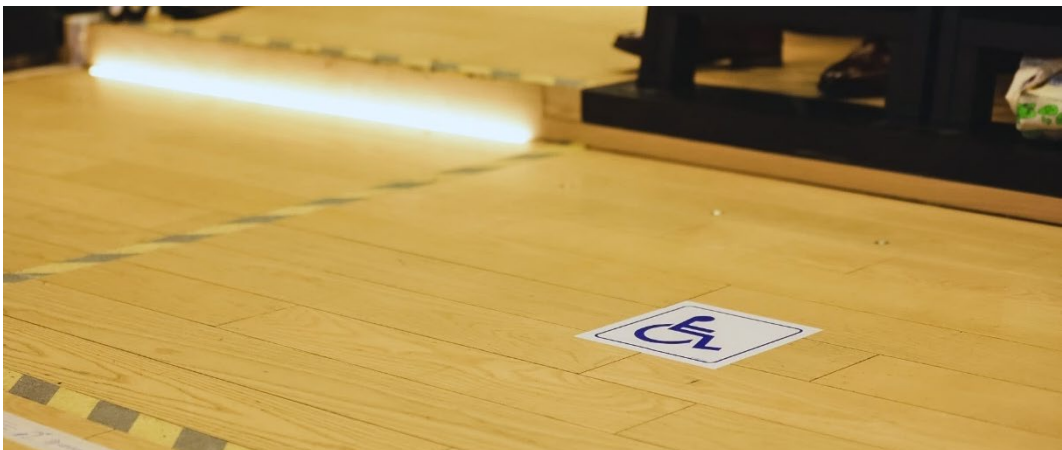
Ensure appropriate access to conference rooms.

Remember to make access to the stage possible for everyone. If necessary, provide a ramp or a hoist.

Speakers may vary in height or use wheelchairs, which is why the lectern should be height adjustable. You can also provide two lecterns of different heights.

People with disabled hands or arms will need a microphone on a support stand.

Provide places for wheelchair users in the audience.



Pic. 5. A place for a wheelchair user in one of the conference rooms at the WUF11, photographed by M. Kuświk



Pic. 6. Places for wheelchair users at the Round Table session, photographed by M. Kuświk

Place wall screens in large rooms to make it possible to follow events on stage from a greater distance.

Meeting rooms and coworking zones

Provide suitable access to meeting rooms and coworking areas.

Provide tables for the use of wheelchair users (an area at least 67 cm in height and at least 60 cm in depth under the tabletop).

Catering

Provide appropriate access to catering points.

If tables for eating standing up are provided ordinary tables should be placed next to them for the use of those who prefer to sit or use a wheelchair. Such tables should be 74-80 cm high with space under the tabletop at least 67 cm high.

If self-service applies remember that the worktop should not be higher than 90 cm.

Transferring a drink or a meal to the table may be difficult for some so always ensure that a meal can be served to the table if a participant so requires.

For people who are short or in a wheelchair it can be difficult to use food trucks where the windows are very high. In such a situation, one of the following solutions can be implemented:

- Positioning the vehicles below the pavement level,
- Setting up a platform with a ramp in front of the vehicle,
- Providing an alternative service for people for whom the food truck countertop is too high.

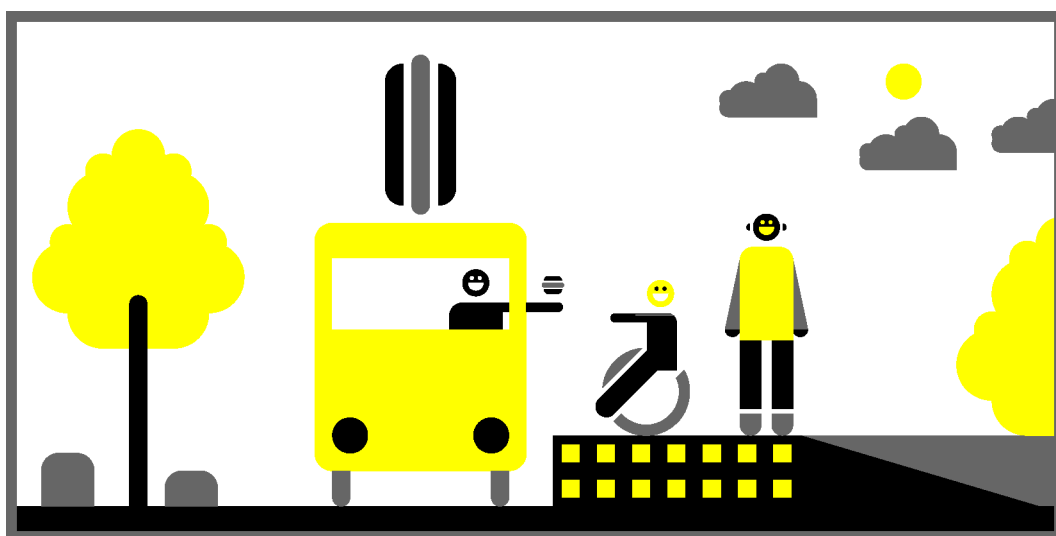


Fig. 6. Example access to a food truck

Remember to provide the information about the served meals and drinks in a format accessible for people with visual impairments, for example in an electronic format within the event application.

Toilets and other hygiene facilities

Provide toilets in each zone of the building. They should be located in the vicinity of conference rooms, catering, exhibition areas, etc.

Toilets for people with disabilities should also be provided in each place.

Good practice

Where toilets were lacking at the WUF11, portable toilet containers were placed. Ramps were placed in front of the containers to ensure accessibility for wheelchair users.



Pic. 7. A container with additional toilets adapted to the needs of people with disabilities placed in one of the tents during the WUF11, photographed by M. Kuświk

If many children are about to participate in the event ensure toilets suitable for their height.

Participants can also include parents with young children, which is why changing and feeding facilities need to be provided.

Some adults with disabilities need a place where they can perform hygienic activities (e.g. change the incontinent briefs). Ensure that there is at least one comfort place in the event area, i.e. a place where with a lounge for adults (preferably with automatic height adjustment), a toilet bowl and a wash basin.

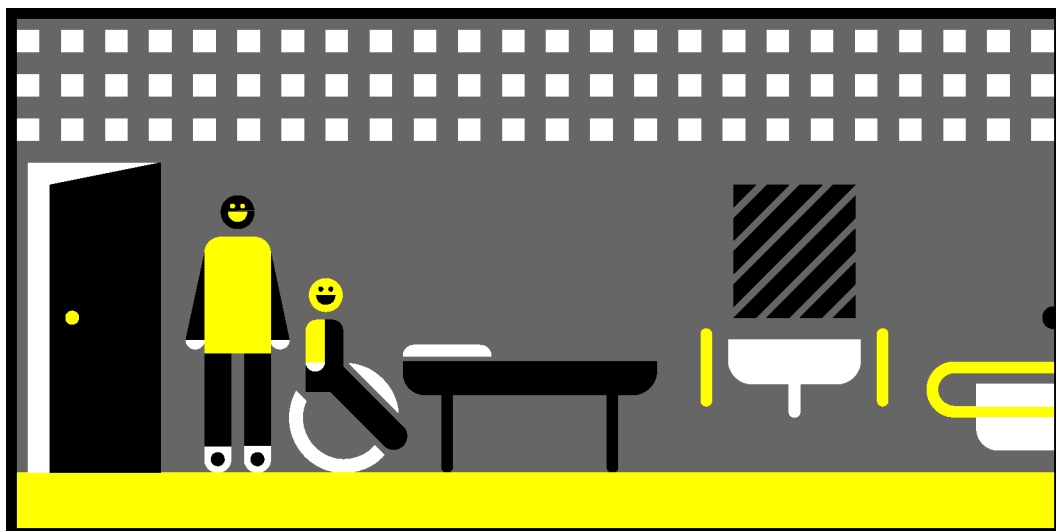


Fig. 7. A comfort place – a room where an adult person can perform hygienic activities, e.g. change incontinent briefs

Quiet places

For some participants, large numbers of people, noise, the multitude of sounds and other stimuli can be a difficulty. Provide a place where they will be able to calm down.

A separate room isolated from other areas will be best. It should be quiet with dimmed lights and located close to a toilet.

If possible, equip such a place with soundproofing headphones, soft cushions, bean bags, blankets, textiles, as well as furnishings and objects (e.g. plastic mass) that can be kneaded and help one calm down.

Volunteer zone

Take care of the area where volunteers will be able to rest, eat and drink.

Some of them may have disabilities, which is why the area assigned to them should be accessible and well connected to other parts of the building.

Provide toilets, including toilets adapted to the needs of people with disabilities.

Good practice



During the WUF11, the volunteer zone located in a gym hall did not have enough toilets for people with disabilities. The organisers provided a container with suitably adapted toilets outside.

Outside space

Some parts of the event can take place outside. Some of the catering points and a leisure area were located around the buildings during the WUF11. Communication routes also ran through there.

Remember to check whether such places are accessible to all, including whether the surfaces are even and suitably hardened, whether there are stairs on important routes and whether they can be bypassed.

Seating areas are also worth providing. It is worth organising a team responsible for wiping down the seats after the rain.

If an event is held in winter be prepared for the need to clear snow from the area. Remember that ramps and other routes for wheelchair users also need to be cleared of snow.

Good practice



If the event is held in the summer provide shade. Trees can provide it but if there are no trees fabric can be hanged up to protect the participants.



Pic. 8. Outside space with the catering zone during the WUF11, photographed by K. Kowalski

Temporary facilities

Space inside the buildings may be insufficient so that additional temporary facilities will have to be placed outside, e.g. tents.

Remember to make sure that such places are accessible. Provide ramps for floors elevated above the ground level. Provide portable toilets if there are none nearby.

● Cultural diversity

Participants in an international event can come from different parts of the world and from different cultures.

Provide prayer or meditation rooms and a variety of catering points, e.g. with kosher or vegetarian cuisine.



Pic. 9. Directional information showing the way to the prayer room at the WUF11, photographed by A. Żórawska

Good practice

Prayer rooms were provided during the WUF11.



○ Participants' comfort

Accessibility of space is not only about being able to use it but also about well-being.

Ensure appropriate illumination, acoustics and temperature.

Check whether the lights are sufficiently bright, whether their colour rendering index is high (Ra above 80). Check whether the lights are placed where they will not blind the participants.

Remember that excessive noise hinders conversations, makes it impossible to focus on a lecture or meeting and intensifies fatigue. In places where increased traffic is expected (e.g. near entrances, in catering zones, on main communication routes), provide noise-absorbing solutions (such as acoustic panels and other noise-absorbing elements, plants, furniture with soft upholstery, soft materials).

Try not to place zones that generate intense noise and those that require concentration next to each other (e.g. catering zones and meeting rooms). If this is not possible take care to place noise-absorbing partitions between them.

Conclusions

Some of the side meetings during the WUF11 were held in places located next to main communication routes and were not separated from them. The noise made it difficult to focus and understand what speakers were saying.



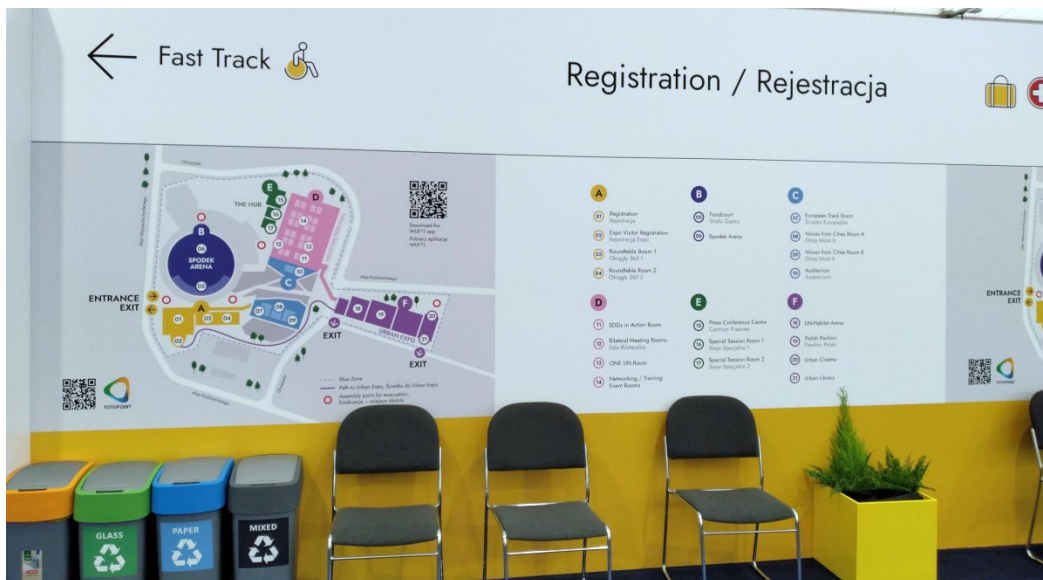
Information

Information is very important during a large event.

Among other things, take care of the visual information:

- Labelling of zones, rooms and other important places,
- Directional labels indicating routes to these places,
- The information about the location, time and duration of specific events.

The information has to be clear, which is why high contrast and the size of signs adapted to the distance from which they will be read.



Pic. 10. Visual information at the WUF11, photographed by K. Kowalski

If possible, use pictograms and text simultaneously.

Clearly distinguish information from other messages, e.g. advertising.

Do not forget about the needs of people with visual and hearing impairments. Provide tactile or audio information in addition to the visual information. Remember that the support of assistants or volunteers can be the best solution in some situations.

Among other things, the following solutions are possible:

- Tactile information next to entrances to rooms,
- Tactile paths (it may be a good solution to use them to indicate places where one can obtain information, support of an assistant, etc.),
- Typhlographic plans,
- Audio communications,
- Auditory markers, e.g. based on the technology of beacons, Bluetooth or Wi-Fi.



Pic. 11. Tactile information prepared for the needs of the WUF11 (a tactile path on the left, a fragment of a typhlographic plan to the right), photographed by M. Kuświk

● Volunteer support

Support provided by volunteers will be invaluable during the event. It is worth inviting the cooperation of NGOs, student organisations or other institutions that cooperate with young people with disabilities. Such people may be interested in volunteering.

Assign suitable tasks to the volunteers. Ensure training. Ensure that they pay attention to people who may need information or support.

Inform them about any expected difficulties and present appropriate solutions. You can do this, for example, at a briefing before the event.

More info about volunteers can be found here: [59](#).

Good practice

An area where people with special needs could go to obtain the support from an assistant or a volunteer was designated at the WUF11.



HOW TO ENSURE ACCESSIBILITY OF CONTENT?

● Accessibility of content

Content accessibility is as important as the accessibility of space in which an event takes place. Only the possibility of receiving it in the way preferred by the participant allows for the full participation in the event. Materials can be printed, electronic, enlarged or printed in Braille.

Further in this section you will find the information about ways in which the reception of content can be enabled to various people depending on their cognitive abilities and needs.

● People with impaired hearing

People with impaired hearing may use hearing aids or cochlear implants. However, remember that there are also people with poor hearing who do not want to use any equipment to aid their hearing.

Hearing deteriorates with age, especially when it comes to high-pitched sounds.

Below you will find the information about accessibility services addressed to people with hearing impairments.

Assisted listening systems

Provide an induction loop at events with sound amplification. The range of the loop can cover many people in a single place. It is the best of the existing solutions for events such as conferences.

Remember to check before the event whether the loop works. Additionally, ensure that the areas covered by the device are marked with a suitable pictogram.



Fig. 8. Induction loop symbol



Pic. 12. Places with access to the induction loop at one of the panels during the WUF11, photographed by M. Kuświk

Good practice



An induction loop was installed in selected zones of the largest conference halls at the WUF11. All chairs within the signal range were marked with the induction loop symbol.

There may be some people with their own personal FM system among the participants. Offer an opportunity for them to connect their devices to the signal from the sound amplification system.

If you know that there will be a person with impaired hearing among the speakers ensure access to the signal from the induction loop on stage as well. Live subtitles (CART³)

³ CART - communication access real-time translation or transformation of speech into text in real time, among other things, to ensure access to the content to people with hearing impairments.

Ensure live subtitles during lectures, presentations and important promotional events. They are particularly important when streaming.

Provide screens where subtitles are displayed in real time for the convenience of the audience. Position the audience in front of the screens. Before the event, check whether subtitles are clearly visible and raise the screen if necessary.

Remember to distribute the necessary materials among those responsible for subtitling as early as possible. These materials are needed to prepare dictionaries making professional respeaking service possible⁴.

Transcription of live subtitles will improve the subtitling for the online retransmission of materials. Subtitling will be easier in this way than creating subtitles from scratch.

Good practice

190 hours of live subtitles were created during the WUF11.



● Deaf people

Deaf people may need sign language interpreting when contacting employees at reception or information desks, security staff or volunteers as well as during events.

Sign language

Contrary to popular belief, there is no single sign language used worldwide. There is also no single national sign language used in any specific country.

⁴ Respeaking involves the use of the speech recognition technology (speech-to-text). A respeaker repeats or translates the original statements into another language. After that, they are transformed into text and edited in an ongoing manner and, after that, displayed live.

Provide interpreting into the local language during national events. The local language in Poland will be the Polish sign language (PJM).

At international events, ensure interpreting at least into the local and one international sign language – International Sign (IS).



Fig. 9. Sign language interpreting symbol



Pic. 13. Sign language interpreters at a panel during the WUF11, photographed by M. Kuświk

Interpreting between various spoken and sign languages can be a multi-stage process. Two interpreters will be needed to interpret from a foreign spoken language into the local sign language. Firstly, the text will be translated into the local spoken language and then into the sign language. The situation can be even more complex if a speaker uses a foreign sign language. Up to 4 stages of interpretation may be necessary.

In such situations, ensuring proper audio and video transfer between interpreters by providing listening and viewing facilities is also important.

Specialist support should be used when planning this process.

Example



SPEAKER'S STATEMENT
in a foreign spoken language
e.g. Spanish



INTERPRETING - - -
into the local spoken language
e.g. Polish



INTERPRETING
into the local sign language
e.g. Polish sign language



INTERPRETING - - -
into international sign (IS)

Supply interpreters with the necessary materials (full names of speakers, names of organisations, presentations). They will allow them to better prepare for the meeting.

Note



Book a sign language interpreter in advance because the number of qualified people is small, especially for IS.

Service

Provide interpreting at the reception, in information points and other important places.

You can employ an interpreter for the duration of the event who will be able to go where needed or use an online sign interpreting service.

Speeches

Ensure sign language interpreting of important speeches.

For the comfort recipients of the interpretation, ensure:

- Screens where the translation will be displayed in real time,
- Places for the audience in front of the screens.

Before the event, check whether the interpreter will be clearly visible and raise the screen if necessary.

The interpreter has to be on site during the speeches and have appropriate working conditions ensured:

- A separate quiet place,
- A monitor with a view of the stage,
- A microphone and headphones connected to the simultaneous interpreting system.

If interaction with the audience is planned during events and there may be deaf people in the audience provide microphones for interpreters who will interpret the participants' statements from the sign language.

Promotion

Create an invitation to the event in at least two sign languages: the local one and the international one.

Engage deaf people to prepare promotional materials. The information will be noticed and reach its audience faster in this way.

Send out the invitations as quickly as possible, preferably to the organisations representing the deaf and cooperating with them.

Good practice

At the WUF11, interpretation in the Polish Sign Language (PJM) and the International Sign Language (IS) was displayed on screens in the conference rooms.

International Sign (IS) interpretation was provided for the main sessions and other important events.

40 sign interpreters worked during the WUF – both hearing and deaf interpreters of PJM and IS.



○ People with visual impairments

Using visual information is difficult for people with visual impairments or completely impossible in the case of blind people.

Below you will find the information about accessibility services addressed to people with visual impairments.

Audio description

If multimedia materials will be shown at an event ensure audio description or ask speakers to describe the key content presented in a visual format. This is not necessary for decorative elements that do not convey any important messages.

Note

Live audio description is not necessary at a conference if no audio-visual materials are presented.



Voiceover

Films in various languages are broadcasted at international events. They most often include English subtitles. Such materials are not accessible to people with visual impairments.

Ensure translation into the language of the event organiser and record a voiceover.

Such a version of the materials can be published online with the link provided to those with visual impairments.

Braille and other tactile information

Materials in Braille and other tactile information have to be created in a rational manner. Many people find documents in a suitable electronic format more convenient than in Braille.

Developing a procedure for the development of tactile materials at a participant's request, e.g. if such a need is reported in the registration form, can be a good solution.

Assistance

Ensure trained assistants to those with visual impairments. A good solution will be to give some instructions to the assistants on how to describe or audio describe visual content to people with visual impairments.

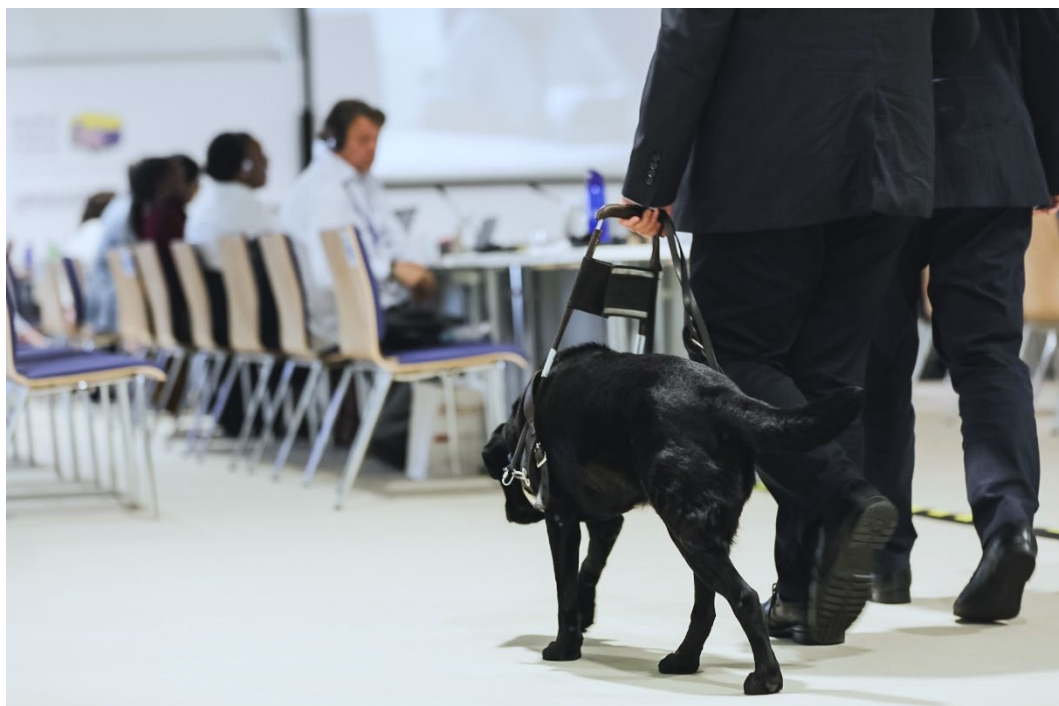
Assistance dog

Remember that a person with an assistance dog can participate in the event with their animal.

An assistance dog needs to have appropriate labels.

Provide places with water and feed for assistance dogs in the event area.

Additionally, provide a place to walk assistance dogs.



Pic. 14. A person with an assistance dog at the WUF11, photographed by M. Kuświk

● **People on autism spectrum and with sensory hypersensitivities**

International events are usually places where a lot is happening. The multitude of stimuli (sounds and smells) and large numbers of people make such spaces difficult for people on the autism spectrum and those with sensory hypersensitivities.

Such people can be supported by providing sensory-friendly conditions. Solutions described below can be used.

Noise-cancelling headphones

Provide an opportunity to borrow noise-cancelling headphones.

If children are expected to participate in the event provide headphones in two sizes (for adults and for children).

Pre-Guide

Create a document containing all the important data and info about the venue and the event. Describe less sensory-friendly conditions possible during the event and solutions provided.

Develop the document with an easily readable and understandable text (ETR⁵) and add photos of the venue.

A pre-guide will allow participants on the autism spectrum to get the information about the venue and solutions prepared for them. On that basis, they will be able to decide whether they want to participate.

Quiet place

More info about a quiet place can be found here: [39](#).

Elderly

Difficulties experienced by the elderly result from the general ageing of the body including reduced motor skills, deterioration of sight, hearing and cognitive abilities.

Because of that, this group may need similar solutions as those provided to people with mobility impairments, poor sight or hearing. If the reduction in performance is due to ageing processes only, remember that such people:

- Will not always use hearing aids despite hearing difficulties,
- Will probably not know the sign language,

⁵ ETR – easy to read.

- Will probably not be able to read Braille or understand other tactile materials.

In particular, ensure that there are places to rest, a short distance from various zones to the toilets, patient and friendly staff.

Enlarged print

Be prepared to provide enlarged print materials for those who request them in the registration form.

Enlarged print materials contain text in 14-16 pt. font size.

Order such materials rationally, in a well-considered way.

Other information

Ensure that the information on the availability of individual events is communicated. Create a timetable in a printed format, make it available on the website and in the event application.

24 | WUF11 Kalendarium

16.00 – 18.00
Okrągły stół osób z niepełnosprawnościami,
Sala Okrągły stół 2

Zapewnione tłumaczenie na j. polski oraz polski język migowy

Ten okrągły stół posłuży jako przestrzeń do dyskusji oraz podzielenia się doświadczeniami, strategiami, narzędziami działania na rzecz wdrażania Nowej Agendy Miejskiej i miejskiego wymiaru Celów Zrównoważonego Rozwoju przy jednoczesnym wzięciu pod uwagę potrzeb osób z niepełnosprawnościami. W dyskusji wezmą udział przedstawiciele różnych poziomów władz, organizacji osób z niepełnosprawnościami, nauki oraz reprezentanci osób starszych

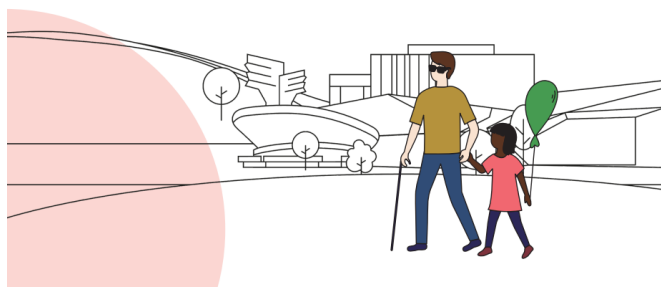


Fig. 10. Information about the event on accessibility for people with disabilities in the Round Table Hall at the WUF11

Remember that events where the noise is loud or the lighting changes have to be preceded by suitable communications.

The information about rapidly changing brightness is also significant for the multimedia.

Good practice



During the WUF11, the availability of accompanying events held in other parts of Katowice was also ensured.

Additionally, the topic of accessibility was discussed at the conference, e.g. during the Round Table session and in speeches at exhibition stands.

HOW TO PLAN PROCEDURES AND SERVICES?

● Service (volunteers, technical support)

Support workers should be aware of the needs of participants with special needs. To this end, provide suitable training and a briefing before the event.



Pic. 15. A volunteer providing information during the WUF11, photographed by M. Kuświk

Training

Ensure the training of service workers and volunteers.

More info about training can be found at the end of this section.

Briefing

Shortly before the event, organise a briefing for volunteers and employees responsible for participant service.

During the briefing:

- Inform about architectural barriers in the building and procedures that help overcome them,
- Inform about special needs reported by participants and ways to offer support,
- Identify persons responsible for the execution of specific tasks,
- Inform about evacuation procedures and identify persons responsible for individual tasks in the course of evacuation.

Make sure that the provided instructions are clear. It is important for employees and volunteers to understand relations between a person (e.g. with a disability), potentially challenging barriers and appropriate solutions.

During the briefings, analyse with your team what situations are possible, e.g. during registration, while moving through the gates and around the building.

Conclusions



During the WUF, employees scanned badges using devices on long handles. Blind people were unable to notice them and were bumping into them. Appropriate information for the employees and participants in the event was missing.

Remember that volunteers and service workers can also include people with special needs. Make sure that the necessary information and support are provided at every stage of the event preparation.

Technical support

From the perspective of participants and speakers, the accessibility of an event depends on technical conditions to a great degree. It is the correct installation of accessibility services that determines whether everything works correctly and that no one is excluded.

Make sure that those in charge of technical support know in advance which accessibility services will be provided during a specific activity, which will be available to participants and which to the speakers.

Before the event, make sure that appropriate equipment is provided and that it works properly, in particular:

- Arrange for the technical staff to run tests before the event,
- Check whether all accessibility services work properly,
- Run tests with speakers to see if everything works.

Do not forget to include the information that trained staff is available in the communications about the event. This is important for participants.

● **Security**

Make sure that security staff are trained in offering service to and communicating with people with special needs. You can invite the security staff to the training organised for volunteers or stipulate in the contract that the service supplier will have to train the staff.

The security staff should know evacuation procedures, the site layout and evacuation routes. They also need to know what to do to keep people with special needs safe during an evacuation.

● **Evacuation**

Remember to develop evacuation procedures that will supplement the building's Fire Safety Manual for the duration of the event.

Among other things, such procedures should include rules for the evacuation of people with special needs.

Find out more about what possibilities the building offers. Check whether it has fire elevators, the possibility of horizontal evacuation to other fire zones or safe places in which wheelchair users can await the assistance of rescue teams.

Identify additional escape routes if necessary.

Identify persons responsible for providing support during an evacuation.

If the building does not offer sufficient evacuation opportunities evacuation trolleys or mattresses can be borrowed for the duration of the event.

Conduct a simulation of evacuation with volunteers and event service staff. Check for weaknesses and work out suitable solutions.

Inform participants in the event how they should behave in an emergency. This is important because evacuation routes can be different from the routes by which participants move around the venue. Some people, e.g. wheelchair users, will use different routes or solutions. The information about them can be provided in the event application, in the form of leaflets, etc.

Prepare a way to communicate the alarm to people with hearing disabilities. During the session, you can make arrangements with local sign language and IS interpreters to translate the content of relevant messages in an emergency.

Good practice



The situation at the WUF11 was advantageous. The area around the ICC and the Spodek Arena is rising, which is why most floors have routes that allow for the evacuation of wheelchair users directly outside.

To make it possible to evacuate people with disabilities from the main hall of Spodek, evacuation through entrance gates to the outside was provided for.

● Training

Make sure that the staff contacting the participants, security staff and volunteers are trained.

The training should include:

- The information about accessibility of the building, existing barriers and alternative solutions to overcome obstacles,
- Procedures applicable during the event,
- Solutions that participants with special needs can use and ways to use them,
- Information about various groups of people with special needs, including people with disabilities, and rules of conduct with regard to them,
- Rules for handling and communicating with these people,
- Savoir vivre with regard to people with special needs,
- First aid,
- Evacuation procedures and solutions in the building.

● Evaluation

Prepare surveys. Collect opinions from speakers and participants during the event and afterwards. Make sure to collect the relevant information from the staff and volunteers.

Knowing which solutions were appreciated, what was successful and what was not, will make it possible to prepare subsequent editions of the event better.

SUMMARY

We are aware that ensuring accessibility at international events is a major challenge. It requires the organisers' time, knowledge and skills, as well as specific resources.

However, a few basic actions are worth taking to overcome the challenge. The summary of most important steps to be taken at the preparation stage, during an event and afterwards can be found below.

Consider the nature, size and venue in which the event will be organised. Create your own checklist using the suggestions below.

1. Identify a competent person to coordinate accessibility.
2. Give yourself time. Plan for availability during the event designing phase. Not just before it starts.
3. If possible, hire experts in various accessibility areas: architecture, websites and applications, communication and accessibility of content.
4. If possible, hire people with special needs as consultants.
5. When choosing the venue, consider its accessibility and make an initial assessment of the barriers you will have to face.
6. Conduct an accessibility audit of the selected venue. Assess the existing barriers and think how to deal with them.
7. Ensure visual, tactile and audio information.
8. Familiarise yourself with the facility's evacuation procedures and provide additional arrangements if necessary.
9. Ensure the accessibility and usability of the event website and associated applications.
10. Consider what information about the accessibility of the event might be relevant to participants.
11. Analyse the timetable and select events likely to be most popular, e.g. the opening and the closing galas.

12. Look for items in the timetable that can be important for those with special needs.
13. Check the participants' registration forms for reported special needs.
14. On the basis of the information obtained from steps 11-13, choose those events where the highest degree of accessibility needs to be ensured.
15. Collect the information and materials necessary to those responsible for providing accessibility services: the name of the event, duration, script, a list of speakers' names and their organisations, presentations and multimedia.
16. As early as possible, order services suitable for the relevant groups of participants to ensure accessibility in the areas of movement, perception, understanding and feeling.
17. Provide necessary technical conditions and the accommodation for suppliers of accessibility services.
18. Ensure the accessibility service from the perspective of the participant and the speaker.
19. Ensure suitable accommodation and transport for the speakers.
20. Communicate the information about the planned and implemented accessibility services to those in charge of the event promotion.
21. Provide training for the service staff and volunteers.
22. Before the event, provide the information about the available accessibility services to the staff in the form of printouts, e-mails and during the briefing.
23. Run tests of the implemented accessibility services with their users.
24. Provide an accessible promotion of the event.
25. Ask participants about their opinions and conclusions during and after the event. They will allow you to draw conclusions for future editions.

Now you know how to plan the work and what issues you will need to face. Good luck!



Pic. 16. WUF11 logo against a wall with flowers, photographed by M. Kuświk

USEFUL MATERIALS

For more information on design principles for, among other things, communication routes, stairs, ramps, toilets, information, induction loops and other solutions, see the following documents:

● Universal design and international law

Polish:

- Organizacja narodów Zjednoczonych, [Konwencja Praw Osób Niepełnosprawnych](#)

English:

- [The Center for Universal Design, NC State University](#)
- R. Mace, [The Principles of Universal Design](#)
- United Nations, [Convention on the Rights of Persons with Disabilities](#)

Other languages:

- [Convention on the Rights of Persons with Disabilities](#) (about 30 language versions)

● General

Polish:

- Portal Funduszy Europejskich, [Multimedia na temat dostępności](#) (audio-wideo)
- [Warszawska Akademia Dostępności](#) (audio-wideo)

English:

- Brisbane City Council, [Event accessibility guidelines](#)
- Disability & Access Services, [Creating Accessible Events](#)

● Architectural accessibility

Polish:

- M. Brutkowski, [Standardy dostępności budynków dla osób z niepełnosprawnościami](#)
- K. Kowalski, [Włącznik. Projektowanie bez barier](#)
- Ministerstwo Rozwoju, [Budowlane ABC](#)
- Sieć Liderów i Liderów Dostępności, [Budujemy pokój wyciszenia](#) (audio-wideo)
- M. Wysocki, [Standardy dostępności dla miasta Gdyni](#)

English:

- Department of Justice, USA, [ADA. Standards for Accessible Design](#)
- [ISO 21542:2021. Building construction — Accessibility and usability of the built environment](#) (paid access to the content)
- K. Kowalski, [Switch. To inclusive design](#)

Other languages:

- [ISO 21542:2021. Cadre bâti — Accessibilité et usage de l'environnement bâti](#) (French; paid access to the content)

● Digital accessibility

Polish:

- W3C, [Web Content Accessibility Guidelines \(WCAG\) 2.1](#)

English:

- Usability.gov, [User Experience Basics](#)
- W3C, [Web Content Accessibility Guidelines \(WCAG 2.1\)](#)

● Information-communication accessibility and content accessibility

Polish:

- AbilityNet, [*Informacja dla wszystkich. Europejskie standardy przygotowania tekstu łatwego do czytania i zrozumienia*](#)
- P. Cupryan, [*Jak dobrze zamówić tłumaczenie na PJM. Praktyczne wskazówki*](#)
- Dostępność Plus, [*Standardy dostępności dla dokumentów elektronicznych*](#)
- P. Model, P. Cupryan, [*Jak dobrze zamówić audiodeskrypcję? Praktyczne wskazówki*](#)
- Niepodległa.gov.pl, [*Jak organizować wydarzenia dostępne dla wszystkich*](#) (audio-wideo)
- PN-EN 60118-4:2007. [*Elektroakustyka -- Aparaty słuchowe -- Część 4: Układy pętli indukcyjnych wykorzystywane do współpracy z aparatami słuchowymi -- Natężenie pola magnetycznego*](#) (treść płatna)
- M. Szczygielska. [*Dostępne wydarzenia w praktyce*](#)
- A. Sztajerwald, [*Instytucja przyjazna sensorycznie*](#)

English:

- AbilityNet, [*Information for all. European standards for making information*](#)
- [*Creating Accessible Documents*](#)
- International Telecommunication Union, [*FSTP-AM. Guidelines for accessible meetings*](#)
- IEC 60118-4:2014. [*Electroacoustics - Hearing aids - Part 4: Induction-loop systems for hearing aid purposes - System performance requirements*](#) (treść płatna)

Other languages

- AbilityNet, [Information for all. European standards for making information](#) (16 language versions)
- IEC 60118-4:2014. [Electroacoustics - Hearing aids - Part 4: Induction-loop systems for hearing aid purposes - System performance requirements](#) (French, Spanish; paid access to the content)

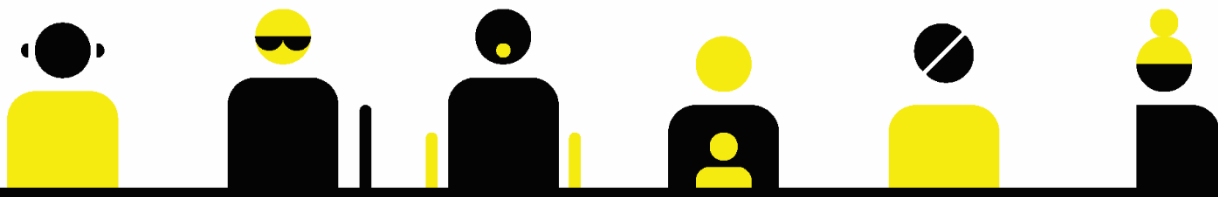
● Procedures

Polish

- Dostępność Plus, [Rekomendacje dla zapewnienia jakości szkoleń w temacie dostępności](#)
- M. Hyjek, [Dostępność. Bezpieczna ewakuacja](#)

English

- National Fire Protection Association (NFPA), [Emergency Evacuation Planning Guide for People with Disabilities](#)
- University College London, [Tips / checklist for making events accessible](#)
- The University of British Columbia, [Checklist for accessible events](#)



**Have
a nice
day:)**



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