

Interreg
CENTRAL EUROPE



COME-IN!

European Union
European Regional
Development Fund

TAKING
COOPERATION
FORWARD

 09 NOVEMBER 2017 UDINE - CONFERENCE „INCLUSIVE MUSEUMS - CHALLENGES AND SOLUTIONS “

 **COME-IN! TRAINING & HANDBOOK**



BBRZ (AT) - ENAIP FVG (IT)

TRAINING APPROACH ADOPTED

Design

- Based on Learning outcomes
- Short seminars approach
- Involving the disable people association as experts

Main Contents

- Legal Frameworks e Glossary of correct wording
- Service Chain and Accessibility issues
- Recommendations on how to overcome barriers
- Recommendation about open-exposition setting

Methodology

- Oral presentations of themes and examples
- Subgroup Discussions
- Sensitization exercises and Role play
- Briefings/Debriefings and Discussions



M1 Introduction

M2 Awareness raising

(1+3h)

M3 The service
chain

(4h)

M4 Visiting the
exhibitions

(8)

M5 Exhibition
context setting

(2/4h)



CHAPTER 1

**Introduction and
principles**

CHAPTER 2

**Awareness
raising**

CHAPTER 3

**The service chain
& accessibility**

CHAPTER 4

**Visiting
the exhibitions**



1 - CORRECT FOCUS

(ICF) SOCIAL MODEL	(ICD) MEDICAL MODEL
<p>Focus on barriers (Allow inclusive access)</p>	<p>Focus on disabilities</p>
<ul style="list-style-type: none">• Remove mobility obstacles• Avoid long distances• Re-consider available tools/devices functionality Adapt signs and orientation items and tools• Re-position art pieces• Provide mobility facilitation tools• Etc.	<p>Mobility impairment:</p> <ul style="list-style-type: none">• wheelchair users• people with walking sticks or crutches• elderly people with reduced mobility• persons with asthma or heart disease• other affected physical functions:• standing, sitting, coordination• etc.

2 - CORRECT WORDING



Accessibility mapping

How to use the Accessibility Matrix

Providing an excellent customer service

What visitors need to know

Visitor feedback management

How to communicate

Do's and Don'ts in interaction with visitors

Solving problems



VISITING THE EXHIBITION

Multisensory exhibition

Audio and video guides

Tactile tools

Interacting with visitors

Introducing the tour

Presenting museum objects and items

Describing art to blind people

Workshops, interactive activities and seminars

Storytelling

Every piece of art tells a story

Structuring a story



**THANKS
FOR
YOUR
ATTENTION**



