

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

## 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





