

Talking about accessibility, inclusion, usability: a discussion for a new International Committee

September 2nd, 2019

2:30 pm - 6:00 pm

Inamori Memorial Hall - Room 106



ICOM international
council
of museums
Italia

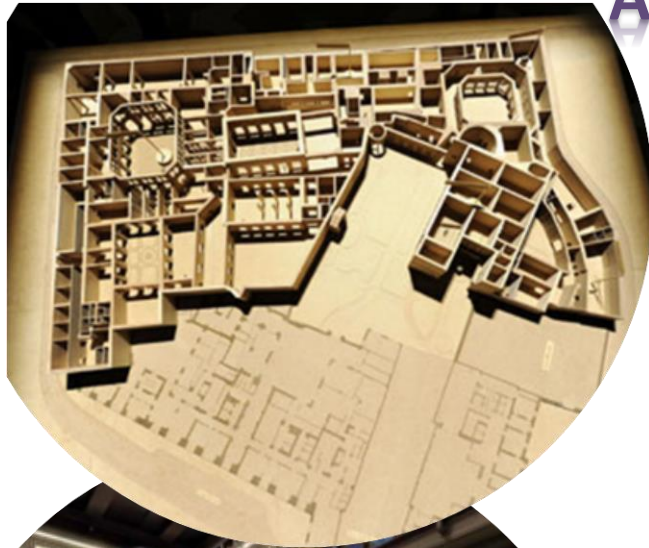


ACCESSIBILITY IN THE MUSEUMS: Guidelines of the Ministry of Cultural Heritage

Tiziana Maffei – President, ICOM Italy – Director, Reggia di Caserta - Italy

ACCESSIBILITY IN CULTURAL INSTITUTIONS

Elimination or overcoming of:



PHYSICAL OBSTACLES
which cause discomfort to
the mobility of anyone or
which limit/impede the
comfortable and safe use
of spaces and devices

PERCEPTUAL OBSTACLES
for the lack of trickeries
and reports that allow
anyone the orientation,
the recognizability of
places, the understanding
of content and
participation in activities

***accessibility does not begin or end at the
entrance to the institution***

DEFINE A STRATEGY FOR ACCESSIBILITY' ... as:

The Plan for the Elimination of the ACCESSIBILITY BARRIERS | PEBA

A gradual process to ensure that obstacles to the full enjoyment of museums and their contents are removed in a planned timeframe.

- know the state of fact and the needs to be met
- draw up a coordinated programming of the interventions, according to a scale of priorities
- identify solutions that are never standardized, but are punctual and original operate in a logic of universal design
- face with the local administrations PEBA



Universal design - Design for all: creation of living environments and products accessible to all categories.

The principles:

- **Equity/Fairness** - fair use: usable by anyone.
- **Flexibility** - flexible use: adapts to different skills.
- **Simplicity** - simple and intuitive use: the use is easy to understand.
- **Perceptibility** - the transmission of actual sensory information.
- **Error tolerance** - minimize risks or unwanted actions.
- **Containment of physical effort** - use with minimal fatigue.
- **Sufficient size and space** - make the space suitable for access and use

WARNING: in some cases "reasonable accommodation" is required





PROTECTED BUILDINGS

- redefine new spatial qualities and social values of goods
- ensuring the reversibility of interventions
- consider the rapid obsolescence of implant adjustments

External accessibility: WEBSITE

To realize in a digital environment a cultural space consistent with the mission that guarantees the maximum use by users, to provide information and knowledge, to allow the production of cultural content also in a participatory logic.

Point at:

- any access problems
- services available according to availability

Provide the possibility to download content (podcast - print A4)



Accessibility from the outside: CONTACTS

Provide an information point to which you can contact directly or remotely

- Provide a number dedicated to accessibility, ensuring front-line operators trained to deal adequately with requests for information on different issues, provide insights into the services made available by the museum.
- Provide booking and contact systems as an alternative to the telephone such as video communication, chat, e-mail with a quick response.



Accessibility from the outside: REDUCEABILITY OF THE MUSEUM

Ensuring that everyone can reach the museum quickly and safely

- City orientation and communication devices
- Agreements with the competent institutions or companies in the immediate vicinity of the museum entrance to ensure dedicated public transport stops (with ups and downs suitable for disabled people), taxi or call points, disabled parking areas, car and bike sharing, bicycle racks.
- Obstacle-free and easily accessible access routes
- Alternative solution in the presence of particular and unchangeable morphological characteristics of the context or of historical buildings of particular value:
 - aids (tracked for wheelchairs...),
 - alternative route made with care, clearly marked, illuminated and maintained.



ACCESS

Ensuring easy access

- Recognition - also by icons - of access
- In the case of alternative access ensure visibility, hospitality, comfort
- Organize the management of temporary rows (also as an anticipation of the cultural experience). Check the ease of opening the front door.
- Integration with communication equipment
- Check that the entrance door is easy to open

ATTENTION: there is a threshold effect, a barrier not only physical but perceptual. Turnstiles, barriers and weirs can be dissuasive elements..





ATRIUM

Make the entrance of the museums welcoming and comfortable places in which everybody can quickly orient oneself.

- Provide a welcoming waiting area in which quickly find your way around
- Evaluate the opportunity to integrate traditional communication with screens where useful information for the visit is presented both in LIS and with subtitles.
- Create small spaces in which to enjoy virtual tours of inaccessible environments.
- Provide for the setting up of small comfort zones, with an armchair and stand of discretion to allow the breastfeeding of newborns.

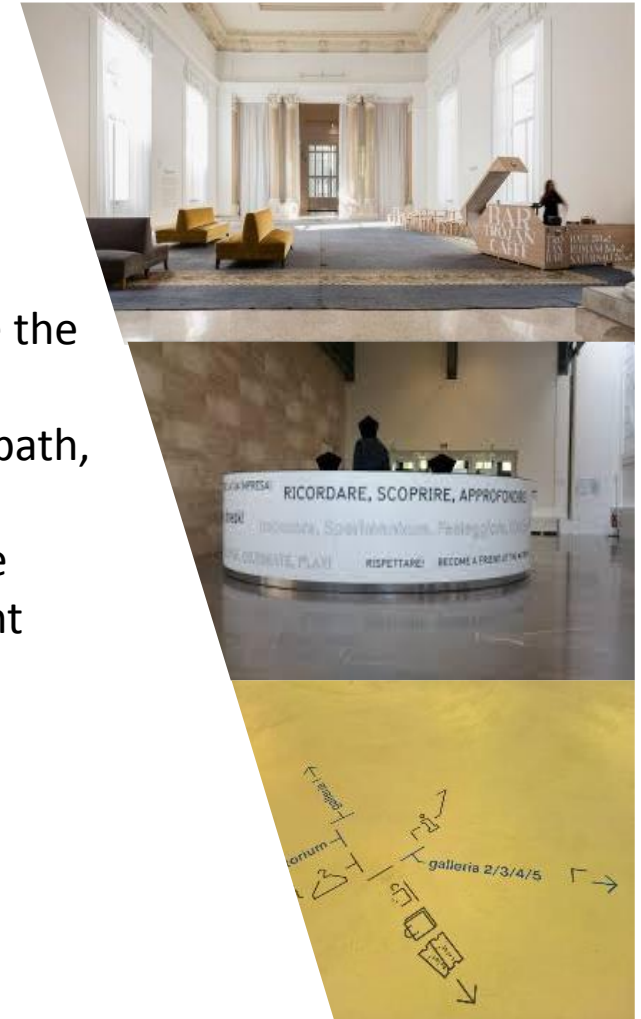




TICKETING AND INFORMATION

Make immediate the acquisition of the ticket and the possibility to request and receive information

- Provide access spaces with clear and immediate communication (text and image)
- Provide input priority for particular needs
- Allow the direct relationship between the staff and the user (considering the reception of people on wheelchairs, or of limited height) with furniture of suitable height and conformation.
- Place the front office staff in the correct position to ensure dialogue with the interlocutors, even in the event of a lip reading (consider the height of the face, lighting, context acoustics ...)
- Train front-office staff to provide the best communication methods
- Consider providing a tactile footpath, or sound devices, to guide the visually impaired visitor from the entrance to the information point and/or ticket office.
- Use color contrast and furniture differentiation to facilitate rapid identification of the information point/ticket office.



ORIENTATION

Enable the visitor to always know where he is. In an emergency situation, ensure that all persons are evacuated and secured.

- Provide a model of the museum structure and/or a tactile map of orientation that allows everybody to explore the structure as a whole. Evaluate the opportunity to equip this device with a descriptive audio.
- Have a wayfinding approach
- Provide comprehensive, up-to-date and reality specific orientation maps, located in easily accessible places, well-lit with tactile communications.
- Ensure the accessibility of signage according to the various disabilities,
- Guarantee information even in the event of a defect in the electronic signaling (see emergency cases)



WARDROBE

Allow the cloakroom service to be used in full autonomy.



*Talking about accessibility, inclusion, usability:
a discussion for a new International Committee
Kyoto, September 2nd, 2019*

TOILETS

Make the toilet accessible, comfortable and comfortable.



THE STAFF

Ensuring quality services for the public, also in case of specific needs.



ACCESSIBILITY IN THE MUSEUMS:
Guidelines of the Ministry of Cultural Heritage
Tiziana Maffei

OVERCOMING OF DIFFERENCES IN LEVEL

Considering stairs, ramps, lifting platforms, elevators not only as a functional component, but as an integral part of the visiting experience

- Avoid staircases and escalators, consider the introduction of mechanized vertical connections or ramps.
- Evaluate the possibility of inserting new volumes, inside and outside the structure, carefully designed to contain platforms and elevators. opportunity to enhance the spatial quality of the containers and the landscape impact of the structure.
- Include in the lift compartments: 1) the braille and sound pushbutton panel and the sound announcement of the stop floor 2) the telephone device for the deaf that allows dialogue via display / screen and keyboard between the car compartment and the emergency room.



THE MUSEUM ITINERARY

Select the works considering:

- to graduate the complexity of reading the heritage, also consider a simplified level suitable for an audience with basic literacy or cognitive deficits,
- enhance multisensory perceptions (non-exclusive tactile path)
- allow you to manage visit times

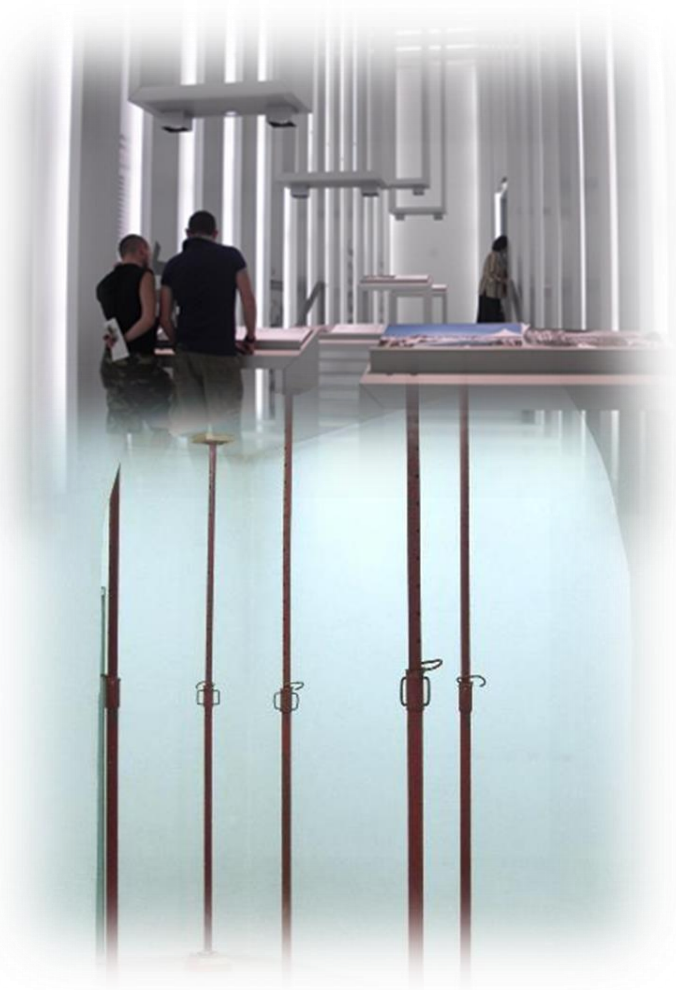
Avoid routes differentiated by type of disability, the museum experience is also sharing!



DISPLAYS

Ensure the safe use of museum objects.

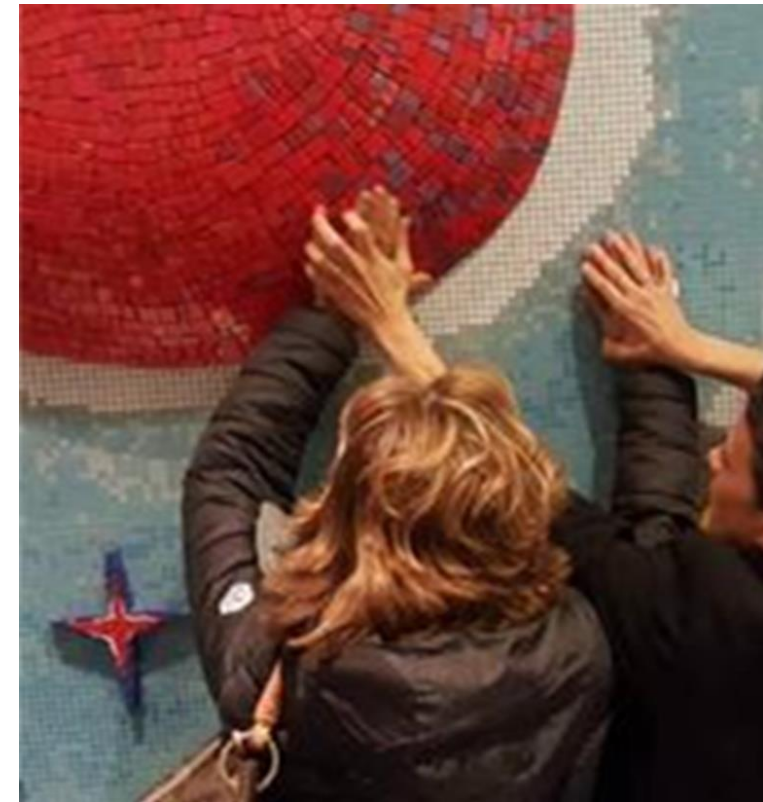
- The showcases must allow the visual enjoyment of objects and any communication equipment in relation to the height of children and visitors on wheels, etc.. Avoid reflection events, glare or shading. The chromatic and luminous contrast between the objects on display and the backgrounds must be created in order to ensure the best possible perception of the same.
- Evaluate the views of the objects in relation to height, accessibility, distances, temporary obstacles, subtitles, labels, panels, signs.
- In the case of pedestals, the pedestals themselves and the objects above them must be fixed in such a way as to avoid oscillations and falls of the goods on display, especially in the case of tactile exploration of the works.



SECURITY: Museum Route

Make the places and activities of the museum safe.

- Provide a guide at the entrance with information on how to behave in case of danger or unforeseen circumstances.
- Train the staff to act in the event of unexpected or emergency situations
- Check the presence of dangerous elements along the routes also in relation to the different types of public (child height, height of wheelchair, etc..).
- In the case of objects or components for tactile perception, constantly check the state of the surfaces (wear, sharp elements, protruding screws, etc.) and the careful cleaning.



SAFETY: Emergency

Ensure a rapid emergency response for the rapid securing of people and cultural assets.

- To have an emergency plan that is attentive to the theme of accessibility, which assesses the problems associated with specific disabilities in a timely manner.
- Ensure the training of staff to carry out the procedures
- Make the exodus system recognizable
- Use internationally standardized icons



FLUCHT- UND RETTUNGSPLAN EMERGENCY EVACUATION PLAN

Verhalten bei Unfällen What to do in case of accident Ruhe bewahren / Stay calm

- Unfall melden**
Report the accident
Telefon: 112
Wo geschah es?
Was geschah?
Wie viele Verletzte?
Welche Arten von Verletzungen?
Warnen auf Rückfragen!
- Erste Hilfe**
Provide first aid
Absichern des Unfallorts
Versorgung der Verletzten
Anweisungen beachten
- Weitere Maßnahmen**
Other measures
Rettungsdienste anweisen
Schausätze entfernen

Verhalten im Brandfall What to do in case of fire Ruhe bewahren / Stay calm

- Brand melden**
Report the accident
Telefon: 112
Wer meldet?
Wo ist passiert?
Wie viele sind betroffen/verletzt?
Warnen auf Rückfragen!
- In Sicherheit bringen**
Escape to safe area
Gefährdeten Personen mitnehmen
Türen schließen
Gekennzeichneten Rettungsweg folgen
Aufzug nicht benutzen
- Löschversuch unternehmen**
Try to extinguish the fire
Feuerlöscher, Wandhydranten und Mittel und Geräte zur Brandbekämpfung benutzen

ERDGESCHOSS

LEGENDE / KEY

- Standort
- Feuerlöscher
- Wandhydrantenstrahl
- Eingangsbreite
- Brandmelder
- Notoffener Tür
- Sammelstelle
- Richtungsgänge
- Rettungsweg / Notausgang
- Aufzug im Brandfall nicht benutzen
- Warnung vor gefährlicher elektrischer Spannung
- Raum mit erhöhter Gefährdung
- Rettungsweg

ÜBERSICHTSPLAN / OVERVIEW

BW Best Western

Ort: Best Western Plus Hotel Bautzen
Händelstraße 22, 03203 Bautzen

Standort: Händelstraße | Stockwerk: Erdgeschoss
Datum: September 2018 | Plan: E0 - 1
Personen: [www.bestwestern.de](#)

MAINTENANCE

Ensure the correct functioning of the devices aimed at widening the accessibility of the museum spaces and contents.

- Check daily the presence of obstacles, even if temporary, in the routes and in the travel areas.
- Provide for the constant cleaning of the surfaces subject to tactile experiences.
- Check the wear and tear of the materials (disconnection of floors, surfaces, mechanical interaction systems, etc.) and arrange or replace them.
- Program the functional control of any electrical devices (elevators, servo ladders, lifting platforms, etc.) and electronic devices (safety connections, audio-visual systems, etc.).



MONITORING

Define monitoring mechanisms that can verify the levels of accessibility over time.

- Activate forms of collaboration with associations representing the interests of people with disabilities for constant monitoring, together with the direct users of the devices and services activated.
- Provide for approval tests to evaluate devices and services set up in order to define and implement corrective action.



THE CONTACT PERSON FOR ACCESSIBILITY

Activity:

- *assists the Director in the drafting and implementation of the PEBA,*
- *contributes to the design, implementation and monitoring of the museum's interventions and activities with a view to wider use*
- *is the museum's contact person for relations with the public.*
- *creates networks with stakeholders outside the museum, with industry associations and with the territory.*
- *Interacts with other professionals in the planning, implementation and development of works and activities that involve the dimension of accessibility.*

Specific training: current legislation, themes of physical-sensorial-cognitive accessibility

Responsibilities: coordination skills, teamwork, interdisciplinary perspective





ACCESSIBILITÀ NEI MUSEI

Linee guida del Ministero dei Beni culturali

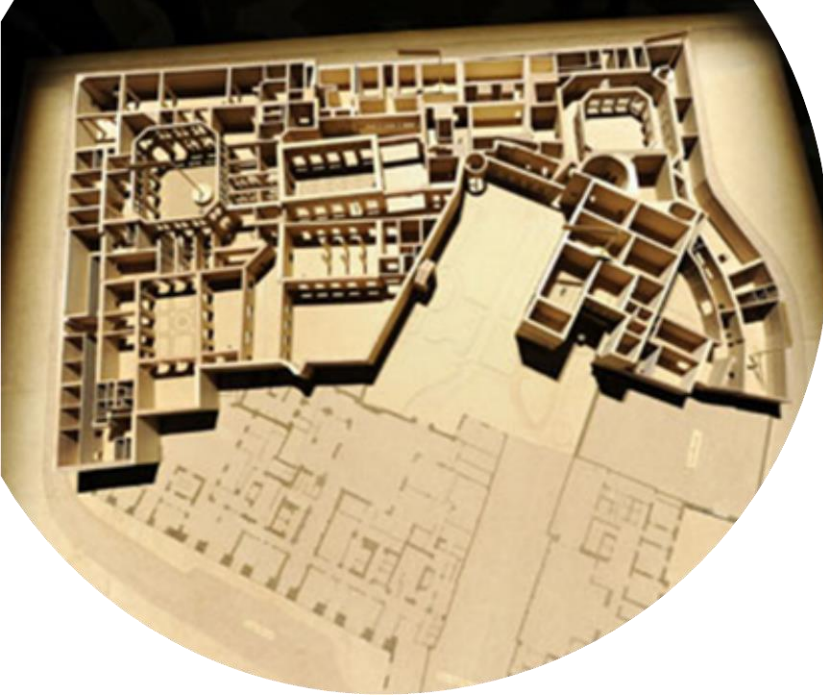
Tiziana Maffei

ICOM Kyoto 2019

25th General Conference

1-7 September 2019





ACCESSIBILITY IN CULTURAL INSTITUTIONS

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which cause discomfort to
the mobility of anyone or
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PERCEPTUAL OBSTACLES
for the lack of tricks and
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the orientation, the
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accessibility does not begin or end at the entrance to the institution

DEFINE A STRATEGY FOR ACCESSIBILITY'... as:

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a gradual process to ensure that obstacles to the full enjoyment of museums and their contents are removed in a planned timeframe.

Approach know the state of fact and the needs to be met draw up a coordinated programming of the interventions, according to a scale of priorities identify solutions that are never standardized, but are punctual and original operate in a logic of universal design deal with the PEBA of the local administrations of reference a transversal tool for linking and interacting existing management plans and programmes (e.g. safety and emergency, fire prevention, activities, education, staff training, financial document)



UNIVERSAL DESIGN

Universal design - Design for all: creation of living environments and products accessible to all categories.

The principles:

- Fairness - fair use: usable by anyone.
- Flexibility - flexible use: adapts to different skills.
- Simplicity - simple and intuitive use: the use is easy to understand.
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PROTECTED BUILDINGS

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External accessibility: WEBSITE

To realize in a digital environment a cultural space consistent with the mission that guarantees the maximum use by users, to provide information and knowledge, to allow the production of cultural content also in a participatory logic.

Digital space complementary to physical space

Complies with accessibility standards (L4 2004): usable - usable

Provide equivalent alternatives (text - audio - video)

Texts and graphics that can also be understood in monochrome - attention to cognitive difficulties

Indicate:

any access problems

services available according to availability

Provide the possibility to download content (podcast - print A4)



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City orientation and communication devices

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Obstacle-free and easily accessible access routes

Alternative solution in the presence of particular and unchangeable morphological characteristics of the context or of historical buildings of particular value:

aids (tracked for wheelchairs...),

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Tiziana Maffei

ACCESS

Ensuring easy access

Recognition - also symbolic - of access

In the case of alternative access ensure visibility, hospitality, comfort

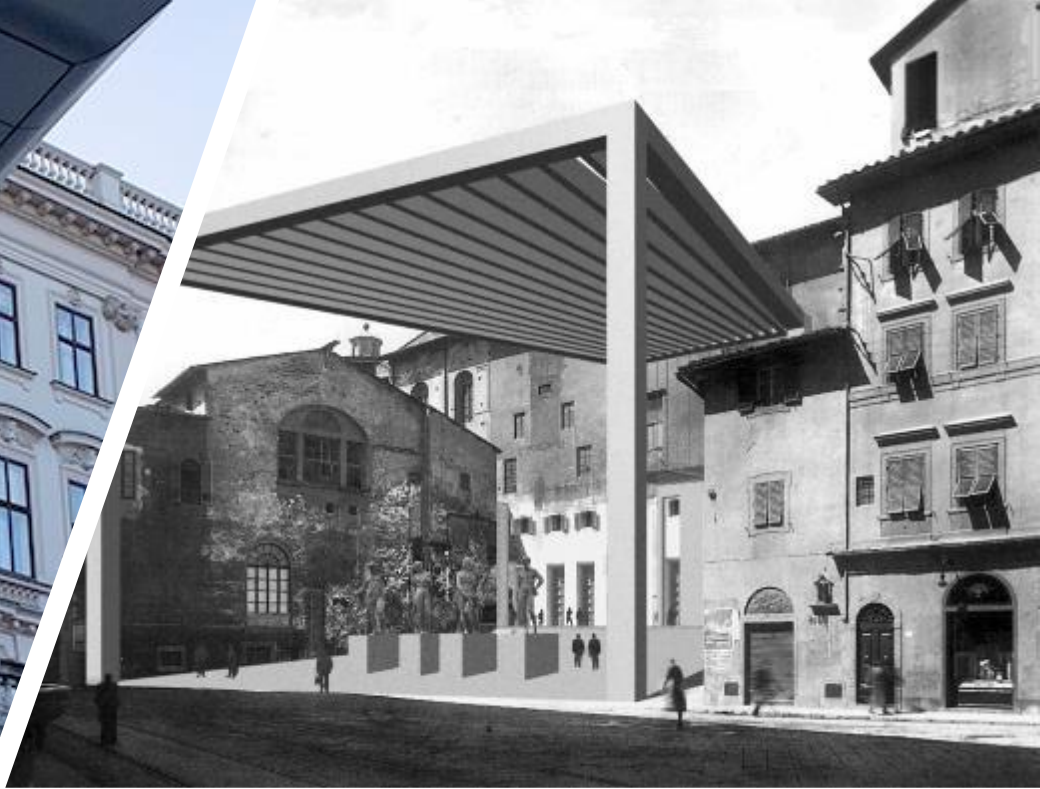
Organize the management of temporary files (also as an anticipation of the cultural experience). Check the simplicity of opening the front door.

Integration with communication equipment

Check that the entrance door is easy to open

ATTENTION: there is a threshold effect, a barrier not only physical but perceptual. Turnstiles, barriers and weirs can be dissuasive elements..





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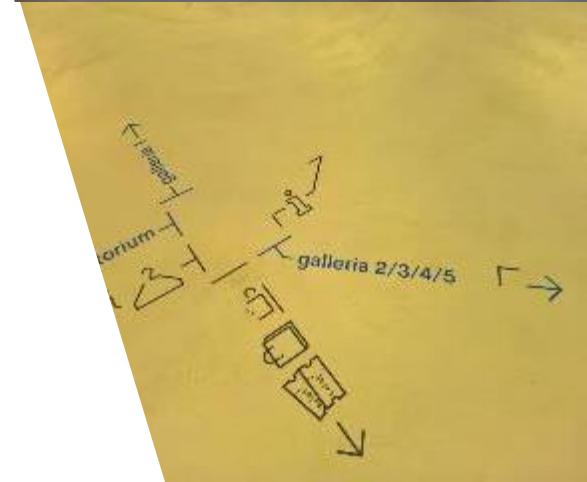




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- Place the front office staff in the correct position to ensure dialogue with the interlocutors, even in the event of a lip reading (consider the height of the face, lighting, context acoustics ...)
- Train front-office staff to provide the best communication methods
- Consider providing a tactile footpath, or sound devices, to guide the visually impaired visitor from the entrance to the information point and/or ticket office.
- Use colour contrast and furniture differentiation to facilitate rapid identification of the information point/ticket office..



ORIENTATION

Enable the visitor to always know where he is. In an emergency, ensure that all persons are evacuated and secured.

- Provide a model of the museum structure and/or a tactile map of orientation that allows you to explore the structure as a whole. Evaluate the opportunity to equip this device with a descriptive audio.
- Have a wayfinding approach
- Provide comprehensive, up-to-date and reality specific orientation maps, located in easily accessible places, well-lit with tactile communications.
- Ensure the accessibility of signage according to the various disabilities,
- Guarantee information even in the event of a defect in the electronic signaling (see emergency cases)



WARDROBE

Allow the cloakroom service to be used in full autonomy

- Provide a cloakroom/luggage storage service, even unattended (lockers with padlocks) that allows the storage of clothing, umbrellas, small luggage (hand luggage ...), strollers.
- Have available lockers accessible to persons in wheelchairs or with disabilities for which is required adequate height and depth.
- Enclose lockers with visible signs of identification and closures with numbers in highly legible characters and braille.



TOILETS

Make the toilet accessible, comfortable and comfortable.

- *Avoid specialized solutions: the bathroom must adapt to the needs of all. It is important to provide, if not all services, at least one with spaces and measures appropriate to the movement of a wheelchair, or people with special aids.*
- *The doors of the bathrooms must be immediately recognizable, also through the chromatic contrast. Equipped with locks that allow opening from the outside in case of emergency.*
- *Provide the service area with one or more hooks for hanging bags and clothing at different heights for use by people on wheelchairs/lower height.*
- *Consider a service for mothers with children (adequate space for the stroller, or small seat where to temporarily place the child, as well as a changing table).*



THE STAFF

Ensuring quality services for the public, also in case of specific needs

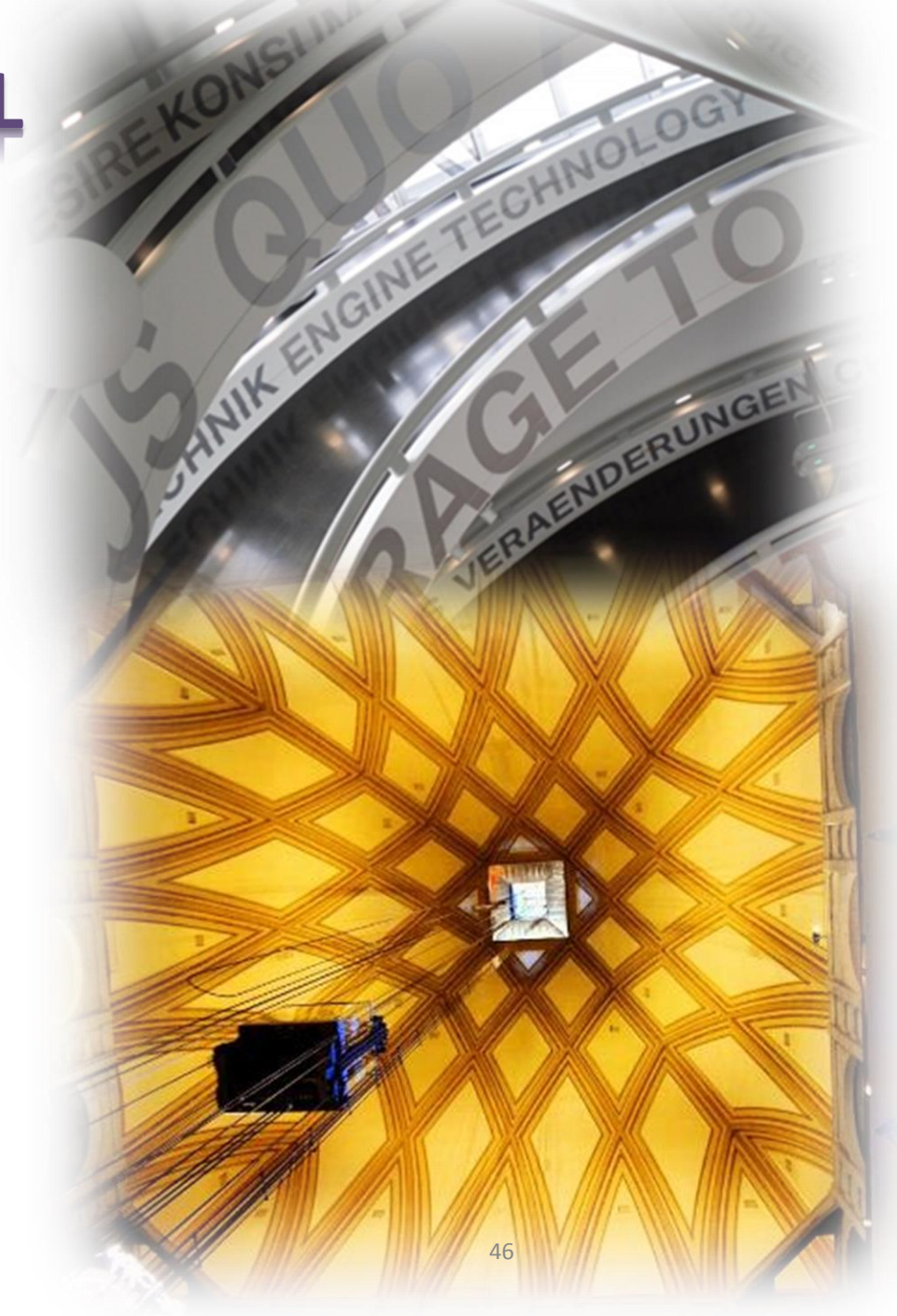
- The staff in a museum must be easily recognisable and identifiable in order to be identified by the public in the event of requests for information, in ordinary life as well as in an emergency.
- Provide dedicated training for a courteous, respectful, attentive to specific requests relating to disabilities and special needs in the use of museum services. The staff must be trained so that they can constantly evaluate situations of danger in the use of the services.
- Provide professional updates dedicated to the reception of people with specific needs, communication approaches (such as the use of sign language), the use of safety devices and first aid dedicated to all visitors (defibrillators, etc..).



OVERCOMING OF DIFFERENCES IN LEVEL

Considering stairs, ramps, lifting platforms, elevators not only as a functional component, but as an integral part of the visiting experience

- Avoid staircases and escalators, consider the introduction of mechanized vertical connections or ramps.
- Evaluate the possibility of inserting new volumes, inside and outside the structure, carefully designed to contain platforms and elevators. opportunity to enhance the spatial quality of the containers and the landscape impact of the structure.
- Include in the lift compartments: 1) the braille and sound pushbutton panel and the sound announcement of the stop floor 2) the telephone device for the deaf that allows dialogue via display / screen and keyboard between the car compartment and the emergency room.
- Provide for a differentiation of the floor with the plantar signalling as the staircase approaches. Evaluate the integration with an audible warning. Provide chromatic contrast between riser and tread to facilitate the visual perception of changes in height of the steps.
- In the case of stone stairs, provide permanent anti-slip bands. Check whether tactile sleeves (direction indicators) should be applied to the handrail of the stairs.



THE MUSEUM ITINERARY

Select the works considering:

- to graduate the complexity of reading the heritage, also consider a simplified level suitable for an audience with basic literacy or cognitive deficits,
- enhance multisensory perceptions (non-exclusive tactile path)
- allow you to manage visit times
 - **Keep in mind the distances facilitated (ramps or small lifting platforms)**
 - **In the re-adjustment of the plant to the needs of monitoring the environment, safety of people and works, provide for possible integrations aimed at enhancing the accessibility and reception of the public**
 - **Consider the physiological and psychological aspects of visual perception.**
 - ***Considering the museum's physical and cognitive fatigue, provide stops along the way in the rooms or in special spaces dedicated to a moment of relaxation (even for mothers with newborns or parents with young children.***
 - ***Prior to this, submit the projects to be carried out to the trade associations and/or local stakeholders, in order to verify the effective validity of the solutions.***

Avoid routes differentiated by type of disability, the museum experience is also sharing!



DISPLAYS

Ensure the safe use of museum objects.

- The windows must allow the visual enjoyment of objects and any communication equipment in relation to the height of children and visitors on wheels, etc.. are to be avoided phenomena of reflection, glare or shading. The chromatic and luminous contrast between the objects on display and the backgrounds must be created in order to ensure the best possible perception of the same.
- Evaluate the views of the objects in relation to height, accessibility, distances, temporary obstacles, captions, panels, signs.
- In the case of pedestals, the pedestals themselves and the objects above them must be fixed in such a way as to avoid oscillations and falls of the goods on display, especially in the case of tactile exploration of the works.



COMMUNICATION

Carry out the communicative function in a logic of dialogue and participation both in the physical and digital environment.

- Define a communication strategy consistent with its mission that guarantees participation in the fruition as well as in the production of content.
- To have a visual design approach that considers environments, texts, images.
- Provide clear texts that take into account font size, spacing, text/background contrast, adequate lighting and a facilitated level of communication, to ensure the understanding of basic content to anyone with cognitive or linguistic difficulties.
- Place the communication equipment considering the height of use even of children and people on wheelchairs.
- In addition to catalogues and agile guides, provide brochures with simple and immediate texts, translated into different languages and braille.
- Make it possible to integrate written communication with downloadable podcast files, audio stations or apps for the transmission of specific content.



SECURITY: Museum Route

Make the places and activities of the museum safe.

- Provide a guide at the entrance with information on how to behave in case of danger or unforeseen circumstances.
 - Prepare staff to act in the event of unforeseen or emergency situations
 - Check the presence of dangerous elements along the routes also in relation to the different types of public (child height, height of wheelchair, etc..).
 - In the case of objects or components for tactile perception, constantly check the state of the surfaces (wear, sharp elements, protruding screws, etc.) and the careful cleaning.
-
- **Report any differences in level or height differences through colours, material changes or lighting. (in a logic of visual design and in line with the communication strategy).**
 - **Consider whether ramps and stairs should be fitted with sound devices to indicate the end areas of the elements.**



SAFETY: Emergency

Ensure a rapid emergency response for the rapid securing of people and cultural assets.

- To have an emergency plan that is attentive to the theme of accessibility, which assesses the problems associated with specific disabilities in a timely manner.
 - Ensure the training of staff to carry out the procedures
 - Make the exodus system recognizable through:
 - Use internationally standardized symbols
-
- **Place simplified, correctly oriented plans where the position of the reader is clearly indicated (e.g. you are here) and the exodus layout (ISO 23601 standard).**
 - **Avoid using the color red in the preparations considering that this color is identified with the danger.**



FLUCHT- UND RETTUNGSPLAN EMERGENCY EVACUATION PLAN

Verhalten bei Unfällen What to do in case of accident

Ruhe bewahren / Stay calm

- 1. Unfall melden**
Report the accident
 - ☎ Telefon: 112
Phone
 - Wo geschah es?
Where it happened?
 - Was geschah?
What happened?
 - Wie viele Verletzte?
How many injured?
 - Welche Arten von Verletzungen?
What type of injuries?
 - Warten auf Rückfragen!
Waiting for enquiries!
- 2. Erste Hilfe**
Provide the aid
 - ➕ Ab sichern des Unfallorts
Secure the scene of the accident
 - ➕ Versorgung der Verletzten
Help injured persons
 - ➕ Anweisungen beachten
Note instructions
- 3. Weitere Maßnahmen**
Other measures
 - ➕ Rettungsdienste einweisen
Instruct rescue services
 - ➕ Schaulustige entfernen
Remove onlookers

Verhalten im Brandfall What to do in case of fire

Ruhe bewahren / Stay calm

- 1. Brand melden**
Report the accident
 - ☎ Brandmelder betätigen oder
Activate the fire alarm or
 - ☎ Telefon: 112
Phone
 - Wer meldet?
Who reports?
 - Was ist passiert?
What happened?
 - Wie viele sind betroffen/verletzt?
How many affected/injured?
 - Wo ist etwas passiert?
Where it is happened?
 - Warten auf Rückfragen!
Waiting for enquiries!
- 2. In Sicherheit bringen**
Escape to safe area
 - ➔ Gefährdete Personen mitnehmen
Rescue people in danger
 - ➔ Türen schließen
Close doors
 - ➔ Kennzeichneten Rettungsweg folgen
Use the marked escape route
 - ➔ Aufzug nicht benutzen
Do not use elevator
 - ➔ Anweisungen beachten
Note instructions
- 3. Löschversuch unternehmen**
Try to extinguish the fire
 - ➔ Feuerlöscher, Wandhydranten und Mittel und Geräte zur Brandbekämpfung benutzen
Use the fire extinguisher, the hose and the lighting equipment

ERDGESCHOSS

LEGENDE / KEY

- Standort
You are here
- 🔥 Feuerlöscher
Fire extinguisher
- 🚒 Wandhydrantenschränke
Fire hose
- 📞 Brandmelder manuell
Fire alarm
- 📞 BMZ
Brandmelderzentrale
Control the alarm system
- 🚪 Notoffener Tür
Emergency button to open the door
- ➔ Sammelstelle
Assembly point
- ➔ Richtungsgabe
Indication of direction
- ➔ Rettungsweg / Notausgang
Escape route / emergency exit
- 🚫 Aufzug im Brandfall nicht benutzen
Do not use elevator in case of fire
- ⚠️ Warnung vor gefährlicher, elektrischer Spannung
Warning of dangerous electrical voltage
- 🚫 Raum mit erhöhter Gefährdung
Dangerous area (hazardous)
- ➔ Rettungsweg
Escape route



BW Best Western

Objekt: Best Western Plus Hotel Bautzen
Müritzer Graben 20, 01025 Bautzen

Dokument: Hauptgebäude | Standort: Erdgeschoss

Datum: September 2010 | Plan-Nr.: EG - 1

Prozess: Brandschutzübungsplan

MAINTENANCE

Ensure the correct functioning of the devices aimed at widening the accessibility of the museum spaces and contents.

- Check daily the presence of obstacles, even if temporary, of the routes and the areas of travel.
- Provide for the constant cleaning of the surfaces subject to tactile experiences.
- Check the wear and tear of the materials (disconnection of floors, surfaces, mechanical interaction systems, etc.) and arrange or replace them.
- Program the functional control of any electrical devices (elevators, servo ladders, lifting platforms, etc.) and electronic devices (safety connections, audio-visual systems, etc.).



MONITORING

Define monitoring mechanisms that can verify the levels of accessibility over time.

- Activate forms of collaboration with associations representing the interests of people with disabilities for constant monitoring, together with the direct users of the devices and services activated.
- Provide for approval tests to evaluate devices and services set up in order to define and implement corrective action.



THE CONTACT PERSON FOR ACCESSIBILITY

Activity:

- *assists the Director in the drafting and implementation of the PEBA,*
- *contributes to the design, implementation and monitoring of the museum's interventions and activities with a view to wider use*
- *is the museum's contact person for relations with the public.*
- *creates networks with stakeholders outside the museum, with industry associations and with the territory.*
- *Interacts with other professionals in the planning, implementation and development of works and activities that involve the dimension of accessibility.*

Specific training: current legislation, themes of physical-sensorial-cognitive accessibility

Responsibilities: coordination skills, teamwork, interdisciplinary perspective



...a new professionalism ?



Grazie
dell'attenzione

Tiziana Maffei

Guidelines for the drafting of the strategic P.E.B.A Plan for accessibility in museums, monumental complexes, archaeological areas and parks

- **Circular no. 26 of 2018 awaiting the Ministerial Decree**
- Working group for the drafting of measures also at the regulatory level concerning the overcoming of cultural, cognitive and psychosensory barriers (D.D. rep. n. 582 of 27.06.2017)

