ACCESS4All –

Awareness and Capacity building for ChangEs in policy SchemeS for disability towards incLusive societies

IO1 - The Awareness and Capacity Building ACCESS4All Courses

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Author	XENIOS POLIS
Co-authors	Innohub, BuildungsLAB, CSICY, SANSAT, Culture Polis, RESET, TANDEM PLUS
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The ACCESS4All Consortium

	ORGANIZATION	ACRONYM	COUNTRY
COORDINATOR	Xenios Polis. Culture, Science & Action	XENIOS POLIS	Greece
PARTNERS	Asociación Valencia Inno Hub	Innohub	Spain
	BildungsLAB Hands & Minds Learning Center	BildungsLAB	Austria
	Center for Social Innovation Ltd	CSICY	Cyprus
	Cooperativa Sociale San Saturnino onlus	SANSAT	Italy
	Culture Polis	Culture Polis	Greece
	Research and Education Of Social Empowerment and Transformation - Reset Ltd	RESET	Cyprus
	Tandem Plus Network	TANDEM PLUS	France

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Spanish regulations cover a variety of issues regarding PwDs, such as education, employment, health care, financial equality, daily social life and accessibility.These regulations guarantee equal opportunities and equal treatment for this group of people. 27

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Project summary

The ACCESS4All - Awareness and Capacity building for ChangEs in policy SchemeS for disability towards incLusive societies - is an Erasmus+ K204 Strategic Partnership for adult education project, that supports in a holistic and integrated approach the capacity building of key-factors involved directly or indirectly with the people with disabilities integration.

Statistical numbers reveal the necessity of this project. According to World Health Organisation (WHO, 2021) more than 1 billion people in the world have some form of disability, an estimated 135 million of whom live in Europe. However, there is a general lack of proper information and know-how to create more disabled-friendly environments. As a result, people with disabilities face many difficulties in their everyday lives in terms of mobility, use of transport equipment, access to buildings, participation in education and training, labour market and leisure pursuits, social contacts and economic independence.

In this context, ACCESS4All is directed to individuals with or without disabilities, public servants, NGOs representatives, members of local councils, administrative staff, municipal officials and policy makers, who can act as a funnel and create relative policies serving the positive changes in the local/regional policy schemes regarding the equal access of all citizens to cultural and social life.

The project includes 8 partners (XENIOS POLIS, BildungsLAB, CSICY, Culture Polis, Innohub, RESET, SANSAT, Tandem Plus) from 6 countries (Austria, Cyprus, France, Greece, Italy, Spain).

The main objectives of ACCESS4All are:

- to raise awareness on the needs and fundamental rights of persons with disabilities at local/regional level and practically enhance their quality of life,
- to empower participants through capacity building and awareness actions on how to implement disability concern/focus policies in their area and to provide them with information about current successful campaigns/ initiatives for people with disabilities,
- to establish a validation procedure of skills and knowledge for the individuals/ trainees engaged in the ACCESS4All capacity building actions.

The completion of these objectives will produce the following outputs:

- IO1: The Awareness and Capacity Building ACCESS4All courses, which includes all the training activity.
- IO2: Assessment and Validation Tool for ACCESS4All awareness and capacity, which evaluates the performance of those who have trained in the previous output and leads to a certificate.
- IO3: The Best Practices and Policy Book, which is a combination of practice and theory, academic knowledge and policy drafting that will gather the results and learnings achieved during the project.

Introduction

This report presents the first intellectual output (IO1) of the ACCESS4All entitled "The Awareness and Capacity Building ACCESS4All Courses". This is the core output of the project for a double reason. First, the whole training activity is built on this output. Secondly, it takes into account the variability of its audience, public bodies/authorities' staff, NGOs members and representatives, associations, organizations and/or relative professionals working on the field of disability, so that anyone using these courses can take advantage of upskilling, turnings to policy changes and the realization of more inclusive societies.

At the beginning of the project, each partner made a national research regarding the current situation of disability and accessibility in their countries: Austria, Cyprus, France, Greece, Italy and Spain. More specifically, the research includes each country's national/regional legislation about the access of people with disabilities to all sectors of social life, relative policies examining in parallel the level of adaptation in European policies, as well as good practices. After the completion of this task, the results were compared and the main challenges for an inclusive society were concluded. These conclusions were used to define the topics of the 7 Modules of IO1:

1. International policies about accessibility issues for disabled persons; Disability, definitions and taxonomies
2. Disability and accessibility in labor, cultural life, sports, education, transportation, health, ICT
3. Principles of accessible Municipalities; sustainability and disability
4. Evaluating & monitoring local policy schemes on disability issues
5. Media exploitation for raising awareness about disabilities at local level and cultivating positive attitudes.
6. Emotional intelligence; Abilities for successfully addressing the persons with disabilities and their needs; Active listening/ Communication abilities
7. Short term and long-term results of inclusive societies

These Modules will be available soon on the ACCESS4All digital platform (https://access4allerasmuska2.eu/), which is also part of IO1. Last but not least, in the frame of the same output, each partner has created a Real Case Scenario by conducting online interviews with local authorities' staff, public bodies, etc. These scenarios aim to present paradigms and good practices of accessibility in a range of situations, as well as to estimate the average amounts of budgeting, constructions and implementation limitations.

All the products of IO1, the findings of the research among the 6 European countries, a brief description of the 7 Modules, as well as a presentation of the real case scenarios, are offered in the present document.

Disability and accessibility in Europe

In Member States of the WHO European Region, 6 to 10 out of every 100 people live with a disability. In total, an estimated 135 million people in Europe live with a disability.
With population ageing and the rising prevalence of chronic conditions due to noncommunicable diseases and injuries, this number is set to increase in the future.

The European Union (EU) is active in various areas of disability policy and is committed to improving the social and economic situation, including accessibility, for people with disabilities.

Source: https://www.oenb.at/en/Cash-Management/the-euro.html

Disability and accessibility policies in progress

UN Convention on the Rights of Persons with Disabilities (UNCRPD), 2006

The UN Convention is the first international, legally binding instrument setting minimum standards for rights of people with disabilities, and the first human rights convention to which the EU has become a party and entered into force on 22 January 2011. All EU Member States have signed and ratified the convention with the aim to promote, protect and ensure the full and equal enjoyment of all human rights and freedoms by all persons with disabilities, and to promote respect for their inherent dignity.

UNCRPD adopts a broad categorization of persons with disabilities. It clarifies how all categories of rights apply to persons with disabilities and identifies areas where adaptations have to be made for persons with disabilities to effectively exercise their rights and areas where their rights have been violated, and where protection of rights must be reinforced.

European Disability Strategy 2010-2020

The main elements of the UN Convention are reflected in the European disability strategy 2010-2020 taking into account the experience of the Disability Action Plan 2004-2010. This Strategy aimed to promote a barrier-free Europe and empower people with disabilities focusing on 8 priority areas: accessibility, participation, equality, employment, education and training, social protection, health, external action.

Strategy on the Rights of Persons with Disabilities 2017-2023

The Council of Europe adopted this Strategy on 30 November 2006 aiming to achieve equality, dignity and equal opportunities for persons with disabilities in specific areas where the Council can make an input. This requires ensuring independence, freedom of choice, full and active participation in all areas of life and society.

This can be achieved through work and activities around five priority areas:

1. Equality and non-discrimination
2. Awareness raising

3. Accessibility
4. Equal recognition before the law
5. Freedom from exploitation, violence and abuse

Actions target also five cross-cutting themes: participation, co-operation co-ordination, universal design and reasonable accommodation, gender equality perspective, multiple discrimination and education and training.

Strategy for the Rights of Persons with Disabilities 2021-2030

In March 2021, the European Commission adopted the Strategy for the rights of persons with disabilities 2021-2030 to achieve further progress in ensuring the full participation of persons with disabilities, regardless of their sex, racial or ethnic origin, religion or belief, age or sexual orientation. This Strategy aims to guide the action of Member States as well as EU institutions, building on the achievements of the previous ten years and offering solutions to the challenges ahead.

The strategy itself focuses on the three main themes:

1. EU rights
2. Independent living and autonomy
3. Non-discrimination and equal opportunities

The overall goal is to ensure that people with disabilities:

⇒ enjoy their human rights
⇒ have equal opportunities
⇒ have equal access to participate in society and economy
⇒ are able to decide where, how and with whom they live
⇒ can move freely in the EU regardless of their support needs
⇒ no longer experience discrimination.

Web accessibility

The Web Accessibility Directive has been in force since 22 December 2016 and provides people with disabilities with better access to websites and mobile apps of public services. The Directive obliges websites and apps of public sector bodies to meet specific technical accessibility standards. The European Commission will review the application of the Web Accessibility Directive by June 2022.

European accessibility act, 2019

The European accessibility act is a directive that aims to improve the functioning of the internal market for accessible products and services, by removing barriers created by divergent rules in Member States. These products and services include:

⇒ computers and operating systems
⇒ ATMs, ticketing and check-in machines
⇒ smartphones

⇒ TV equipment related to digital television services
⇒ telephony services and related equipment
⇒ access to audio-visual media services such as television broadcast and related consumer equipment
⇒ services related to air, bus, rail and waterborne passenger transport
⇒ banking services
⇒ e-books
⇒ e-commerce.

Persons with disabilities and elderly people will benefit from:

⇒ more accessible products and services in the market
⇒ accessible products and services at more competitive prices
⇒ fewer barriers when accessing transport, education and the open labour market
⇒ more jobs available where accessibility expertise is needed.

Other European services related to people with disabilities' accessibility

EU parking card for people with disabilities. This card allows people with a disability to park in general disabled parking spaces or to apply for a disabled resident's parking permit or individual parking space.

EU disability card. To help people with disabilities travel more easily between EU countries, the EU is developing a voluntary system of mutual recognition of disability status and some associated benefits based on an EU disability card. A pilot of the card was launched in February 2016 in a group of eight EU countries: Belgium, Cyprus, Estonia, Finland, Italy, Malta, Romania and Slovenia.

European Association of Service Providers For Persons with Disabilities (EASPD). EASPD, a non-profit NGO in the disability sector, promotes the views of over 17, 000 social services across Europe and their umbrella associations.

Good practices

Title	**Inclusion in Europe through Knowledge and Technology**
Type (platform, project, training program, other)	Erasmus+ project
Launching date and duration	1/9/2015, 2 years
Description	Countries and Institutions involved: Synscenter Refsnaes - National Centre for Blind and Partially Sighted Children and Youth of Denmark (Denmark), SENSUS APS (Denmark), GNW Kft (Hungary), Associazione Nazionale Subvedenti (Italy) National Rehabilitation Centre for Blind (Bulgaria), Pancyprian Organization of the Blind (Cyprus) SDRUZHENIE "ASOCIACIA DYSLEXIA - BULGARIA" (Bulgaria), SCOALA GIMNAZIALA SPECIALA PENTRU DEFICIENTI DE VEDERE (Romania).

	-Main target groups: teachers and other educational staff related to blind partially sighted and dyslexic people -Area of social action: education -Basic fields of activation: Development of an inclusive and interactive online course in order to offer training in disability/ difficulty issues to different social groups or any stakeholders -Use of ICT tools: Teaching guides produced are available online on the robobraille.org which is an e-mail and web-based service capable of automatically transforming documents into a variety of alternate formats for the visually and reading impaired. -Innovative aspects of this good practice: development of educational guides including technologies available, for teaching first language, foreign language, mathematics and music to students who are blind, partially sighted or dyslexic.
Link	https://www.robobraille.org/resources/teaching-guides/https://ec.europa.eu/programmes/erasmus-plus/projects/eplus-project-details/#project/2015-1-DK01-KA201-004340

Title	**Empowerment for social inclusion - youth with disability on a labour market**
Type	**Erasmus+ project/training manual**
Launching date and duration	1/5/2016, 7 months
Description	Countries and institutions involved: Centrum Inicjatyw Mlodziezowych Horyzonty (Poland), Toplum Gonulluleri Vakfi (Turkey), Xeración Asociación Cultural (Spain), Association for sustainable development SFERA MACEDONIA – Bitola (North Macedonia), U Learn Ltd (Cyprus), CLUBE VOLEI DE EVORA (Portugal), Warm Hand Association (Albania), Sfera Srbija (Serbia) Main target groups: youth workers working with young people with disability Area of social action: inclusive employment Basic fields of activation: Development of an inclusive and interactive online course in order to offer training in disability/ difficulty issues to different social groups or any stakeholders Innovative aspects of this good practice: the project aims to equip youth workers working already with young people with disabilities in new skills and methods of activating this vulnerable group into the labour market. A manual was produced This which gives theoretical and practical knowledge how to work and deal with people with disabilities who are actively seeking for a job.
Link	https://www.salto-youth.net/downloads/toolbox_tool_download-file-1508/Manual%20for%20youth%20workers%20working%20with%20young%20people%20with%20disabilities.pdf

Title	**I DECIDE: Supported Decision Making using Digital Literacy & Numeracy skills**
Type (platform, project, training program, other)	Erasmus+ project
Launching date and duration	March 2017, 2.5 years
Description	-Countries and institutions involved: Foundation Girona Guardianship (Spain), Service Foundation for People with an Intellectual Disability (Finland), Social Care Training (UK), European Association of Service Providers for Persons with Disabilities (Belgium), : Fundació Campus Arnau d'Escala (Spain), EEA Margarita (Greece). -Main target groups: individuals with intellectual abilities, relevant staff and support workers, other professionals. -Area of social action: supported decision making in the areas of personal finance, healthcare and consumer rights. -Basic fields of activation: Development of an inclusive and interactive online course in order to offer training in disability/ difficulty issues to different social groups or any stakeholders (a toolkit with a guide for persons with intellectual disabilities, a training course for staff and support workers, support manuals for other professionals. -Use of ICT tools: all material produced is available online to download and use). -Innovative aspects of this good practice: the projects focuses on the application of digital, numeracy and literacy skills in three important areas of someone's life as a means of providing increased supported decision making by the individual in these areas: personal finance, consumer rights, personal health and well-being.
Link	https://www.easpd.eu/en/content/i-decide-supported-decision-making-using-digital-literacy-numeracy-skills-0

Title	**IMAS - Improving Assistance in Inclusive Educational Settings**
Type (platform, project, training program, other)	Project
Launching date and duration	1/11/2016, 1 year

Description	-Countries and institutions involved: Chance B group (Austria), Vision (Bulgaria), The Centre for Studies on Inclusive Education (UK), The European Association of Service providers for Persons with Disabilities (Belgium), TENENET o.z (Slovakia), ARCIL (Portugal). -Main target groups: learning and support assistants -Area of social action: education of children and young people with disability -Basic fields of activation: Empowerment of participants through capacity building and awareness actions on how to implement disability/ difficulty concern policies in their area -Use of ICT tools: all materials produced are available online -Innovative aspects of this practice: the project aims to establish a common framework for scrutinising how assistance is organised in schools and understanding, if not improving, its contribution to inclusive education disabled children and young people with disabilities. This partnership produced important recommendations on the role of learning and support assistants for persons with disabilities.
Link	https://www.easpd.eu/en/content/imas

AUSTRIA

General situation about disability and accessibility

About 30% of the total population (8.955.102) have at least one disability or limitation: physical**,** cognitive/mental, social**,** communicative, hereditary, acquired through accident or lack of education. Among its population there are also disadvantaged children and youth (with migrant background or increased poverty risk, health issues, learning disabilities etc.), as well as people who face discrimination due to their skin color, age, gender or their sexual orientation. For all these groups of persons it is important that disability policy creates conditions from which as many people as possible will benefit. A key aspect is that the environment should be designed to be as accessible as possible in every sense.

The situation for people with disabilities in Austria depends on the Bundesland (the state) they live in. Some, like Vienna or Styria, offer relatively good legal frameworks for people with disabilities comparing to others. Some people are struggling to find accessible housing as the laws building companies have to stick to are different in each Bundesland. Education in Austria is generally considered to be of a good standard and is on par with other prominent European countries. Austria provides integrated education and has Special Needs Schools for children with any type of disability (visually and hearing-impaired students, students with learning difficulties, etc.) As for the employment, the generally high labour law standards in Austria ensure appropriate working conditions for people with disabilities. However, they are less integrated in the labour market and they have a higher risk of becoming unemployed.

National legislation and policies about the access of people with disabilities to all sectors of social life

The background against which disability policy is carried out has fundamentally changed in recent decades. Today, the human rights and equality approaches are at the forefront. In 2008, Austria was one of the first countries to sign the **UN Convention on the Rights of Persons with Disabilities**, which has set new benchmarks regarding the rights of people with disabilities. Austria has made an additional voluntary commitment within the framework of the UN Convention by signing the so-called optional protocol. To implement the UN Convention, Austria has adopted a comprehensive national strategy, the National Action Plan on Disability 2012–2020, which contains long-term disability policy objectives and measures. The NAP Disability 2021-2030 is to be drawn up within a broadly-based participative process with the involvement of the provinces.

The issue of disability is a cross-sectional topic. At federal level, the Ministry of Social Affairs is responsible for the coordination of matters related to disabilities, and in its own sphere of action it launches important initiatives for people with disabilities. The focus here is on participation in employment and on equality for people with disabilities.

Starting in January 2016, the Austria Equal Treatment Act, which originally came into force in 2006, has been expanded to cover accessibility issues in already existing buildings. The law states that all services in the public area have to be accessible for everyone, including people with disabilities.

Main legal instruments

Three main legal instruments are available in this work:

- ⇒ **the Disability Employment Act** (Behinderteneinstellungsgesetz),
- ⇒ **the Federal Disability Act** (Bundesbehindertengesetz)
- ⇒ **the Disability Equality Act** (Bundebehindertengleichstellungsgesetz).

Employment

Together with the Federal Disability Act and the Federal Disability Equality Act, the Disability Employment Act forms the legal basis for disability law.

It contains important regulations for the following fields:

- ⇒ the employment of people with disabilities;
- ⇒ the compensation tax;
- ⇒ people with disabilities who receive special support;
- ⇒ disabled persons' representatives, and
- ⇒ protection against discrimination

All businesses in Austria which employ 25 or more employees are obliged to take on one disabled person with beneficiary status (registered disabled person) for every 25 employees. For example, a company which employs 100 persons is obliged to employ four registered disabled persons (obligatory number of disabled employees: four). Employees with certain particularly severe disabilities (e.g. blind persons, wheelchair users) are counted double.

In relation to the employment of people with disabilities, employers are exempted from local authority tax, from payments to the Family Burdens Equalisation Fund, from the Chamber of Commerce fee, and in Vienna from the tax to finance the underground system.

Special support to people with disabilities

Austrian citizens with a degree of disability of at least 50 percent can apply for an official decision (*Bescheid*) stating that they are disabled persons receiving special support (also known as registered disabled persons).

Skills training. In skills training projects people with disabilities are offered targeted measures to obtain skills and thus increase their chances of participating in the labour market.

Personal assistance in the workplace. Personal assistance is an individual service in which people with disabilities receive the individual and personal support which they need in order to work or complete vocational training. The goal of personal assistance in the workplace is needs-oriented, self-determined, self-organised and equal participation in working life.

Education

Students with disabilities in Austria attend mainstream schools as far as possible or, for sever disabilities, special schools designed to cater their specific needs. According to Austrian law, parents have the right to choose the kind of schooling they prefer for their child. Special schools educate students with disabilities through a variety of methods depending on the disability by means of small learner groups, specially trained teachers, curricula which pay attention to the respective disabilities and special methods and materials.

Strategy for lifelong learning in Austria ‚LLL:2020'

⇒ Gender and diversity, equal opportunities and social mobility (also: quality and sustainability, performance and innovation)
⇒ Inclusive educational opportunities (strategic item 1)
⇒ Barrier-free educational opportunities (strategic item 9)

Good practices

Title	Occupational Rehabilitation
Type (platform, project, training program, other)	Funding of individually required measures for a successful return to the labor market Ongoing program by the Austrian Federal Pension Fund (Pensionsversicherungsanstalt) Funding of appropriate measurements is a legal right for everybody in need of support for re-entering the labor market, if certain assurance criteria are fulfilled. Austria-wide, supported by the employment agency (AMS) and assurances AUVA, PV
Launching date and duration	Ongoing measurement
Description	Objective: Prevention of invalidity and occupational disability • for persons with physical and psychological disabilities or limitations • occupational orientation programs • job training • education • financial subsidy

Link	Pensionsversicherungsanstalt (2021): Berufliche Rehabilitation. Online: https://www.pv-rehabzentrum-wien.at/de/ambulante-reha/berufliche-rehabilitation,

Title	Extended period of apprenticeship – Apprenticeship with partial qualification
Type (platform, project, training program, other)	Labor market policy measurements for youth with performance difficulties to achieve completion of their apprencticeship Austria-wide
Launching date and duration	Ongoing measurement
Description	Objective: completion of apprenticeship • for youth coming from schools for special needs, youth without any or with a negative completion of middle school, persons with special needs according to the law for hiring persons with disabilities, persons that cannot for other reasons be placed into a regular apprenticeship by the employment agency • accompanied by social-pedagogically trained occupational training assistants
Link	Federal Ministry for Social, Health, Care and Consumer Protection Affairs (2019): Active labor market policy in Austria: https://broschuerenservice.sozialministerium.at/Home/Download?publicationId=447,

Title	Network occupational assistance (Netzwerk berufliche Assistenz NEBA)
Type (platform, project, training program, other)	Measurement of the active labor market policy for equality of persons with disabilities Austria-wide
Launching date and duration	Ongoing measurement
Description	Objective: employment for persons with disabilities • for youth with disabilities • occupational training assistants accompany youth • analysis of individual situation and job search • in school and at the workplace
Link	**Network occupational assistance (Netzwerk berufliche Assistenz NEBA),** 2021: Why BAS. Online: https://www.neba.at/berufsausbildungsassistenz,

CYPRUS

General situation about disability and accessibility

A fifth of Cyprus' population over 16 reported having a long-term disability in 2017, according to Eurostat. 20% of people in Cyprus felt some, or severe limitations in performing everyday activities such as studying at school,

work, housekeeping or in participating in leisure activities, for a period of six months or longer. Committed to the national strategy and action plan, Cyprus is working on to promote full and equal enjoyment of the fundamental rights and freedom to all people with disabilities. One of the focal authorities on establishing policies is the Department for Social Inclusion of Persons with Disabilities of Ministry of Labour, Welfare and Social Insurance; which has launched policies in the sector of employment, education, accessibility, independent living and data collection.

Persons with disabilities are entitled to free medical care, as well as free or affordable health-related rehabilitation goods and services. However, public spending on health care is relatively low in Cyprus, which over the years has led to long waiting times for some procedures and contributes to the general perception that the quality of care in the public sector is subpar. As a result, people are pushed to either forgo health care or seek care in the private sector.

As for the education, the Ministry of Education, Culture, Sport and Youth (MOECSY) is obligated to take the necessary measures to integrate disabled children in mainstream schools, as well as providing them with the opportunity to maximize their academic and social development. The number of disabled students entering higher education is on a rise. Cyprus is making efforts in the integration of people with disabilities in employment and vocational development. However, there is still a strong need of productive integration of people with disabilities in the labour market as well as to promote equal treatment in the workplace; which will in the long-term help to combat their risk to social exclusion and poverty.

National legislation and policies about the access of people with disabilities to all sectors of social life

The **Law on Persons with Disabilities of 2000** is the most important piece of legislation in Cyprus regarding the people with disabilities's right. This legislation relies upon the principle of non-discrimination and it safeguards people with disabilities's inclusion in social community life and employment. The Republic of Cyprus has ratified and incorporated in its national legislation the UN Convention on the Rights of Persons with Disabilities and Related Issues (Ratification) Law of 2011.

The appropriate mechanisms for the implementation and monitoring of the UN Convention are:

⇒ The Department for Social Inclusion of Persons with Disabilities is designated as the Focal point for the implementation of the CRPD

⇒ The Pancyprian Council of Persons with Disabilities – which operates within the framework of laws concerning Persons with Disabilities Laws 2000-2014 (L. 127(i)/2000) as advisory body – as Coordination Mechanism

⇒ The Ombudsman and Human Rights/Equality Authority as the Independent Mechanism to promote, protect and monitor the implementation of the CRPD.

First National Disability Strategy 2018 – 2028 and Second National Disability Action Plan 2018 – 2020

Both, the First Disability strategy 2018 – 2028 and the Second Disability Action Plan 2018 – 2020, are referred to as documents in alignment to the UNCRPD and were developed after the consultation with the disability organizations in Cyprus.

The First National Disability Strategy 2018-2028 is built on the principles of the Strategic Planning Guide of the Ministry of Finance and is linked to the recommendations made to the Republic of Cyprus by the UN

Convention on the Rights of Persons with Disabilities Committee, the European Disability Strategy 2010-2020 and the Council of Europe's Disability Strategy 2017-2023. Its purpose is to define the vision, values, strategic goals and objectives of the Republic of Cyprus for the implementation of the rights of persons with disabilities, by directing all the state actors towards those actions that will add value and will further improve the quality of persons with disabilities' life.

The Second Disability Action Plan 2018-2020 includes 46 actions that are already in progress, as well as 40 new actions. The main expected outcomes of the suggested actions involve the promotion of:

⇒ independent living, social inclusion, mobility and social protection of people with disabilities
⇒ employment and vocational training
⇒ education
⇒ accessibility of persons with disabilities to the natural and built environment, transport and information
⇒ provision of health and rehabilitation services
⇒ information and awareness raising on disability issues

The Pancyprian Alliance for Disability debate the actions that will take place; as they believe there is perpetuation of the medical model approach, which in their opinion should have been substituted by a human rights approach and philosophy in both the Strategy and Action Plan documents

Education

The common practice is that children receive individualized support in a 'special' room some hours per week depending on their needs. Some mainstream schools also hold a special unit. The disabled children who are considered unable to be educated in a mainstream school can attend special schools. Accordingly, the government provides various schemes and training opportunities:

i. Scheme for the subsidization of Organisations for Vocational Training Programmes for Person with Disability
ii. Scheme for the subsidization of Organisations for Vocational Training Programmes for disability professionals
iii. Introduction of the Post-Secondary Institutes of Vocational Education and Training, to intergrade into the labour market secondary school graduates and persons experiencing difficulties

Daily social life and accessibility

Whilst the government, following its current legal and policy framework, has been encouraging social and cultural integration of disabled persons over the past years, there are persisting gaps in the integration process. Organizations and health professionals argue that the national legislation of Cyprus seems to be incompatible with the human rights approach to disability, seeing that persons with disabilities continue to be marginalized and deprived of their rights as citizens.

⇒ A striking 85% of persons with intellectual disability are trapped in their homes with no real social life
⇒ Independent living remains a great challenge for all persons with disabilities

An ongoing project is the public transportation. In the last two years, the Republic of Cyprus has subsidized public transport companies for mass purchases of fully accessible new buses. The Ministry of Communications and Works is involved in pilot programs and undertakes important initiatives for the improvement of transport accessibility for people with disabilities. The Department for Social Inclusion of Persons with Disabilities operates two schemes relevant to the transportation of people with disabilities: to be offered funding and

without any taxation when it comes to buying a car, and to provide funding for the transportation needs of the individual Certain newly built or modified buildings after 1999 must follow the standards for becoming accessible to all people with disabilities

Special support to people with disabilities

There are various categories of allowance for each category of disability, a few of them are the following:

- ⇒ Mobility allowance for individuals with severe mobility problems, vision disability, quadriplegia, blind individuals, patients under Regular Dialysis Treatment and individuals with Thalassemia
- ⇒ Special assistance schemes to persons with Paraplegia or Quadriplegia
- ⇒ Special allowance for blind persons
- ⇒ Parking Card scheme (Blue badge)
- ⇒ Public assistance
- ⇒ Financial assistance for the provision of a disability car
- ⇒ Financial assistance for the provision of a wheelchair
- ⇒ Financial assistance for the provision of technical means that will help to facilitate people with disabilities's lives by providing them with assistive devices for their autonomy at the workplace and at home
- ⇒ Wheelchair lending
- ⇒ Financial assistance for technical means, instruments and other aids
- ⇒ Financial assistance for Organisations of persons with disabilities (for hiring a social assistant to accompany their members to hospitals, public services, shopping, sport and recreation activities, etc.)

Good practices

Title	**Supporting Innovative models for Deaf youth Empowerment – SIDE**
Type	European funded project with online platform and training material
Launching date and duration	2017 - 2020
Description	Project SIDE aims to support persons with hearing disabilities encounter barriers during their formal education and especially during the transition from education to work. • Auxilium pro Regionibus Europae in Rebus Culturalibus –AT, European University Cyprus – CY, Equalizent Schulungs und Beratungs GMBH – AT, Timber Umbria Comett Education Programme – IT, Associazoni Unite dei Sordi della Regione Umbria – IT, Slovenska asociacia klubov mladych nepocujucich – SL • Young people with hearing disabilities • Social Inclusion, participation in formal education and employment opportunities • Education, employment, equal opportunities • Online learning environment • Blended learning model that combines training activities in face-to-face

	settings with online activities for self-study. SIDE e-learning platform was established on Moodle, featuring all online activities in all partner languages and in English
Link	https://www.facebook.com/SIDEproject2017/

Title	**Competence development of youth workers & youth trainers who work towards the social inclusion of young people with fewer opportunities - ARTSQUAD**
Type	European funded project with online platform and training material
Launching date and duration	2017 -2019
Description	Project ARTSQUAD aims to support the youth professionals in their role to ensure the social inclusion of all young people. • SEAL-CY, Youth in Science and Business Foundation (YSBF)-EE, Future In Perspective Limited (FIPL)-IE, Save the Children-RO • Youth professionals, Youth workers and Youth trainers • Promotion of Social Inclusion • Youthwork, Employability of disadvantaged young people • Digital Media, E-Learning Portal • Storytelling was used as an innovative learning method
Link	http://artsquad.eu/

Title	**Cyprus Equality Body Intervention: Beach Access for Persons with Disabilities – equality2020**
Type	Accessibility of people with disabilities to the beach, Co-funded by the Rights, Equality and Citizenship Programme of the European Union and Deputy Ministry for Tourism.
Launching date and duration	2019 - Ongoing
Description	Equality2020 aims to improve the accessibility of people with disabilities to the beach • Deputy Ministry for Tourism-CY, Central Beach Committee (JEP)-CY • People with physical disabilities • Inclusion of people with disabilities • Equal opportunities, accessibility, physical and mental support initiatives • Seatrac and floating wheelchairs have been placed on other beaches that were not accessible from PwD
Link	https://equality2020.eu/cyprus_beach

FRANCE

General situation about disability and accessibility

In 2020, France have almost 12 million people with disabilities. Of these, 18% are unemployed, which is almost double the national average. 67% also deplore the lack of accessibility of public places and say they have difficulty getting around. Since the **Disability Act of 2005,** policies to promote the integration of people with disabilities have multiplied, yet the objectives defined by the text are still far from being achieved. New measures have recently been added to the legislative panel already in place, notably with the vote in September 2018 of a law "for the freedom to choose one's professional future", designed to facilitate the inclusion of people with disabilities in terms of employment.

Employment and financial equality

In 2019, the unemployment rate for people with disabilities reached 18%. In 2017, the employment rate of people with disabilities was only 3.5% in private sector companies. This is still well below the 6% target set by the 2005 Disability Act. The public sector is doing a little better but remains below the figures with an employment rate of 5.6%. In order to improve these figures, the government would like to focus on training by doubling the number of apprentices with disabilities. At present, these represent only 1% of the apprenticeship sector, i.e. around 4,000 young people in the CFAs (*centres de formation d'apprentis spécialisés*).

In 2018, the Maisons départementales des personnes handicapées (MDPH) recorded an average delay of 4 months for processing administrative procedures such as granting financial aid, school guidance or obtaining a parking card. This time varies greatly depending on the territory and the type of application. For example, the principle of "lifetime rights" for people with an irreversible disability - without the need to return to the doctor every 3 years to certify their disability - is still not applied everywhere or in the same way despite coming into force in 2019. According to the World Disability Report, 50% of people with disabilities cannot afford to pay for the health care they need.

In order to improve service to people, the Head of State recently announced a "guaranteed timeframe" for the granting of various benefits. To this end, a budget of 50 million euros, spread over 2 years, has been made available to ensure equal treatment of applications throughout the country. Objective: A maximum period of three months for an AAH application (Allowance for disabled adults) in any departement, by 1 January 2021.

Education and accessibility

At the start of the September 2019 school year, the number of pupils with disabilities in French schools was 361,000, 87% of whom are in full-time education. While noting the efforts made to promote the inclusion of pupils with disabilities, the associations nevertheless highlight the shortcomings that persist in the measures put in place, both in financial and human terms. Indeed, at present, many children still only have part-time support to help them during their schooling. Others still find themselves without schooling solutions for this year. In order to make up for this lack, the government has announced that 11,000 additional EASH posts (accompanying pupils with disabilities) will be created in 2020.

According to an IFOP survey published in January by the APF France handicap, 67% of people with disabilities have difficulty getting around. This is due to poorly accessible infrastructures and the delay accumulated by cities in bringing public spaces up to standard, as required by the 2005 "disability" law. Among the main sources of dissatisfaction: stairs and the lack of ramps in public places; pavements that are too high; doors that are too narrow; or public roads strewn with obstacles. To end the inaccessibility of public spaces, the association is calling for strong measures and political leadership to force establishments to comply with the law.

France has ratified various regional and international instruments that recall the content and the character of human rights. Given the cross-cutting nature of disability policy, the French authorities have designated not a single administration, but disability and accessibility focal points in each ministry. Thus, there are contact points in each Cabinet and in each ministerial administration.

National legislation and policies about the access of people with disabilities to all sectors of social life

France has ratified the UN Convention on the Rights of Persons with Disabilities in early 2010. The ratification of the Convention has also led the Government to pay particular attention to the issue of direct participation of persons with disabilities in the development of policies that concern them. Disability policy, which is highly interministerial in nature, is defined by the Interministerial Committee on Disability (CIH), chaired by the Prime Minister and made up of almost all government ministers. The Directorate General for Social Cohesion (DGCS), in conjunction with the SG CIH, leads interministerial discussions and work on disability within the framework of an ongoing dialogue with representatives of local authorities and associations of individuals and institution managers, within the framework of the National Consultative Council for the Disabled (CNCPH).

Law n°75-534 of 30 June 1975 in favour of people with disabilities set the French legislative framework for 30 years. It sets the legal framework for public authorities' action:

⇒ importance of prevention and screening of disabilities;
⇒ educational obligation for disabled children and adolescents;
⇒ access for people with disabilities to institutions open to the general population;
⇒ and keeping people with disabilities in ordinary working and living environments whenever possible.

The law entrusts the recognition of disability to separate departmental commissions: for young people aged 0 to 20 (departmental commission for special education) and for adults (technical commission for vocational guidance and reclassification from the age of 20, the COTOREPs - Technical Commission for Vocational Guidance and Reclassification). Its fundamental objective was to organise and develop the social assistance that the State has a duty to provide to people with disabilities, as part of national solidarity. It does not propose a definition of disability, but it does attempt to include a non-exhaustive concept of disability, considering the person with a disability as such, his or her capacities and difficulties in integrating.

2002: Beginning of work to update the 1975 law for the implementation of a right to compensation

This law was renewed by law 2002-02 of 2 January 2002. The new law emphasizes the rights of the people taken in (charters, life projects, etc.) It improves the management of social and medico-social establishments and services: diversification of missions, coordination of the various players.

The notion of mental disability has become established in France since the law of 11 February 2005, which, among other things, introduced a form of recognition of it. This law "for equal rights and opportunities, participation and citizenship of people with disabilities". This law lays down the main principles of the disability policy, which combines:

⇒ a strategy of accessibility, generalised to the common law systems, for people limited in their autonomy to allow "access to everything for everyone" in terms of schooling, employment, health, living environment and social activities;
⇒ a compensatory strategy to reduce and overcome the functional disabilities of the people themselves.

Le Forum Européen des Personnes Handicapées

European Disability Forum was created in 1997 to defend the rights of people with disabilities in the European Union and to ensure that they have a say in decisions taken at European level. This European non-profit NGO is, to date, the largest representative association of the 80 million people with disabilities in Europe. It is run by people with disabilities or their families and brings together more than one hundred organisations representing people with disabilities from EU Member States, such as the French Council of People with Disabilities for European Issues (CFHE) for France.

The French Council of People with Disabilities for European Issues

The CFHE was founded in 1993. Like a transmission belt, the CFHE, through the European Disability Forum, provides NGOs and European bodies (European Parliament, European Commission, Council of the European Union) with studies, proposals and examples of good practice. In return, the CFHE acts both with the French political and administrative authorities and with our associations, so that the Community legislation and good practices identified by our EU colleagues are effectively transposed into our national legislation and really applied.

Good practices

Title	***Hello Handicap***
Type (platform, project, training program, other)	Digital Platform
Launching date and duration	The last Hello Handicap online event took place from 27 to 30 October 2020. The event takes place annually.
Description	Created in April 2011, Hello-handicap is the first digital recruitment fair - on the internet and on mobile phones - dedicated to people with disabilities. Today, the unemployment rate for people with disabilities peaks at 19%. Under the patronage of Sophie Cluzel, this fair is an essential tool in terms of access to employment for people with disabilities, and in fact contributes to building a more inclusive and supportive society. Each year, more than fifteen thousand candidates and seventy companies are mobilised. The enthusiasm for the event stems from the fact that both candidates and recruiters can choose, schedule and conduct their interviews all over France, without having to travel, via their computers, tablets and/or mobile phones.
Link	**https://hello-handicap.fr/**

Title	***Good Design Playbook - Inclusive design tools and methods, to be applied in any sector***

Type (platform, project, training program, other)	Handbook / Guide
Launching date and duration	September 2020
Description	Today, there are still too few products that consider the different types of disability. Many everyday objects, sometimes indispensable, remain inaccessible to a whole section of the population with special needs. This is why APF France handicap, in partnership with Groupe SEB and with the support of CNSA, has drawn up a practical guide to designing everyday objects accessible to all. The Good Design Playbook is the result of the work of more than 60 participants: occupational therapists, CNSA professionals, but also carers and people with disabilities. This user expertise is valuable for rethinking innovation in an inclusive way. Indeed, the fact that people directly affected by disability take part in the design of everyday objects makes it possible to identify specific but real needs linked to their use, in order to ultimately create objects that leave no one out.
Link	https://apf-conseil.com/good-design-playbook/good-design-playbook.pdf https://apf-conseil.com/good-design-playbook/

Title	***The "Grands Caractères" - the first bookshop in France exclusively dedicated to books in large print.*** **LOW VISION, TROUBLES DYS and COGNITIVE DIFFICULTIES rhyme with PLEASURE OF READING and LOVE OF BOOKS.**
Type (platform, project, training program, other)	Bookshop - 24m² of bookshops and more than 600 titles.
Launching date and duration	20 January 2021
Description	The Grands Caractères bookshop has opened its doors in the 5th arrondissement of Paris. Dedicated to the visually impaired, it is a first in France. Until now, there hasn't been any place like this. Visually impaired people were condemned to buying only by mail order or catalogue. They were deprived of the pleasure of strolling around and could not benefit from the advice of booksellers. At the head of the project were the publishers "Voir de près" and "À vue d'œil", two publishers of large-print books for readers with vision problems (AMD, retinitis pigmentosa, glaucoma, visual fatigue), learning disabilities (DYS disorders for example), or cognitive difficulties (following an A.V.C., etc.).

Link	https://librairiegrandscaracteres.fr/

ITALY

General situation about disability and accessibility

In Italy the general situation about disability and consequently accessibility and inclusion is apparently well covered by the national and regional laws and measures including the constitutional protection. In the real life however, persons with disabilities often face difficulties in inclusion due to the prejudice of other people, the presence of architectural barriers or the lack of structures able to put the people with disabilities in the same conditions of all others rendering them autonomous.
This has also detrimental drop-down effects on families that are not able to withstand the economic needs of the disabled ones or don't have enough psychological support by the regional or local services. The situation increases for people with big disabilities or with heavy intellectual or physical disabilities of course.

Education

Disabled persons have the right to choose their own educational and professional path from the early age to University and to the labor market. In order to create conditions of equality toward the other students, they are entitled to receive individual support or ad-personal assistance thanks to the presence of support teachers or to benefit of technological or specific supports. Unfortunately, not always the child receives the number of hours of support which is entitled. The data show significant differences between people with physical disabilities and the rest of the population. In fact, in 2017, 49.8% of pupils with disabilities enrolled in a school with a vocational focus, compared to 20.1% of all pupils. This means that about half of the pupils with disabilities prefer training courses geared towards immediate employment and actually renounce extending their education to university.

Workforce participation

The relationship between people with disabilities and work still remains a critical dimension in Italy. The participation of people with disabilities to the labour market should happen in condition of equality with other laborers both for the access to the job than for the development of a professional path. However, statistics show the practical difficulty of this goal, as there are often large numbers of disabled young people out of work. Out of 100 people aged 15-64 years who - despite having functional limitations in motor or sensory functions essential to daily life or intellectual or behavioural disorders - are still able to work, only 35.8% are employed (compared to 57.8% of people without disabilities). 20,7% are looking for a job while 43,5% are inactive (among people without limitations the percentage is 27,5%). Is true that private companies may benefit of tax benefits in case of recruitment of people with disabilities but is also true that they often prefer to lose these benefits avoiding the intake of disadvantaged ones.

Financial equality

In Italy, there are about 2,300,000 families with at least one disabled person, who are forced to pay for services because public assistance is not sufficient to meet individual needs. This economic burden is compounded by the reduced availability of income found in these families: 28.7% of them are materially deprived.

Health care

In Italy, the right to health is recognised for everyone. Persons with disabilities have the right to general health care Rehabilitation assistance. The term Rehabilitation refers to all specialist and multidisciplinary interventions: speech therapy, occupational therapy, psychotherapy (psychological support for the individual, the family, the couple), school, work, cultural and social counselling. Many difficulties are encountered in the provision of medical and hospital care for persons with mental and cognitive disabilities. Hospital departments are not prepared and staff are not always adequate to deal with particularly difficult situations.

Daily social life and accessibility (e.g. accessibility to public services, culture etc.)

Daily life shows often episodes of discrimination of the people with disabilities. Only 9.3% of people with disabilities go frequently to the cinema, theatre, concert or visit a museum during the year. Only 37.5% of Italian museums, both public and private, are equipped to receive people with severe limitations; just 20.4% of them offer information material and supports (tactile paths, catalogues and explanatory panels in Braille, etc.) Only 9.1% of people with disabilities play sport regularly. In general, almost 80% of people with disabilities are completely inactive and one million of them attribute this choice to a health problem.

National legislation and policies about the access of people with disabilities to all sectors of social life

Italy has ratified the UN Convention on the Rights of Persons with Disabilities (L°18 of 2009) and changed its point of view of people with disabilities. These are no longer considered "handicapped", but people with diversity to enhance. The Change is structured in different topics from the Recognition of disability conditions, to a multidimensional assessment for the access to services and benefits; from School inclusion to work employment, from the implementation of accessibility and mobility to International cooperation and projection of disability policies to Development of the statistical system and monitoring.

Moreover, Italy has adopted the second two-yearly action program for the promotion of rights and the integration of people with disabilities. The first program was adopted in 2013, changing the evaluation of the disability: people with disabilities are no longer just the addressees of welfare policies, but become a subject of national, regional and local policies. The protection of people with disabilities is granted by Public Bodies, (INPS National Social Security Institute), Regions, which enacted measures and regional laws for specific needs.

In Italy, the legislation on disabilities is various. The first tutelage comes from the Italian Constitution articles

- ⇒ Art.2 "The Republic recognizes and guarantees the inviolable rights of man" and requires the fulfilment of the obligations of political, economic and social solidarity"
- ⇒ Art. 3 "All citizens have equal social dignity and are equal before the law, regardless of gender, race, language, religion, political opinions, personal and social conditions. It is the republic's task to remove economic and social obstacles which, by effectively restricting the freedom and equality of citizens, prevent the full development of the human person"
- ⇒ Art 24 "Everyone can take legal action to protect their legitimate interests"
- ⇒ Art. 32 "The Republic protects health as a fundamental right of the individual and interest of the community»

These 4 articles summarize two fundamental rights:

- the right of equality, that states that each individual has the same relevance with no regard to his/her personal conditions including the health ones

- and the right to health, that states that every person has the right to live a healthy life thought the society has to make available all the proper instruments for the achievement of this last one.

The constitutional protection therefore is not the only one and during years the question of the people with disabilities arise involving different aspects of human life: educational, professional and social ones, putting the people with disabilities in the middle of a debate.

In Italy, since the 1960s, regulations have been enacted to guarantee the right to work for people with disabilities:

⇒ Law 482/68 'General regulations on compulsory employment in public administrations and private companies', also known as the 'law on compulsory employment', obliged public bodies and some private companies to employ people with disabilities.

⇒ Law 381/91 on the "Discipline of social cooperatives", aimed at creating suitable contexts for the employment of people with disabilities.

⇒ The framework law on disability, Law 104/92, sanctioned the principle of assessing the subject with respect to his/her concrete working-relational abilities.

⇒ Law 68/99 "Regulations for the right to work for people with disabilities" provides for a targeted placement of people with disabilities; therefore technical committees must:

- assess the real abilities of the disabled worker
- assess the characteristics of available places
- identify insertion training courses

Law 104/92 faces different aspects of the inclusion of the people with disabilities:

⇒ The right to education

⇒ The job inclusion

⇒ The removal of obstacles for sportive, recreational and cultural activities: regions, municipalities, consortia, the Italian National Olympic Committee (Coni) are required to remove all obstacles in sports, tourism and recreational activities. Discrimination against people with disabilities is punishable by law.

⇒ The removal of architectural barriers: public and private buildings open to the public must be carried out in accordance with current rules on accessibility and overcoming architectural barriers. Attention is also paid to urban spaces.

⇒ The enhancement of mobility and transportation

⇒ The housing services: housing reservation are provided for severely people with disabilities, either with reduced or no mobility, and, their family can benefit from funding for housing that is suitable for their disability.

⇒ The tax reductions: a special provision for tax is stated by Law 473/94.

⇒ The work permissions: may be granted to both the worker and the member of the family who assists him. If the family member assisting the disabled person is responsible for this, the disabled person must not be admitted full-time

Good practices

Title	***A Valuable Network***
Type	Erasmus+ Project, key action 2, Strategic Partnerships in Education and Training, exchange of good practices.

Launching date and duration	The project had a duration of 24 months, from September 2017 to August 2019, and was a continuation of the previous European project "On my own at work" (2014-2017).
Description	AIPD – Down Persons Italian Association (coordinator). Partners: Down Espana (Spain), Associação Portuguesa de Portadores de Trissomia 21 (Portugal), Down Sendromu Derneği (Turkey), Down Alapitvany (Ungheria), Hamburger Arbeitassistenz (Germany), Sol Melià (Italy), Axis Hoteis (Portugal), Confindustria Alberghi e Associazione Europea Direttori di Alberghi (EHMA). Objective: to facilitate access to employment for people with intellectual disabilities in the hospitality sector (hotels, restaurants, fast food...). Activities: a) Traineeships addressed to 12 trainees with intellectual disabilities; b) online training and 3 study visits for 12 hospitality managers from different European countries interested in joining the network; c) exchange of good practices. The tools, already tested and designed ad hoc to facilitate the process of joining the network are: 1) the "quality kit", which includes a manual containing suggestions to support a non-discriminatory labour inclusion process and a code of conduct that must be followed to join the network and receive certification with the relevant registered trademark. 2) the app "On my own... at work", available in Android and iOS version, for mobile phones and tablets, which supports the trainee/worker with intellectual disabilities, allowing him/her to be more and more autonomous; 3) 14 videos (available online) that represent an effective staff training tool and show how to manage the relationship between trainees/workers with intellectual disabilities and their colleagues.
Link	www.valueablenetwork.eu

SPAIN

General situation about disability and accessibility

Education:

The most recent education statistics show that there is a gap between the educational level of people with disabilities and people without disabilities of the same age, with a significantly higher percentage of illiteracy than in the general population and a lower level of education being particularly striking. The education system has a guidance network that guarantees attention to the diversity of all pupils: schools have a tutor and specialised internal or external services.

Workforce participation

According to the latest statistical data on the employment of people with disabilities in Spain, published by the National Statistics Institute (INE), the unemployment rate of people with disabilities is 25.2%, 10.1 points higher than that of the population without functional diversity. The low participation in the labour market of

this group is also significant, with an activity rate of 34.5%, 43.1 points lower than that of the rest of the population.

Under Spanish Law it is stablished a bonification for contracting people with disabilities, in differs depending on the degree of the disability (it has to be within 33 and 100%). In addition, employers are obliged to adapt the workplace to the employee's personal circumstances, in line with the employee's right.

Health care

ONCE Foundation and ILUNION Technology and Accessibility conducted an online survey in 2020 to more than a thousand people, of which a total of 798 were patients (with and without disabilities) and 211 health professionals. In addition, they designed collaborative workshops for accessibility experts, patient care staff, innovation, healthcare professionals, healthcare management providers and disability organisations.
After analysing the results of this material, the study concludes that the overall assessment of accessibility in the health services evaluated by patients with disabilities who participated in the survey is 5.5 points out of 10, which means that there is still much work to be done, as the text reminds us that "for an environment to be fully accessible to all people, the score should be close to 10".

In addition, the paper adds, all the paths in the area in which a health service is located "must be accessible by law, so that a person with a disability does not see their activities interrupted or hindered because one of the paths, an environment or space is not accessible and does not allow them to move forward on their journey independently until they can access that service".
Broken down by scenario, the least accessible for disabled patients is the emergency department (5/10 points) and the most accessible is the on-site medical consultation (6.1/10 points). In between are telephone medical consultation (5.2/10), online medical consultation (5.3/10), hospitalisation (5.6/10) and face-to-face diagnostic tests (5.9/10).

Daily social life and accessibility (e.g. accessibility to public services, culture etc.)

There are special regulations in terms of accessibility to public transport, public areas and public buildings, accessible voting procedure.

Data from various studies and reports produced by different institutions show that, despite the regulations that require or recommend it, people with disabilities cannot exercise their cultural rights on an equal footing with other citizens, which is why this group continues to be discriminated against. In order to ensure full and effective participation in cultural life, and thus compliance with the various standards, States Parties must implement concrete measures with the participation of all groups. Similarly, it is necessary to continue working to raise awareness of these regulations among all stakeholders and at all administrative levels, so that they are aware of the role they to play.

National legislation and policies about the access of people with disabilities to all sectors of social life

Spanish regulations cover a variety of issues regarding PwDs, such as education, employment, health care, financial equality, daily social life and accessibility.These regulations guarantee equal opportunities and equal treatment for this group of people.

Real Decreto Legislativo 1/2013, de 29 de noviembre, por el que se aprueba el Texto Refundido de la Ley General de derechos de las personas con discapacidad y de su inclusión social

The purpose of this law is to guarantee the right to equal opportunities and equal treatment, as well as the real and effective exercise of rights by persons with disabilities on equal terms with other citizens, through the promotion of personal autonomy, universal accessibility, access to employment, inclusion in the community and independent living, and the eradication of all forms of discrimination, in accordance to the Spanish Constitution and the International Convention on the Rights of Persons with Disabilities and the international treaties and agreements ratified by the United Nations and other international organisations. international treaties and agreements ratified by Spain.

Education

Means and services: educational guidance units, educational and psycho-pedagogical guidance teams, specific teams, early intervention teams and other guidance services. These services differ and vary depending on the autonomous community in which we find ourselves.

The Ministry of Education is responsible for providing resources for education for all and means of support for schools and teachers providing special education classes:

⇒ guidance and support teams exist to train and guide teachers and parents. Their role is also to identify pupils with special needs from an early age and to provide resources for education for all.
⇒ it will provide specialized school materials where necessary.
⇒ it will provide schools with specialist hearing and language teachers.

Employment

In public employment offers, a quota of no less than 7% of vacancies shall be reserved to be filled by persons with disabilities. Two per cent of the of the vacancies offered shall be reserved for persons with intellectual disabilities and the rest will be reserved for persons with any other type of disability. There is the possibility of requesting an adaptation in time and means for taking the exams. According to the law on fees and public prices of each Autonomous Community, the following is contemplated exemption from exam fees for public employment for persons with a disability equal to or greater than 33 persons with a disability equal to or greater than 33%. Public and private companies, which employ 50 or more employees, are obliged to ensure that at least 2 % of their employees are disabled.

An example of employment promotion is the guidelines set out in the Spanish Disability Strategy 2012-2020. This Strategy focuses on the removal of barriers. The Commission identifies eight main areas for action: accessibility, participation, equality, employment, education and training, social protection, health and external action. It includes policies aimed at increasing the number of people with disabilities in employment, increasing the level of training of job seekers, reducing school drop-out rates and reducing the number of people at risk of poverty or exclusion. All employment promotion will be possible if a minimum of requirements are met, such as accessibility, the defence of their rights, and equal treatment and non-discrimination.

Tax benefits

The Law regulating Personal Income Tax establishes tax benefits for people with disabilities. For income tax purposes, taxpayers with a degree of disability equal to or greater than 33% are considered to be people with disabilities. In addition, they can also benefit from a registration tax exemption, road tax exemption, etc.

Good practices

Title	**FINANZAS INCLUSIVAS *(inclusive FINANCES)***
Type	Project
Launching date and duration	Since 2012 - Present
Description	Inclusive Finance is an initiative of the ONCE Foundation aimed at promoting financial education for people with intellectual disabilities and learning difficulties. It is a training programme with web-based content and materials that allows students to participate in different modalities: e-learning, blended-learning (online+online), and face-to-face (individual or group) with tutor support, thus accommodating their needs. It has been tested by people with intellectual disabilities with very favourable results. Countries and institutions involved: SPAIN + ONCE Foundation + Private Companies Main target groups: people with intellectual disabilities and learning difficulties Area of social action: Promoting Autonomy and support to Dependency Basic fields of activation: Finances Use of ICT tools: E-Learning Platform Innovative aspects of this good practice: blended learning (online + presential)
Link	https://finanzasinclusivas.fundacionONCE.es

Title	**Globos 2 (Proyecto Fresa)**
Type (platform, project, training program, other)	Program
Launching date and duration	Since 2017 - Present
Description	Globos 2 is a speech visualiser, which allows a graphical representation of speech on the screen, based on a sound or an acoustic signal emitted into the microphone. If the microphone detects sounds, the programme responds in many different ways depending on the menu option we have chosen: shapes, colours, games. Countries and institutions involved: Spain + Main target groups: people with auditive disability Area of social action: Inclusivity Basic fields of activation: Speech visualizer Use of ICT tools : platform for the tool Innovative aspects of this good practice: turn oral expressions into graphical representations
Link	http://projectefressa.blogspot.com/

GREECE

General situation about disability and accessibility

1.000.000 people with Disabilities live in Greece cover **almost the 10%** of the general population (Amea plus, 2016).

Disability and Employment Accessibility (Observatory of Disability Issues of the National Confederation of Persons with Disabilities, 2020 – National Disability Report 2020)			
Disability Status	**Employment Rate (2016)**	**Employment Rate (2019)**	**Rate Change**
Severe Disability	24,2%	21,3%	-2,9%
Moderate Disability	43,0%	40,9%	-2,1%
Without Disability	57,6%	62,8%	5,2%

Observations:

- In Greece, the employment rate for people with severe disabilities **is significantly low** compared with that for those without disabilities.
- In 2019, the difference between the employment rate for people with severe disabilities and for those without disabilities was **41,5 degrees.**
- It is observed that **there is not equal employment participation** for people with disabilities in Greece.

Data of Unemployed People With Disabilities – May 2020 (Observatory of Disability Issues of the National Confederation of Persons with Disabilities, 2020 – National Disability Report 2020)	
Registered unemployed people with a disability (50% and over)	26884
Received professional training	630
In long-term unemployment	22684

Observations:

- the majority of registered unemployed individuals with disabilities have not received professional

training through the Greek Labour Employment Organization titled ΟΑΕΔ.

- Only 2,3 % of the registered unemployed individuals with disabilities have received professional training

Significantly Low Participation of People With Disabilities in Cultural and Social Life

Observatory of Disability Issues of the National Confederation of Persons with Disabilities, 2018

70% of people with severe disabilities aged 16-64 did not have any hobby in the last 12 months. The corresponding rate for people without disabilities was 40%. Only 5,4% of the population with severe disabilities have visited an archeological site or museum - even once in the last 12 months, compared to 20,1% of people without any activity restrictions.

Education Inequalities for People with Disabilities

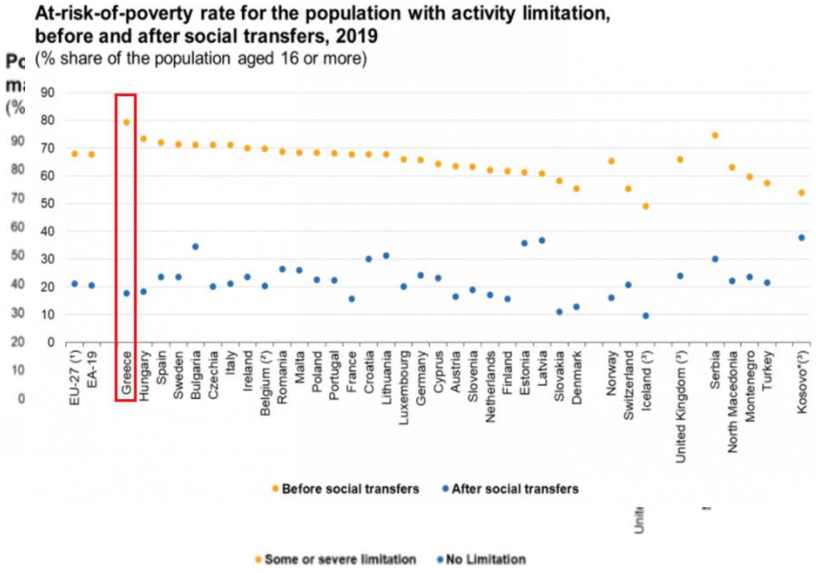
Observatory of Disability Issues of the National Confederation of Persons with Disabilities, 2019, 2020/ National Disability Report 2020

57,3% of students with disabilities and/or special educational needs in general schools do not receive specialized support, but are supported only by the general education teacher. In high schools only 1 in 10 receives specialized support. 6,3% of the total student population of the country constitutes students with disabilities and/or special educational needs with the vast majority of these students attending general schools. The educational material remains largely inaccessible to disabled students.

Although Law 3699/2008 recognizes Braille as the official writing system of the visually impaired students, many textbooks have not yet been printed in that system - their availability is mainly limited to primary education

Financial difficulties for People with Disabilities

People with a disability are more likely to face financial difficulties (EUROSTAT, 2021-b). In 2019, 76,5% of the population in Greece aged 16 or over with some or severe activity limitation who lived in households, reported having difficulties in making ends meet. That percentage (76,5%) was the highest in Europe. People with activity limitation rely heavily on social transfers (social benefits, allowances and pensions). In 2019, the at risk



of poverty rate for the population aged 16 or over with an activity limitation before social transfers was 79,3 % in Greece; the highest rate in Europe.

National legislation and policies about the access of people with disabilities to all sectors of social life

Responsible Bodies for driving policies regarding accessibility in Greece are the following:

GOVERNMENTAL FIGURES

⇒ The Directorate of International Relations of the Ministry of Labour, Social Security and Social Solidarity - No. Y426/28.02.2014 (Government Gazette 523 B΄)
⇒ The General Secretariat of Transparency and Human Rights of the Ministry of Justice, Transparency and Human Rights - Law 4487/2017, Art.70
⇒ The State Minister is the appointed Coordination Mechanism
⇒ Close collaboration with all responsible Ministries
⇒ The Disability Certification Center (KEPA, Law 3863/2010) is responsible to ensure the unified the degree of disability of all the insurance bodies, including the State, as well as the uninsured, for whom disability certification is required.

INDEPENDENT MECHANISMS

⇒ Greek Ombudsman, a constitutionally established Independent Body monitoring human and civil rights (Art. 72, Law 4487/2017)
⇒ National Confederation of People with disabilities (NCDP), a third-level disability representative organisation, and undertakes the following indicative activities:
- expresses opinion on the compatibility of public policy with the legal framework of the UN CRPD;
- manages and investigates reports of violation of rights of persons with disabilities;
- conducts research and studies related to the implementation of specific articles of the UN CPRD;
- evaluates annually the implementation of public policy and produces recommendations for action.

The Greek Government regulates the whole range of issues that concern the harmonious integration of people with disabilities in daily life with a series of legislative regulations, of which the most significant are the following:

⇒ The **Greek Constitution (last updated version Official Journal of the Government 187/A/2019)** establishes the principle of equality among all Greek citizens (article 4). Article 21 refers explicitly to the fundamental rights of people with disabilities for autonomy, employment, and participation in social and political life, as well as the duty of the state to implement measures that safeguard those rights.
⇒ **Law 3304/2005** provides legal protection against discrimination on the grounds of disability in accessing employment as well as in favour of reasonable accommodation in the workplace.
⇒ Greece signed the **UN CRPD convention** on 30 March 2007 and ratified it by Parliamentary Law on 10 April 2012 (**Law 4074** Official Journal of Government 88/A/2012). In addition, Greece signed the Optional Protocol on 27 September 2010 and ratified it by Parliamentary Law on 10 April 2012 (Law 4074 Official Journal of Government 88/1/2012).

⇒ **Law 4488/2017** State pension arrangements and other insurance provisions, strengthening the protection of employees, the rights of persons with disabilities and other provisions.

Other important laws that establish accessible education, media and other aspects considered valuable for inclusion purposes of people with disabilities are the following:

⇒ **Law 2071/1992** outlines the circumstances under which a person may unwillingly be admitted in a psychiatric hospital or an institution, either by request of relatives or by the Public Prosecutor.
⇒ **Law 2817/2000** provides the official recognition of sign language for education purposes.
⇒ The **Media Law 3021/2002** requires TV channels to show a minimum level of signed news broadcast each day.
⇒ **Law 3709/2008** on Rights and Duties of Passengers and Service Providers in Regular Sea Travel
⇒ The Ministry of Environment **Circular 29467/2012** on the New Building Regulations (L. 4067/2012) regarding accessibility

Accessibility having affected several aspects of the daily life is also part of other sectoral legislations and laws.

The most important measures are defined by the following laws in the Greek territory:

⇒ Accessibility Units were established across Universities with **Law 3549/2007** (article 12) as part of wider reforms in higher education institutions.
⇒ **Law 3699/2008** on Special Education and Education of people with disabilities or special educational needs, by which sign language was inserted in school institutions as an educational language.
⇒ **Law 3794/2009**, disabled graduates from higher secondary education can be admitted without exams at 5% of placements in each university department.
⇒ **Law 4283/2014** abolished the previously held discretion of universities to decide on which cases an impairment is considered as an obstacle to studying a specific subject.
⇒ **Law 4485/2017** regulated for the first time the right of students with disabilities to enroll in private schools under the same terms and conditions as in primary and secondary public education, forbidding the denial of enrolment of disabled students in private schools on any grounds.
⇒ **Law 4591/2019**, Transposition into Greek law of the EU and Council Directive (2016/2102) on the accessibility of websites and mobile applications of public sector organizations

National Strategy

There has not been a specific national disability strategy or action plan developed in Greece till 2020. The UN CRPD Implementing framework adopted in 2017 (Law 4487/2017) foresees that the assigned Central Focal Point (the General Secretariat of Transparency and Human Rights) is responsible for conducting and submitting a National Disability Action Plan to the Greek Parliament (Art.70). This process is completed in 2020 and the Greek National Disability Action Plan has been presented in the Greek Parliament on the 24th of November 2020 after the completion of the necessary public consultation process (Tarantilis, 2020).

Includes **6 pillars** that are specified into **30 specific goals** including:

⇒ Monitoring Mechanism for the implementation of the CRPD directions
⇒ Accessibility in the natural and built environment./transportation/public services/digital environment.
⇒ Equal access to all aspects of life such social life, political rights, cultural life
⇒ Accessible tourism etc.

The whole document is available here (in Greek).

Currently, policies are driven through the **National Strategic Framework for Social Inclusion** (2014-2020); including widening the provision of community based services, promoting de-institutionalisation, ensuring access to special education, extending tasks provided by home help services, as well as promoting participation of people with disabilities in specifically designed VET schemes, active labour market programmes, and social entrepreneurship schemes. The whole document is available here (in Greek).

⇒ Policies and practices regarding disability are approached including multiple sectors of the Greek environment. Responsible and active figures on the field of social inclusion and provision of services and goods are the Greek Government, the Church, the **National Confederation of People with disabilities (NCDP), local authorities and also independed Non Governmental and Non-profit Organisations.**

⇒ Greece **has ratified the most important Conventions** in international level (for example the CRPD) as well as **European directions** on accessibility but their **implementation** in real measures and actions are in fact **insufficient**.

⇒ In the following slides a brief presentation is made for the existing services provided by the Greek state in order to improve peoples' with disabilities quality of life and opportunities in employment, health care, social and cultural life and education.

Ombudsman is responsible to defend People with Disabilities Rights by being the voice for administrative issues and human rights violations for people with disabilities and underrepresented groups in general advocacy actions are also supported by the activity of active Nonprofit and Non-Governmental organisations in the Greek environment.

Special support to people with disabilities

Health Care and Social Welfare

⇒ Day care centers for the elderly,
⇒ Financial support for people with severe disabilities,
⇒ Allowances for quadriplegic / paraplegic persons insured by public insurance systems,
⇒ Allowance for people with severe mental disorder
⇒ Financial support for the blind, granting of a benefit to the deaf

Social and Cultural Life

⇒ Free tickets for people with disabilities in urban and long-distance transport according to certain criteria such as disability rate and annual individual and family income
⇒ Social tourism vouchers are provided for people with disabilities
⇒ Free entrance/predictions of reduced prices to cultural places and spectacles
⇒ Mobile libraries from 29 libraries in the country exist with the provision of support for people in institutions / detached communities with printed and audiovisual material

The recent incorporation of many regulations has resulted in the **limited implementation** of the envisaged measures eg. Law on digital upgrade of public services (2019) into practice. There is a positive development due to the drafting of the **National Disability Action Plan**, which is expected to bring about important

regulations and actions in all areas, of course it is too early to discuss the implementation of the measures. Need for dealing with a **fragmented picture of scattered** and often conflicting legislation

Good practices

Title	**Tactual Museum of Athens**
Type (platform, project, training program, other)	Museum
Launching date and duration	It was founded in 1984. Due to the earthquake of 1999, it officially re-opened on the 19th of March 2004.
Description	• Countries and institutions involved Friends of Tactual Museum: Hellenic Parliament, Hellenic Ministry of Culture, Hellenic Ministry of Health & Social Welfare, The Prefecture of Attica, Bank of Greece, "Friends of Museums" Greek Federation Union, Friends of the Acropolis, American Friends of the Blind in Greece, USA • Main target groups: visually impaired individuals, children and teachers • Area of social action: social and cultural inclusion through sensory experience • Basic fields of activation: exploratory learning, empirical experience, increased engagement • Use of ICT tools: automatic tour guide in both Greek and English • Innovative aspects of this good practice: it houses also works of art made by visually impaired individuals, offers the opportunity to both blind and sighted people to touch all the exhibits, programs for educating teachers, replicas of the painted symbols used on some exhibits
Link	http://www.tactualmuseum.gr/indexe.htm

Title	**Liminal**
Type (platform, project, training program, other)	Cultural organization which offer accessible material, utilizing the necessary audiovisual equipment.
Launching date and duration	Since 2016, liminal has been promoting inclusion and equal access to arts and culture.

Description	• Countries and institutions involved Supporters: START (Creative Cultural Change), BOSCH, ΕΣΠΑ, Latsis Foundation, Hellenic Ministry of Culture and Sports, AROMANET • Main target groups: deaf and hard of hearing individuals, visually impaired individuals • Area of social action: equal opportunity to all people regardless of any disability to actively participate in the arts and socio-cultural life. • Basic fields of activation: exploratory and inclusive learning, empirical experience, respect for diversity • Use of ICT tool: audio description script, audiovisual translation and subtitling for the Deaf and Hard of Hearing (SDH) • Innovative aspects of this good practice: complementary accessibility services (marketing & publicity in Braille, Large Print), educational activities for professionals
Link	https://liminal.eu/

Brief presentation of the ACCESS4All courses and the digital platform

After the presentation of the legal and social context in each country and a collection of good practices as inspiration, follows a brief presentation of the ACCESS4All courses, which will be soon available on the ACCESS4All digital platform. Based on the findings of the research, consortium revealed the need for further training on disability and accessibility issues. In this context, there have been developed 7 modules.

ACCESS4All curriculum is suitable for anyone who whises to learn more and gain proper, basic and update knowledge and skills on a variety issues concerning disability and real inclusive contexts in regards with participation of people with disabilities in personal, labor and social life. Through these courses more and more people-local society members will be aware of the necessity for inclusive and non-discrimination practices with respect to the equal rights for all.

Module 1

Title	**Disability, definitions and international policies about accessibility**
Key words	Accessibility, taxonomies, international policies, Europe
Duration	2 hours
Brief description	This module introduces the concept of disability, presenting its evolution over time and pointing out the most important European initiatives, legislation and organisations working for the rights of people with disabilities. At the same time, it highlights the most present barriers to disability inclusion and the principles of accessibility to be cultivated and promoted.
Units/ Topics	**Unit 1. Understanding accessibility** Topic 1. The evolving concept of disability Topic 2. Common barriers to disability inclusion

	Topic 3. Dimensions and principles of accessibility Topic 4. Taxonomies **Unit 2. Key EU legislative instruments and initiatives** Topic 1. United Nations Convention on the Rights of Persons with Disabilities Topic 2. Union of equality: Strategy for the rights of persons with disabilities 2021-2030 Topic 3. EU disability card Topic 4. The European Accessibility Act Topic 5. The Directive 2016/ 2102

Module 2

Title	**Disability and accessibility in labor, cultural life, sports, education, transportation, health, ICT**
Key words	Accessibility, European Disability Strategy, Universal Design, Europe
Duration	2 hours
Brief description	This module aims to help learners understand what an accessible environment is and to familiarize them with Universal Design. In addition, it presents the key areas of the European Disability Strategy and good practices that have taken place in Europe. The learners also will be able to Recognize and distinguish the human rights approach from the medical approach.
Units/ Topics	**Unit 1. A barrier-free Europe: How to be achieved** Topic 1. What is accessibility Topic 2. Accessibility using Universal Design Topic 3. Accessibility and technology **Unit 2. Disability strategies and best practices** Topic 1. Human rights approach towards disability Topic 2. The European Disability Strategy 2010-2020 Topic 3. Best practices in key areas

Module 3

Title	**Principles of Accessible Municipalities; sustainability and disability**
Key words	Inclusiveness, accessibility, accessibility standards, awareness
Duration	2 hours
Brief description	Through this module learners should be able to understand the key standards of making Municipalities and cities accessible places for all, recognize the needs and challenges faced by people with disabilities in every-day life aspects, access the physical, digital and social standards of accessible Municipalities, apply inclusive participatory processes in decision and planning exercises for a wider context of

	activities related to everyday aspects.
Units/ Topics	**Unit 1. Accessible Municipalities – key standards** Topic 1. Key Requirements for your Municipalities Topic 2. Accessible urban environment Topic 3. Accessible digital services and products Topic 4. Accessible workplace, Topic 5. Promoting accessibility awareness – Creating accessible communities **Unit 2. Learn to share the power – Inclusive participatory decision-making processes** Topic 1. Defining the role of people with disabilities in local communities Topic 2. Planning an inclusive public participation process Topic 3. Inclusive public participation matter – Benefit analysis Topic 4. Good practices

Module 4

Title	**Evaluating & Monitoring Local Policy Schemes on Disability Issues**
Key words	Evaluation & monitoring, mainstreaming disability, community/locality, national level, EU, mechanisms
Duration	3 hours
Brief description	This module introduces the importance of evaluation and monitoring mechanisms. Learners will become better familiar with the European Disability Strategy 2010-2020 and EU's Strategy for the Rights of Persons with Disabilities 2021-2030, as well as they delve into the importance of Mainstreaming Disability taking a closer look at the local policy schemes on disability matters in the consortium's countries.
Units/ Topics	**Unit 1.** Topic 1. Public Participation Topic 2. Good Governance Topic 3. UNCRPD Evaluation & Monitoring Topic 4. Achievement of Objectives & Implementing the Actions in 8 Key Areas **Unit 2.** Topic 1. Obstacles when Adopting the EU Guidelines Topic 2. Disability Mainstreaming in Local Policy and Legislation (Introduction + Cyprus, Greece, Austria, France, Italy, Spain) Topic 3. Monitoring Mechanisms at Local Level

Module 5

Title	Media Exploitation for raising awareness about disabilities at local level and cultivating positive attitudes
Key words	accessibility, awareness, disability, stereotypes, inclusive language, inclusive media
Duration	2 hours

Brief description	This module raises awareness for inclusive media and event management. Learners will understand the role of media on raising awareness about disability, will examine different approaches towards disability and will become familiar with strategies that condemn acts of discrimination.
Units/ Topics	**Unit 1. Introduction Awareness- Raising: stereotypes, imagery, language attitude and positive approaches towards people with disabilities and limitations** Topic 1. IMAGERY: intro how to use imagery Topic 2. LANGUAGE: plain language of accessibility Topic 3. STEREOTYPES: disability portrayed in the media **Unit 2. Creating a media strategy for positive impact in particular on the skills and capabilities of persons with disabilities or limitations** Topic 1. Trends & Dimensions in the Media Sector Topic 2. HOW TO CREATE inclusive design Topic 3. HOW INCLUSIVE media design works in action Topic 4. CROSS-SECTIONAL function for media **Unit 3. Good Practices in partner's country, national, local and on EU-level** Topic 1. Stereotypes through Film Topic 2. Barrier-Free awards Topic 3. Blogs, video portals, social networks and activists

Module 6

Title	**Emotional Intelligence; Abilities for successfully addressing the persons with disabilities and their needs; Active listening/Communication Abilities**
Key words	emotions, desire, language, self-awareness, empathy
Duration	4 hours
Brief description	Through this Module, the learners will understand what Emotional Intelligence is and why it is important, the role of emotions in work and in dealing with others, as well as they will be able to communicate in an emotionally intelligent way. In parallel, they will become aware of how their emotions affect their behaviour and performance and they will investigate the importance of active listening and empathy.
Units/ Topics	**Unit 1. Emotional Intelligence** Topic 1. Emotions Topic 2. Defining Emotional Intelligence Topic 3. Self-Awareness and Empathy **Unit 2. Abilities for successfully addressing the persons with disabilities and their needs** Topic 1. How to address people with disabilities Topic 2. Communication Topic 3. Active Listening

Module 7

Title	**Short-term and Long-term Results of Inclusive Societies**

Key words	Disabilities, financial, employment, public awareness, investment
Duration	1 hour
Brief description	This module explains the potentiality of an inclusive society, briefly describing the milestone intersectoral (social, political, educational, professional and financial) benefits that the adoption of a national disability action strategy and plan may achieve. One of its main goals is to address the current state of inclusivity, focusing on employment policies and the Corporate Social Responsibility model of companies.
Units/ Topics	**Unit 1. Potential benefits of inclusive societies** Topic 1. People with disabilities: quality life and financial independence Topic 2. Public administrations: social contributions Topic 3. Enterprise: investments Topic 4. Education: productivity and public awareness **Unit 2. Current state of inclusivity** Topic 1. Employment Topic 2. Corporate Social Responsibility

Real Case Scenarios

In the frame of IO1, partners made a complementary study to investigate more accessibility initiatives and projects that have launched in their countries in favour of people with disabilities. Each partner has conducted an (online) interview with the persons that took participation in the organization and implementation of these initiatives. The overall aim was to promote good practices of accessibility in a variety of a situations and to estimate the average amounts of budgeting need, as well as implementation limitations.

AUSTRIA (BildungsLab)	
Title	Arts History Museum (short KHM) - **Project ARCHES** Inclusive Art Education for people with disabilities
URL / Available Data	• https://www.khm.at/en/learn/art-education/inclusive-art-education/project-arches/ (in English) • https://www.khm.at/en/learn/art-education/inclusive-art-education/ (in English)
General Framework/ Problem Statement	**General Framework** Austria has been making an effort to be more accessible and disabled friendly in the last decades. Despite the increasing number of relevant projects taking place in Austrian museums many disabled citizens still face accessibility issues during their visits. The arts history museum has been working since 2010 on inclusive art education for people with disabilities. **Problem Statement** In 2010 the Austrian Federal Ministry for Education and Arts provided a large amount of funding for all federal museums, where you had to submit projects and to receive funding accordingly. Rotraut Krall was commissioned by the general management of KHM for the creation of barrier-free art education.

	KHM had its first tactile tours as early as 1950, but these were discontinued due to a lack of staff. Krall reintroduced a new but similar program for people with disabilities specifically for blind people. In addition, KHM also participated in European/national projects and campaigns as well, such as the EU-project ARCHES. More information about project ARCHES can be found through this link: https://www.arches-project.eu/de/
Analysis/ Description	KHM participated in the EU-project "ARCHES" together with 11 other partners from September 2016 to December 2019. Taking into account the latest technology, three ICT-based elements were developed to enable people with different disabilities to enjoy art as independently as possible: The participatory approach to the working methods should be mentioned. Right from the start of the project, a group of 20 differently people with disabilities made all decisions. During 30 workshops at KHM, the group of participants advised the project partners according to their access preferences in the technological implementation, in the preparation of the contents and also evaluated the development results step by step. The first workshops (established through ARCHES) with people with disabilities were held in 2018. By the end of 2019 a total of 30 workshops were held. The project ARCHES was a great initiative by the EU, but in order to keep the accessibility in the museum alive it needs to be further developed . You can read more about upcoming things at the KHM in the column "**Further policies / Actions**"
Evaluation/ Validation of the Real Case Scenario	3 major outcomes of the project Arches: **1. A barrier-free APP "ARCHES KHM für alle"** This app runs both on Android and IOS. In this app you will find the following: detailed object descriptions for blind and visually impaired people, descriptions in simple language and easy to read texts as well as videos in sign language for people with hearing impairments. Moreover you can make various settings, e.g. pure talk back function for the blind, simple language, films can be accessed in sign language. You can also set different colors and contrasts in the basic settings, which is especially important for visually impaired people. There is also route guidance via phone application possible: there is an auditory route description (but it's no longer up-to-date due to the changes of the exhibition in the KHM since 2019). 20 objects (13 paintings + 7 three-dimensional objects) were selected from the collection and various guided tours have been developed. The app also guides you through tours, that are structured according to special topics (e.g. famous personality, pure nature, celebrations, etc.).

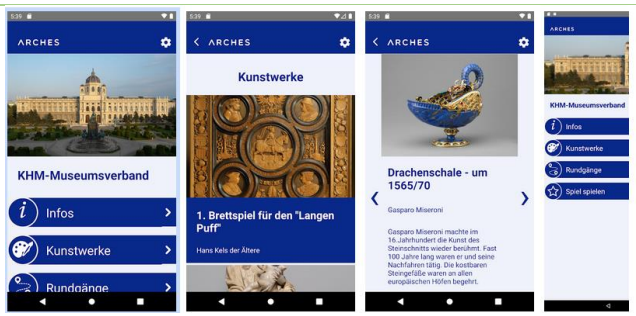


Image 1. How the app “KHM für alle” looks like.

You can access the apps through these links:
Android:https://play.google.com/store/apps/details?id=org.signtime.arches.khm&hl=de_AT
IOS:https://apps.apple.com/app/arches-khm-f%C3%BCr-alle/id1462574028?ign-mpt=uo%3D2

2. A game for cognitively impaired people

With this game you can create your own work of art, by selecting details of some objects from the museum.

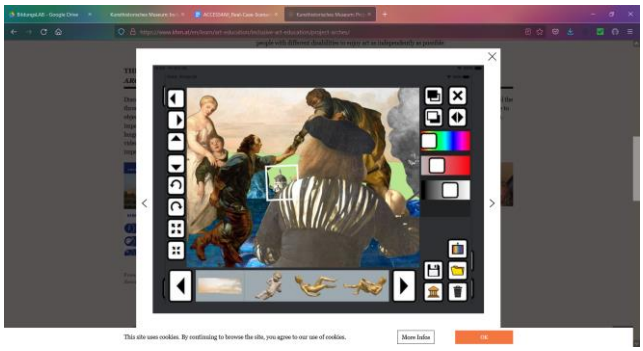


Image 2. Picture of the use of the game.

3. New inclusive, interactive tactile relief

The interactive tactile relief of Pieter Bruegel the Elder, *The Nest Robber* will soon be available to the public in the Kunsthistorisches Museum.
How it works:

- is set up in combination with a computer, where seeing and visually imparied persons receive various information about the composition that the relief represents (only in preparation to be able to set it up in the museum)
- is set up intuitively so that visually impaired people immediately receive audio information when they click

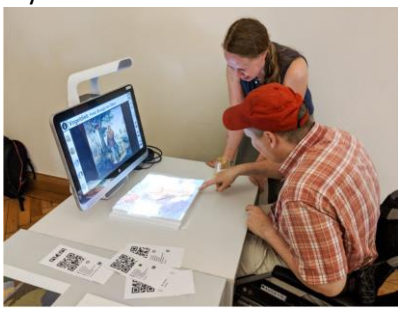


Image 3. A person with a disability gets supported at the use of the interactive tactile relief.

	You can read more about the 3 outcomes here: https://www.khm.at/en/learn/art-education/inclusive-art-education/project-arches/
Interview	In the framework of IO1 deliverable activities, BildungsLABs team has conducted an interview with Mrs. Rotraut Krall, Head of the Art Education Department from the Arts History Museum of Vienna about the Project ARCHES, in order to broaden our knowledge of contemporary policy related to inclusive accessibility in museums with respect to people with disabilities. **1. Introduction** At the beginning, we greeted Rotraut Krall and asked if we are allowed to: a) record the interview to make sure that our notes correctly represent what has been said, and b) deliver the outcome to the consortium of the project. Krall ensured us that there were no objections and that we could proceed with the questions. Afterwards, we presented briefly the ACCESS4All project. We explained that, in the framework of this project, we chose to feature Arts History Museums' "Project ARCHES" as a best practice. **2. Information Gathering** After introductions and before moving to the main part of the interview, we asked Mrs. Krall to introduce herself, as well as to mention some of her responsibilities at the arts history museum (Vienna). **3. Questions** In this part, Mrs. Krall was asked to answer the 3 following questions: a. Can you please introduce yourself briefly and describe how project *Arches* works? b. Have you encountered any implementation restrictions? If yes, which? c. Which are the complementary actions of this ambitious initiative (previous or upcoming)? What does the future of the project look like? Image 4. Ms. Krall talks about the Project ARCHES in order to develop and maintain an inclusive access to museums for people with disabilities. **4. Wrapping Up** After the completion of the main part of the interview, we thanked Krall for her time and contribution to our project. We also asked if she would like to make any

	further comments. At the end of the interview, we affirmed that we are going to keep her informed regarding the progress of the ACCESS4ALL project.
Budgeting	The entire project "ARCHES" was funded by the EU with about 3.4 million €.. The specification of the exact funding amount is only contained in the Grant Agreement and is not publicly available.
Dissemination/ Media references	**Book** "Gemeinsam anders sehen" (englisch Seeing differently together) Inclusive Museum´s book for visually impaired and seeing people. It is only available in german. https://shop.khm.at/en/shop/detail/?shop%5BshowItem%5D=100000000029464-1693-0 **Text** *"ARCHES will be speaking, presenting and is Awardee at Zero Conference"* https://www.arches-project.eu/news/arches-will-be-speaking-presenting-and-is-awardee-at-zero-conference/ *"ARCHES wins bronze medal at the IIID Award 2020"* https://www.arches-project.eu/news/arches-wins-bronze-medal-at-the-iiid-award-2020/ **Video** **Title:** *"Barrierefrei Kunst erleben – Das Kunsthistorische Museum sucht DICH!"* *(english "Experience art without barriers - the KHM is looking for YOU!)* **Link:** https://www.youtube.com/watch?v=4Gq8sBXTqA0 (in German / Sign Language) **Duration:** 3:14 mins **Description:** It is a short and practical video about Project ARCHES, what it means, how it was funded, who initiated it, who has come together for it **Video** **Title:** *"KV Gebärde Einführung KHM 2017 NEU"* *(english "KV sign introduction KHM 2017 NEW")* **Link:** https://www.youtube.com/watch?v=QgG-yJkeoVk (in German / Sign Language) **Duration:** 6:41 mins **Description:** It is a video about the history of the Art History Museum of Vienna, it's exhibition and some famous paintings and sculptures.
Further policies / Actions	The Project ARCHES was a great initiative by the EU, but in order for it to live on it needs to be further developed. 3 Things are planned / in progress: 1. **New App "KHM Stories"**: The old app "KHM für alle" runs on a system that can't be expanded anymore after the end of the project. That is why KHM is now working on a new app called "KHM Stories". Its aim is to create even better barrier-free access and to bring the auditory route descriptions up-to-date (due to

	changes in the construction of the exhibits). The app will also be provided in English. (https://www.khm.at/en/learn/art-education/app-khm-stories/). 2. KHM submitted a new project to **improve access for people with dementia**. This project is also going to address school groups of handicapped people, day care centers and supervised institutions to include everyone. 3. **Online workshops** (due to pandemic)

CYPRUS (CSICY)	
Title	"HERMES II - Tourism without Obstacles for Everyone" • Cyprus Paraplegics Organization (OPAK) • Paralimni Municipality (Cyprus) • Syros - Ermoupoli Municipality (Greece) Programme 2014 - 2020 INTERREG V-A Greece - Cyprus
URL / Available Data	Description, Results, Outputs, Themes, Partners, Data Information: https://keep.eu/projects/19810/Tourism-without-Obstacles-f-EN/ (English & Greek) • The Facebook page of the European project/Charity Organization: https://www.facebook.com/ERMHS2 (English & Greek) • "Cyprus makes beaches accessible to people with disabilities" by Europa https://ec.europa.eu/regional_policy/en/projects/Cyprus/cyprus-makes-beaches-accessible-to-people-with-disabilities (English)
General Framework/ Problem Statement	**General Framework** The last few decades, Cyprus has been attempting to raise awareness and increase visibility of disability with the aim of creating a fairer society so that the island will be able to offer equal opportunities and accessibility to employability, education, culture (etc.) to all its citizens. Although it has to be noted that a lot more actions, initiatives, and progress are needed. This Real Case Scenario focuses on Cyprus Paraplegics Organization (OPAK), who along with the Paralimni Municipality (Cyprus) and the Syros – Ermoupoli Municipality (Greece), have recently completed the European project HERMES II. Focusing on Paralimni (town in the Famagusta District, on the island's east coast), in particular, a special ramp with a wheelchair on rails that moves from the shore into the sea and back was installed as well as sanitary and fitness areas so that people with reduced mobility will be able to also enjoy their time at the beach. Being a Mediterranean island and a relatively popular tourist destination, Cyprus has been attempting to create accessible beaches for all; locals and tourists alike. For more information about the general framework, regarding the creation of accessible beaches throughout the island, please visit this document. **Problem Statement** For the purposes of this RCS, we interviewed the president of OPAK, Mr Dimitris Lambrianides, while we also contacted the Head of European Programs of the Paralimni Municipality, Ms Kalomira Kelly, who explained via email that the

	European co-financed project HERMES II is the continuation of the HERMES I project, which was implemented in the framework of the cross-border collaboration program Greece - Cyprus 2014-2020 and 2007-2013 respectively. Ms Kelly also mentioned that during their project (HERMES II), several interventions have been carried out, mainly related to accessible infrastructure for people with disabilities (i.e. fitness equipment, land and sea wheelchairs, sea-tracks, sanitary facilities, a printed and a digital information guide). Regarding HERMES I, Mr Lambrianides explained during the interview that the project was an initiative of OPAK in collaboration with five municipalities in Cyprus (Paralimni, Limassol, Ayia Napa, Polis Crysochous, and Paphos). HERMES I was the first step in providing access to all areas of the island and its results were so successful that they were approved for HERMES II. Mr Lambrianides stated that the biggest obstacle people with disabilities face is the lack of accessibility. OPAK is an active advocate for people with disabilities on the island and they are constantly aiming at updating the accessibility opportunities. Mr Lambrianides explained that the HERMES projects, relating to beach accessibility, originated from comments they received from OPAK members, who wished to go to the beach, but faced accessibility issues. Mr Lambrianides mentioned that a few years ago there weren't even passageways on the sand so a person on a wheelchair was unable to access the beach altogether. Information about HERMES I (mainly in Greek) can be found here: • https://keep.eu/projects/4421/Improving-Accessibility-for--EN/ • http://opak.org.cy/wp-content/uploads/2014/12/ermis2014.pdf
Analysis/ Description	The project "HERMES II - Tourism without Obstacles for Everyone", as described by Mr Lambrianides, has provided the following features to the beaches of Paralimni with its completion: • 5 more (6 overall) sea-track systems for access into the water • 100 metres of wooden passageways to the beaches with sea-tracks • Sanitary facilities and locker rooms • Sea wheelchairs for the sea-tracks or for beaches with shallow waters, where sea-tracks cannot be installed • Special land wheelchairs for off-road routes so that people with reduced mobility will be able to visit and enjoy the Cape Greco park In addition, the Paralimni Municipality reserves for free some beach beds and umbrellas only for the use of people with disabilities (reduced mobility), a policy that further supports the implementation of the project.
Evaluation/ Validation of the Real Case Scenario	The project "HERMES II - Tourism without Obstacles for Everyone" has been completed in early 2020. The specific facilities in the Paralimni Municipality have been quite popular from the very beginning of their installation and they are frequently visited by people with disabilities (either on their own or alongside their friends and families). It has been estimated that about 15 people with reduced mobility use them almost every day.

	Mr Lambrianides pointed out that these specific facilities have offered a solution to what was previously a serious accessibility problem. Mr Lambrianides also touched upon the topic of universal design for an accessible, inclusive society; wherever there are the proper infrastructures, people with disabilities will come forth to use them. The specific facilities in the Paralimni Municipality are not only being used by people with reduced mobility, but also by pregnant women, the elderly, and people with temporary mobility problems due to an injury. Mr Lambrianides explained that each equipment has a usage recording system so that they will be able to know how many times and when exactly each one has been used. The most popular times of usage are over the weekends and during August, but it has been noticed that they are being used on weekdays, as well. The most important thing for OPAK and the Paralimni Municipality is the overall use of all the equipment during the summer months. High numbers of use are needed so that it will be evident that all citizens are being serviced well. Mr Lambrianides informed us that in some beaches the equipment is still installed (early Autumn) and their aim is to keep them there until October. This shows that the equipment is not only used during the summer months. From October onwards, the equipment needs to be removed so that it will not be damaged by the winter weather.
Interview	In the framework of IO1 deliverable activities, the CSI team has conducted an interview with Mr Dimitris Lambrianides, who is the president of Cyprus Paraplegics (OPAK), regarding the completed European project HERMES II, in order to widen knowledge on this important, contemporary action related to the accessibility of people with disabilitiesto the beaches of Cyprus, and the growing relationship between tourism and people with disabilities in general. The interview took place online (via Zoom) on September 27th 2021, and incidentally, as Mr Lambrianides pointed out, it was the International Tourism Day and the message from the World Tourism Organization was “Tourism for Inclusive Growth” something that the results of HERMES II serve in the best way possible. A photograph from the interview follows. **Introduction** We greeted Mr Lambrianides and asked if we are allowed to: a) record the interview to make sure that our notes correctly represent what has been said, b) deliver the outcome to the consortium of the project. Mr Lambrianides confirmed that we could record our meeting and use the recording for the purposes of the Access4All project. Afterwards, we briefly described the Access4All project so that Mr Lambrianides would be better informed. We also explained that, in the framework of Access4All, we chose to feature HERMES II as well as the actions of OPAK in general as a best practice. **Information Gathering** In this section, we asked Mr Lambrianides to introduce himself as well as to describe his role and responsibilities as the president of OPAK. **Questions** In this section, Mr Lambrianides was asked to answer the following questions: • Can you please describe the HERMES II project and how it works now that is has

	been completed? • Has OPAK and the Paralimni Municipality evaluated the impact of the completed project on citizens' everyday life? • How will the special equipment be maintained now that the project has been completed? • Was HERMES II integrated in an already established holistic strategy of the Paralimni Municipality or was it an initiative of OPAK in collaboration with this municipality? • Will there be a continuation to HERMES II with some further complementary actions? • HERMES II had a greater dissemination than HERMES I. For this reason, can you please briefly describe the HERMES I project? • OPAK is an active advocate of people with disabilities on the island. Are there other actions that you are currently undertaking that aim at improving the quality of life of people with disabilities living in Cyprus? **Wrapping up** At the end of the interview, we thanked Mr Lambrianides for his time, for accepting to be part of this interview, and for his overall contribution to our project. We then asked if there were any other comments that he would like to add as well as if he would be interested in being informed about the project progress. Finally, we requested that he signs a consent form that confirms in writing his willingness and interest in participating in this interview.
Budgeting	Information about the budgeting of HERMES II follows: Total budget/expenditure: EUR 610 000.00 European Union funding: EUR 518 500.00 Co-financing sources: ERDF Lead Partner: Cyprus Paraplegics Organization (OPAK) Total budget: EUR 284 020.00 ERDF budget: EUR 241 417.00 Partner: Paralimni Municipality (Cyprus) Total budget: EUR 165 010.00 ERDF budget: EUR 140 258.50 Partner: Syros - Ermoupoli Municipality (Greece) Total budget: EUR 160 970.00 ERDF budget: EUR 136 824.50 Regarding the maintenance of the equipment now that the project has been completed, Mr Lambrianides informed us that the Paralimni Municipality has the responsibility to either train some of its people to do the maintenance or to buy services from private companies. Mr Lambrianides mentioned that it is not always easy working with equipment in the water so maintenance will eventually be needed, but OPAK is closely collaborating with the Paralimni Municipality and this should be manageable.
Dissemination/ Media references	**Text & Videos & Images** • "ERMIS II - the project helping people with reduced mobility enjoy the beach." https://www.euronews.com/2021/09/13/ermis-ii-the-project-

	helping-people-with-reduced-mobility-enjoy-the-beach (English) • "Meet the man fighting for the rights of people with reduced mobility." https://www.euronews.com/2021/09/13/meet-the-man-fighting-for-the-rights-of-people-with-reduced-mobility (English) • "Paralimni: Special ramps and infrastructure for people with reduced mobility to enter the sea." https://gr.euronews.com/2021/09/13/paralimni-eidikes-rambes-kai-ipodomes-gia-na-benoun-sti-thalassa-atoma-me-meiomeni-kinitik (Greek) • "The benefits for people with disabilities from the infrastructure on the beach." https://gr.euronews.com/2021/09/13/ta-ofeli-gia-ta-atoma-me-anapiries-apo-tis-ipodomes-stin-paralia (Greek) • "Protaras: Special ramps and infrastructure for people with reduced mobility to enter the sea." https://en.famagusta.news/local/paralimni/protaras-eidikes-rabes-kai-ypodomes-gia-na-bainoun-sti-thalassa-atoma-me-meiomeni-kinitikotita-vinteo/ (English) • "Paralimni: The European HERMES II Program for accessible beaches has been completed." https://en.famagusta.news/local/paralimni/paralimni-oloklirothike-to-evropaiko-programma-ermis-ii-gia-prosvasimes-paralies-vinteoikones/ (English)
Further policies / Actions	• OPAK has been approved for another project, where similar actions will be undertaken to two more beaches of the island, in Yeroskipou and Neo Chorio (both in the Paphos District) so that they will be accessible to people with disabilities (reduced mobility) • One of OPAK's most important achievements is this Care Service: http://opak.org.cy/ypiresia_frontidas/ (in Greek, but the page can also be translated into English)

CYPRUS (RESET)	
Title	"Accessible beaches for all"
URL / Available Data	• https://ec.europa.eu/regional_policy/el/projects/Cyprus/cyprus-makes-beaches-accessible-to-people-with-disabilities (in Greek) • https://seatrac.gr/en/beach-directory/cyprus-limasol-dimotikos-kipos/ (in English and Greek) • https://civitas.eu/projects (in English) • https://www.tourism.gov.cy/tourism/tourism.nsf/All/31FAC531ED38A9C7C22585910030AD5E/$file/ACCESSIBLE%20BEACHES%202020_EN.pdf?OpenElement (in English)
General Framework/ Problem Statement	**General Framework** Cyprus – following EU policies - is making efforts in becoming more accessible towards people with disabilities. Due to the lack of infrastructure and information, the disabled, particularly those with mobility restrictions, have been unable to use the country's beaches until recently.

	The present RCS focuses on improving the accessibility for persons with physical disabilities in the coastal area by creating accessible public spaces. **Problem Statement** With currently more than the 20% of the population reporting a long lasting disability, the need to create accessible communities is vital. Even though there has been an ongoing work in creating an accessible and inclusive cities, due to lack of infrastructure and information, the disabled, particularly those with mobility restrictions, have been unable to use country beaches up to recent years. Taking into consideration that Cyprus a plethora of coastal areas and extremely warm weather more than half year round, the beach is not merely used as an exercise zone, but it represents a place of socializing, integration, being part of the community. In its effort to encourage integration and inclusion of all members of the society, the Municipality of Limassol joined the EU funded project CIVITAS DESTINATIONS in 2016, and the Municipality of Paralimni together with the Cyprus Organisation of Paraplegic joined the EU funded Interreg project ERMIS II in 2020 to create fully accessible beaches, where ramps, rest areas and remote controlled wheelchairs on rails were implemented to help people to get into the water unassisted. Together with CIVITAS a strategic plan, in order to identify the ideal area to improve the accessibility to the beach. One beach in Limassol is currently fully accessible with integrated mobility solutions for people with disabilities for easy access to public beaches **autonomously**. This included the upgrade of the traffic light crossings for the blind and deaf people that desire to cross the coastal front road that leads to the seaside; and furthermore included the establishment of an accessibility ramp – Seatrac, for helping people with mobility disabilities enter the water. More beaches in Paralimni have followed the itiatives taken place in Limassol and have also created beaches equipped with accessibility ramps where the individual does not need assistance to enter the water.
Analysis/ Description	The accessible beaches that are now available in Cyprus provide blind and deaf people system traffic lights on coastal front roads, ramps at the start of the beach as well as floating wheelchairs, and Seatrac ramps that are installed in five beaches. More specifically, ‘’SEATRAC’’ is a free service that offers unassisted sea access to people with disabilities and mobility issues. It is an innovative, technological assistant that promotes: • Autonomy • Quality • Wellness in everyday life SEATRAC also provides a free service the “SEATRAC Preview” where users sign up to get info about the installation, operational status, and seasonal removal of SEATRAC(s) that they are interested in. When signing up, users can select which

SEATRAC(s) they are interested in and then receive an email/SMS alert regarding their status.

Seatrac Tech characteristics

- **Speed:** It moves in the speed of 0.15 meters per second. This safe speed is defined by the Machinery Directive
- **Remote control:** It operates with a remote control
- **Artificial Intelligence:** Protect privacy by human presence recognition
- **Environmentally friendly:** Use of renewable energy sources and no permanent alteration to the environment
- **Self-diagnosis system:** Long distance troubleshooting
- **Adapted to beaches:** Length, width and height varies according to the customer's and beach's needs

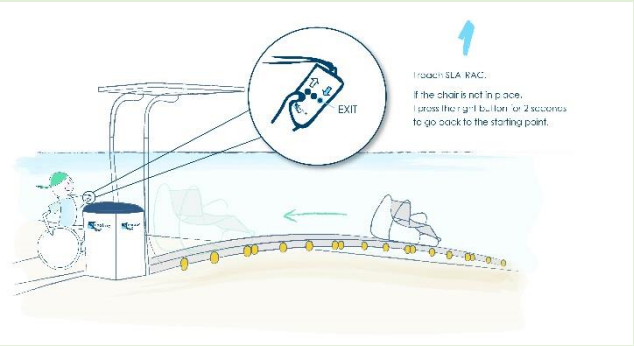
Location of Seatrac in Cyprus

As you can see below Seatracs can be found in Limassol, Paralimni and Paphos coastal areas.

You can access the map through this link:
https://seatrac.gr/en/map/

How the Seatrac system works

Step 1:



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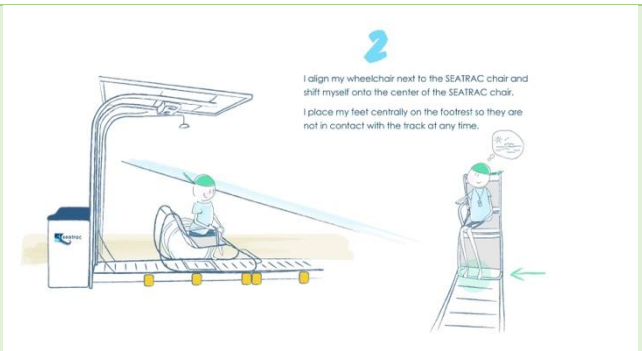

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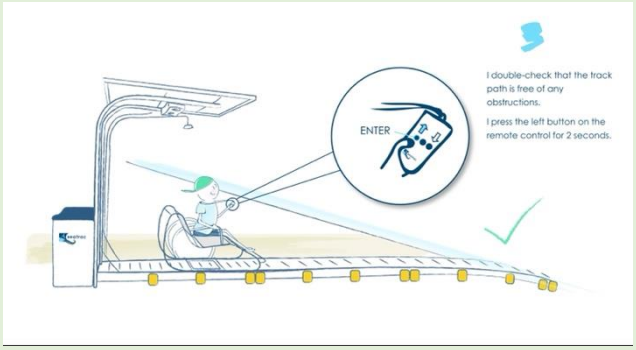

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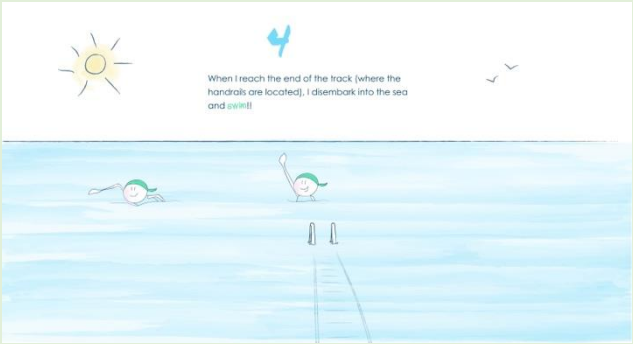

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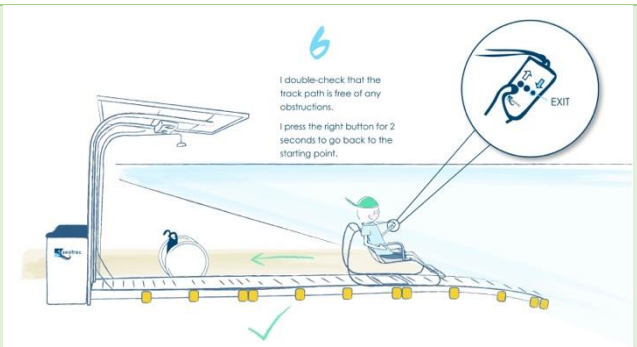
	
Evaluation/ Validation of the Real Case Scenario	The accessibility for the disabled on the coastal area has indeed improved. Road safety and satisfaction with transportation system has increased, and there is an increased perception of accessibility level of service. The Seatrac system has been implemented in five different beaches across Cyrpus. The impact of the system has largely optimised the quality of life of persons with disabilities. According to Mr. Zenonos, the Seatrac in Limassol is used 10 times or more per day. The system is usually used by the same people, indicating that the system is seen as a part of their everyday routine. It is also worth mentioning that the Seatrac system is used by people who live far away from the selected beach and many tourists.
Interview	In the framework of IO1 deliverable activities, RESET has conducted an interview with Mrs. Euri Chysostomou, Financial Manager of the CIVITAS DESTINATIONS project; and an interview with Mr. Christos a lifeguard at the Akti Olympion beach where a Seatrac system is installed. Interview with Mrs. Euri Chrysostomou **1. Introduction** Due to health and safety reasons the interview with Mrs. Chrysostomou was over the phone. We firstly greeted Mrs. Chrysostomou and presented briefly the ACCESS4All project. We explained that, in the framework of this project, we chose to feature Limassol's accessible beach implementation as a best practise. **2. Questions** In this part, Mrs. Chrysostomou was asked to answer a few questions in regards to budgeting and future plans: a. Are the wheelchair ramps part of a holistic strategy of the Municipality? b. Are you planning on installing more beach ramps in the near future? c. Do you have an approximate cost for the implementation of the wheelchair ramps on the beaches? **3. Wrapping Up** After answering our questions, Mrs. Chrisostomou suggested that we should contact lifeguards that are working next to the Seatrac systems where we could ask more questions regarding the functionality of the systems and see how they are working. At the completion of the interview, we thanked Mrs. Chrysostomou for her time and her contribution to our project and we affirmed that we are going to inform her about the project progress. Interview with Mr. Christos Zenonos **1. Introduction** Firstly we greeted Mr. Zenonos and presented briefly the ACCESS4All project. We explained that, in the framework of this project, we chose to feature Limassol's accessible beach implementation as a best practise. After we asked if we are allowed to record the interview to make sure that our notes correctly represent what has been said.

2. Questions

In this part, Mr. Zenonos was asked to answer a few questions in regards to the function of the Seatrac system under the Interreg project Ermis II. Following are the questions asked:

a. How exactly does the Seatrac system work? Do you need any specific card, remote control etc. for its use?
b. How often is the Seatrac system used?
c. Are there any suggestions that can be recommended regarding its use?

3. Wrapping Up

After the completion of the main part of the interview, we thanked Mr. Zenonos for his time and his contribution to our project. We also asked if he would like to do any further comments.

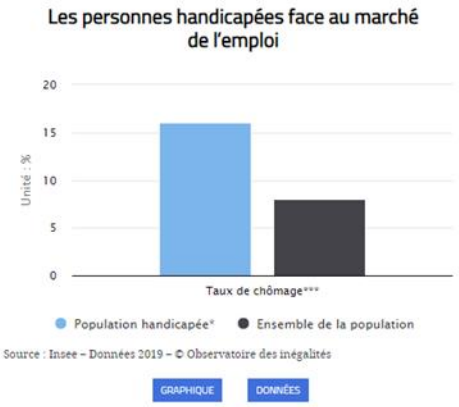
At the end of the interview, we affirmed that we will keep him informed about the project progress.

Image 1. Mr. Zenonos presenting us the Seatrac System designed by Tobea, offering unassisted sea access to people with disabilities and mobility issues.

Image 2. Mr. Zenonos presenting us the Floatable wheels.

Budgeting	The cost of the Seatrac systems is EUR 584 858, with the EU's European Regional Development Fund contributing EUR 497 129 through the "Interreg V-A - Greece-Cyprus" Operational Programme for the 2014-2020 programming period. However this amount covers the costs for all 7 Seatrac ramps that were installed both in Cyprus (5) and Syros island (2). Taking into consideration the positive impact all the above have had towards the disabled community their purchase is considered cost-effective. The satisfaction of the disabled community was reassured also by Mr. Zenonos who repeatedly expressed how important these systems are for the disabled community.
Dissemination/ Media references	**Text** *"Second sea ramp for the disabled in Limassol"* https://dialogos.com.cy/ke-defteri-rampa-thalassis-gia-amea-sti-lemeso/ (in Greek) "Beaches with wheelchair accessibility" https://www.cyprusisland.net/beaches-wheelchair-accessibility (in English) "ERMIS II - the project helping people with reduced mobility enjoy the beach" https://www.euronews.com/2021/09/13/ermis-ii-the-project-helping-people-with-reduced-mobility-enjoy-the-beach (in English) **Video** **Title:** *"The project ERMIS II is making beautiful Cypriot and Greek beaches accessible for everyone"* **Link:** https://www.youtube.com/watch?v=VRBHBJo0i14 (in English) **Duration:** 3:00 mins **Description:** It is a short and practical video about how the project ERMIS II has developed infrastructure and communication material to make beaches in Cyprus and Greece increasingly accessible for persons with disabilities or anyone who due to his/her age or health status feels safer using the new infrastructure.
Further policies / Actions	During our interview with Mr. Zenonos, a person who witnesses the Seatrac use on a daily basis, he shared with us his personal opinion on how this initiative can improve further, in order to have a greater impact on the disabled community. More specifically Mr. Zenonos recommended upgrading the Seatrac ramps with other material and fencing the ramp on the sides to avoid obstacles. Furthermore he advised that this initiative should be communicated further; and lastly to educate people to respect and support the existence of these initiatives, so support is present when a disabled individual is in need.

FRANCE (TANDEM PLUS)	
Title	L'Union pour la gestion des établissements de caisses d'assurance maladie (UGECAM) and its « Centre de Rééducation et d'Insertion Professionnelle » (CRIP)
URL / Available Data	**https://www.groupe-ugecam.fr/ (French)** **Accueil - CRIP (crip-34.fr) (French)**

General Framework/ Problem Statement	General Framework According to INSEE, 2.7 million people aged between 15 and 64 were recognised as disabled by the administration in 2019 in France. 44% of them are said to be "active", compared to nearly three quarters of the entire population aged 15 to 64. Only one third of people with disabilities, i.e. one million people, are in employment, almost half as many as in the rest of the population. The unemployment rate for the disabled is 16% in 2019, compared to 8% for the general population. People with disabilities are less likely to be in work and, when they are, they are twice as likely to be unemployed.  **PEOPLE WITH DISABILITIES IN THE LABOUR MARKET. UNEMPLOYMENT RATE OF DISABLED (BLUE) AND TOTAL POPULATION (BLACK)** People with disabilities who work are most likely to be in low-skilled jobs: 28% are blue-collar workers and 36% are employees, compared with 20% and 27% respectively of all 15-64 year-olds in employment. Only one disabled person in ten is a senior manager, half as many as all employed people. Furthermore, while the majority of employed workers hold a full-time job (83%), only two-thirds of disabled workers are in this situation. Problem Statement A disabled person is three times less likely to find a job than a non-disabled person with the same characteristics, and twice as likely to be unemployed, according to French Labour Ministry surveys. In particular, victims of a stroke or cranial trauma, they can no longer pursue their professional activity. In order to build a new social and/or professional reintegration project with them, the UGECAM GROUP has Evaluation, Re-education and Social Orientation Units. They assess the cognitive and physical capacities of people with brain damage. This assessment enables the person to be oriented towards vocational training.

Une personne handicapée a trois fois moins de chances de trouver un emploi qu'une personne non handicapée ayant les mêmes caractéristiques. © PHILIPPE HUGUEN / AFP

THE INTEGRATION-EMPLOYMENT POGRAMMES

The training programme ensures the link between the acquisition of new skills and professional integration. It is an integral part of the establishment's multidisciplinary team and has a dual mission:

-To help the trainee on the training course to develop technical and strategic skills for the success of his/her professional project.

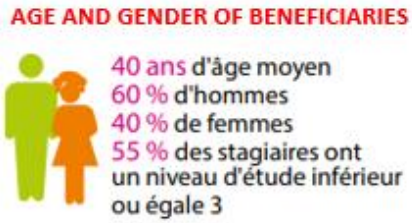
-To develop relations with the main local and national players

Analysis/ Description	The UGECAM GROUP is the largest French operator to bring together medical, psychological, educational, and social expertise for young and adults. It is the only operator to offer services ranging from care in a health establishment to professional reintegration in an ordinary or adapted environment. Its dual health and medico-social expertise enables it to provide medical, psychological, social and professional support to disabled people. It represents 33% of the national reintegration offer for disabled people. The Centre de Rééducation et d'Insertion Professionnelle (**CRIP**) is part of the UGECAM Group, the leading French group for the professional reintegration of disabled workers. DISABLED PEOPLE UNDERGOING VOCATIONAL RETRAINING (French) CRIP takes care of disabled adults - disabled workers or workers with disabilities - who are looking for professional retraining. The Centre promotes the professional integration of disabled people who, as a result of an accident or occupational illness, can no longer exercise their profession and are considering a professional retraining. Reserved for people recognised as disabled workers, the CRIP's mission is to provide training leading to qualifications with a view to their professional integration or reintegration, either into an ordinary working environment or into a protected environment. A multidisciplinary team provides medical, psychological and social support for the people in its care. Their devices: - PASS P'AS Autism Professional Passport - UEROS Unit for Evaluation, Re-education and Socio-professional Orientation - ESAT Établissement et Service d'Aide par le Travail - ESPO Établissement de Service de Pré-Orientation - ESRP Établissement et Service de Réadaptation Professionnelle 	*This could be the main part of your country's RCS. Please, provide users with all the necessary information in order to gain a complete understanding of the specific project and how it works. You can also add a relevant image.*

Evaluation/	The added value of the **CRIP services** is the personalised and coordinated medico-psycho-social support within a multidisciplinary team in a dynamic of integration towards the Company. **VOCATIONAL TRAINING** The Professional Rehabilitation Centres of the UGECAM GROUP train 8500 disabled workers each year in new professions. The 46 training courses offered are qualifying and recognised by the State. **At the end of the training, 95% of disabled workers have passed their exams**. **Two out of three people find a permanent job and the majority of contracts are open-ended**. The psychological, medical and social support provided in the group's CRPs is the key to successful professional reintegration. **ORIENTATION** The UGECAM GROUP's pre-orientation centres help disabled workers to define a new professional project. **At the end of this stage, the vast majority of people are directed to vocational training**. The UGECAM GROUP represents 8.5% of the national offer in the field of Preorientation of Disabled Workers.	*Add formal or informal*
Validation of the Real Case Scenario	**Evaluation by ANESM** The establishment is committed to improving, on a daily basis and over the long term, the quality and safety of care and people. To this end, **a self-evaluation and an external evaluation are carried out by an organisation approved by ANESM** (*Agence Nationale de l'Evaluation et de la Qualité des Etablissements et Services sociaux et Médico-sociaux*). The establishment has been involved in a continuous improvement process for several years. In 2006, the establishment obtained NF service certification, which has been renewed each year. This certification has accompanied a strong dynamic in the establishment for the benefit of disabled workers. It is linked to the quality approach, which has three major objectives: 1. To ensure that clients are provided with a quality service, 2. To place the establishment in a dynamic process of improvement of services, 3. To guarantee the sustainability of the centre's activities through recognised certification, and is based on the following principles: prevention, evaluation, accountability for active involvement	*assessment procedures regarding the RCS outcome*

and continuous improvement.

This mark proves compliance with the NF 370 certification standard and guarantees that the quality of reception, information provided, medico-psycho-social and educational support for people with disabilities, guidance and/or training and the analysis of beneficiary satisfaction are regularly checked by AFNOR Certification.

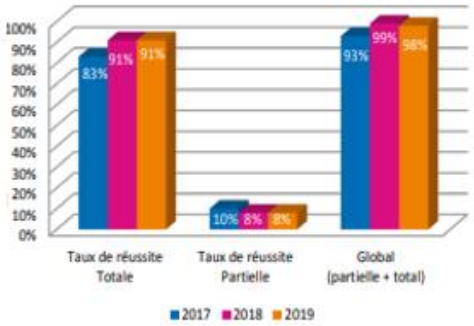


measures (e.g. How well the real case scenario met its stated objectives? How much or what kind of a difference has your case made for its prioritized groups or on the community? Were there any unintended consequences, either positive or negative?). In case the presented

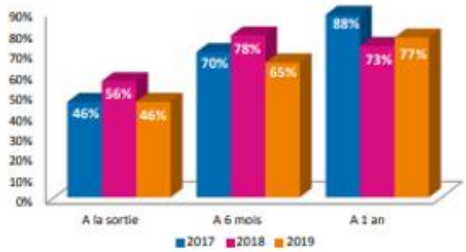
scenario is relatively new

SUCCESS RATE IN EXAMINATIONS and INSERTION RATE

TAUX DE RÉUSSITE AUX EXAMENS



TAUX D'INSERTION

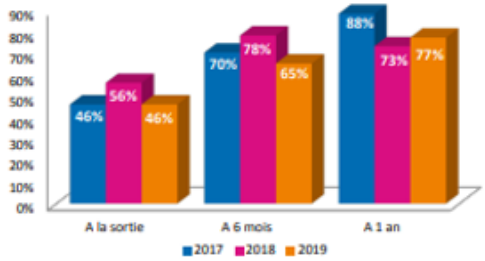


Taux de réponse au questionnaire de suivi de l'insertion à 6 mois 70 % et à 1 an 73 % (2017).

Taux d'insertion dans le métier appris à la sortie 94 % et à 6 mois 94 %.

and there are no available

TAUX D'INSERTION



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DÉFICIENCES PRINCIPALES

Déficiences motrices	64 %
Déficiences viscérales/Métaboliques	11 %
Déficiences du psychisme	7 %
Déficiences auditives	6 %
Troubles du langage et des apprentissages	3 %
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evaluation indicators, point

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TO CONSULT THE 2020 ACTIVITY REPORT OF UGECAM HAUTS-DE-FRANCE CLICK HERE :

ACTIVITY REPORT 2020 - UGECAM HAUTS-DE-FRANCE

TO CONSULT THE 2018 ACTIVITY REPORT OF CRIP HAUTS-DE-FRANCE CLICK HERE :

LE CENTRE LILLOIS DE RÉADAPTATION PROFESSIONNELLE

it out.

Interview	In the framework of IO1 deliverable activities, TANDEM PLUS team has conducted an interview with Ms. SPEGELS SANDRINE (UGECAM HAUTS DE FRANCE) in order to widen knowledge on a contemporary employment services and policy related to insertion in labour market for people with disabilities. **1. Introduction** At the beginning, Giulia Basso (Tandem Plus' coordinator) greeted Mme. Spegels and asked if we are allowed to: a) record the interview to make sure that our notes correctly represent what has been said, b) deliver the outcome to the consortium of the project. Mme Spegels ensured us that there are no objections and that we could proceed with the questions. Afterwards, we presented briefly the ACCESS4All project. We explained that, in the framework of this project, we chose to feature the UGECAM services and in particular the "CRIP" device as a best practice.	*Find a person that took part in the development or in the implementation of the RCS you are presenting and conduct a short interview (either online or in person).* *In the next column, we provide you with the steps of this brief interview process, as well as examples of questions to start with or to end the procedure.*

	2. Information Gathering After introductions and before moving to the main part of the interview, Giulia asked Mme Spegels to introduce herself, explaining the complementary services of UGECAM. **3. Questions** In this part, Mme Spegels was asked to answer the 4 following questions: a. Can you, please, describe us briefly how the UGECAM works? In fact UGECAM is composed by a multidisciplinary team that support the people in charge 360 degree: professional and social accompaniment, coupled by medical and psychological support. b. How do the different services provided connect each other? c. Do you have agreements with public and private services in the area? d. Is there any official report on UGECAM accompanied and trained beneficiaries available online? **4. Wrapping Up** After the completion of the interview, we thanked Mme Spegel for her availability and contribution to our project. The coordinator also keeps their contact and mobile numbers, to update her on further ACCESS4ALL steps.	
Budgeting	The UGECAM groups together more than 150 health and medico-social establishments and has nearly 15,000 places throughout the country, with a turnover of nearly 920 million euros in 2008 and 950 million expected in 2009. Its establishments are also designed to take care of patients in great social difficulty. Its costs are much lower than those of public institutions and comparable to those of the private non-profit sector, particularly mutualist institutions. **CRIP** – Haute de France In 2018, CRIP Haute de France received €5,165,138.94 in funding from the Assurance Maladie; with 5 548 019 € of revenue.	*Provide information about the average amounts of budgeting required to install the presented initiative (e.g is it considered low or high cost?)* *Add URLs in case there are available online data.*

	REGIONAL REMUNERATION REGULATIONS On 19 December 2014, the Regional Council adopted the Rules for the Remuneration of Vocational Training Trainees (RIR). This regulation is applicable to trainees in training within the framework of regional schemes. Regulation Remuneration Region (French) RIR_OCCITANIE_2017_v20170707 (crip-34.fr)	
Dissemination/ Media references	**LinkedIn page:** (16) UGECAM Hauts-de-France: Panoramica | LinkedIn **Video** **Title:** *"Handicap et formations aux métiers de la santé au CRIP Ugecam"* **Link:** Handicap et formations aux métiers de la santé au CRIP Ugecam - YouTube (in French) **Duration:** : 7:15 mins **Description:** The various training and health professionals of CRIP – UGECAM actively involved in the development of learning for people with disabilities in the care professions.	*This section may include the dissemination material of your RCS (e.g. press releases, publications, reviews, promotion videos, social media, posts on social media etc.)* *If possible, the dissemination material is preferable to be provided in English.*
Further policies / Actions	The UGECAM provides citizens (disabled or not) with a series of services particularly involved in the fields of follow-up care and rehabilitation (10% of the national offer in functional rehabilitation, 7% of follow-up care) and the medico-social sector (17% of the professional reintegration of disabled workers). The UGECAM Group has 243 establishments, 14,500 beds and places and 13,500 professionals. UGECAM services branch out in the different regions of France, and depending on the location they support different audiences. You can find the list here: **LES UGECAM EN RÉGION**	*Mention further related actions implemented in the framework of the selected municipality's strategy for accessibility.*

Greece (XENIOS POLIS)	
Title	"*Smart Parking Management System* "/ Deterrent Parking System in disabled spaces
URL / Available Data	• https://trikalacity.gr/en/smart-parking-system/ (in English) • https://trikalacity.gr/systima-apotreptikis-stathmeysis-se-theseis-amea-sta-trikala/ (in Greek) • https://cityportal.fleximodo.com/g/trikala/dashboard/overview (in Greek)
General Framework/ Problem Statement	**General Framework** Greece is making an effort to be more accessible and disabled friendly during the last decades. Despite the increasing number of relevant projects that are taking place in country (e.g. Project Athina, CITYMOBIL2, etc.), many disabled citizens still face accessibility issues in their daily lives. The present RCS focuses on the Municipal Authority of Trikala, a city in Central Greece, that has recently developed a Smart Parking Management System for people with disabilities. **Problem Statement** Municipality of Trikala has noticed that the operation of its urban mobility system faces a number of challenges, such as traffic congestion and parking difficulties. Given the fact that Trikala is a city with approximately 85.000 residents and visitors, municipality decided to develop and implement a series of innovative initiatives in infrastructure aiming to make the city more accessible, as well as to ensure that none of the disabled citizens is left behind. Accordingly, it participates in European/ national projects and campaigns as well, such as the FREE MOBILITY project implemented in the framework of ECOMOBILITY campaign, which is held every year, aiming to change transportation habits and to deal with the obstructions of free mobility (e.g. through the creation of ramps, awareness events etc.) Its innovation-driven approach is positioning Trikala at the forefront for the adoption of new technologies across Greece. More information about the ECOMOBILITY campaign and the FREEMOBILITY project can be found on the following link: https://www.ertnews.gr/perifereiakoi-stathmoi/larisa/trikala-mathimata-prosvasis-apo-e-e-e-e-k-apokalyptiki-erevna-gia-tis-rabes/, https://www.ecomobility.gr/ (in Greek)
Analysis/ Description	The "Smart Parking Management System", that has been implemented for the first time in Municipality of Trikala, allows the identification, imaging and monitoring of designated parking spaces for people with disabilities in the city centre through two simple ways: 1. Use of Sensors: installation of specialised sensors on the road surface of streets, with each sensor corresponding to one discreet, delineated parking spot. The sensor provides -within 30 seconds- feedback to the network's controllers by sending appropriate signals when the spot is occupied or unoccupied (e.g. green signal, when there is available parking spot, blue, when the parking spot is occupied by a disabled person, red in case of illegal occupation of parking spot). 2. Use of Cards:

the Municipality of Trikala in cooperation with the municipal police provides citizens with an identification card at no charge. Permanent residents can apply electronically and with just a few clicks their parking -blue- card will be directly delivered to their door. The blue, wireless identification card which contributes, in combination with the sensor, to the recognition of resident's status (with/without disability) or the type of vehicle (e.g. bicycle, car, bus etc.) he/she drives and in no time confirms a possible violation.

Image 1. The "Smart" Card and the Sensor

Furthermore, residents can be informed in real time about the availability of parking spots in the selected area, both through the parking mobile app for smart phones and through signs that can be installed in central points around the city. This app has been developed with the contribution of Vodafone Business, a multinational telecommunications company. Also, traffic control authorities are provided with real-time information about illegal parking instances.

You can access the map through this link: https://cityportal.fleximodo.com/g/trikala/dashboard/overview

The innovation of the Smart Parking Management System for People with Disabilities is reflected on:

- Its System

Once the blue card is putted inside the car, the coordinator of the system is able within 30 mins to identify the type of vehicle in the parking spot.

- The direct notification to public authorities

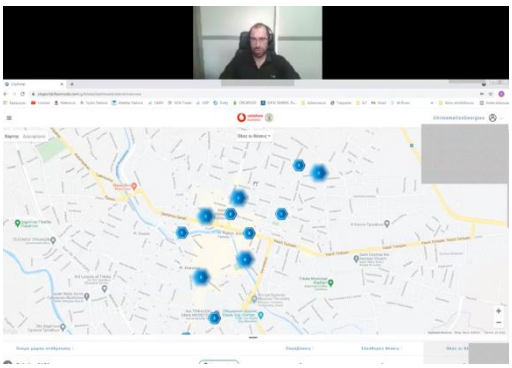
Smart parking sensors combine radar and magnetic technology to detect space occupancy and send real-time updates to a central database.

- System extensions

First, this whole system will concern the 39 parking spots for people with disabilities, which were initiated by the municipality of Trikala. The next phase will include pedestrian crossing, pavement ramps and (un-)loading spots, together with the controlled parking policy that Trikala follows.

- Technology

a. the whole system is based on the MQTT protocol, developed by both NASA and MIT. It is actually a communication protocol for IoT (Internet of Things),
b. this protocol is the basis for the NBIoT technology (Narrow Band lot), demanding less energy and thus, higher battery durability,
c. the cooperation of the companies DotSoft and Vodafone provided the first packages of sensors and cards, as well as the application for the public police force of Trikala,
d. this is an application that doesn't require further infrastructure in the city

	(e.g. antennas). So, it is a plug and play infrastructure.
Evaluation/ Validation of the Real Case Scenario	The "Smart Parking Management System" is a relatively new initiative of the Municipality of Trikala. It was presented in 2020 and its implementation began few months ago. As a result, the system's impact on citizens' everyday life is not formal evaluated. However, the mayor's advisor, Mr. Chrysomallos, mentioned that violations, regarding parking on disabled places, has significantly reduced after a week the Press Release was published. This is actually a promising indication, as citizens seem to conform and change their behavior in case of a possible site inspection. It is also worth mentioning that Municipality aims to add 59 more sensors around the city.
Interview	XENIOS POLIS team has conducted an interview with Mr. George Chrysomallos, Special Advisor to the Mayor, Dimitris Papastergiou, on Smart Cities Municipality of Trikala (Greece), in order to widen its knowledge on a contemporary policy related to accessibility of people with disabilities, the "Smart Parking Management System". **1. Introduction** At the beginning, we greeted Mr. Chyrsomallos and asked if we are allowed to: a) record the interview to make sure that our notes correctly represent what is being said, b) deliver the outcome to the consortium of the project. Mr. Chrysomallos ensured us that there are no objections and that we could proceed with the questions. Afterwards, we presented briefly the ACCESS4All project. We explained that, in the framework of this project, we choose to feature Trikala's *"Smart Parking Management System"* as a best practice. **2. Information Gathering** After introductions and before moving to the main part of the interview, we asked Mr. Chrysomallos to introduce himself, as well as to mention some of his responsibilities in the Municipality of Trikala. **3. Questions** In this part, Mr. Chysomallos was asked to answer the 3 following questions: a. Can you, please, describe us briefly how the Smart Parking Management System works? b. Have the Municipality of Trikala evaluated the impact of the Smart Parking Management System on citizens' everyday life? Are there available any sources of evidence? c. Is this System integrated in an already established holistic strategy of the Municipality? Which are the complementary actions of this ambitious initiative (previous or upcoming)?  *Image 2. Mr. Chysomallos presenting us the live parking map developed by Vodafone Business to facilitate the everyday life of people with disabilities.*

	4. Wrapping Up After the completion of the main part of the interview, we thanked Mr. Chysomallos for his time and his contribution to our project. We also asked if he would like to do any further comments. At the end of the interview, we affirmed that we are going to present him the final video, as well as to keep him informed about the project progess.
Budgeting	The cost of this system is not stable. It depends on the number of sensors being installed in the city. The estimated cost for 60 censors, 150 cards and the control system is approximately 19.000€, included value-added tax (for a five years period). This purchase is considered cost-effective. The positive results from the implementation of the system outweighs the cost of buying its equipment. Available data on the "Transparency Portal", where all government institutions are obliged to upload their acts and decisions: https://diavgeia.gov.gr/decision/view/%CE%A8%CE%A6%CE%9E9%CE%A9%CE%979-4%CE%A83?fbclid=IwAR2TgkV_XIgZ6yb-cCNpBDdaPminubGwGU7XhFArzsIXMKhgI1BReGXu_aM (in Greek).
Dissemination/ Media references	**Text** *"All you need to know about the Smart Parking Management System in Trikala"* https://www.gocar.gr/news/feed/32858,Osa_xreiazetai_na_xereis_gia_to_systhma_.html (in Greek) "*Trikala: Stop Parking in disabled spots - "Smart" Parking Card protects people with disabilities"* https://www.in.gr/2021/05/26/greece/trikala-terma-parkarisma-se-theseis-amea-eksypni-karta-stathmeysis-prostateyei-ta-atoma-anapiria/ (in Greek) The mayor Dimitris Papastergiou answers a series of questions and explains what makes Trikala *"Greece's Smart City Flagship"*. The interview is available on the following link: https://www.keeptalkinggreece.com/2019/02/21/trikala-smart-city/ (in English) *"Vodafone Business has created an advanced parking management system in Trikala"* https://www.tovima.gr/2021/06/17/market/to-vodafone-business-dimiourgise-sta-trikala-ena-proigmeno-systima-parkingk/ (in Greek) **Video** **Title:** *"Deterrent Disabled Parking System"* **Link:** https://www.youtube.com/watch?v=nhvvf4QW-og&t=136s (in Greek) **Duration:** 2:17 mins **Description:** It is a short and practical video about how the Deterrent Disabled Parking System in Municipality of Trikala works. The procedure is overall simple and requires two simple elements: a sensor and a (blue) card inside the car.

Further policies / Actions	The Municipality of Trikala taking advantage of the developments in information technology provides a series of services to its residents (with or without disability) aiming to change their everyday lives for the better. More specifically, the Municipality provides a/an: • **e-KEP (Automated Citizens Service Centre)** • **Mobile Check App** The description of the above actions is available in English on the following link: https://trikalacity.gr/en/smart-trikala-old/ For further policies, visit the website of Municipality of Trikala: https://trikalacity.gr/en/

ITALY (SANSAT)	
Title	Project "**LIBERAMENTE - the beach accessible to all**" [1]. The first Public, Sustainable and organized beach of the Municipality of Cerveteri (Rome metropolitan area)
URL / Available Data	• https://www.terzobinario.it/campo-di-mare-progetto-per-la-prima-spiaggia-pubblica-e-gratuita-per-disabili/ (in Italian) • https://baraondanews.it/cerveteri-apre-liberamente-la-spiaggia-accessibile-a-tutti/ (in Italian) • https://www.ilfaroonline.it/2021/06/30/campo-di-mare-nasce-liberamente-la-prima-spiaggia-pubblica-e-gratuita-accessibile-alle-persone-con-disabilita-motorie/424147/ (in Italian) • http://www.quotidianolavoce.it/2021/05/14/campo-di-mare-presentato-il-progetto-per-la-prima-spiaggia-pubblica-e-gratuita-accessibile-ai-disabili/ (in Italian) There are no online sources in English
General Framework/ Problem Statement	**General Framework** **Premises** In the Italian provisions, disability is substantially anchored in two articles of the Italian Constitution, Art. 3 which strongly affirms the civil rights of everyone, therefore, also of people with disabilities and, Article 38 where it is provided that "every citizen unable to work and without the necessary means to live has the right to maintenance and social assistance", once poverty and disability have been demonstrated. The definitions of disability and person with disabilities, however, are the expression of the fundamental principles on which the United Nations Convention and subsequent ratification on the rights of people with disabilities and the related protocol signed by Italy on 30 March 2007 are based. Referring to the International Classification of the Functioning of Disability and Health (ICF) approved in 2001 by the World Health Organization's, the 2006 UN Convention on the Rights of People with Disabilities (ratified by Italy in 2009) states that people with disabilities include those who have long-term physical,

[1] Liberamente: freely

mental, intellectual or sensory impairments that, in interaction with various barriers, can prevent their full and effective participation in society on an equal basis with others.

The fundamental objective of the Convention is therefore to promote, protect and ensure the full and equal enjoyment of all rights and freedoms by people with disabilities. To this end, it is necessary to remove all forms of barriers and obstacles that prevent people with disabilities from living, choosing, participating on an equal basis with others, promoting solutions that allow the total expression of the person with disabilities, overcoming the concept of disability as a reduction in functional capacities determined by a medical diagnosis.

Problem Statement

In Italy, according to ISTAT 2019 data, there are 3 million and 150 thousand people, about 5.2% of the population, and (always according to ISTAT data), disability in Italy is still largely an obstacle to access the fundamental and normal life activities: work, education, mobility and free use of public places. In particular, ISTAT highlights the impact of the condition of disability on interpersonal relationships and social participation: about 600 thousand people with disabilities live in a situation of severe isolation without any network to rely in case of need, and about 200 thousand live completely alone. In addition to the lack of relationships, there is also a lower social participation by people with disabilities in Italy.

Only 9.3% of people with disabilities frequently go to the cinema, to the theater, to a concert, to visit a museum against 30.8% of the total population. Among the causes, there is the lack of accessibility: only 37.5% of Italian museums, for example, are equipped to receive people with serious limitations. AltroConsumo[2] found instead that out of over 200 bathing establishments distributed throughout Italy, in half of the cases (51%) a person with disabilities in a wheelchair cannot access either the establishment or the sea (2021).

Bathing accessibility is a fundamental theme that deeply concerns the relational dimension of the person with disabilities. Making the beaches accessible remains difficult throughout the Italian maritime territory, but it is not impossible. There in not just to overcome the architectural barriers: the biggest obstacle, really difficult to break down, are the cultural barriers. A person with disabilities must not only have the opportunity to access the beach, but must also feel welcomed, be comfortable and in no way feel different. An accessible beach must also be inclusive. Over the years, several Italian seaside resorts have made the commitment, together with municipal administrations and trade associations, equipping themselves with tools such as JOB beach chairs and other measures.

Overcoming these architectural and cultural barriers becomes a fundamental obligation for every Italian municipality that wants to be truly far-sighted and inclusive. Currently, according to the census carried out by the InVisibili Blog[3] for

[2] Established in 1973, Altroconsumo is the largest independent and non-party political consumer organisation in Italy. Its popular monthly product-testing magazine has more than 300,000 subscribers. Altroconsumo is active on competition as well as food, health, product safety issues, the environment and public services. It aims to strengthen consumers' voice and to reassert their rights with decision-makers

[3] https://invisibili.corriere.it/

	summer 2021, the accessible beaches are about 650 on 8,300 km of coastline. In the Lazio Region there are about 32 accessible bathing realities. Having exhaustive and up-to-date data of these realities that allow all people with disabilities to enjoy the sea is almost a challenge. The reasons are different: on one hand disabilities are so various that a beach, an environment, a bathroom accessible for one person may not be accessible for another (even with the same disability), on the other the equipment and accessibility facilities can be used one year may became useless the next one. Moreover, some facilities are not enough promoted. With a view to a constant process of improvement and inclusion of people with disabilities, this RCS focuses on the recent experience born in the Municipality of Cerveteri, with the "Liberamente" Project in Campo di Mare, a coast north of Rome, which represents the first public and free beach for people with disabilities. More information on accessible beach holidays in Lazio can be found at the following link: https://www.fondazioneserono.org/disabilita/ultime-notizie-disabilita/spiagge-accessibili-lazio/?gclid=CjwKCAjw95yJBhAgEiwAmRrutEiAkmpIgvw7Mrt9uq-i8TRfeE3Amv4E1ZWyyFUtafK1YTAIKnSSGhoCHZQQAvD_BwE (in Italian)
Analysis/ Description	The right to social participation of people with disabilities is also realized through access to tourist places such as beaches, which must be accessible to all because they represent places of meeting, community, aggregation and integration. It is from this point of view that the Municipality of Cerveteri since 2 years has equipped the stretches of free beach with walkways to allow access to the beach for everyone: people with disabilities, elderly and children in wheelchairs as an example. One of the reasons of this commitment is the considerable increase of the population with different disabilities that moved the administrations of Cerveteri to face this issue, trying to offer increasingly efficient, modern and usable services for all. In this regard, the Municipal Administration has established from 05/04/2019 the figure of the Guarantor of the Disabled Person, following both the National Directive on the subject and the Statute of the Municipality of Cerveteri. (ART. 62). The "Liberamente" project promoted by the Municipality of Cerveteri was realized thanks to the contributions of the Lazio Region made available by the Department of the Economy of the Sea for the Municipalities of the Lazio Coast and co-financed by the municipal resources. The beach is equipped with all the necessary facilities to spend a day without barriers.

	In 2021, the Project "Liberamente - free beaches for all" was experimented in the Municipality of Cerveteri for the first time. For two years, however, the Municipality of Cerveteri has started in collaboration with the Municipal Company Multiservizi Caerite and the Civil Protection a project that has allowed access and use of the beaches by people with different disabilities through various tools and measures such as: - a path on the walkway, uninterrupted and free from obstacles, from the entrance to the shore, on each free beach; - Chairs "JOB" that allow all people with disabilities to enjoy the sea (these are wheelchairs designed specifically for the beach, as they do not sink into the sand and allow disabled customers of establishments to access the water in real comfort. Apulia was the first region in Italy to adopt these standards in April 2012); - free areas with parasol and higher sunbeds (to facilitate transfers from the wheelchair and vice versa); - specialized staff for the assistance throughout the day from 9.00 am to 7.00 pm; - a dedicated car parking lots at the entrance of each free beach near the walkways to allow the passage of people with disabilities and a facilitated path for ambulances in case of need. The free beaches currently equipped for the whole summer period were three. The "Liberamente" Project 2021 is part of this path already started with the aim of implementing / improving the active services present in the last two years ago, enhancing and promoting the territory also toward these tourists and disabled citizens present permanently. The beach has been equipped with the necessary facilities to spend a day at the sea without barriers: - Chairs "JOB", - walkways, - sunbeds, - showers, - changing rooms, - an assistance service at sea taken care of by specialized social and health personnel. To access the beach, a phone number for reservations was activated.
Evaluation/ Validation of the Real Case Scenario	The "Liberamente" Project is a unique experimental initiative of the Municipality of Cerveteri. The beach was officially inaugurated on July 3, 2021, with the participation of Elisa Bartoli, captain of the women's AS Roma and the Paralympic champion Andrea Pellegrini. Being a very recent project, the assessment of the impact and quality of the service on people with disabilities and their family members was evaluated through video interviews with the caregivers of the people who requested

	the service. [4] This is a new project and no formal evaluation indicators have yet been identified, however, the following video shows some of them: **satisfaction** of users and caregivers, **safety** of facilities, **free** access, **presence** of volunteer staff: https://www.youtube.com/watch?v=Q52j4rqA0eA&t=14s
Interview	In the framework of IO1 deliverable activities, SANSAT in the person of Carmen Rosa Chilet Bazalar has conducted an interview with Dr. Francesca Cennerilli, Deputy Mayor and Councilor for Social Policies of the Municipality of Cerveteri, in order to widen knowledge on the Project "Liberamente - free beach for all". The aim was to promote knowledge on a policy of integration and inclusion, and therefore related to the accessibility of people with disabilities. The interview proceeded as follows: 1.Introduction/Presentation of the ACCESS4Al Project / Consent request for video recording / recording 2. Motivation of the interview: the Choice of the Project "Liberamente" as the best practical experience of accessibility and use of the territory, including the maritime one. 3.Information: Collection/Presentation and Roles/Tasks in the Municipal Work 4.Central theme of the interview 5. Questions 3. Conclusion (thanks and possible suggestions/additions from the interviewee). **Introduction** At the beginning, we greeted Dr. Cennerilli and asked if we are allowed to video-record the interview to make sure that our notes correctly represent what has been said. Even though we had sent the project dissemination materials at the time of the invitation, we introduced it with a short summary. Dr Cennerilli expressed her thanks for the invitation, that she very willingly accepted by her personally and on behalf of the Administration that she represents. They believe that it is always important to focus on the social activities especially those ones regarding the disadvantaged categories. This is one of the reasons that led them to participate to this pilot project with absolute enthusiasm. **Information Gathering**

[4] http://www.ladislao.net/cerveteri-campo-di-mare-nasce-liberamente-la-prima-spiaggia-pubblica-e-gratuita-accessibile-alle-persone-con-disabilita-motorie/

1. Questions and answers

In this part, Dr. Cennerillli was asked to answer the 3 following questions:

a. The accessibility of persons with disabilities to the beaches is a complex issue and it is difficult to find a structure that is congenial for everyone. Can you, please, tell us about this aspect?

Our beach, Liberamente is a free beach usable, accessible, integrated and absolutely at zero impact. We strongly wanted it to give the opportunity to all people even to those ones with disabilities to be able to take advantage of our promenade that among other things has just been completed and is now fully enjoyable.

It seemed us appropriate to think of a project that could give the opportunity to thoroughly exploit our beach. This is why the project Liberamente was born. For years, our beaches have been set up by the Multiservice Company of walkways to reach the sea but some important services were still missing. Services for people with disabilities in particular that can generally be found within private structures, establishments that can accommodate people with disabilities on payment.

We realized that the access to our free beaches, so beaches that belong to all the citizens, was not a concrete chance for all. The person with disabilities without a structure that welcomes him and all the means cannot be able to access, obviously he is forced to go to a private establishment paying the relative fee. However, the private establishment doesn't necessarily have all the needed and specific facilities and equipment.

This project has been in our heads for a while but, partly for lack of funds, because is still a demanding project from an economic point of view, partly because we wanted the seafront to be ready to give people the opportunity to comfortably promenade, it was not possible to realize it before. We therefore decided to join experimental project this year. We invested part of our own money, and part of the regional money. We thank the Lazio Region without whom this project could not have been carried out.

This is how Liberamente was born. The structure is inside a free beach, therefore absolutely integrated in the local area, with

- bathrooms for people with disabilities,
- special showers,
- adequate sunbeds that allow caregivers and people with motor disabilities to sit because these are beds specifically equipped with different heights and sizes and with different facilities,
- the chairs JOB to be able to immerse in the water of the sea,
- walkways to the water,

- specialized staff always available to help to enter the water or to move the sunbeds or for any other situation.

The beach has been very popular, both with the people taken care of by the social cooperatives who have been able to do activities here that they would not have been able to do elsewhere, and with the families, mothers with children or singles who were already frequenting our beach before the adaptation and who are still coming, because the facility is open until mid-September. The beach was always fully booked and people were satisfied.

We also host events on the beach. During the year we received radios that made broadcasts, we had entertainers involving the customers, we hosted concerts on the seafront as part of the Etruria Eco festival for those who wanted to participate but could not for their reduced mobility. At the moment, we are still participating to events like the grape festival.

Because of the good outcome we are going to repeat the experiment next year raising some available funds and, if possible, starting before the summer season. This year we started on the first of July, we hope to open next year in May, like the other establishments, and end in September.

The beach was built in an ultra-functional way but of course there are always improvements to be made, we also had suggestions that we intend to follow to better develop the situation next year.

b. Have there been other similar projects that may have contributed to the birth of "Liberamente" or is it an experimental project carrying the difficulties of being the first of a kind?

The idea of a beach equipped for people with disabilities had been on our minds for a while. In fact, working with the social network, with the various realities of the District Area Plan where all the associations converge (so not only those concerning disability), we talked several times about what could be done, what additional services (other than the classic ones) could be provided in the area. The idea was not born there, but the brainstorming that followed made us think about what we could do to extend services to citizens with disabilities.

This year, with the occasion of the conclusion of the waterfront reconstruction programmes that allow everyone to walk and enjoy this area that has remained wild for a long time, we decided to create a beach with spaces available to everyone, including people with disabilities.

This project was a leap in the dark, in the sense that it was an absolutely long and demanding job, not only in terms of fundraising but also because structurally and bureaucratically the work took several months. And yet we managed to get it going because we really wanted this reality to come to life; setting it up allowed us to understand whether the need for an equipped beach was real.

As soon as we started to publicize the existence of an equipped beach on social media, we started to receive phone calls from all over the area. As the only beach that could be used in the Lazio region was absolutely free and public, the initiative was enthusiastically welcomed by everyone, including the various municipalities. This meant that the need we detected was real: people preferred to drive and join us in order to have an adequate and free space, rather than going to the nearest beaches in private facilities. I remember that on the first day the beach opened, the staff could barely manage all the bookings, because there were so many and they exceeded expectations.

From the beginning we provided a reservation service and I must say that it worked very well. Another idea we have for next year is to develop an app that

will enable citizens to automatically find out if there are places available on the beach. With additional funds, we may also be able to add spaces to cater for even more people.

c. **We may say that there are several actions already planned?**
Yes, indeed we are working on all of them.

d. **We read that until September 19th, the beach is open, so perhaps until then we can't know the precise number of customers. Will be in the future the opportunity to predict in a more systematic / statistical way the data and check if the objectives have been achieved?**
At the moment we have of course an approximate data of the number of customers. What I can say is that we have 10 stations for people with disabilities and 10 for caregivers. During all the season they've been always busy. Also, not all people stayed the whole day, some only a few hours, there was therefore a turnover during the day and the stations were used several times. This rendered the participation massive and continuous.
There have been days when we had to refuse some customers because the beach was already full booked. Of course, all our work was done with the respect of the safety rules due to the pandemic situation that unfortunately is not over. The staff was always keeping the safety distances; sunbeds, bathrooms, showers were all sanitized. In front of the beach were set parking spaces reserved for those who had special permits having a vehicle for the disabled, so they could immediately access the walkway to the beach.
We carried out this project with the funds made available by the Lazio Region. We hope there will more funds next year, but we are trying to work well in advance because last year, we started in January/February to be operational in July, now we are trying to start immediately. At the end of the season, having the data of the outcomes of our project we will start another operational meeting for "Liberamente". We are using our funds for the moment, hoping in the availability of additional regional funds or other sponsors. During this period many have contacted us, not only individual citizens who wanted to donate money or useful tools, but also many realities such as Roma Care that is part of the Rome Football Society. Tha day of our opening and inauguration the exceptional godmother was the captain of the Roma Femminile Serie A, Elisa Bartoli, together with Andrea Pellegrini our Paralympic champion.
AS Roma for example has already proposed us to invest economically in the project "Liberamente". This year for bureaucratic reasons we could not take advantage of their offer also because we were ready to open the activities.
Next year they will participate. As you can see many realities are moving around this project perhaps because we have been innovative and precursors of a reality that should be active on all territories. We hope that with this pilot project, also the Lazio Region will realize the importance to invest in this field, giving an input to all the municipalities of the coast. Of course, creating a beach of this type is challenging but having the will, everything can be done!

e. **For the Municipality of Cerveteri, this is a very innovative and experimental project, are there other projects in program that converge on this line and can give accessibility and fruition on other aspects of the daily and social life of people with disabilities?**
We are working on an important monitoring work to understand what other

	innovative services could start, we have ideas and we will be able to give you more details in the future. Often what limits us in the realization of the project is not the will or the strength to work but the need of economic resources. **2. Wrapping Up** After the completion of the interview, we thanked Dr. Cennerilli for her time and her contribution to our project.
Budgeting	No budget data available at the moment
Dissemination/ Media references	**Video** **Title:** *"Beach Liberamente"* **Link:** https://baraondanews.it/cerveteri-apre-liberamente-la-spiaggia-accessibile-a-tutti/ **Duration:** 1:36 mins **Description: Video** **Title:** *"Beach Liberamente"* **Link:** https://baraondanews.it/cerveteri-apre-liberamente-la-spiaggia-accessibile-a-tutti/ Description: Mayor Alessio Pascucci of the Municipality of Cerveteri presents the "Liberamente" project, a free beach for all. One of the projects we are most proud of is this beach, Liberamente, this beach will be one of the novelties of this year. A few minutes ago we had a wonderful press conference in which it was announced that we had won a second regional call for tenders, with a second lot to carry out another major intervention, one million three hundred thousand euro, on the seafront, which I will tell you about in the next few days. What you are seeing now, however, is the Liberamente beach, which is being built and will be operational in the first few days of July. It was conceived and desired by the municipal administration in cooperation with and co-financed by the Lazio Region to allow all people with mobility problems to enjoy our beach and our sea. For a few years now, together with Multiservizi, we have been putting up walkways on our free beaches to allow people with limited mobility to get to a point near the sea where they could then find job chairs to get to the sea. This year we wanted to do something bigger, this is a space made entirely of eco-friendly and sustainable

	material where it will be possible to have a sunbed and get to a point with any device for limited mobility, we are convinced that it will be one of the jewels in the crown of our coast, of our season. I would like to thank our Deputy Mayor Francesca Cennerilli, Environment Councillor Elena Gubetti and Chiara Vincenzi, who have worked to achieve this goal, and all the staff who are working to make it happen in record time. We are really excited about this beach, which will be free and open to all.
Further policies / Actions	For the moment, several ideas are in an embryonic state, for example: - The creation of an application that allows citizens to book and thus have real-time availability of space and sunbeds and book directly, without the need for telephone contact - The possibility of establishing collaborations also with private bodies and the world of associations to support the costs of the project and make it usable from the opening of the summer season in May.

SPAIN (INNOHUB)	
Title	"*Accessible Medicine Plus* "/ Mobile application to provide information on medicines to groups with some type of disabilities and the elderly .
URL / Available Data	• https://www.fundacionONCE.es/en/we-do/directorate-universal-accessibility-and-innovation (in English). • https://www.orientatech.es/en/aplicacion-medicamento-accesible-plus (in English) • https://www.portalfarma.com/Apps-Farmaceuticas/medicamento-accesible-plus/Paginas/introduccion-general.aspx (in English and Spanish) • https://www.esmartcity.es/comunicaciones/medicamento-accesible-plus-una-app-facilitar-uso-los-medicamentos-todos-los-ciudadanos#:~:text=Medicamento%20Accesible%20Plus%3A%20una%20app%20para%20facilitar%20el,Resultados.%20...%2010%20Conclusiones.%20...%20Mas%20cosas...%20 (in Spanish).
General Framework/ Problem Statement	**General Framework** In recent years, Spain has used its legislation to create a more accessible and disability-friendly national space. The turning point was the ratification in 2007 of the International Convention on the Rights of Persons with Disabilities, approved on 13 December 2006 by the United Nations (UN) General Assembly. See below https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities/convention-on-the-rights-of-persons-with-disabilities-2.html (in Spanish). In order to adapt its national legislation with the International Convention, Spain passed the Law 26/2011 of 1 August, bringing important modifications to the previous legislative framework on disability. This framework was harmonized with the Royal Legislative Decree 1/2013, of 29 November, approving the Consolidated Text of the General Law on the Rights of Persons with Disabilities and their Social Inclusion. The latest amendment to the legal system for the protection of this group has been of a constitutional nature. On 11 May 2021, the draft bill for the reform of Article 49 of the Spanish Constitution was approved. It would introduce significant changes in shape and content; for instance, the terminology used - previously *"physically, sensorial and mentally handicapped*", now "*disabled*" - and the emphasis, placed on the rights and duties they are entitled to as free and equal citizens. More information about the reform of Article 49 may be found on the following link: https://www.imserso.es/imserso_06/actualidad/2021/mayo/IM_136916 (in Spanish). **Problem Statement** The article 9 of the Convention on the Rights of Persons with Disabilities imposes a basic duty on Member States, like Spain, of improving access to information for persons with disabilities.

	The ONCE Foundation has been fighting since 1988 for the Cooperation and Social Inclusion of the more than 3.8 million people with disabilities in Spain. More information about the ONCE Foundation on https://www.fundacionONCE.es/en (in English). The Foundation noted that this duty of information also included information on medicines. And, in this case, it could be violated because the medicine's leaflets use a font size and a level of contrast that is insufficient for patients with visual impairment; or they are carefully folded to fit into the packaging and then difficult to unfold for patients with motor disabilities.
Analysis/ Description	The "*Accessible Medicine Plus*" is a free application aiming to improve access to information on medicines for people with some type of visual functional disabilities and the elderly. It was created by the collaboration between the General Council of Pharmacists, ONCE Foundation and Vodafone Spain Foundation; and developed by Technosite in 2014. Nowadays, the App is available for Android and IOS operation systems. It provides accessible information on the package leaflets of medicines to ensure that patients can access and understand their content regardless of their abilities. Regarding its data, it provides information coming directly from the database of the General Council of Official Associations of Pharmacists of Spain, that contains around 20,000 medicines. Image 1. App. **Background** Its foundations can be traced back to the *'AVANZA2 - Accessible Medicine*' pilot project carried out by the Vodafone Spain Foundation in 2009. Although existing assistive technologies were analysed, prototypes of mobile applications capable of capturing and decoding data matrix codes were developed, and even they were tested on users with different disability profiles, the mobile technology at that time was not sufficiently advanced to develop a real application. In 2014, the alliance between the General Council of Pharmacists, ONCE Foundation and Vodafone Spain Foundation took up the project, which, thanks to technological progress and data obtained in 2009, was able to move forward.

Drug search methods

The application is equipped with three different methods to obtain the medicine leaflet. From the simplest to the most tedious they are:

3. Scan drug code
   As the name suggests, it allows the QR code, the barcode or datamatrix code to be captured with the phone's camera in real time. Once scanned, a button appears on the screen that allows access to the medicine information. The main problem with this method is that in Spain, pharmacists must do away with seal coupons on medicines prescribed by Social Security. They would then only be valid for those that do not require a prescription.

4. Medication name
   If the barcode is not available, the easiest way would be to manually enter the name of medicine in the text box. This will open a list of different medicines, and you will have to select the correct name of the drug in order to obtain the medicine information.

5. National Drug Code
   It is the most complicated to obtain. Normally, it is only known to pharmacies professionals. It consists of entering the 7-digit code that identifies the drug, and then clicking on the name to access its information.

Image 2. Drug search methods.

Helper functions

Furthermore, the application incorporates auxiliary functions such as:

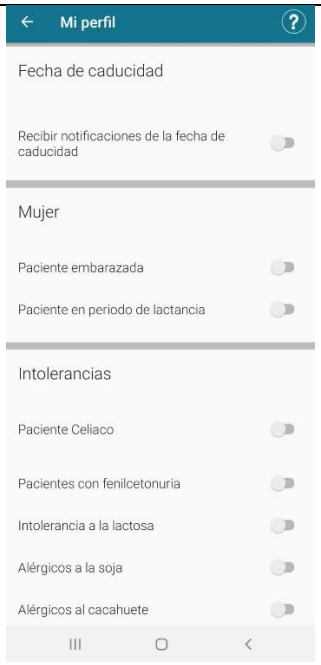
- Pharmacy locator.
  This allows the user to locate the nearest pharmacies to their current location. Once permission is obtained to access the user's location,

nearby pharmacies will be displayed in order of proximity. And if a name is clicked on, the application will connect to its exact location on Google Maps (Android) or Maps (IOS).

- My medicines
  This menu option stores the information of a list of the drugs that the user has previously added because he/she uses frequently.

Image 3. Menu options.

- My profile
  This function allows to configurate the App so that it will alert you if it detects an incompatibility with previously configured user characteristics in “My medicines”, such as patients with phenylketouria or celiac disease, and other food intolerances (lactose, soy, peanut), latex allergies, or conditions such as pregnancy, breastfeeding women, contact lens wearers, competitive athletes, or patients with difficulty swallowing tablets.

	 Image 4. My profile. To download it, use the link: https://www.portalfarma.com/Apps-Farmaceuticas/medicamento-accesible-plus/Paginas/introduccion-general.aspx (in English and Spanish).
Evaluation/ Validation of the Real Case Scenario	The overall validation of Accessible Medicine Plus is positive. From its publication in 2014 to 2018, more than 30,000 downloads were recorded; and user reviews have highlighted the simplicity of the medicine search; the concise names of the app's elements; the compatibility with Android and iOS; and the usefulness of the app itself warning you of the interference and risks of medicines with the conditions you have entered in My profile. In 2019, it was chosen as one of the best practices on World Disability Day by the United Nations Global Compact thanks to its contribution to the Sustainable Development Goal (SDG) 10, as it helped to reduce inequality, improving the access on medicines to all citizens, especially disability groups. See here https://www.portalfarma.com/Profesionales/consejoinforma/Paginas/2019-pacto-buenas-practicas-medicamentos-accesible-plus.aspx (in English and Spanish). It will also be included in a publication on the occasion of the 25th anniversary of EASPD (European Association of Service Providers for People with Disabilities). On the other hand, since its inception the App has stood out for updating its versions according to the recommendations of experts and users themselves. The 2018 and 2020 versions stand out. The main new features were: a recognition system to search by voice commands; the alert system for incompatibilities with medicines and the extension of circumstances that it included, compatibility for Android versions 4.4 to 7; updating of the source code in XCode; storage of the expiry date and warnings about the next expiry date. Changes over the new 2020 version are available on IVC_2020_ING.pdf

	There are other recommendations provided by users in press conferences and interviews such as the inclusion of a description of the shape and colour of the tablet (round, square, blue, red). In any case, the social impact is good if we look at the number of downloads as of 1st September 2021: iOS: 27,500 and Android 59,800.
Interview	In the framework of IO1 deliverable activities, INNO HUB team has conducted an interview with Antonio J. Ingelmo Sierra, in order to widen knowledge on a contemporary policy related to accessibility of people with disabilities, the "*Accessible Medicine Plus*". **5. Introduction** At the beginning, we greeted Mr. Ingelmo and asked if we were allowed to use this interview as documentation material for ACCESS4ALL project. He ensured us that there were no objections and that we could proceed with the questions. Afterwards, we presented briefly the ACCESS4All project as a whole, sent him our social media channels, and explained that, in the framework of this project, we chose to feature "*Accessible Medicine Plus"* as our best practice in the real-case scenarios. **6. Information Gathering** After introductions and before moving to the main part of the interview, we asked Mr. Ingelmo to introduce himself, as well as to mention some of his responsibilities in the ONCE Foundation. We highlight that Mr. Ingelmo is the Technician of the Accessible Technology and R&D Department of the Universal Accessibility and Innovation Department of the ONCE Foundation; and he was working in "*Accesible Medicine Plus*" as the project technician. **7. Questions** In this part, Mr. Ingelmo was asked to answer the 3 following questions: d. Can you, please, describe us briefly how the Accessible Medicine PLUS works? e. Have the ONCE evaluated the impact of the Accessible Medicine PLUS on citizens' everyday life? Are there available any sources of evidence? f. Which are the recognitions with this project? And, are you planning to improve and/or release new updates of the App? If so, what new features will they include? **Wrapping Up** After the completion of the main part of the interview, we hugely thanked Mr. Ingelmo for his time and his contribution such kind to our project. We also asked if he would like to do any further comments. At the end of the interview, we affirmed that we are going to keep him informed about the project progress.
Budgeting	The cost of the application for the user is free; and the cost of a project of this scale is confidential information.

Dissemination/ Media references	**Text** "*A mobile application will allow to consult information about medications accessible and free of charge*" https://www.portalfarma.com/Profesionales/consejoinforma/Paginas/Presentacion-App-Medicamento-Accesible-Plus.aspx (in English and Spanish) "*Accesible Medicine Plus: an app to facilitate the use of medicines for all citizens"* Communication extracted from the IV Smart Cities Congress, by Natalí González Villariny, Accessible Technology and R&D Department Technician, ONCE Foundation; David Zanoletty García, Head of Accessible Technology and R&D Department, ONCE Foundation; Amalia del Río Montero, Web, App, Mobile and Design Project Manager, ILUNION Technology and Accessibility; Estíbaliz Ochoa Mendoza, Digital Project Manager, Vodafone Spain Foundation; Antonio Blanes Jiménez, Database Coordinator, General Council of Official Associations of Pharmacists; José Luis Borau Jordán, Head of the Physical Accessibility Department, ONCE Foundation; and Jesús Hernández Galán, Director of the Universal Accessibility and Innovation Department, ONCE Foundation. The communication is available on the following link: https://www.esmartcity.es/comunicaciones/medicamento-accesible-plus-una-app-facilitar-uso-los-medicamentos-todos-los-ciudadanos#:~:text=Medicamento%20Accesible%20Plus%3A%20una%20app%20para%20facilitar%20el,Resultados.%20...%2010%20Conclusiones.%20...%20Mas%20cosas...%20 (in Spanish). Orientatech analyses the Accesible Medicine PLUS App on https://www.fundacionONCE.es/en/we-do/directorate-universal-accessibility-and-innovation (in English). **Video** **Title:** *"Accessible Medicine Plus App"* **Link:** https://youtu.be/zJ17RccOGoI (in Spanish) **Duration:** 3:53 mins **Description:** Evaluation of the App by a visually impaired volunteer, provided by Orientatech. **Title:** *"Accessible Medicine Plus, a free accessible application - #appsalud"* **Link:** https://youtu.be/E5gvH6tIy44 (in Spanish) **Duration:** 2:27 mins **Description:** Promotional video on what Accessible Medicines Plus means, what it is for, and how it works. Uploaded by the official audiovisual channel of the General Council of Pharmaceutical Associations of Spain on Youtube. **Title***: "David Zanoletty- explanation of how the Accessible Medicines Plus app works"* **Link:** https://youtu.be/I42nWOGxa-Q (in Spanish) **Duration:** 27:05 mins **Description:** Intervention by David Zanoletty, from the ONCE Foundation, at the presentation of the Medicamento Accesible Plus app, explaining step by

	step how it works while it is tested by the public. Emphasising the latest update version in 2019. **Title:** "*Questions and answers - Accessible Medicines Plus app presentation"* **Link:** https://youtu.be/HA9cbSet3ig (in Spanish) **Duration:** 21: 52 mins **Description:** Intervention of David Zanoletty, from the ONCE Foundation, in the presentation of the Medicamento Accesible Plus app, in the Question and Answer session after the explanation and testing of the application.
Further policies / Actions	The ONCE Foundation, taking advantage of the developments on technology and multiple process automation processes in our digital era, aims to improve lives of people with disabilities providing a series of innovative services as: • **EspacIA** • **PACA** • **Amuse** The description of the above actions is available in English on the following link: https://www.fundacionONCE.es/en/we-do/directorate-universal-accessibility-and-innovation Furthermore, the ONCE Foundation carries out other programmes deeply focused on social research and R&D projects in collaboration with the European Commission. Namely, EDUCA4ALL, CILIFO, Prosperity4all. For further policies, visit the website of ONCE Foundation: https://www.fundacionONCE.es/en

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L'Union européenne, droits des personnes handicapées et accessibilité
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