

**IMProVE**

Inclusive Methods in Professional  
Volunteering in Europe



**MANUAL FOR**

**COORDINATORS**



**Manual to organize volunteering activities about accessibility  
2022**







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the European Union



ASSOCIAZIONE  
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# VOLUNTEERING IS FOR EVERYONE!

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# VOLUNTEERING ACTIVITIES

## FOR VOLUNTEERS WITH DISABILITIES

### “CHECK UP MY PLACE – how inclusive are we?” and “wheelmap.org”

“CHECK UP MY PLACE – how inclusive are we?” and [wheelmap.org](http://wheelmap.org) are two volunteering activities in which people with a disability can easily be involved. Both will allow the volunteers to analyse their local community in terms of accessibility and to claim for a more inclusive attitude and laying down some barriers.

More in detail:

- *Check up my place – how inclusive are we?* is a volunteering activity about the accessibility of information to be implemented by people with intellectual/cognitive disability: the volunteers will be invited to assess the accessibility of websites and informational material delivered by local public service providers (city government, job centres, counselling services, public transport companies etc.) and to provide quality feedback and recommendations to support them to be more inclusive.
- *Wheelmap.org* is a volunteering activity about the accessibility of the physical environment to be implemented by people with a physical disability: the volunteers will be invited to find places, add them and rate their wheelchair accessibility by using a simple traffic light system; the updated wheel map of the city can later be presented to the stakeholders or they can be invited to a wheel map event where to check the wheelchair accessibility on their own.

Both the activities require a coordinator of the volunteering activity and the support of inclusion buddies (preferably one for each volunteer with a disability).

The following chapters contain the guidelines to support the volunteers' coordinators in organising those volunteering activities with the active involvement of the volunteers.

# GUIDELINES FOR THE COORDINATOR

## CHECK UP MY PLACE – how inclusive are we?

### Volunteering activity for people with an intellectual/cognitive disability

#### General description

Check up my place – how inclusive are we? is a volunteering activity to be implemented by people with an intellectual/cognitive disability. The volunteers will be invited to check the accessibility of websites and informational material delivered by local public service providers (city government, job centres, counselling services, public transport companies etc.).

The results of the work of analysis that will result from the activity, will allow us to provide quality feedback and recommendations to improve the accessibility of the information the local service providers deliver, supporting them to be more inclusive.

#### Aim

The aim of the volunteering activity is to give quality feedback to the local community and provide recommendations on how to provide more accessible and inclusive communication.

#### Time frame

The time needed for the volunteering activity depends a lot on the abilities of the involved volunteers and the number of items you want to check. In general, it could be delivered in 3 meetings of 2 hours each:

- 1st volunteering session for introduction and data collection/analysis\*
- 2nd volunteering session for drawing conclusions and preparing presentations
- 3rd volunteering session for presenting results to stakeholders/managers of the public service providers

*\*If you have a long pool of items to be checked or a few participants, you can use another 1 or 2 meetings to complete a volunteering session.*

#### Preparation

1. In preparation of the activity, it will be necessary to brainstorm the local public service providers to be checked. It can be done by the coordinator and his staff, and then integrated with the contributions by the participants.

2. After brainstorming, it will be necessary to create a list of websites to be checked and to print out or to look for the informational materials, usually delivered by the service providers. In this way, the coordinator will have a pool of items to be analysed by the volunteers in terms of accessibility, so that they can start the activity and have a concrete idea of its aims and be later able to contribute themselves with suggesting other service providers to check, so the pool will be enriched.
3. Printout the checklists for accessible websites and leaflets (Annex 2 and 3) and create their Google module version, so that they can choose if to use the printout or the online module to report their evaluation, according to their ICT skills.
4. Print out the Easy to read and to understand guidelines to navigate websites (Annex 1), one per participant and be ready to present and explain them step by step, showing a website on your computer screen or using a projector, if available.

## First volunteering session

### How to introduce the activity

! Tips for the coordinator of the volunteering activity - remember to use an easy to understand language:

- Use simple words.
- If you need to use difficult words, explain them clearly.
- Use examples.
- Use the same word to describe the same thing.
- Keep your sentences short.
- Do not use difficult ideas such as metaphors.
- Do not use words from other languages.
- Percentages (63%) and big numbers (1,758,625) are hard to understand.
- Speak to people directly: use words like “you” to do this.
- Use positive sentences rather than negative ones.
- Use active language rather than passive language.
- Repeat important information more than once.
- Ask for feedback by the participants
- In one word KISS: Keep it short and simple.



1. Introduce the aim of the activity and explain what “accessible website” means (a website with tools that allow people with different types of disability to better understand what they are looking for).
2. Introduce the pool of local public service providers to be checked and ask if they have some other proposal
3. Explain the volunteer task:
  - they will be provided with a short list of websites/documents to check in term of accessibility of information
  - they need to navigate the website/read the leaflet and fill out the checklist
  - in addition to the pool of items you will provide, they can contribute personally, checking other websites/information materials
  - After the work of analysis, they will be involved in a session of drawing recommendations for the public service providers, so they could address them by mail or personally, during a dedicated meeting
4. Distribute and explain the Easy to read and to understand guidelines to navigate websites (Annex 1), while showing and analysing a website on your computer screen or using a projector, if available.
5. Distribute/send by email, the checklists to the participants and the items to be analysed (in case of websites, create a short list of links for each participant)

### During the activity of data collection/analysis

Be available in case of questions or need of task related support. When the participant accomplishes his task ask if he has any other local public service provider in mind to check and support the participant's active participation.

## Second volunteering session

### Preparation

You can decide how you want to use the findings, here some possibilities (you could choose even more than one):

1. Report for your website

2. Press release for a local magazine

3. Meeting with the managers of the public service providers

4. Meeting with a stakeholder\*

*\*a political figure who is involved in topics such as accessibility, disabilities, and mobility at a local level.*

You can choose one or more of these options or integrate them with your ideas.

In case you want to write a **press release for a local magazine** you need to do research to find out a list of 3-5 local magazines to whom to send the press release and their contacts.

In case you decide that it is most convenient to meet the managers of some of the local public service providers whose information has been analysed, it is necessary to contact them by email or phone call and invite them to meet a group of volunteers with cognitive disability who have some suggestions to make their communications more inclusive. The meeting could be in your or their place or even online (using a platform such as Zoom or Meet etc.), it must be short and able to address the point, without making them lose a lot of time. This could be the best choice if there is some service provider for which the volunteers checked not only the website, but even some leaflets, so you have consistent feedback to give.

In case you decide that is most convenient to organise a meeting with a local stakeholder, it is necessary to contact them, by email or phone call (you could find the contacts on the website of your municipality) and invite him to meet a group of volunteers with cognitive disability who have some suggestions, to make information more inclusive and accessible for all. The meeting could be in your or their place or even online (using a platform such as Zoom or Meet etc.), it must be short and able to address the point and start a debate about accessibility of information. This could be the best choice if your group of volunteers checked a lot of different services that could be influenced by a recommendation by the stakeholder you are going to contact.

In any case, you need to prepare a presentation of the collected results and the recommendations by your group of volunteers to be published on your website, to be sent to local magazines or to present during meetings with managers or stakeholders.

For option 1 and 2 you will need to create a text or a text with some charts.

For option 3 and 4 it would be nice if your participants can present their findings and suggestions through a speech and/or an easy to read and to understand Power Point, and if one or more volunteers can present the findings themselves, it will be more valuable for the recipients and more rewarding for the volunteers. You can motivate the volunteers by explaining that it can be a chance to create a bridge between stakeholders and people with disabilities.

It would be preferred to involve the volunteers with a disability in the creation of the article/presentation or at least include them in the making of some considerations and suggestions coming from them.



The active participation in the process can be stimulated through some key questions to ask to the volunteers, so that their answers can represent the contents of the article and/or presentation. You can ask them to work in groups with facilitation or you could give the task to a subgroup of volunteers, then ask the whole group for the approval of the final content. The person responsible for media and communication in your organisation can facilitate the activity or give some suggestions or a final review of the contents (especially if it has to be an article for a magazine).

Here are some materials that can be useful to create the contents to be shared:

1. **Describe accessibility of information and why it should be ensured in a few words.**

*Es. About websites accessibility:*

“It may be disappointing that not everyone enjoys the benefits of the World Wide Web, and there are a lot of policy makers who could make sites accessible to more people including people with an intellectual disability, visually impaired people, deaf people, people who cannot use the mouse, people who use special assistive tools to access the web, people who are colour blind or prone to seizures caused by flashing images, people with limited bandwidth who cannot view images. In addition to the moral imperative, there are legal reasons to deal with accessibility on web-sites. You can start, for example, with a brainstorming about Internet and Accessibility, to discover which ideas your stakeholders have about this topic.

Web accessibility is based on the elimination of barriers that prevent visitors from interacting with content. In many cases, a few characters or code words in the right places are enough to solve the problem.”

You have to explain some simple functionalities that a good and accessible website should have:

- Easy to read and understand language
- Screen reader
- Help sections
- Clear titles, layout
- Images and illustrations

You can present two types of examples: a non-accessible website and another one with the tools that facilitate understanding for people with disabilities.

*Es. About accessibility of leaflets*

“To have access to information is essential: it allows us to learn, to have an active role in the society, to be aware of our own rights and to fight for them, to make decisions and make conscious choices. People with an intellectual disability and people with low literacy skills, as migrants or elderly people, have the right to receive information that are easy to read and understand, but that at the same time

they have to be adequate to their adult age. We live in the information era, but information is delivered in a very complex way: it is very difficult to find public information materials (as. Leaflets or guidelines) addressing adult readers but using a simple language and with illustrations adequate to adult readers. The work of simplification requires huge efforts but it is extremely important to promote social inclusion. The result of this lack of accessibility is the low rates of participation to services, cultural activities or events by people with a learning disability, and lack of knowledge and understanding of topical issues or news stories.”

*It is important to report this to their attention because sometimes policy makers don't reflect on limitations of information and how much it costs.*

**2. Show data and suggestions about accessibility of websites and/or leaflets (taken from the volunteers' work of analysis).**

For example:

- A deep analysis of the website of / information material by your municipality or a specific public service provider

*(You can use the table below to collect the volunteers' analysis and suggestions and report them shortly to stakeholders)*

Accesibility website	Easy to read language	Presence of images	Breadcrumbs	Clear layout	Screen Reader	Help section

*You can add rows for more websites.*

Accessibility leaflet/ document	Easy to read language	Presence of images	Clear layout

*You can add rows for more leaflets/documents.*

3. Statistics - an overview of the results that are important for the volunteers.  
If relevant for the beneficiary of the presentation/article, you can add an overview about all the findings of the volunteers' accessibility assessment, using a chart or a table. For example:

	Non accessible	Partially accessible	Accessible
Job centre's website/leaflet			
Public transport's website/leaflet			
Hospital's website/leaflet			
Local journal's website/leaflet			
...			

#### 4. **Conclusions - How to improve accessibility of information and what inclusion really means** (one or two phrases to summarise what the volunteers are expecting after this activity)

If the volunteers are going to meet stakeholders or policy makers, they can choose some spokespersons who are going to present the contents, or they can divide it in parts so that everybody can present something. If the environment where you will meet will allow that, it could be useful (both for the spokespersons and for the audience) to project a presentation. In this case a volunteer could be given the task to create it, copying the created contents on a given easy to read layout.

### **Third volunteering session**

During the meeting with the stakeholders, the coordinator of the volunteering activity or the inclusion buddies, should be ready to briefly present the volunteering activity to the stakeholders and to support the volunteers during the presentation if needed, when they see the volunteer in trouble or being uncomfortable, just to prevent that the official situation could turn to be too stressful for them. Anyway, the general suggestion is to allow the volunteers to present themselves and to present their contents without unnecessary interference: they are the protagonists of the volunteering work and of the meeting itself, and it is the message that should reach the stakeholder.

After the meeting, take some minutes, in a quiet place, to have a circle time to share impressions with the volunteers: stimulate them to say something about their feelings, what went well and what went wrong, also give your feedback, make a conclusion and thank the volunteers for their efforts.

### Volunteering activity for people with a physical disability

#### General description

Wheelmap.org is a volunteering activity to be implemented by people with physical disabilities. The volunteers will be invited to check up on the wheelchair accessibility of local places (shopping; food & drinks; transport; leisure; hotels; tourism; education; authorities; health; finance; sports; toilets), find or add those places on the map of wheelmap.org and rate their wheelchair accessibility using a simple traffic light system. The updated wheel map of the city can later be presented to the stakeholders, or they can be invited to a wheel map event where they can check the wheelchair accessibility on their own, urging them to promote the accessibility of the local physical environment.

#### Aim

The aim of the volunteering activity is to give quality feedback to the local community and provide recommendations on how to create a more accessible physical environment

#### Time frame

The timeframe for this volunteering session depends on the modality you are going to use to implement it.

1. **Volunteering activity + presentation of the results to the stakeholders:** it could be delivered in 3 meetings of 2 hours each:
  - 1st volunteering session for finding/adding places and rating their accessibility\*
  - 2nd volunteering session for drawing conclusions and preparing a presentation of findings
  - 3rd volunteering session for presenting results to stakeholders

*\*This volunteering session can be composed of as many meetings you think are necessary to have a consistent wheelchair accessibility map.*
2. **Mapping event:** it can be delivered in just one meeting, inviting not only volunteers with disability, but even stakeholders to find/add places and rate their accessibility - the presentation of the results of the volunteering activity will be done as closing session of the event; or it could be delivered in 3 meetings of 2 hours each:
  - 1st session - mapping event with volunteers
  - 2nd volunteering session for drawing conclusions and preparing a presentation
  - 3rd volunteering session for presenting results to stakeholders

3. **Volunteering activity + mapping event:** it is recommended in case your town is not mapped at all or just with no more than 10 places, it can be delivered in 2 sessions:
- 1st volunteering session for finding/adding places and rating their accessibility
  - 2nd session - wheelmap.org event with volunteers and stakeholders

### Some info about wheelmap.org – to be used during the introduction to the 3 activity modalities

Wheelmap is a map for finding wheelchair accessible places. Anyone can contribute and mark public places around the world according to their wheelchair accessibility. The criterion for marking places is based on a simple traffic light system and each place can have two different ratings:

- One for the general accessibility, which answers the question whether there are steps at the entrance or steps inside:

**Green** = Fully wheelchair accessible (entrance without steps and all rooms can be reached without steps)

**Orange** = Partially wheelchair accessible (Entrance with no more than one step which is not higher than 7 cm (approx. one hand width), the most important rooms can be reached without steps)

**Red** = Not wheelchair accessible (Entrance with at least one step that is higher than 7 cm (approx. one hand width) and rooms cannot be reached without steps. Places that are not yet marked according to their wheelchair accessibility have a grey marker.

- One for the accessibility of the restrooms with a few more criteria to be considered suitable for a wheelchair user:

**Green** = Wheelchair accessible toilet (no steps along the way to the toilet; doorway's inner width is minimally 90 cm; clear floor space is at least 150 cm × 150 cm; optional: wheelchair-height toilet seat, folding grab rails (or something similar), wheelchair accessible hand basin)

**Red** = No wheelchair accessible toilet

**Grey** = Unknown

**Wheelmap is a participatory project:** the places can be marked by anybody quickly and easily. The information that is collected in this way is easy to understand, available free of charge and can be shared freely.

Wheelmap.org is available as a web application and as an app for iPhone and Android smartphones. It is a project run by the nonprofit organisation SOZIALHELDEN e.V.



You (volunteer) can help to further complete Wheelmap as a mapper by:

- Rating the wheelchair accessibility of places and toilets.
- Uploading photos of entrances and toilets at those places.
- Adding new places.
- Commenting about a place's wheelchair accessibility (i.e., "Mobile ramp available", "Narrow passageways" etc.)

### **Guidelines about how to organise a wheelmap.org volunteering activity**

Print out the Annex 4 – how to use wheelmap.org from the computer for each participant and be ready to present wheelmap.org (see the previous chapter) and to make a practical demonstration about how to use it from the computer (if possible, connecting your desktop with a projector).

Ask the participants to think about places where they have been recently and to look for them on the wheelmap, and to add them (if not there yet) and rate them accordingly to their experience but they can even contact the owner and ask for the needed information (es. by phone or by messenger, if the place has a Facebook page).

Tell the volunteers that they can add photos of the entrance even later, if they will visit that place, or ask the owner for them.

Encourage the volunteers to rate all the new places they visit and tell them that, if they like to continue with the wheelmap.org volunteering activity, they can make a list of places in a specific area of the city, and you, as coordinator of the volunteering activity, can look for the availability of an inclusion buddy that can support them in the implementation of on-the-spot investigations in order to collect the necessary info for the mapping.

### **Guidelines about how to organise mapping events**

#### **Preparation**

1. Look for the wheelmap of your city on wheelmap.org, to find out in **which area is the most convenient to organise the event**: for example, for sure the city centre is richer of places to rate, but if your city has a lot of ratings already, you may look for an area where there are less, or the area with the main public buildings if you want to have more visibility.
2. **Decide for a day and time** when to organise the event: it could be interesting to have it on a special day, as the International Day of People with Disability (3rd December), or it can be any day and time when you think to have more participation/visibility, think about your volunteers and guests to take a decision (if they are mainly workers or students it could be better to have it on the late afternoon or weekend) but if you would like to invite stakeholders (as the major or a counsellor) maybe it would be better during their working time.

3. **Invite volunteers, inclusion buddies and stakeholders:** use the mean you consider more efficient to reach the target group (it is probably recommended for the volunteers and inclusion buddies that you already have in your lists to use direct calls or messages, but if you like to enlarge your volunteering group, you could advertise the event even online, creating a Google Form so the new volunteers can register for the event; to officially invite the stakeholders you can use the working email or telephone number).
4. **Match the volunteer with the inclusion buddy:** it is extremely important to have an inclusion buddy for each volunteer in a wheelchair (if they need it), or it may happen that they have no support to participate in the activity.
5. **Inform the press:** look for the contacts of local magazines and send them a press release about your event; remind to mention who, among the local stakeholders, will participate: it will make the event more interesting for the media
6. **Prepare materials:** on the event day you will need
  - **wheelchairs for the stakeholders** who will agree to participate to the event (so that they can sit in the wheelchair and have a direct trial of how accessible their city and the places they usually visit are)
  - **printouts** of Annex 5 – how to use the Wheelmap app and the qr code for IOs and Android to download the app.
  - **a tape measure and a small notebook and pen** for each participant
  - **(optional) event badge** for each participant

## Implementation

**Event opening:** gather the volunteers, inclusion buddies and stakeholders, give them some information about the aim of the event, deliver them materials and give them the instruction about how to download and use the app, how long the activity will take, and the meeting point for the closing session of the event. Remember to give the organisers' contact details in case of any problem during the implementation of the activity.

### During the event:

- Be available in case of questions or need of task related support
- Take some photos of the volunteers while measuring and registering results
- Make sure that somebody from your team accompanies the stakeholders in checking accessibility
- Talk with people and, if any, journalists explaining what is happening

### Closing session:

- Invite all the participants to open the city wheelmap and congratulate them for the amazing contributions

- Offer a speech to the stakeholders who took part in the activity
- Invite the volunteers to give feedback about the experience in terms of results, anecdotes and feelings from the experience, suggestions
- Thanks, and greetings

### Guidelines about drawing conclusion and preparing a presentation

Explain to the volunteers the importance of introducing their findings through the activity wheelmap.org to policy makers, telling them that this can be a chance to create a bridge between stakeholders and people with disabilities.

You need to prepare a presentation of the collected results and the recommendations by your group of volunteers to be presented during a meeting with stakeholders: it would be nice if your participants can present their findings and suggestions through a speech and, if possible, directly showing the map of your city on wheelmap.org, checking some places that the participants find more interesting to show. One or more volunteers should present the findings themselves: it will be more valuable for the recipients and more rewarding for the volunteers.

Actively involve the volunteers with disability in the creation of the presentation/speech promoting the inclusion of some considerations and suggestions coming by them. The active participation in the process can be stimulated through the sharing of suggestions about the structure and contents of the presentation (as the one that follows) and/or through some key questions to ask the volunteers, so that their answers can represent the contents of the presentation. You can ask them to work in a group with facilitation or you could give the task to a subgroup of volunteers, then ask the whole group for the approval of the final content. The person responsible for media and communication in your organisation can facilitate the activity, give suggestions or a final review of the contents.

Here some material that can be useful to create the contents to be shared:

**1. Describe accessibility of the physical environment and why it should be ensured in a few words.**

Es. “Getting around in the physical world is something many of us may take for granted. Curbs, thresholds, stairs, sidewalk gratings, obstructions, narrow passages – these are barriers we walk over, around, or through many times a day. But for those who have some physical difficulties, a curb or a few stairs can present serious problems, mostly because their needs haven’t been considered in designing those features.”

2. Give a short explanation about wheelmap.org (your volunteering activity and the web application in general).

You can get inspiration from [General description](#) (at p.1 of this document) and from [Some info about wheelmap.org](#) (at p.10 of this document) and from the following paragraph:

“wheelmap.org is an important platform for people with disabilities. It allows to show which areas are accessible for people with a physical disability and/or with a wheelchair.

It can be a useful tool in their daily life, and it allows to become aware of the city situation in terms of accessibility/barriers and even discrimination.

Most places are not thought for people with wheelchairs.

We want to report about those places, not just to alert other people with disabilities but to show the community the importance of re-thinking some spaces for all the citizens. As well as it is important to report the accessible places, to reassure the people who are going to visit them and as examples of good practice. This tool is accessible for everyone. It is easy to understand, and it contains a visual map of any city we want to look for.”

3. Show some data about accessibility in your city (taken from the volunteers’ opinion and the findings on wheelmap.org).

- A general profile of your city: volunteers’ impressions about your city to briefly report to policy makers

	Accessibility in public areas (like streets and squares)	Accessibility in offices, banks etc.
<b>General impressions</b>		

- Statistics: overview of the main findings after the volunteering activity

	Accessibility in public areas (like streets and squares)	Accessibility in offices, banks etc.
Monuments		
Public Transport		
Food and shopping markets		
Public toilets		
Health areas		

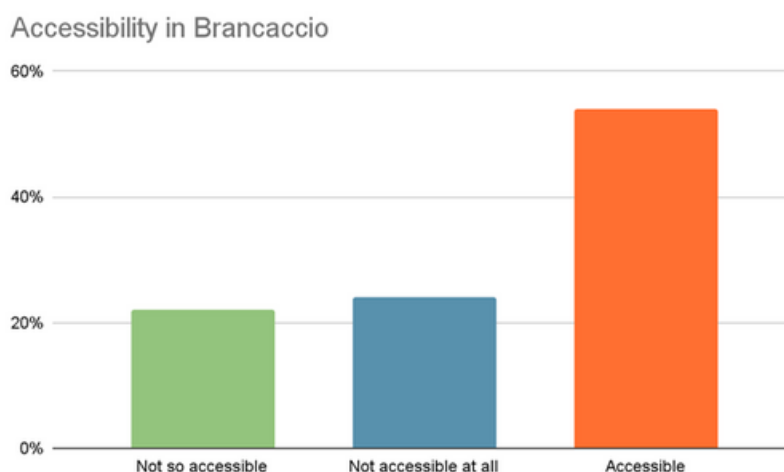
It could be interesting to work with your participants in comparing your city with another one (even from abroad). It will allow you to show the volunteers and stakeholders the difference between your community and another one “more or less accessible”.

#### 4. Conclusions

- **Strengths and weaknesses of your city in terms of accessibility**

You could highlight which neighbourhood is more accessible and why, what you would like to improve and how. You could add some graphics to show info in a clearer way)

Ex. Brancaccio (a neighbourhood of Palermo)



- **How to improve accessibility and what inclusion really means (one or two phrases to summarise what the volunteers are expecting after this activity)**  
You can take inspiration from the following paragraph: “Accessibility to the physical environment, including buildings, is a right and it is required by Article 9 of the UN Convention on the Rights of Persons with Disabilities. Physical accessibility measures include installing ramps, elevators, wheelchair-accessible bathrooms and providing information in braille”.

### **Guidelines for presenting the results to stakeholders**

You must look for a stakeholder or political figure (or more than just one) who is involved in topics such as accessibility, disabilities, and mobility at a local level and invite him to meet a group of volunteers with disability to talk about the accessibility of the physical environment. It can help to look for his/her email or office phone number on the website of your municipality.

The meeting could be in your or their place or even online (using a platform such as zoom or meet etc.), it must be short and able to address the point, without making them lose a lot of time.

In preparation of the meeting, the volunteers can choose some spokes persons who are going to present the contents, or they can divide it in parts so that everybody can present something. If the environment where you will meet will allow that, it could be useful (both for the spokespersons and for the audience) to project a presentation/wheel map web application.

During the meeting, the coordinator of the volunteering activity or the inclusion buddies, should be ready to briefly introduce the volunteering activity to the stakeholders and to support the volunteers during the presentation if needed, in case they see that the volunteer is in trouble or is feeling uncomfortable, just to prevent that the official situation could turn to be too stressful for them. Anyway, the general suggestion is to allow the volunteers to present themselves and to present their contents without unnecessary interference: they are the protagonists of the volunteering work and of the meeting itself, and it is the message that should reach the stakeholder.

After the meeting, take some minutes, in a quiet place, to have a circle time to share impressions with the volunteers: stimulate them to say something about their feelings, what went well and what went wrong, also give your feedback, make a conclusion, and thank the volunteers for their efforts.



# ANNEX 1 - guidelines to navigate websites

## CHECK UP MY PLACE – how inclusive are we?

### Simple guidelines to navigate websites

Type the name of the website in the search engine.

The search engine is Google, for example.



On the home page you will see the different sections of the website (usually with a bright colour).

Click on the content you are most interested in.



Above the menu you can find the search button, use it with keywords to reach the content.

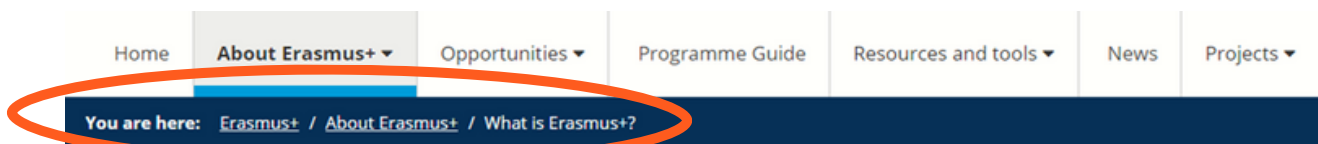


Below the menu, you will find the path you have taken to get to a particular site on the web page.

This is called a breadcrumb.

This helps you to know where you are and how you got to that part of the web page.

For example:



Some sections have the option of a screen reader to make it easier to understand.

It is a voice that reads the text on the page.



Some sections have the option of easy reading.

It means that the content is explained in a simple way.



Some websites have a help section

where you can ask an agent any questions you may have.



Throughout the website you will find images, drawings and videos that will make navigation easier and the contents more understandable.



Navigate the website trying to understand its contents, then fill the checklist.

Good work!

# ANNEX 2 - Checklist for accessible websites

## CHECK UP MY PLACE – how inclusive are we?

### Checklist for accessible websites

Write down the name of the website:

---

Questions about the website:

	YES ✓	NO
Do you think that the website should be more inclusive for people with a <b>disability</b> ?		
Do you think it is easy to navigate through the web pages?		
Do you think the menu is well placed?		
Do you consider that the <b>color of the</b> menu makes <b>it easy to be found and read</b> ?		
Do you think that the search button has given you the answer you were looking for?		

	YES ✓	NO
Do you think the search button is accurate in its search?		
Are there breadcrumbs? The breadcrumbs are the path you have taken to get to a particular place on the website.		
Do you find the breadcrumbs useful?		
Is there a screen reader option? The screen reader option is a voice that reads the text.		
Do you find the screen reader option useful?		
Is there an easy reading option? Easy reading option means that the content is explained in a simple way		
Do you find the easy reading option useful?		

	YES ✓	NO
Do you think that the sections with the easy reading option are well developed? That is, you can understand them more easily.		
Is there a help section?		
Do you find it easy to use?		
Do you find the help agents useful?		
Do you think that the help section solves your doubts?		
Do you consider that the pictograms, images and videos on the website are sufficient?		
Do you think there should be more pictograms, images and videos on the website for better understanding?		

	YES ✓	NO
Are there descriptions for the images shown on the website?		
Are they in text format?		
Are they in audio format?		
Are they good?		
If there are videos, do they have subtitles?		
Are the subtitles good?		
Do you think the website has descriptive titles that are clear and concise?		

Any comment about the website you checked:

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# ANNEX 3 - Checklist for accessible leaflets

## CHECK UP MY PLACE – how inclusive are we?

### Checklist for accessible leaflets

Write down the name of the service provider:

---

Write down shortly what the leaflet is about:

---

Questions about the leaflet:

	YES ✓	NO
Do you think that the leaflet is written in an easy to read and to understand language?		
Is the content clear? Can you understand the information written in the document?		
Can you understand for whom this information is written?		

	YES ✓	NO
<p>Is the important information easy to find?</p> <p>For example, important information can be in bold.</p> <p>The important information can be at the beginning of the document.</p> <p>Or it can be in a box.</p>		
<p>Do you think that the information on the leaflet is too long?</p>		
<p>Are the pages numbered?</p>		
<p>If any, are the difficult words explained?</p> <p>Skip this question if you understand all the words that are used in the document.</p>		
<p>Are the sentences short?</p> <p>One idea for each sentence</p>		
<p>Are there words that are split over two lines? Like this, for example</p>		

	YES ✓	NO
Do you think that the size of the writing is big enough?		
Is the text written in columns?		
Is the text aligned on the left?  Like this, for example.		
Is there sometimes text over an image?		
When the text is over a coloured background, is the writing clear enough for you to read it? Skip this question if the text is always over a white background.		
Is the used font clear and easy to read? For example, Arial or Tahoma are easy to read.		
Is there enough space between one line and the other? – as in this document for example.		

	YES ✓	NO
Is the writing too light? As this one, for example?		
Are there parts with the writing in Italic? <i>As this one, for example?</i>		
Is the text aligned on the left?  Like this, for example.		
Are there parts with a special writing design, as this or <b>this</b> ?		
Are there some parts of the document with a coloured text?		
Are there images to help to understand the text?		
Do you think that those images are clear?		
Do you think that the images are the right ones to explain the text?		

Any comment about the LEAFLET you checked:

---

---

---

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# ANNEX 4

## How to use wheelmap.org from the computer

When you open the webpage Wheelmap.org – Find wheelchair accessible places, you access information about accessibility on over 2.3 million public places that are currently available in the Europe map. More than 300 new entries are added every day.

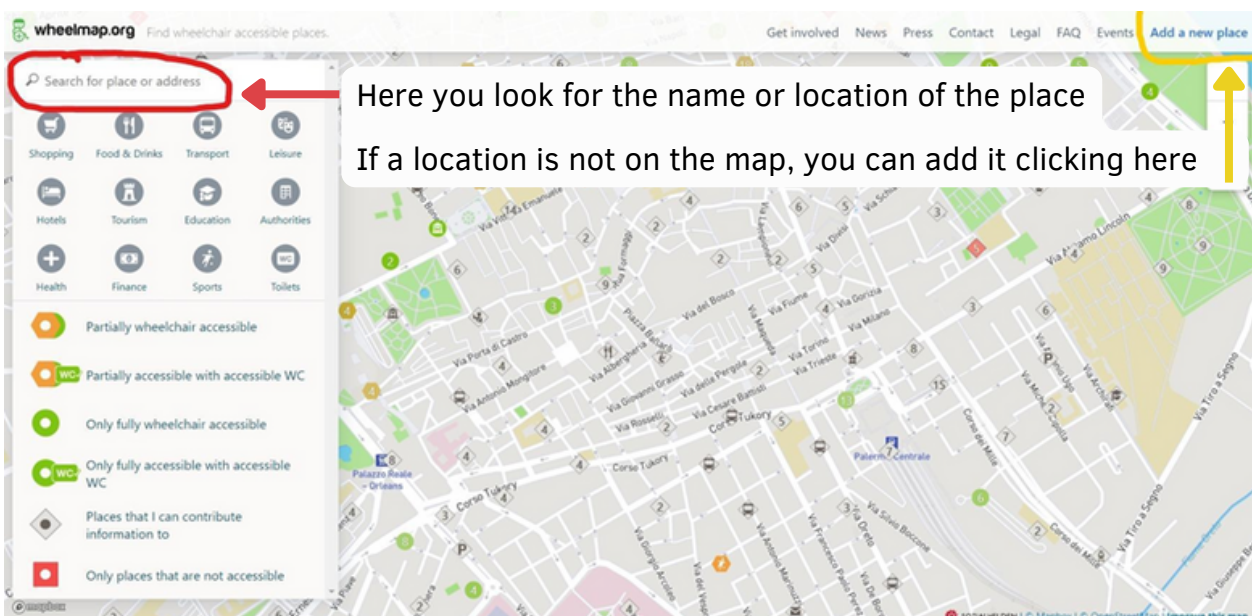
You can zoom in to look for specific cities.

Those places are rated through this method:

-  • Completely accessible for people with wheelchairs.
-  • Partially accessible for people with wheelchairs.
-  • Non accessible for people with wheelchairs.

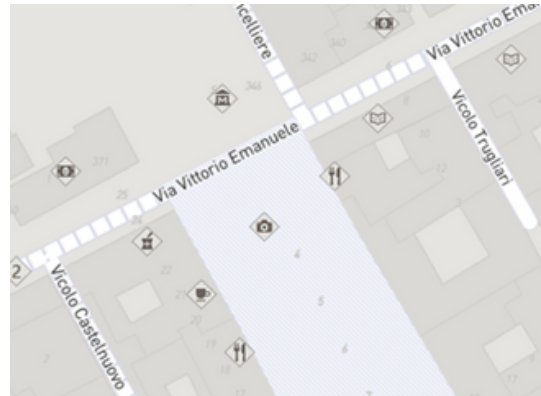
### The map


Everybody can easily find places, each place in the city is visible in the map with the color and form that indicates how accessible it is.







The places in **gray** are not yet rated.  
But they are shown on the map anyway.  
These places can be rated directly by  
clicking on them.





 **Al Fondaco del Conte**  
Restaurant


**Fully wheelchair accessible**  
Entrance has no steps, and all rooms are accessible without steps.  
[Rate WC](#)


 **Add images** Your good deed of the day!


 Piazza Conte Federico 24, 90134 Palermo

 Open on OpenStreetMap

 Call +39 091 652 23 12

 <http://www.alfondacodelconte.it/en/>

 Share

 Report a problem

When you rate a place,  
you put a little description  
below it to indicate why it is  
or is not accessible.

It is also possible to add  
a photo of the place.  
(Stairs / lifts / ramps / etc.)

In fact there are not many  
places with photos and it  
would be nice to add them.

## Adding a new location on the map

1. Choose between the mapping options.

### Wheelmap: Add new place (beta)

▼ Mapping Mode

**How will you record the place?**  
*The more you select the more details will be assessed.*

I will get inside  
 I will ask the staff questions  
 I even have measuring tape

→ Next

↶ Return to Beginning      Go to End →


2. Write the exact address and click the place on the map with your mouse to indicate the location of the entrance.

### Wheelmap: Add new place (beta)

▼ What you can see from outside...

**\* Mark the entrance of this place on the map (If there are multiple entrances, mark the main entrance).**  
*Your current position can also be determined by your device*

callesidnuemro5albacete 🔍



OpenStreetMap & Yohan Boniface & Humanitarian OpenStreetMap Team | Terms

→ Next

3. Write down the name of the place.

### Wheelmap: Add new place (beta)

#### ▼ What you can see from outside...

What's the name of this place?

4. Clasificate the place in one of these categories. It depends on the activity that is done there.

#### ▼ What you can see from outside...

##### ▼ » Category

##### \*Main category

- |                                    |  |  |
|------------------------------------|--|--|
| <input type="radio"/> Accomodation | <input checked="" type="radio"/> Culture | <input type="radio"/> Education              |
| <input type="radio"/> Elevator     | <input type="radio"/> Escalator          | <input type="radio"/> Food                   |
| <input type="radio"/> Health       | <input type="radio"/> Leisure            | <input type="radio"/> Finance                |
| <input type="radio"/> Official     | <input type="radio"/> Other              | <input type="radio"/> Political party office |
| <input type="radio"/> Shopping     | <input type="radio"/> Sports             | <input type="radio"/> Toilets                |
| <input type="radio"/> Tourism      | <input type="radio"/> Transport          | <input type="radio"/> Don't know             |

##### Sub category

- |                               |                                   |                               |
|-------------------------------|-----------------------------------|-------------------------------|
| <input type="radio"/> Gallery | <input type="radio"/> Arts center | <input type="radio"/> Library |
| <input type="radio"/> Museum  | <input type="radio"/> Religion    | <input type="radio"/> Artwork |
| <input type="radio"/> Theater |                                   |                               |

5. then you should answer these (optional) questions:

- Does this place have an entrance?
- Please take a picture of the entrance.
- Are there any steps? How many? How high?
- Is there a fixed, wheelchair accessible ramp?
- Does this entrance have a door?
- Is it an automatic door?
- Does this place have wide aisles, so a wheelchair user can turn?
- Are all parts and areas of this place accessible without steps?
- Does this place have a toilet?
- Is the restroom accessible without taking any steps?
- Are the main functions of this place wheelchair accessible?
- Please take a photo of the toilet.
- Does the toilet have arm rests?
- Is there a wash basin?
- Can you tell us why this place is (not) wheelchair accessible?
- Is there any contact information for this place? Telephone or website
- Feedback questions

6. Click on submit.

# ANNEX 5

## How to use the wheelmap app

You can download an app to get information on which sections of the city are wheelchair friendly.

The app is called **Wheelmap**.

To download it on your smartphone, go to the app store.

Click on the search bar.

Type in: **Wheelmap** and click on download.

When you open the app you will see a map. You can zoom in and out to look for a specific city. You can also use the search bar to type an address.

When you zoom in you will see different symbols that show you how accessible the place is for people with wheelchairs.

These three symbols tell you how accessible the place is:



- Completely accessible for people with wheelchairs.



- Partially accessible for people with wheelchairs.



- Non accessible for people with wheelchairs.



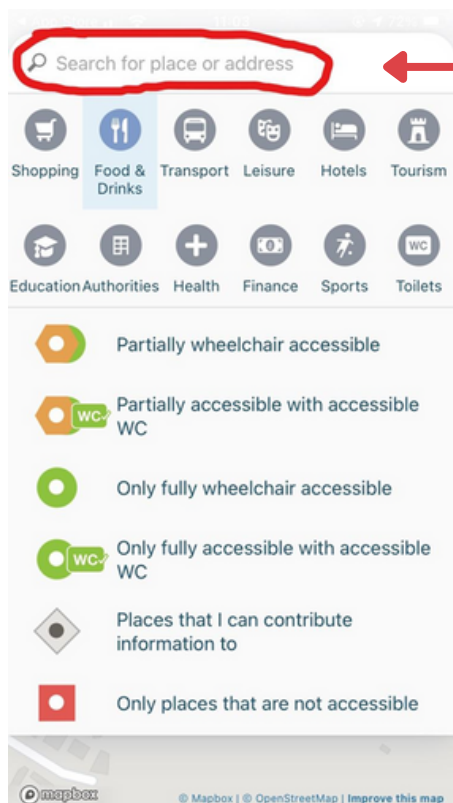
The places in grey are not yet rated.

But they are shown on the map anyway.

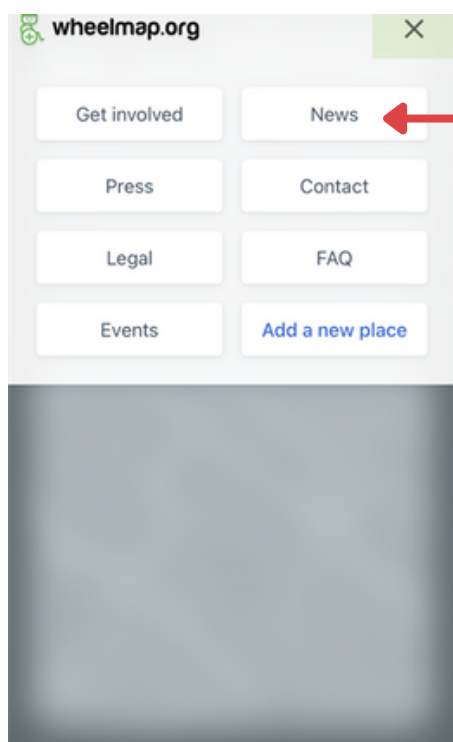
These places can be rated directly by clicking them.

## The map

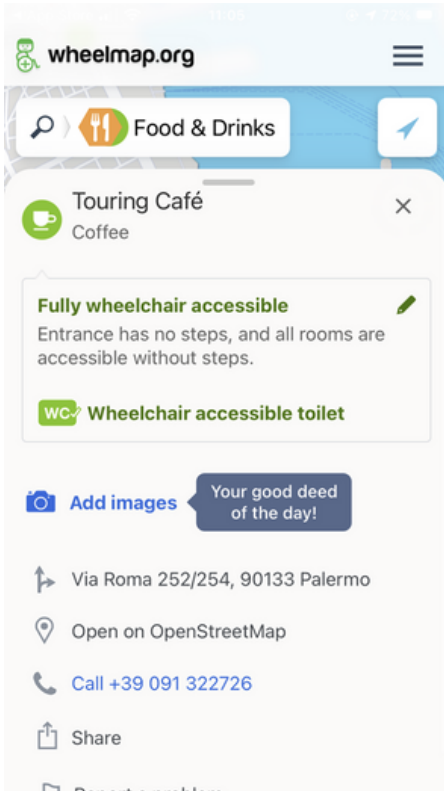
Everybody can easily find places, each zone in the city is visible in the map with the color and form that indicates how accessible it is.



Here you look for the name or location of the place.



If a location is not on the map yet, you can add it by clicking here



When you rate a place, you put a little description below it to indicate why it is or it is not accessible.

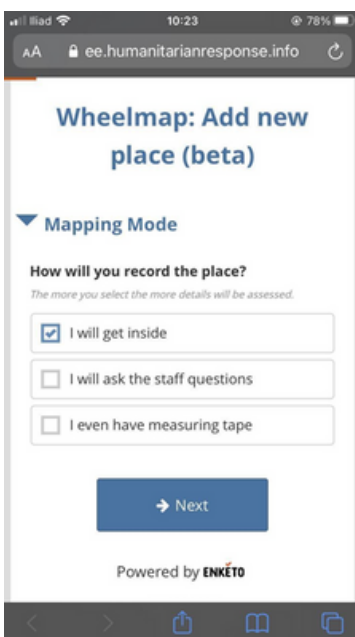


It is also possible to add a photo of the place (Stairs / lifts / ramps / etc.). In fact there are not many places with photos and it would be nice to add them.



## Adding a new location on the map

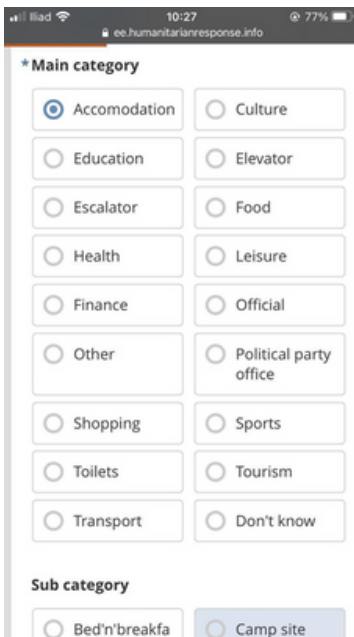
When you want to add a new location on the map, the app will send you to their website.



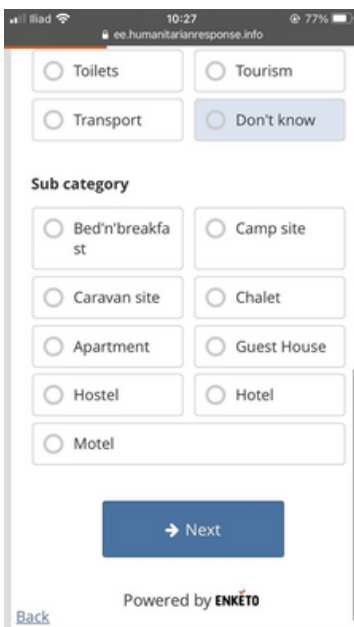
1. Choose between these options.



2. Then write the exact address in the search bar and put your finger on the location of the entrance.



3. Choose the categories that describe the place you want to add to the map. It is obligatory to choose a main category.



4. You can also choose a sub category, but that is optional.



5. Then you should answer these (optional) questions:

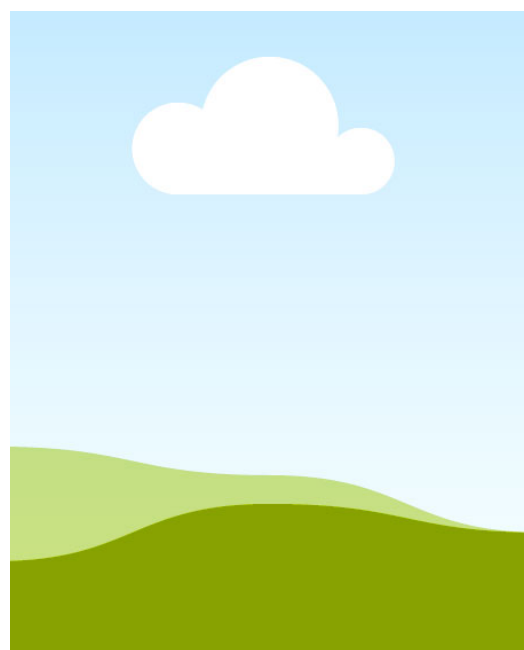
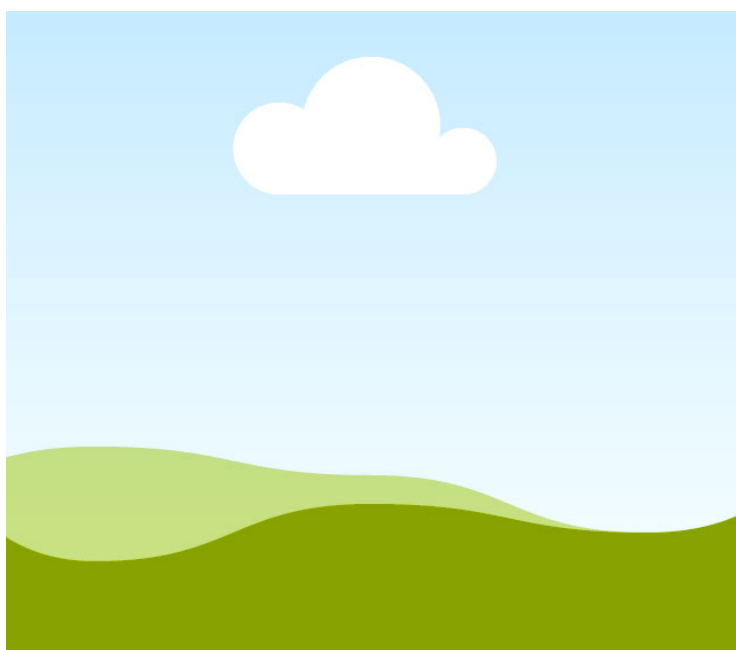
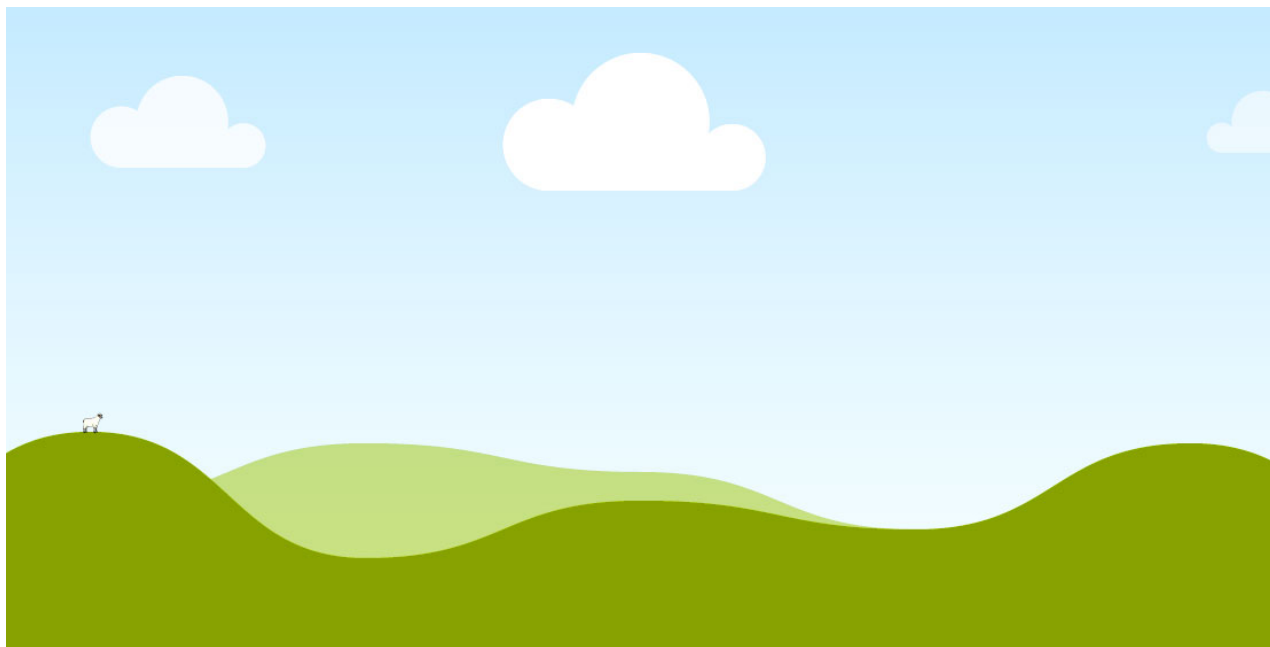
- Does this place have an entrance?
- Please take a picture of the entrance.
- Are there any steps? How many? How high?
- Is there a fixed, wheelchair accessible ramp?
- Does this entrance have a door?
- Is it an automatic door?
- Does this place have wide aisles, so a wheelchair user can turn?
- Are all parts and areas of this place accessible without steps?
- Does this place have a toilet?
- Is the restroom accessible without taking any steps?
- Are the main functions of this place wheelchair accessible?
- Please take a photo of the toilet.
- Does the toilet have arm rests?
- Is there a wash basin?
- Can you tell us why this place is (not) wheelchair accessible?
- Is there any contact information for this place? Telephone or website
- Feedback questions

6. Click on submit.

Done!

# VOLUNTEERING IS FOR EVERYONE!

## Content with Pictures



On this page, you can add your own photos