



EMBLEMATIC  
MEDITERRANEAN  
MOUNTAINS



LEADER

# TOURISM AND ACCESSIBILITY

15 novembre 2022

Blanca Foix



Agència de  
Desenvolupament  
del Berguedà



El Berguedà  
terra de futurs

# 1. ACCESSIBILITY IS A CONCEPT THAT BENEFITS EVERYONE




**ACCESSIBILITY=EASY**  
**easy to understand**  
**Easy to handle**  
**Easy to read**  
**Easy to reach.....**

## 2. ACCESSIBILITY IS NOT ONLY FOR PEOPLE WITH REDUCED MOBILITY

<b>Property accessibility</b>	
<input type="checkbox"/> Wheelchair accessible	212
<input type="checkbox"/> Toilet with grab rails	147
<input type="checkbox"/> Higher level toilet	51
<input type="checkbox"/> Lower bathroom sink	76
<input type="checkbox"/> Emergency cord in bathroom	31
<input type="checkbox"/> Visual aids: Braille	26
<input type="checkbox"/> Visual aids: Tactile signs	14
<input type="checkbox"/> Auditory guidance	8
<b>Room accessibility</b>	
<input type="checkbox"/> Entire unit located on ground floor	66
<input type="checkbox"/> Upper floors accessible by elevator	448
<input type="checkbox"/> Entire unit wheelchair accessible	199
<input type="checkbox"/> Toilet with grab rails	118
<input type="checkbox"/> Adapted bath	107
<input type="checkbox"/> Roll-in shower	129
<input type="checkbox"/> Walk-in shower	175
<input type="checkbox"/> Raised toilet	72
<input type="checkbox"/> Lowered sink	75
<input type="checkbox"/> Emergency cord in bathroom	27
<input type="checkbox"/> Shower chair	92

[www.booking.com](http://www.booking.com)



**BNE**  
it all begins here

[FLIGHTS](#)

[PARKING](#)

[TO AND FROM](#)

[SHOP DINE EXPLORE](#)

[PASSENGER INFORMATION](#)

## Hidden Disabilities

[COVID-19 Coronavirus](#)

[Domestic Terminal Guide](#)

[International Arrivals](#)

[International Departures](#)

[Check In & Baggage](#)

[Services & Facilities](#)

[Security Screening](#)

[Tourist Refund Scheme](#)

[Transferring between flights](#)


[Special Assistance](#)

Airports are busy environments and for some people this can be a stressful experience, especially if you or someone with you has a disability such as autism, dementia, or anxiety that isn't immediately obvious to airport staff.

If you or someone you are travelling with has a hidden disability, you can collect a sunflower lanyard to wear through Brisbane Airport.


Wearing the lanyard when you are at the airport is a way for you to indicate to staff that you may need a little extra help, guidance or time with the airport process.

Brisbane Airport staff have been trained to recognise the sunflower lanyard and to provide you with any help you may need at that stage of your journey through the airport. For example: if you are feeling overwhelmed we can slow down the process, keep things quiet, offer assistance




**HIDDEN**  
disabilities

<https://www.bne.com.au/>



**Hearing Loop**

This Hearing Loop is fitted with an audio frequency induction loop system. Hearing aids, T-coils and cochlear implants can connect to this system. Switch your hearing aid to the "T" setting.



# What if I am travelling with an assistance animal?

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Assistance animals are very welcome at Brisbane Airport.


Assistance Animals will also be subject to security screening, which may involve a pat-down search or search with a hand-held magnetic wand around the animal's harness.

## Assistance Animal Facilities

Special toilet and watering facilities for assistance animals are available in both our terminals.

You'll find them:

- Domestic Terminal – on Level 2 in the central terminal area (near Gate 25), after security screening.
- International Terminal – on Level 3 in the departures area, after security screening and passport control.



### 3. In tourism, accessible DESTINATIONS are needed (not only “services”)



<https://www.youtube.com/watch?v=oemnlGrCdZy>


Source: Silleros Viajeros



## 4. It is necessary that the accessibility of the destination can be consulted

Català · Castellano · **English** · Français





[WHAT TO VISIT](#) [TRANSPORTS](#) [OTHER SERVICES](#) [WHERE TO SLEEP](#) Barcelona, an accessible experience [FAQ](#)



**Welcome to Turisme de Barcelona's website for disabled people.**  
Museums adapted for the blind and partially sighted, hotels without barriers, accessible beaches and sign-language tours... are some of the options available. Whether you're a visitor or looking for accessible ways to discover your city, you've come to the right place. We invite you to navigate our wide choice of suggestions!

### PICTOGRAMS USED


By type of impairment

-  **VISUAL** (blind or visually impaired)
-  **HEARING** (deaf or hearing-impaired)
-  **MOTOR** (PRMs or wheelchair users)
-  **COGNITIVE** (people with learning difficulties and intellectual impairment)

[More pictograms](#)


### WHAT'S ON THIS WEBSITE

#### What to Visit




A search engine for accessible places of interest for each type of disability. Museums, parks, beaches, unique buildings, monuments and World Heritage sites.

#### Other services




Here you'll find tourist information offices, options for visits and tours or adapted sports, as well as specialised travel agencies or orthopaedic shops.

#### Transport



Lists accessible transport facilities as well as obstacles, to help you get to Barcelona and get around the city, either by metro, bus, tram or the Barcelona Bus Turístic.

#### More...



Search engine for Accessible hotels in Barcelona, and activities for everyone... Use the Contact form to send us your comments!

<https://www.barcelona-access.com/>

# Types of disability

## 1. PHYSICAL DISABILITY

The disability that hinders or prevents the mobility or movement of the body, or part of the body, in the basic activities of daily life, including disabilities of organic origin.

### Structural physical disability

#### **Limitation or difficulty of total or partial movement**

- People in wheelchairs or other aids
- Old people
- People with a permanent or temporary injury

### Organic physical disability

#### **Special needs given the total non-functionality of an organ/s or special functionality**

- People with food intolerances or allergies
- People with various allergies (dust, chemicals, parfums...)
- People with chronic or temporary illnesses

# Types of disability

## 2. VISUAL DISABILITY

Partial decrease or total lack of the ability to see that hinders or prevents the normal performance of visual tasks and causes interaction difficulties between the affected person and the environment; It includes total blindness and different degrees of low vision.

### **Total or very severe blindness**

- total loss of vision
- Legal blindness (less than 10%)

### **Partial blindness**

- Loss of central vision
- Loss of peripheral vision
- Lens opacity. blurred vision
- Spots and loss of vision
- Other changes: Severe myopia, Tired view...

# Types of disability

## 3. HEARING DISABILITY

Partial decrease or total lack of the ability to perceive acoustic forms; Deaf people are those who have a hearing disability.

### Total or profound deafness

Requires key reading, sign language or text reading for oral comprehension

### Partial deafness

- Difficulty understanding speech in noisy places
- Difficulty understanding speech without a hearing aid
- Need prosthesis or implant to understand partially

The needs of people with hearing impairment are basically **communication needs** other than speech



# Types of disability

## 4. COMMUNICATION COGNITIVE, PSYCHIC, INTELLECTUAL DISABILITY AND MENTAL DISORDER

### Intellectual Disability

**Intellectual functioning below the population average that disrupts learning, adulthood, and social adjustment.**

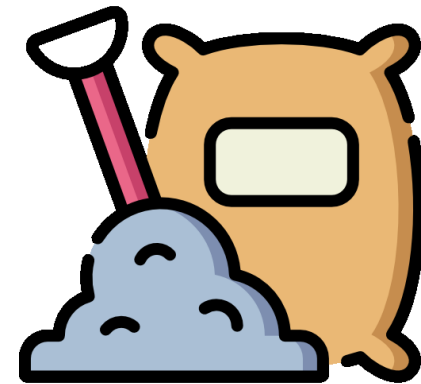
- Difficulties in understanding and learning and also with language
- socialization difficulties
- Mobility impairment

### Disabilities due to mental disorder

**Significant alteration of the cognitive, emotional, psychological behavior that can cause, among others**

- Stress in places with crowds or in closed places
- Severe sensitivity to noise
- Sensitivity to intermittent or very strong lighting
- sleeping difficulties
- Disorientation

# What can we do?



# FIRST STEP

## APPOINT A PERSON RESPONSIBLE FOR ACCESSIBILITY



**WHO?**

**COMPETENCES**

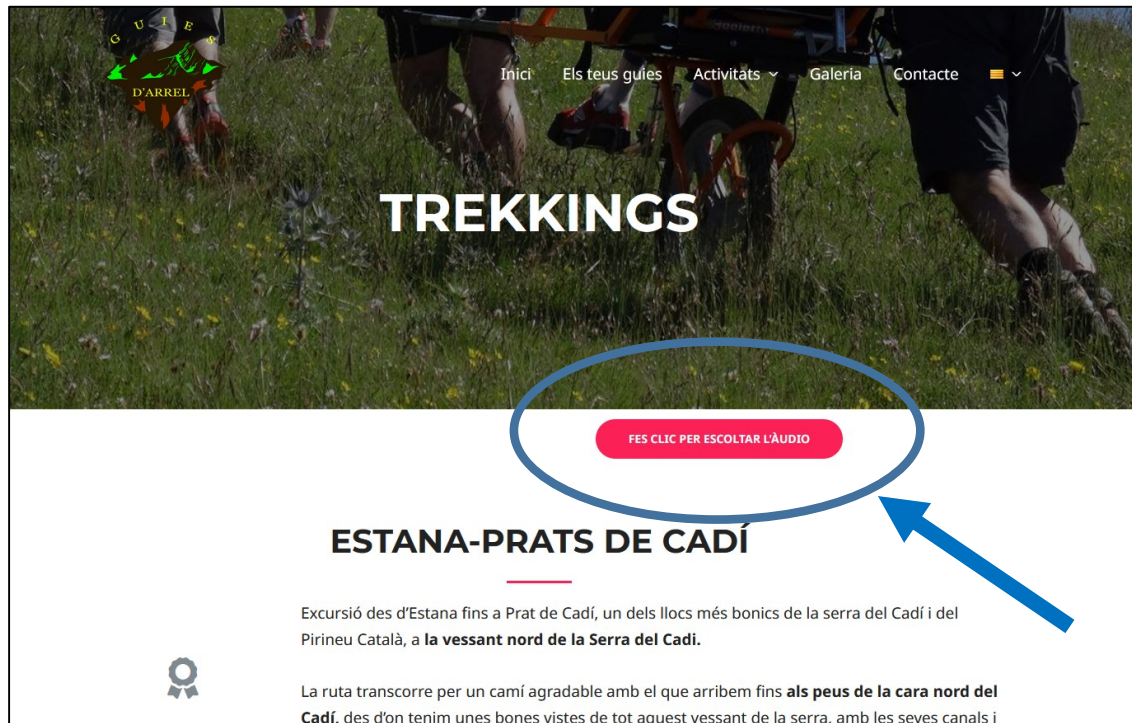
**AUTHORITY**

**WHO ?.....**

# ACCESSIBLE MEDIA

## SECOND STEP

### WEBSITE



<https://guiesdarrel.com/rutes-trekkings>

### SOCIAL NETWORKS

#### How do I edit the alternative text for a photo on Instagram?

 [Copy link](#)

[Automatic alt text](#) uses object recognition technology to provide a visual description of photos for people with visual impairments. You can replace this text to provide a better description of a photo. Keep in mind that this description will only be read if someone is using a screen reader to access Instagram.

To see and edit alt text for a photo before you post it on Instagram:

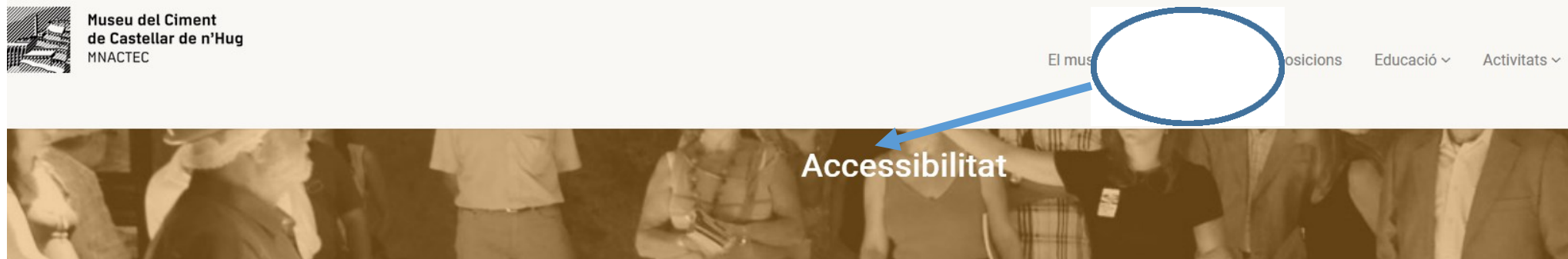
1. Start by [taking a photo or uploading an existing photo](#) to Instagram.
2. Choose a filter and edit the image, then tap **Next** (iPhone) or [→](#) (Android) .
3. Tap **Advanced Settings** at the bottom of the screen.
4. Tap **Write Alt Text**.
5. Write your alt text in the box and tap **Done** (iPhone) or [✓](#) (Android).

To change the alt text of a photo after you've already posted it on Instagram:

1. Go to the photo and tap [...](#) (iPhone) or [⋮](#) (Android).
2. Tap **Edit**.
3. Tap **Edit Alt Text** in the bottom right.
4. Write the alt text in the box and tap **Done** (iPhone) or [✓](#) (Android).

<https://help.instagram.com/503708446705527>

## COMMUNICATE THE ACCESSIBILITY OF OUR BUSINESS ON THE WEB AND OTHER SOURCES



### Accessibilitat física als espais del museu

A la planta baixa hi ha el centre d'interpretació, un espai sense barreres arquitectòniques i ben adaptat per a visitants amb mobilitat reduïda.

La segona part de la visita és un circuit exterior circular per les restes arqueològiques de l'antiga fàbrica Asland, que NO és accessible per a persones amb mobilitat reduïda, però es disposa d'un [audiovisual que permet conèixer aquest itinerari](#). El recorregut s'inicia en unes galeries amb una alçada de 1,60 m i un total de 23 graons. Es continua pels dipòsits de ciment i clíquer, un espai ampli i diàfan. Després un camí exterior amb una petita pendent de pujada condueix a la zona dels antics forns rotatoris. Finalment hi ha unes escales de baixada amb 150 graons per tornar al punt d'inici.

El museu disposa d'una [visita virtual](#) per poder recórrer tots els espais.



### Bucles magnètics

El museu té un bucle magnètic instal·lat a la recepció i disposa d'un servei gratuït de bucles magnètics per a usuaris d'audiòfon o implant coclear sota demanda.



### Accés permès a gossos pigall

Els gossos pigall i d'assistència són benvinguts al museu.



### Lavabos adaptats

Els visitants poden trobar lavabos adaptats a la planta baixa.



### Canviador per a nadons

Els lavabos adaptats de la planta baixa tenen canviador per a nadons.

## Accessibility details

Staff at the information desk have received training about how to assist people with special needs.



The information office is underground and has a chairlift to provide access for wheelchair users. The chairlift is located at one of the two entrances. If you require the chairlift, please inform a member of staff so that they can activate it.

There are two low-level counters so that we can better deal with wheelchair users' enquiries.



The information office in Plaça Catalunya is located underground. It is located at the bottom corner of the central area of the plaza closest to the Avinguda Portal de l'Àngel and Carrer Fontanella. The steps leading down to the information office are similar to those at a metro station entrance.

Some lists and information can be printed out in large print. If you require this service, ask a member of our tourist information staff.

The gift shop sells items with the easily recognisable shapes of Barcelona's landmarks.



Hearing-impaired passengers of the Barcelona Bus Turistic can call at the tourist information office in Plaça Catalunya and hire an induction neck-loop to help them hear the audioguide more clearly. The loan of this induction neck-loop is also available for the Walking Tours.

### Instructions for using the induction loop:

1. Place the induction loop receiver around your neck.
2. Connect the induction loop to the audioguide system.
3. Switch your hearing aid to position T.





#### Planta Baixa:

- Sala d'estar - menjador amb llar de foc.
- Cuina totalment equipada
- 1 habitació amb llit doble i TV
- 1 bany adaptat
- 1 espai de bugada

#### Planta Superior:

- 2 habitacions amb 2 llits individuals i TV
- 2 habitacions triples (llit doble + llit individual). Una d'elles amb TV
- 2 banys

#### A l'exterior:

- Piscina tancada
- Porxo amb taula familiar i aigüera
- Barbacoa
- Cobert amb ping-pong
- Camp amb porteries de futbol
- Llit elàstic, sorral.

### Característiques & Serveis

**Localització:** Masia aïllada

**Idiomes:** català, castellano, english

- ✗ accepta targetes de crèdit
- ✓ area wi-fi
- ✗ accepta mascotes
- ✓ adaptat per discapacitats

- ✗ bany a les habitacions
- ✓ bany compartit
- ✓ rentadora
- ✓ rentaplats

- ✗ futbol
- ✓ ping-pong
- ✗ billar
- ✓ jocs de taula

WHAT IS  
ACCESSIBLE?

# COMUNICACIÓ



# COMMUNICATION

## COMMUNICATION AND PHYSICAL DISABILITY

### HEIGHT OF COMMUNICATION

Between 0.80 and 1.10 meters high

### INCLINATION OF COMMUNICATION

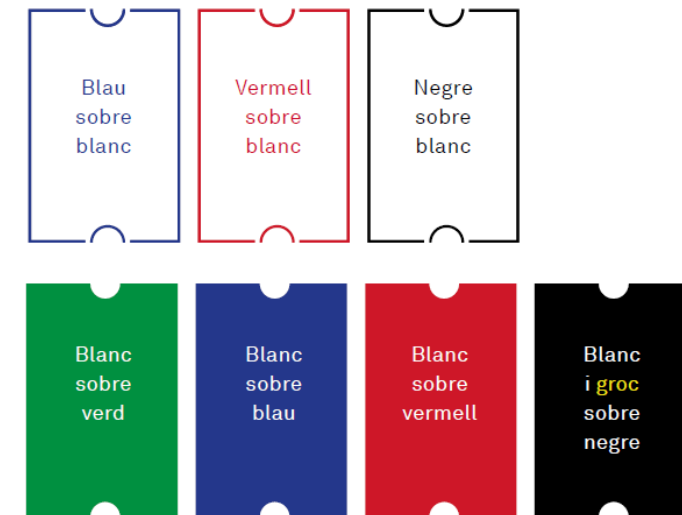
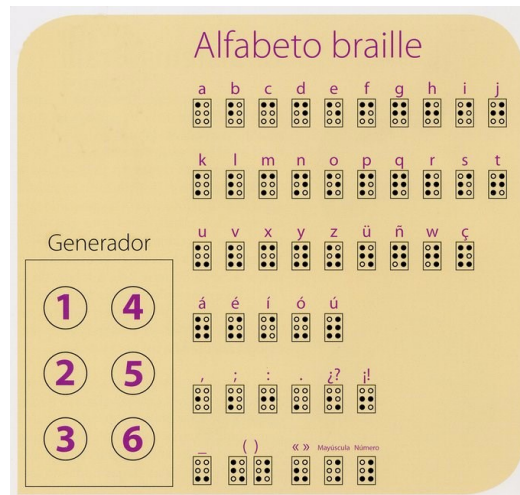
Better than a horizontal plane





# COMUNICACION

## COMMUNICATION AND VISUAL IMPAIRMENT



Source. Exposicions accessibles. Ajuntament de Barcelona



<https://www.youtube.com/watch?v=aeNI4F2v5ng>

# COMUNICACION

## COMMUNICATION AND HEARING IMPAIRMENT



Hi ha bucle magnètic



# COMUNICACION

## COMMUNICATION AND COGNITIVE, PSYCHIC, INTELLECTUAL DISABILITY AND MENTAL DISORDER



Font: <https://www.recreoviral.com/risa/letreros-banos-creativos/>

Documento adaptado por la Asociación Lectura Fácil a las directrices internacionales de la IFLA (International Federation of Library Associations and Institutions) e Inclusion Europe para facilitar su comprensión. [www.lecturafacil.net](http://www.lecturafacil.net)

### SOBRE LA ARTISTA

#### KAORU KATAYAMA

Kaoru Katayama es una artista multimedia japonesa.

Nació en Himeji (Japón) en 1966 y vive en Madrid.

Da clases en la Universidad Complutense de Madrid

y en la Universidad de Salamanca.

Un artista multimedia es el que trabaja con medios diferentes:

algunos medios son tradicionales, como la pintura,

y otros tecnológicos, como el vídeo o los programas informáticos.

El artista multimedia mezcla y combina esos medios diferentes para expresar algo.

Uno de los temas que Kaoru Katayama ha explorado con su arte

es la identidad y las diferencias culturales,

por eso en sus obras trata sobre todo la comunicación y la incomunicación.

Font: [https://repositori.lecturafacil.net/sites/default/files/KAORU%20KATAYAMA\\_Lectura%20facil.pdf](https://repositori.lecturafacil.net/sites/default/files/KAORU%20KATAYAMA_Lectura%20facil.pdf)

# EMPLOYEE TRAINING

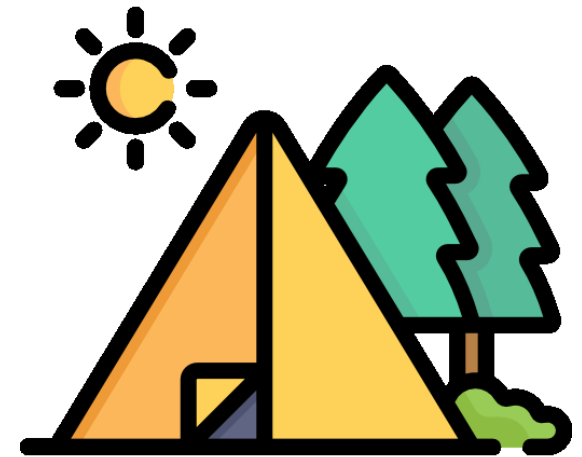
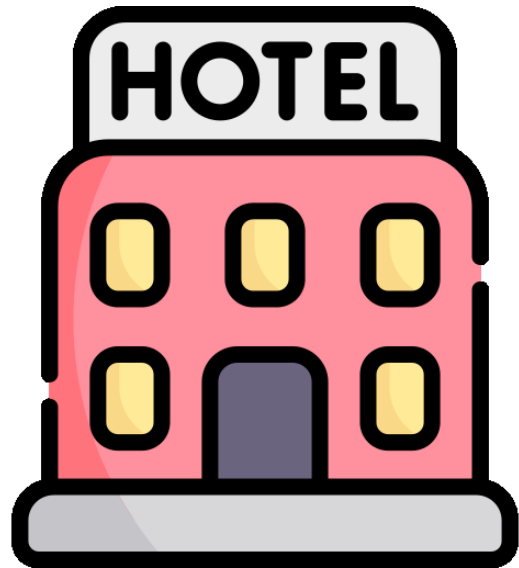
Training for employees in how to relate to people with disabilities



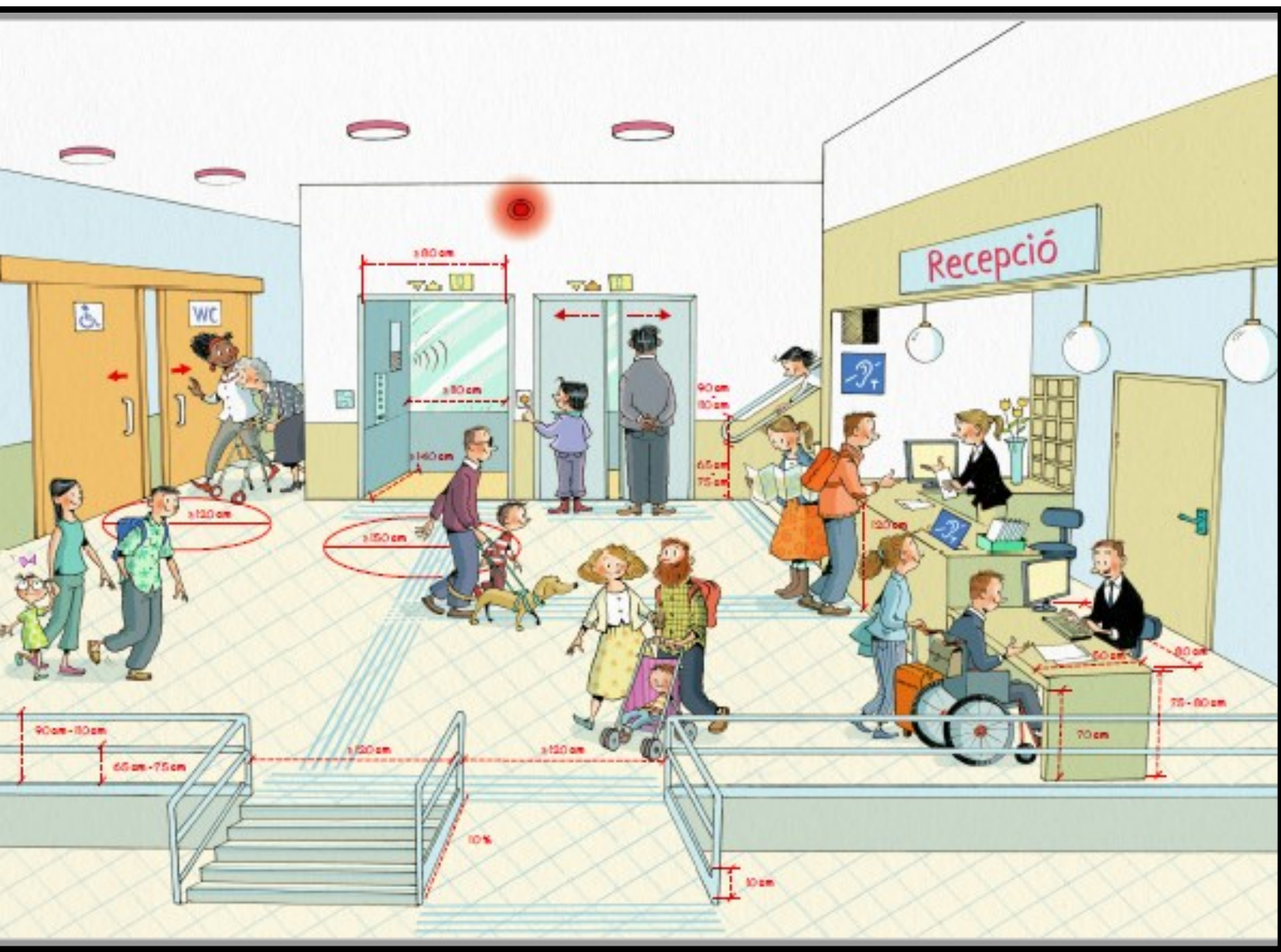
<https://www.youtube.com/watch?v=SBLiBLb23ZA>



# ACCESSIBILITY IN ACCOMMODATION AND RESTAURANT



## RECEPTION



[http://act.gencat.cat/turisme-per-a-tothom/manual-turisme-per-a-tothom-cat/manual\\_hotel.html](http://act.gencat.cat/turisme-per-a-tothom/manual-turisme-per-a-tothom-cat/manual_hotel.html)

Font: Turisme per a tothom. GENCAT



**Waiting seats**

**Table at reception to attend to chair height**

**Magnetic loop at reception for clients with hearing aids**

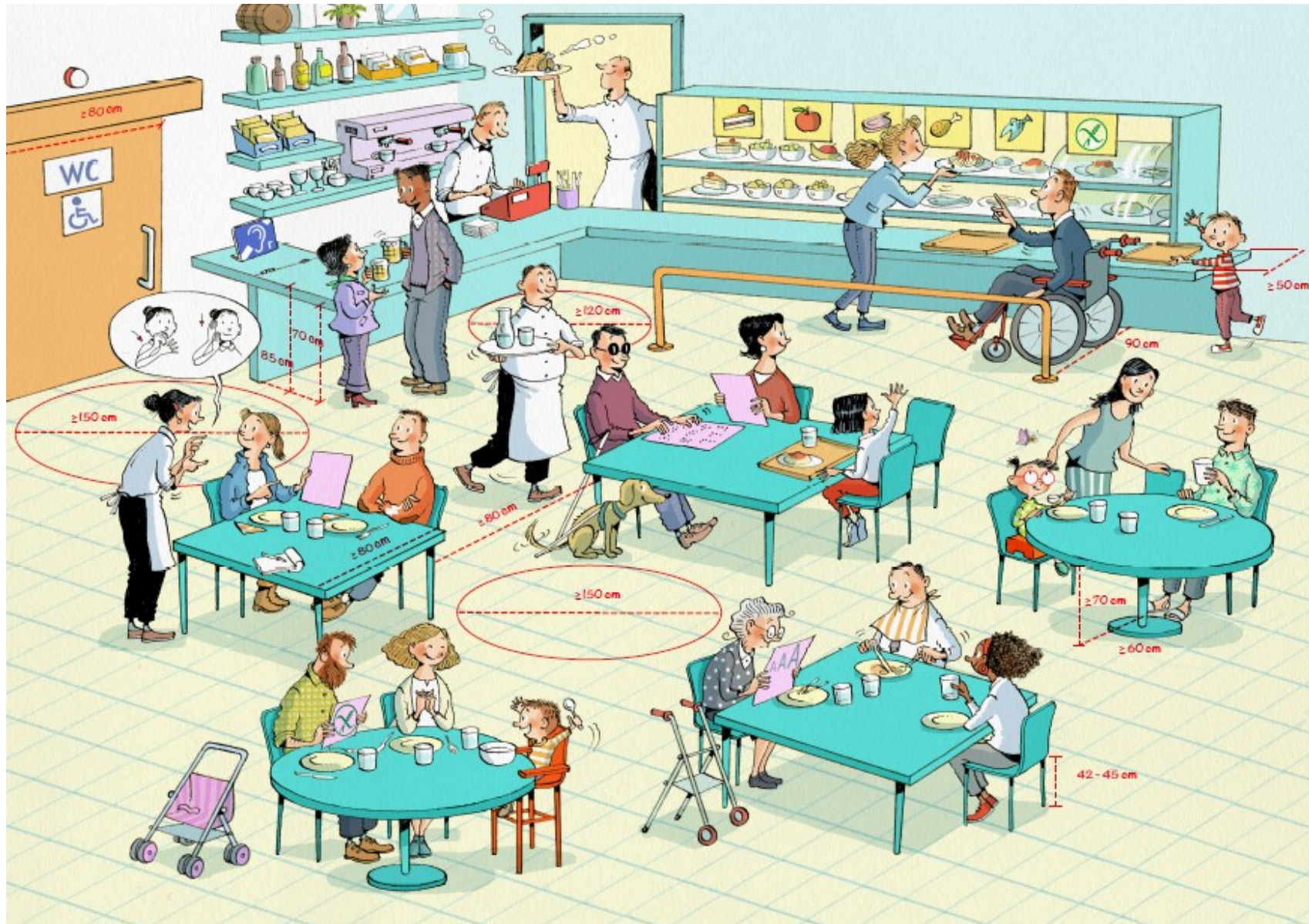
**Person in the hotel (preferably reception) who knows sign language**

**Possibility to contact the reception with messages (whatsapp)**

**Information on the accessibility of the territory (transport, services, leisure,...)**



# RESTAURANT



Font: Turisme per a tothom. GENCAT



**Tables with sufficient height (75-80 cm) for a wheelchair to enter**

**Have high chairs for children**

**Have chairs of different sizes and different heights**

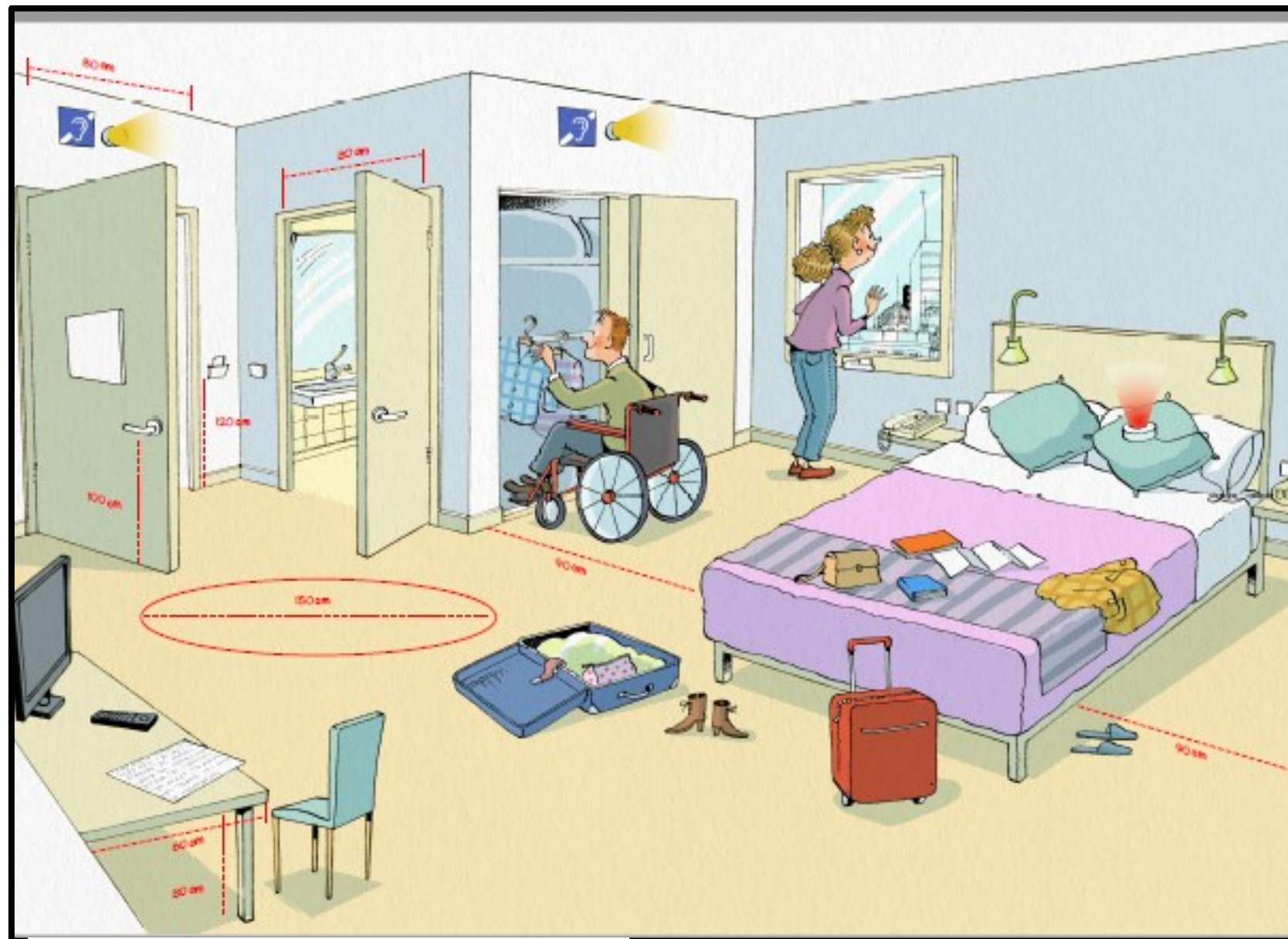
**Menu card in large print, accessible braille/QR**

**Menu card with photos and/or ingredients**

**Cups with easy-to-use handles**

**Simple menus or being able to request a specific meal**





Font: Turisme per a tothom. GENCAT



**Switches, sockets and other devices**

Height between 40-120 cm and different color to the wall

**Accessible wardrobes (bar at 110 cm) or hangers with long handles**

**Bedside lamp fixed to the wall**

**Television that allows subtitles to be activated and access to teletext.**





# RUSTIC VILELLA HOTEL

## Room identification

Large and/or embossed and/or braille signs on the door key.

Door knobs easy to manipulate.

Photo: Rústic Vilella



# RUSTIC VILELLA CASA RURAL

Photos: Hotel Rústic Vilella (Gisclareny- Berguedà)



**CASA RURAL LA VOLTA-  
FERRERES  
OLVAN - BERGUEDÀ**

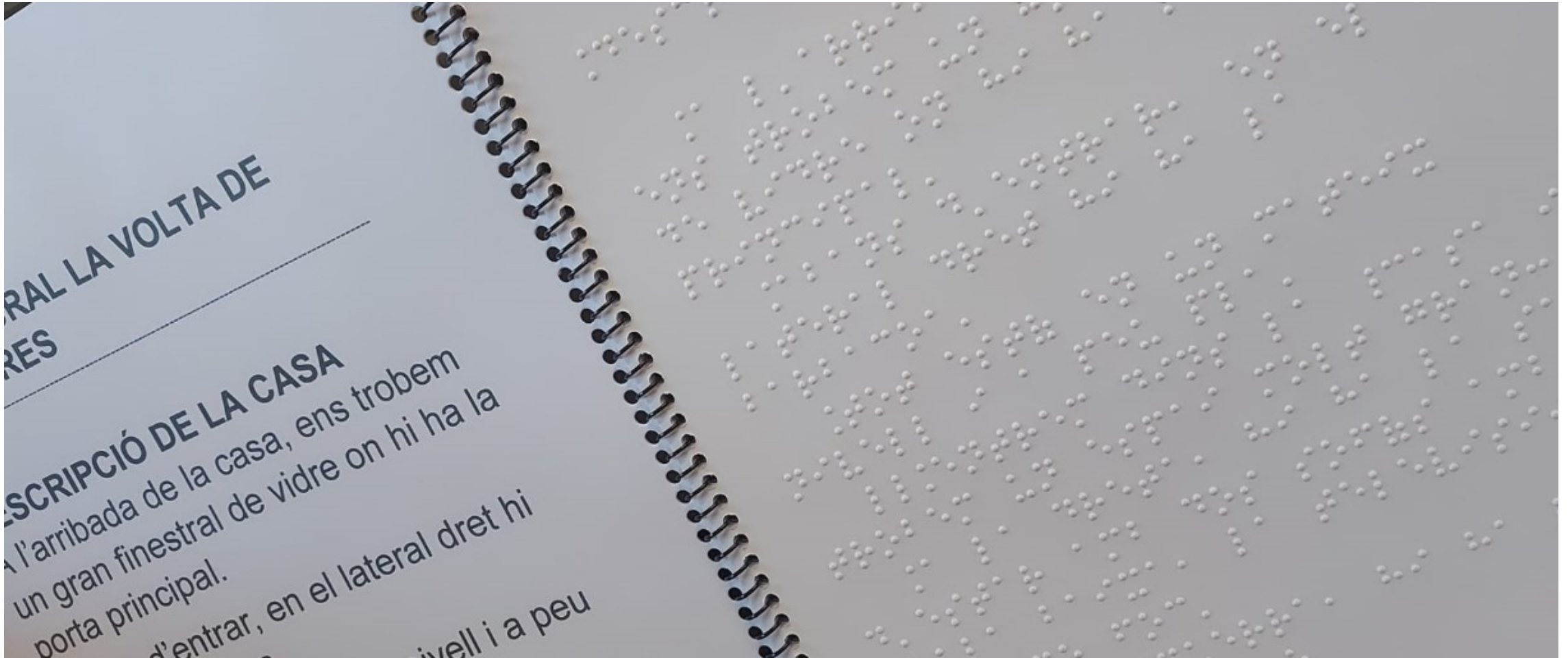


**A la dreta**, hi ha la sala d'estar amb dos sofàs amb taula baixa, darrera d'un dels sofàs hi ha una cadira amb una taula auxiliar, davant dels sofàs el televisió (posada sobre una calaixera de núvia), i llar de foc.

**A l'esquerra**, hi ha la taula menjador feta de noguer amb sis

# CASA RURAL LA VOLTA- FERRERES

## OLVAN - BERGUEDÀ



Photos: Casa Ferreres)



# CASA RURAL LA VOLTA- FERRERES

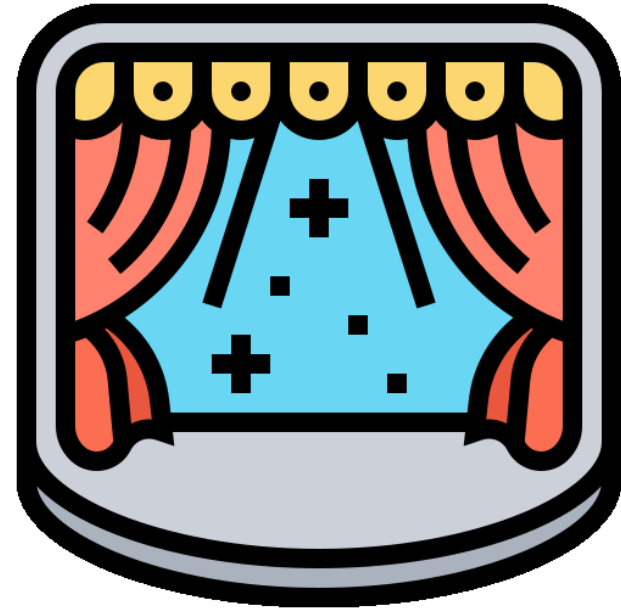
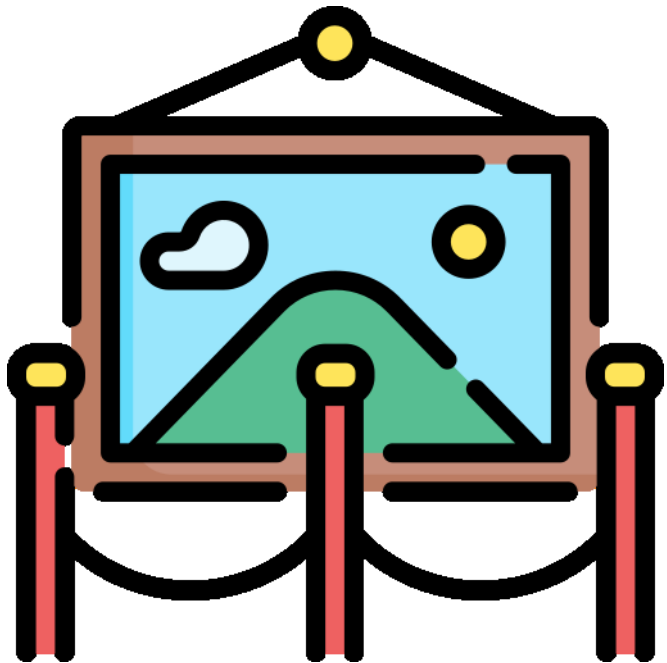
## OLVAN - BERGUEDÀ

### INSTRUCCIONS

Pels subtítols de **la televisió**, en el comandament hi ha el menú, cliquem i surt a la pantalla, escollim la configuració, tot seguit triem emissió i podrem veure l'opció de subtítols.

La cuina és una **vitroceràmica** de quatre focs, funcionen fent girar els comandaments que hi ha en el

# CULTURE AND ACCESSIBILITY



**Discounts** and/or free entry for companions

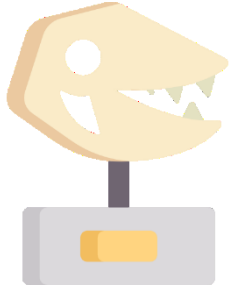
**Seats or areas reserved** for people with reduced mobility/wheelchairs/special needs (obesity, for example)

**Accommodation service** up to the armchair

**Visits/ Workshops specific** to different disabilities



Exhibition with information **available in Braille or QR or audio description** and also written when there are spoken explanations.



Exhibition has **easy-to-read** materials.

Exhibition has **tactile exhibits**: models or elements

The panels are **not reflective** (glass)



Photo: Museu Mines de Cercs

# Accessibility

 Access the theater

The Teatre Lliure is committed to making all its activities accessible to all audiences.



## Relaxed session

To facilitate the pleasure of performances to people with **autism spectrum disorders**, we propose the adapted stage format **relaxed sessions**.

Relaxed sessions are cultural sessions in which a **more relaxed and welcoming atmosphere** is created, with more tolerant rules regarding movement and public noise. They can also involve minor adjustments in the show (lighting, sound...) and in the reception of the audience, to better suit their needs.

The relaxed sessions aim to **include people with special needs** in the shows, for example people with difficulties of social interaction or extreme sensitivity to sensory stimuli.

This season, we presents a relaxed session on the following show:

---

**RAVE**

Go

---

## Visual impairment

Within the program **Accessible Fridays** are offered several performances with **audio-description** in Catalan language. This season are related to the following shows:

---

**Fàtima**

Go

---

**Yerma**

Go

---

<https://teatrelliure.com/en/accessibilitat>

## El carbó

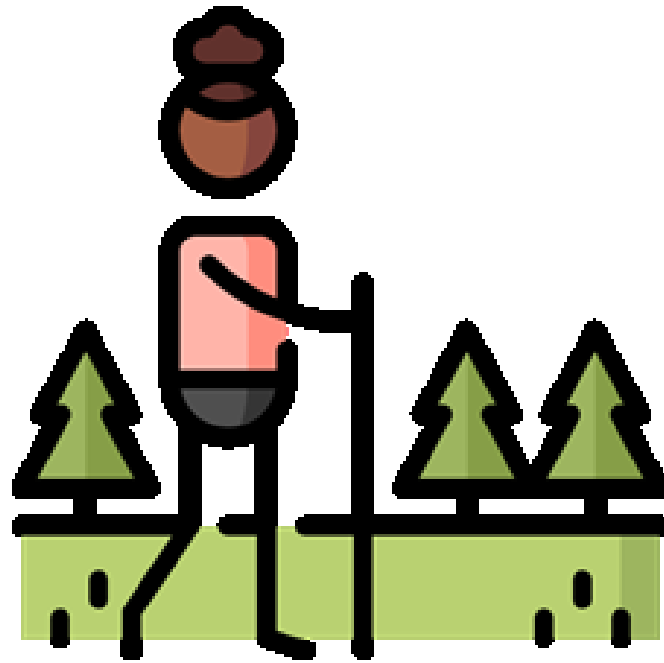


## MUSEU DEL CIMENT



Photo: Museu del Cement

# ACTIVE TOURISM AND NATURE TOURISM





# NATURE TOURISM

**Routes for people with reduced mobility**

**Short routes with "seated" stops**

**Routes/activities with audio description / Routes with Braille and relief book**

**Routes/activities with sign language/documentated explanation**

**"Easy Reading"/Dramatized Routes**

**Loan of equipment for the visit (wheelchair, wheelchair...)**



## PARC NARURAL CADÍ-MOIXERÓ



Photo: Parc Natural Cadí Moixeró



## PARC NARURAL CADÍ-MOIXERÓ



Photo: Parc Natural Cadí Moixeró



## PISCIFACTORIA DE BAGÀ - Berguedà



Photo: Piscifactoria de Bagà



## PISCIFACTORIA DE BAGÀ - Berguedà



Photo: Piscifactoria de Bagà

## PISCIFACTORIA DE BAGÀ - Berguedà



Photo: Piscifactoria de Bagà

## PISCIFACTORIA DE BAGÀ - Berguedà

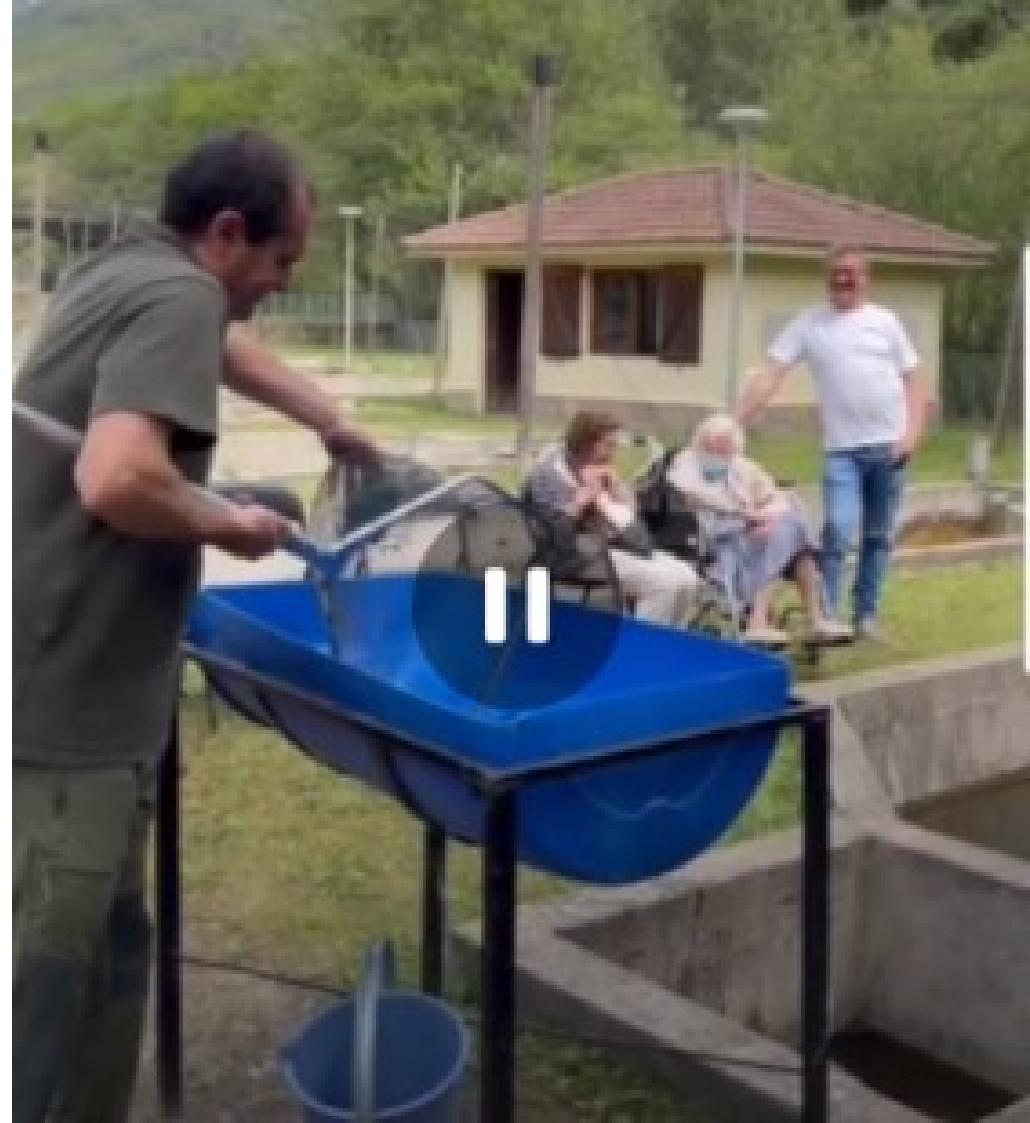


Photo: Piscifactoria de Bagà



## GUIES D'ARREL – MOUNTAIN GUIDE



Photo: Guies D'arrel



## GUIES D'ARREL – MOUNTAIN GUIDE



Photo: Guies D'arrel

# GRÀCIES

Blanca Foix

Drets d'autor

[blancafoix@yahoo.com](mailto:blancafoix@yahoo.com)

Tel: 670 532 126

The icons used in this presentation have been obtained from <https://www.freepik.com> and [www.flaticon.com](http://www.flaticon.com)

The pictograms of the presentation are already referenced:

<http://www.accessfriendly.es/ca/mes-info/pictogrames> and <https://arasaac.org/>