

Initiative DiverCITY4

minutes from the first series of workshops date 12-13.12.2019

Language of workshops: English – without translation

I. Title of the thematic area

ACCESSIBILITY

II. Thematic Leader:

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DAY 1 of the workshops

III. Participants Day 1:

1. Expert 1: Małgorzata Gorący - President of Ostoja Association for Disabled Persons, Poland (PL) - absent
2. Expert 2: Adrianna Niedoszevska - External expert in international projects on accessibility, State Fund for Rehabilitation of Disabled Persons (PFRON), Poland (PL)
3. Expert 3: Onny Eikhaug - President, EIDD Design for All Europe, Founder Innovation for All AS, Norway (NO)
4. Expert 4: Buster Skjodt - Construction Manager, Sandnes Municipal Property Company, Norway (NO)

IV. Introduction

At the beginning all experts and leaders presented themselves. Due to the absence of Małgorzata Gorący, thematic lider proposed changes in workshop agenda. Participants agreed.

V. First presentation:

1. Presenter: Onny Eikhaug
2. Presentation: Expert explained the concept of Inclusive design, also known as universal design or Design for all, is defined as the design of products and environments in such a way that they can be used by all people, to the greatest extent possible, without the need for adaptation or specialised design. So it is about mainstream solutions including the wide number of people: older people, children, people with disabilities, cultural diversity, ethnic diversity. This is a sustainable strategy benefitting society, business and the individual.

The Norwegian government signed a plan in 2005 that by 2025 the country will be designed in universal way (five-year plans are being created). Over 200 programmes to improve everything from public spaces and buildings to transport and ICT.

The implementation of universal projection required: cross-sector collaboration, economic measures, legislation. Norway have already achieved a lot over the last 10 year period - with a broad spectrum of actions. The Anti-Discrimination and Accessibility Act was launched followed by several other regulations setting new standards for buildings, products and services in both private and public sector. It has been a paradigm shift. A lot of focus is now on ICT. The digital agenda states that all Government communication is to be digital by default, Implementing this is now more important than ever.

In Norway, the emphasis is on the needs of older people, on their employment, health and living independently. Designers and business must recognize the needs of seniors, whose number is constantly increasing (they constitute 16% of the population in Norway).

In Norway inclusive design is very important. Is it an innovation strategy, both for business and the public sector. It is a sustainable and holistic approach – in other words its about people, planet and profit - in line with the UN's SDG's 2015. Business and design should involve a variety of people, not just fit and healthy people.

To ensure citizen participation and equal opportunities across all areas of society, inclusive design is the strategy to achieve this, putting people at the centre of the process when developing products, services and environments. Using various tools and methods for involving users and stake holders within the design process is becoming a more successful and proven way of engaging with people.

It is important to consult and check products with different people because visually impaired people can say something about tactility, and people using wheels can say something about accessibility. Children can say something about how intuitive a solutions is and also something about strength needed and also size. The introduction of new solutions and products is associated with observation, interviews, focus groups, testing.

The presentation also presents interesting solutions presenting universal design - products for everyday use and spatial solutions.

3. Discussion:

a. Question from Adrianna Niedoszezwska

What solution for seniors are proposed In Norway?

b. Answers from Onny Eikhaug

Products for this group of people must include analog solutions and not technological innovations. This can be help in state institutions in the use of computers. It is important that websites are legible for the elderly, i.e. the font is large, in contrasting colors, icons are legible on the pages, and the site is easy to use.

4. Conclusion:

a. Universal design is for all, not only for any special group of people. It's important not to be focused only on the group with disabilities. One must think about every human being.

b. The presentation lacked reference to Thematic Leader's topics for presentation.

VI. Second presentation:

1. Presenter: Buster Skjodt

2. Presentation: Expert said that there is an organisation in Norway called KS Norwegian Association of Local and Regional Authorities. This organization is the only employers' association and public-interest organization for municipalities,

counties and local public enterprises in Norway. KS is the Network for Universal design for Municipalities and Regions.

In Norway there is a book that is a "checklist" of universal design. Examples of correct solutions are indicated here. It helps designers and institutions to create spaces and objects accessible to everyone.

To create accessible space, one has to understand that universal design is the most important thing. Universal Design Stairs it is:

- Unconscious and incompetent,
- Conscious and incompetent
- Conscious and competent
- Unconscious and competent.

One has to think about UD as a process, and an instrument throughout the development process. Development Process includes:

- Feasibility studies
- Pilot Project
- Political treatment
- Plan phase
- Contractwork
- Building process
- Documentation.

Success factors for implementation of universal design in municipality and county:

- Knowledge and understanding about UD
- Universal Design rooted in Administration and politicians
- Interdisciplinary cooperation internally in the municipality / county
- Focus on Universal Design early on in the planning process
- Good underlying material that makes Universal Design visible from plan to building case
- An active person for Universal Design in every unit.

3. Discussion:

a. Question from Adrianna Niedoszewska

Who was the originator of KS Norwegian Association of Local and Regional Authorities?

b. Answer from Buster Skjodt.

The idea came from the ministry.

- c. Questions from Adrianna Niedoszewska
Is universal design legally sanctioned in Norway?
- d. Answer from Onny Eikhaug
In the basic range, yes, but you can't legalize everything. There are recommendations and good practices that are supposed to indicate rather than order correct solutions.
- e. Question from Adrianna Niedoszewska
Are the required solutions indicated in the said checklist?
- f. Answer from Buster Skjodt.
No, these are suggestions on how you can create solutions that include UD.

4. Conclusion:

- a. The way to create the available space is universal design.
- b. The presentation lacked reference to Thematic Leader's topics for presentation.

VII. Third presentation:

1. Presenter: Adrianna Niedoszewska
2. Presentation: The expert referred to four themes indicated by Thematic Leader, constituting a significant problem in Wroclaw and Poland:
 - A) Opening access to rivers for people with disabilities.
 - B) "Prisoners" of upper floors - unadjusted old housing for people with physical disabilities.
 - C) Available green areas for people with visual disabilities.
 - D) Autists in urban space.

The expert presented the solutions currently used in Poland. Among others showed special beach carts to transport people with physical disabilities in sandy areas. In addition, she showed wooden paths, which are increasingly used on Polish beaches, which enable people in wheelchairs and parents with prams to reach the sea.

As an example of a solution for "Prisoners" of upper floors, she pointed out stairclimbers.

The expert also referred to the third problem, i.e. green areas accessible for persons with vision disabilities, and proposed the following solutions:

- Baskets and benches should be located not on walking paths
- Without sharp edges
- Baskets and benches' edges marked with contrast tape

- Maps
 - Workshops
 - Listening to animals voices
 - Plastic imitation of animals food
 - Fur samples
 - Little zoo
 - In the fourth issue, the expert pointed out important elements that should be included in public / urban space:
 - providing training for those who have contacts with ASD persons (85%)
 - reduction of incentives (72%)
 - introducing „silent hours“ (58%)
 - architectural improvements (17%).
3. discussion:
- a. There were no questions after presentation
4. conclusion:
- a. The expert referred to the four topics proposed by Thematic Leader and pointed out the known solutions used in Poland.

VIII. Thematic Leader presentation

Thematic Leaders pointed how well adapted for people with disabilities is Wrocław. They indicated the following information:

- 100% of buses and a significant part of trams are low-floor vehicles. Currently, safety zones are designated within many stops, orientation paths are created, and the height of stops makes it easier for passengers to get into vehicles.
- The infrastructure of stops is constantly changing in the city and waiting places for people with disabilities are designated.
- The buildings of the train station are fully adapted for people with various disabilities. There are also many conveniences at the bus station and the airport. Special bus transports people with disabilities - runs between the airport and the station, Assistants helps people with disabilities.
- Pedestrian routes have surfaces that enable movement of persons with disabilities. An example is the so-called "Pinpoint", which was built on the historic surface of the market.

- The urban space has orientation paths and tactile models representing the architecture of Wrocław. In 2011 was created the city guide for visually impaired people, which includes descriptions in Braille and tactile graphics.
- Most public buildings are accessible to people with disabilities. New and historic buildings have many conveniences that make it easier for people with disabilities to move around.
- The building of the Olympic Stadium was consulted with the environment of people with disabilities, thanks to which there is a separate zone for fans moving in wheelchairs. Other conveniences help the use of the stadium for all users. It is the best adapted stadium in Poland.
- In 2019 were created new foster care rooms, what enables families to leave a disabled person under professional care for a week or two. In addition, people with disabilities can get the assistance and help from numerous NGOs.
- Training for employees of the City Hall in the field of evacuation and introduced accessibility standards. Workshops on conducting first aid for people with disabilities and by people with disabilities.
- In 2019, the City Hall initiated many important strategies and solutions for people with disabilities. There was created the Wrocław Bez Barrier Office, the 'Wrocław Urban Accessibility Standards and were introduced wheelchair charging points. An online sign language interpreter was introduced for clients with hearing disabilities.
- In cinemas take place film shows with audio description and subtitles for the deafs. Cultural events are translated into sign language.

IX. Expedition

During the workshop, Thematic Leader took experts on a city tour. He showed the Dunikowski Boulevard, which is an example of a riverside area adapted for people with disabilities. Access to the river is provided by a gentle descent in the form of a ramp.

The next point of the trip was the Wrocław market square, where the "Pinpoint" is located, which is a path made on the historic surface of the old city. "Szpilkostrada" makes it easier for people with disabilities to move, but also for other users, including women on high heels

DAY 2 of the workshops

X. Participants Day 2:

1. Expert 1: Małgorzata Gorący - President of Ostoja Association for Disabled Persons, Poland (PL) - absent
2. Expert 2: Adrianna Niedoszezewska - External expert in international projects on accessibility, State Fund for Rehabilitation of Disabled Persons (PFRON), Poland (PL)
3. Expert 3: Onny Eikhaug - President, EIDD Design for All Europe, Founder Innovation for All AS, Norway (NO)
4. Expert 4: Buster Skjodt - Construction Manager, Sandnes Municipal Property Company, Norway (NO)
The Observer - position, institution, department, nationality (PL)
5. Observer: Anna Jeżowska-Siwiek, Vice President, Foundation Promyk słońca, Poland (PL)

XI. First presentation:

1. Presenter: Onny Eikhaug
2. Presentation: In Norway, the Innovation Award for Universal Design has been established. The expert presented several winners of this competition, i.e. products, buildings and spaces designed in a universal way.

The first example is St Olavs hospital. It is a building designed in a universal way. Due to the varied terrain in front of the building, a ramp was introduced, which has a small slope. It "meanders" among the greenery. The plants are allergen free. The hospital has such a system to ensure comfort and safety for patients.

Each ward has been built as a hub, with eight single rooms located off an easily accessible open staff station. The sleeping areas are placed at higher levels in all the six building blocks to ensure uninterrupted views of the nature outside. The concept combines architectural and organisational considerations, and gives increased security for both patients and staff, the patients sleep better and employees have a better overview. The single patient room set a new standard for hospitals in Norway.

The second example is a cruise boat, which is built in form of ramp.

The sightseeing boat 'Vision of the Fjords' combines Inclusive Design and sustainability to set new standards for water transport. It was designed to sail into the UNESCO-protected Nærøyfjorden in Norway, a site of outstanding natural beauty.

Three professional organisations from Sogn og Fjordane agreed to enter into a joint venture (Flåm AS) to build a new boat for sustainable tourism on the fjords and they worked closely together to solve this challenge behind this spectacular innovation.

The Norwegian Association of Disabled People helped test solutions for people with reduced mobility. Non-Norwegian speakers tested information accessibility, and people with low vision were included from the Norwegian Association of the Blind and Partial Sighted. Research was conducted with a range of passengers 'in situ', mapping movements and barriers whilst travelling on the water. This became a starting point to create an equal experience for all passengers. The designer drew a spiral walkway which became an external ramp avoiding the need for lifts or stairs. Inclusive Design was embedded throughout the project with a vision to include tourists of all abilities. Regulatory requirements, ramps, tactile signs, lighting, wayfinding, maintenance and materials were all considered.

The boat is a radical and pioneering design that is fast-becoming a modern icon. The innovative gangway enables access for passengers with wheelchairs, strollers or reduced mobility alongside everyone else. All doorways have ramps and handrails. The interior has panoramic windows so everyone can enjoy the view side-by-side. Any passenger can get from the main deck to the top deck with little effort. Passengers can orientate themselves around the interior with spacious furnishings and defined walking zones – the seats next to aisle use different colours and materials to emphasise pathways.

The third example of universal design that has received an award is Hamaren Activity Park in Telemark County.

Hamaren Activity Park is a centrally located and easily accessible park in the regional county of Telemark in Norway. It surrounds a kindergarden, schools and a care home for older people. The park promotes physical activity within nature to improve health and well-being. It has become a social gathering point for the entire population.

Hamaran Activity Park is the successful result of joint efforts between the local community, private and public partners. The park received funding from

government as well as from the private sector, with lottery and betting funds securing basic financing. The project go-ahead was secured by the regional county council, who remained vital to its implementation. The municipality invited the entire population of Hamaren to give input, ideas, needs and perspectives at a meeting at the start of the project.

This resulted in a strong sense of engagement and community ownership from the outset. In turn, the project management team challenged themselves to meet most of the residents' wishes and even gave them responsibility for the design of various elements such as information signs, lean-to's and the BMX park. The surrounding landscape was stunning, but was not accessible to many people, including the locals, who could not benefit from walks through the high mountains, deep fjords and hilly terrain. Now the park is open to everyone, including the elderly, disabled and children.

Inclusive Design ensures that everyone has equal access, and groups spanning four generations visit the park. This project shows that Inclusive Design is not just about the urban built environment, but can benefit natural spaces as well. An important element of this design is the special wooden-steel platforms located along the rocks (fjords), directly above the water. Thanks to the interesting construction, close contact between man and nature is ensured.

The expert emphasized that creating products and spaces in a universal way requires a change in thinking and in creation of strategies. You can't look at costs, because it's an investment for years. Good examples contribute to the fact that other architects will want to create in a universal way. No law is needed for this.

3. Discussion:

- a. there were no questions after presentation

4. Conclusion:

- a. If the space / building is designed in a universal way and has wayfinding, good acoustics, correct lighting and properly selected colors, it is friendly for everyone, it improves work comfort and logistics.
- b. An example of wooden bridges placed in Hamaren Activity Park in Telemark County presented by an expert can be a solution for adapting riverside areas.

XII. Second presentation:

1. Presenter: Buster Skjodt
2. Presentation: The expert referred to four topics proposed by Thematic Leader. He presented various examples of objects and spaces in Norway that could provide a solution to problems occurring in Poland.

In topic: opening the access to rivers in the urban spaces for people with disabilities
As an example showed ODDA Municipality – River. This is a solution, where a descent was provided to users in the form of a ramp

A paved path (partly asphalt, partly gravel) was laid along the river so that access was possible for everyone. There were handrails along the way, but not in all places. Another example is Time -The Midgard Serpent. It is a path leading through the river in the form of a wooden structure.

In topic: "Prisoners" of upper floors - unadjusted old housing for people with physical disabilities the expert pointed out that there are adequate regulations in Norway regulating the issue of availability in new facilities, i.e.: TEK 17 – Norwegian Regulations on technical requirements for construction works from 2017 and NS 1101-2:2018 – Universal Design of Buildings, part 2. Housing.

As a solution expert mentioned:

- Installing of lifts
- Reconstruction of house
- Ramps
- Automations.

An example was a three-store residential building, which was not adapted for people with physical disabilities. Designers proposed to add a communication core on the front side, with lifts.

The expert also presented various plans of buildings, which are an example of the design of housing adapted for people with disabilities.

In topic: available green areas for people with vision disabilities related to seeing the expert pointed out that it is very important to differentiate the pavement on paths. You do not need to create "tactile paving", just use different materials on the paths with different textures and colors. Other solutions that improve the functioning of people with sight impairments are the creation of shadows (through greenery and buildings), and adding elements that create sounds (e.g. a fountain).

It is important to mark changes clearly on road directions and exit ways and to indicate the locations of various devices, e.g. information boards. In addition, it is

important to situate rest places outside the main pedestrian path. The expert also noted that the plants used were allergy-friendly.

Expert didn't refer to the topic: Autisms in urban space. He said he could try to say something about it during next workshop.

3. Discussion:

a. Question from Adrianna Niedoszezewska

Is the lack of handrails along the entire river a threat to people with visual disabilities?

b. Answer from Buster Skjodt.

It is not because they can move along the natural boundary that forms the river embankment.

c. Question from Natalia Ratajczak-Szponik

Are pictograms used in Norway? Are they determined by law? Are they standardized?

d. Answer from Onny Eikhau

Yes, pictograms are used in buildings and public places in Norway. I don't know if they are specified in law. I think they are standardized.

4. Discussion summarizing the workshop

The participants agreed, that the first two topics were enough discussed, other two ("Prisoners" of upper floors and Autists in urban space) must be still touched. Norwegian solutions can be used in Poland without any special adjustments, what shows, that the workshop was good idea. Universal design is a very interesting solution which should be used in every kind of designing. "Something what answers to the needs of people with disabilities, will also be good for others: - this sentence seems to be the pure truth. There is no need to divide people in two parts - those, who are disabled and those who are quite healthy, also because all of us, sooner or later, will have special needs.

XIII. Thematic Leader summary

- a. The next workshop should present the standards used in various cities and Polish law regarding the creation of spaces for people with disabilities. Experts from Norway were asked to present the design standards used in their country.

- b. Due to the fact that experts mainly referred to two topics, i.e.
- Opening access to rivers for people with disabilities.
 - Available green areas for people with visual disabilities.
- They were asked to provide solutions related to the other two topics:
- "Prisoners" of upper floors - unadjusted old housing for people with physical disabilities.
 - Autists in urban space.
- c. Perhaps experts are required to propose other workshop topics if they cannot relate to those proposed by Thematic Leader.
- d. Products in specific topics:
- Opening access to rivers for people with disabilities
 - ✓ bridges hanging above the water,
 - ✓ paved communication routes along rivers,
 - ✓ access close to the water by a shaped terrain with a small slope (ramps);
 - Available green areas for people with visual disabilities
 - ✓ walking paths with different surfaces,
 - ✓ "natural" boundaries between individual zones (communication-recreation),
 - ✓ space shaped by difference between brightness and shadow,
 - ✓ terrain differences leveled by gentle ramps, integrated in green,
 - ✓ allergy-friendly green,
 - ✓ sounds that facilitate spatial orientation (e.g. water noise).
- e. The main product is **universal design**. One should strive for the space to be created for each user, not for a special group. Local governments, developers and designers must be convinced. The implementation of universal design requires time and a specific action plan.