



Accessibilità  
è Bologna

# BOLOGNA BEYOND BARRIERS



Comune di Bologna

fondazione  
innovazione urbana

# **BOLOGNA BEYOND BARRIERS**

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01. September. 2020, Bologna

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Bologna Beyond Barriers launch phase Final Report

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## INTRODUCTION

# Why Bologna

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## MESSAGE FROM THE MAYOR

The city I would like is free of barriers, physical and mental. Ten years of mandate are not enough to eliminate the city's architectural barriers, especially in an urban context with a medieval layout. ten years cannot ensure that access to the city in terms of spaces, products and services is a guaranteed civil right for everyone. Yet during these years, I wanted to lay the foundations for this to happen in the briefest possible time. My hope is that the journey undertaken together with the city to map existing resources and co-plan universal accessibility might enable us to accelerate the process of transforming into a city that is truly of and for everyone.

The appointment of a Disability Manager and a Deputy Mayor with a specific mandate on Accessibility that I strongly wanted has undoubtedly boosted this path of change. Thanks to the Deputy Mayor for Accessibility's dedication and determination, the Bologna Beyond Barriers process has been successfully started, notwithstanding the difficulties provoked by the Covid-19 pandemic and accessibility has always remained a top priority in our local political agenda.

The City Council has approved guidelines for a Universal Inclusion Plan, an objective we gave ourselves to foster the interaction and the sharing of city spaces by everyone. We can thus respond to the need for socialisation and togetherness, above and beyond social categories.

The Disability Manager is successfully carrying out his role of facilitator and liaison between differing points of view, enabling us to design the city and its districts while respecting everyone.

Bologna has inclusion, sharing, and collaboration in its DNA, as demonstrated by the large number of individuals who took part in the Bologna Beyond Barriers workshops. We want to build on this strength to achieve our objectives.

Our candidacy to the European Access City Award is not, therefore, a destination for us, but a departure point for uniting the city and people who live in it around a cultural shift, a new and universally inclusive vision of the city in which everyone can enjoy the right to use spaces and services without any limitations.

***Virginio Merola, Mayor of Bologna***

## VISION AND OBJECTIVES OF A PATH THAT LOOKS TO THE FUTURE

Bologna's candidacy to the European Access City Award is one of the main challenges of this administrative mandate.

The city's urban layout, characterised by one of the largest historic centres in Europe, the long life expectancy of its population, and the presence of more than 21,000 people with disability, all form a snapshot revealing how urgent it was to insert the challenge of accessibility in the urban agenda.

Our path is less administrative than one of culture and values, a journey that begins with the recognition that people with disability are not passive recipients of care, but active subjects who must be provided with the opportunity to realise their independent life projects.

The struggle for accessibility cannot be delegated to the people with disability and their families, or cast as the claiming of individual rights; it must become a collective fight for civil rights involving individuals, families, organisations, businesses, unions and institutions.

The nomination of a Disability Manager was the first formal act on this journey.

Then, the entire City Council united, across all political lines, to wage a highly symbolic battle:

to add access ramps to the so-called "Crescentone", the historical raised floor of Piazza Maggiore (Bologna's central square and pulsing heart), designed to allow access to people in wheelchairs or with walking difficulties.

This conquest could not remain just a symbol. It had to become a precedent. And so it was that we adopted the Universal Inclusion Plan (PIUBO).

On 15 December 2019, at the Arena del Sole Theatre, we committed ourselves to taking the next step: embarking on the challenge of a collective candidacy to the European Access City Award.

Not the candidacy of a Municipality, but of the entire City, with a participatory path coordinated by the Foundation for Urban Innovation. We have adopted a holistic, integrated and cross-sectional approach to every branch of urban policy in order to remove the city's physical barriers and overcome the interior barriers of our own prejudice.

A process of growth that has engaged everyone- with or without disability- and that did not cease even during the pandemic. We switched live participation to digital workshops and changed our priorities, adapting our actions to the essential needs of the elderly and people with disability during the lockdown.

A fascinating political and administrative adventure, which has touched the field of business and entrepreneurship, the built environment and public spaces, services, mobility and infrastructure, as you will have the opportunity to read in the rest of the document.

Bologna Beyond Barriers is a cultural path, a path of values to understand that a chain's strength is measured in the resistance of its most fragile rings.

A journey undertaken together, to remember that our task is not to make people with disability become "normal". Our task is to unlock human potential and support everybody in being itself.

**Marco Lombardo, Deputy Mayor for Accessibility, Municipality of Bologna**



## FROM THE UNIVERSAL INCLUSION PLAN TO THE CANDIDACY TO ACCESS CITY AWARD: HOW ACCESSIBILITY HAS BEEN INTEGRATED INTO THE CIVIC ADMINISTRATION

The current administration of the Municipality of Bologna began its mandate with a decisive will to change political course and affirm the citizenship rights of people with disability. This change was reflected in the growing attention to people with disabilities's needs. The administration was eager to adopt working methods characterised by shared, cooperative political choices, planning, and administrative organisation: both internally, as well as towards civil society. The first innovative outcome of this decision was the Mayor's nomination of a Disability Manager, tasked with harmonising and evaluating policies, provisions and administrative actions to ensure their compliance with current regulations as well as the needs and expectations of people with disability.

Faced with critical challenges to urban accessibility and the city's liveability, I deemed it a priority as Disability Manager to draft guidelines to steer policies, projects and actions towards the shift towards a more accessible city for all those who experience and live in it, whether residents or not.

The Universal Inclusion Plan (PIUBO) was born, with the invaluable contribution of Deputy Mayor for Accessibility Marco Lombardo. It became a planning tool, referenced in addressing overall city accessibility for people with disability, as well as for all other different population categories.

The PIUBO moves in three directions. The first concerns the definition of concrete actions to guarantee the greatest possible degree of accessibility and compatibility for different types of disability.

The second direction is a new approach to urban planning and renewal efforts, as well as territorial development, that considers the primary vocations of the city's different districts. Accessibility initiatives must aim to create opportunities to enjoy the physical, social, cultural and communication spaces developed to meet the needs of the resident population. The objective is to go beyond the simple realisation of a Plan for the Elimination of Architectural Barriers (PEBA) to achieve a vision that encompasses a "barrier free" life for everyone, in all personal and inter relational aspects this entails.

The third direction is towards the candidacy for the Access City Award. The PIUBO's first two directions require the commitment of City departments, services

and deputy mayors, as well as of the Disability Manager and professional and technical figures who are competent in the spheres of accessibility and disability. These actors partner in a common effort that is technical and operative in nature. The third direction foresees a path of co-planning with local civil society: institutions, companies, disability organisations, nonprofits and volunteer organisations. These freely share ideas and proposals for projects and initiatives dedicated to improving overall city accessibility.

The PIUBO is more than a "social workshop", positive effects arising from its adoption include the ability to analyse the impact on accessibility of the city's Urban Plan for Sustainable Mobility (PUMS) and General Plan for Urban Traffic (PGTU), as well as the creation of the Plan to Eliminate Architectural Barriers (PEBA), the sharing of public spaces, roads and pedestrian footpaths, and accessible public transport. A Universal Design planning criterion has been added to Bologna Municipality bidding process, another important step. Numerous analyses of the City's General Urban Plan (PUG) accessibility criteria have been drafted, as well as a new Building Code (RE), in order to foster a city that is ever-more responsive to the needs of people with disability.

As Disability Manager, and in consideration of the administration's decision to candidate Bologna to the Access City Award 2021, I wish to add some personal reflections on the meaning of it and on the importance of this decision:

1 - In many years of social militance and dialogue with the institutions governing this city, I have never witnessed such a clear, incisive assumption of responsibility for disability policy on the part of the city council. In my recollection, the choice to support Bologna's Access City Award 2021 candidacy is without precedent in the past half century, from a methodological and organisational point of view: both for the Municipality of Bologna and for the coherence, complexity and cross-sectionality of topics addressed. It is also unprecedented due to the diverse areas of responsibility involved: from labour to city planning to welfare to mobility to culture and sports.

2 - Specialists from various departments have shown great dedication in mapping the administration's disability-related efforts: an extraordinary and truly commendable commitment on the part of the Foundation for Urban Innovation in directing and managing the way forward, as well as working with the International Relations and Projects Office of the Municipality to create and organise the documentation necessary to the candidacy.

3 - The crucial participation of civic institutions, disability organisations, nonprofit, public and private companies, labour and pension unions in an enormous



endeavour of proposals and planning has proven once more this region's rich tradition of partnership and shared objectives and initiatives. The public good has remained a clear goal throughout this journey of togetherness.

4 – Participation in the Access City Award 2021 has important cultural spillovers. The heightened attention to and interest in disability-related topics on the part of different administrative departments is already visible. The office of Disability Manager has become increasingly engaged in project and programme evaluations requiring an approach that considers global issues of accessibility for different types of disability. I am hopeful that this journey can be a positive stimulus to similar important decisions in PIUBO's other areas of action.

5 – Finally, the Bologna Beyond Barriers process has prevented the coronavirus emergency's devastating effects from relegating the problems and needs of people with disabilities to the domestic sphere, left to the sole responsibility of families. Throughout the journey, discussions have kept the attention on disability topics. This has generated positive synergies between the civic administration and civil society and allowed for the enactment of programmes addressing the primary needs of many disabled and elderly citizens in situations of great difficulty.

In conclusion, it is my firm belief that the work undertaken towards the candidacy to the Award testifies to this administration's willingness to place the theme of accessibility at the centre of political and administrative actions as it carries out the projects underlying the candidacy. I am furthermore convinced that the social and political value of this campaign guarantees the hopes of many people who live in extremely difficult situations arising from physical, psychological, social and economic factors. A guarantee that this administration has committed to, as future ones will. I believe I can state with reasonable certainty that from this day on, the lives of all citizens will only improve, with no setbacks, no fear of turning back or of improbable returns to the past.

A heartfelt thank you to all those who- in different ways- have given life to and sustained this exciting adventure.

**Egidio Sosio, Disability Manager, Municipality of Bologna**



Picture of Marco Lombardo and Egidio Sosio during the press conference of "Bologna Beyond Barriers" - Foundation for Urban Innovation

01

# TODAY AND TOMORROW: BOLOGNA INTRODUCES ITSELF

## — THE CITY

With its 384.502 citizens and 900.000 inhabitants living in the metropolitan area, Bologna is the seventh biggest city in Italy. It lies between two principal landforms: the plain and the hills. They cover roughly the same area, and for over 2000 years the Roman Via Emilia marked the boundary between them.

National and international hub thanks to its central geographic location, Bologna has always been both a point of exchange and contact for people, goods, culture and ideas. The territory is characterised by different but strictly connected elements. The ancient centre of the city is one of the biggest in Europe and represents the heart of the Metropolitan Area.

### THE HISTORICAL HERITAGE, A CHALLENGE FOR ACCESSIBILITY

Bologna has a wide architectural heritage, as demonstrated by the number of historical buildings. The 62 km long arcades, some of which have been proposed for the nomination as UNESCO “World heritage site”, make the city unique in the world and typify the entire urban landscape, being the paradigm of a certain kind of social life or relationship. Arcades are a widespread heritage, present all around the city: 42 km are located in the city centre while 20 km are located outside the historical walls.

This architectural feature of the city of Bologna represents one of the biggest challenges for accessibility. However, Bologna is ready to face this challenge, being conscious that access to heritage is an essential issue to respond to the “right of persons with disabilities to take part on an equal basis with others in cultural life”, as quoted by the UN Convention on Rights of people with disabilities.

The most important issue is to begin each and every plan starting from accessibility requirements, apart from working constantly for removing architectural barriers. From this point of view, the Municipality of Bologna approved the Urban Sustainable Mobility Plan in 2019, of which accessibility is one of the main and generative objectives.



In 2020 the Municipality of Bologna is working on the General Urban Plan, in which Universal Design has also a fundamental role, implying that the future of the city will be each time more inclusive and accessible.

### ACCESS TO CULTURAL HERITAGE

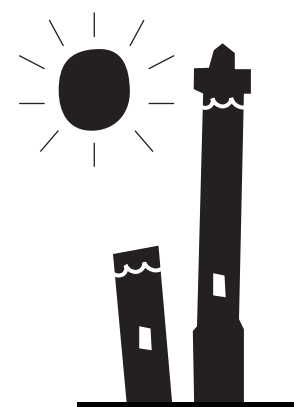
Bologna is a melting pot of European culture and Italian heritage. A young population has been deep-rooted in Bologna's culture since the 1970s, resulting in a city full to the brim of arts, music and hospitality opportunities. It is known worldwide for being a city of culture for both its cultural heritage and for being the home of the oldest university in the Western world. The University of Bologna, founded in 1088, is one of the largest in Italy (with about 90,000 enrolled students) and its core is located in the heart of the historical center.

The city is home to numerous prestigious cultural, economic and political institutions. In 2000 it was declared European Capital of Culture and in 2006 it has been nominated UNESCO City of Music

The Heritage of Bologna cannot be considered only architectural, but expands its scale becoming a cultural landscape. Accessibility to this cultural landscape therefore becomes a priority of Bologna, which places the person at the center of cultural life.



Image of the European project ROCK -  
Foundation for Urban Innovation



## THE COMMUNITY THE NETWORK THAT WORKS TOGETHER TO MAKE BOLOGNA A MORE ACCESSIBLE CITY

### THE CONTEXT OF DISABILITY IN BOLOGNA

According to the Italian Institute of Statistics (ISTAT), in 2013 the Municipality of Bologna hosted 21.200 persons with disabilities, which represents a 5.8% of the entire population having more than 6 years. Women represent a 7.5% of the total while men constituted a 3.9%. In 2018, it's been estimated an increase of 100 units bringing the total number of persons with disabilities to 2.300. Among the population group having more than 80 years, have been registered 12.300 persons with disabilities, and these data would probably increase by 2033 when people with disabilities will probably be 60.000 in the entire Metropolitan area, of which 22.600 in the Municipality of Bologna. Elderly population (over 65) instead represents the 25% of Bologna's population, approximately 100,000 people.

Bologna follows the aim to give people with disabilities a leading role, as they are the most precious resource for making the city more accessible.

### THE NETWORK THAT WORKS TOGETHER TO MAKE BOLOGNA A MORE ACCESSIBLE CITY

In the Bologna area there are about 130 associations, federations, committees, foundations operating in the field of disability with initiatives, projects, services aimed at people with disability, family members, operators, citizens in general.

The associations operating in the Bologna area have often diversified characteristics and stories. Some exist since the early 1950s and are local sections of national associations, others have recently sprung up and operate only locally.

These associations are made up of family members and people with disability, volunteers or operators for the most. Some of them mainly deal with socio-assistance interventions (management of centers, laboratories, educational projects, home support interventions) carried out on their own or in agreement / collaboration with local authorities; others mainly deal with clinical-rehabilitation activities or support for research and health services. Finally, others mainly deal with the defense of the rights of people with disability, with political and cultural activities and with actions of an informative nature.





Image of "Bologna Beyond Barriers" press conference - Foundation for Urban Innovation

Part of the associations collaborate with each other within autonomous coordination structures and / or shared with local authorities, including:

1. the Disability manager, whose activity is based on three fundamental areas:

- political-administrative: planning and check the interventions carried out by the Municipality to take over the impact on disability issues in order to harmonize the interventions and make them compatible with the needs of the different specificities existing in the world of disability;
- relationship with the associations: direct dialogue with the reference associations for people with disabilities and mediation /representation of their requests to the political-administrative units and other local institutions;
- relationship with citizens: people with disabilities and in various capacities involved or interested in the problem can contact the Disability Manager for reports of problems or difficulties of different nature.

2. the Municipal Council for Overcoming the Handicap: a unit for comparison, evaluation and stimulation of actions and policies on disability which, with the involvement of 47 associations, promotes the dialogue between the municipality and local associations network. Its functions are:

- encourage relationships and comparison between different experiences, committed to overcoming the disability;
- promote the spread of an active culture of integration and overcoming the handicap;
- express opinions on municipal administration plans and projects.

3. the FISH Italian Federation for overcoming the handicap

4. the FAND Federation of National Disabled

## BOLOGNA COLLABORATIVE AND PARTICIPATORY CITY

Participation has become in the last years an urban development strategy for Bologna's municipality, involving people in policies and services co-design processes. The city has successfully experimented a model of urban innovation based on circular subsidiarity and civic collaboration: the collaborative city.

Therefore, the Public Administration manages the city not only on behalf of the citizens, but also with them, basing its policies on the concept of cities as common goods and citizens as a great source of energy, talent, resources, skills, knowledge and ideas.

Accessibility has become part of this vision and a central node for the Public Administration since the Municipality of Bologna is working "to promote the culture of accessibility and guarantee the equality and participation of people with disabilities". This effort finds its climax in the application to the 2021 Access City Award, with the aim of putting the theme of accessibility at the center of the public debate.



Image of the co-designing process "Resilience park" - Foundation for Urban Innovation

02

# AN INCLUSIVE JOURNEY THROUGH THE EMERGENCY: BOLOGNA PARTICIPATES

## OBJECTIVES AND STAGES

HOW CAN WE GUARANTEE EQUAL ACCESS TO FUNDAMENTAL RIGHTS, AND IN PARTICULAR THE RIGHT OF EVERY CITIZEN TO AN INDEPENDENT LIFE?

The Municipality of Bologna's candidacy to the European Access City Award 2021 reflects the European Disability Strategy 2010-2020 and the City's own vision for accessibility. It is the fruit of a complex campaign of co-planning and co-responsibility between the City and a multiplicity of subjects that have contributed to its realisation.

This campaign- as described in the UN Convention on the Rights of Persons with Disabilities- aims "to promote actively an environment in which persons with disabilities can effectively and fully participate in the conduct of public affairs, without discrimination and on an equal basis with others, and encourage their participation in public affairs".

Following these guidelines, Bologna has implemented a shared, co-planned candidacy, involving civil society organisations in the Bologna area that have addressed disability issues for many years.

The participatory candidacy was launched on 15 December 2019 with an open public event. More than 500 people participated. It then developed in six stages that structured the co-design process. The first part was dedicated to data gathering, organising information and delving deeper into specific experiences. The second stage looked to the future, focusing mainly on discussion and collaboration between participants in order to identify project trajectories.



→ JANUARY - FEBRUARY 2020

**MAPPING AND INTERNAL ANALYSIS**

Mapping of strategies, planning instruments, projects and services the Municipality of Bologna has planned or already created to address this topic.

Mapping of other Authorities or Institutions' projects and services.

→ FEBRUARY - MARCH 2020

**ACTIVATION OF LOCAL FORCES**

Open call to support the candidacy that received a response from 69 subjects (65 organisations and 4 individual citizens), who proposed a total of 108 projects.

→ MARCH - MAY 2020

**ANALYSIS, INTERVIEWS AND COMMUNICATION**

Analysis and detailed study of the mapping of services, activities and projects in support of the candidacy.

Interviews conducted digitally.

Creation of accessible communication projects regarding coronavirus emergency health measures.

Completion of an accessible communication guide.

→ JUNE 2020

**DIGITAL WORKSHOPS TO CO-PLAN THE CANDIDACY**

Live stream meetings to share the results of the previous stage and open debate with several key players.

Online form to collect project ideas to present and discuss during workshops.

Setup of digital workshops to discover the new needs of individuals with disabilities tied to the Covid-19 healthcare emergency, and to collect new ideas and proposals to make Bologna more accessible.

→ JULY 2020

**DEVELOPMENT AND WRITING OF CANDIDACY MATERIALS**

→ SEPTEMBER 2020

**SUBMISSION OF THE CANDIDACY**



Image of the launch event of "Bologna Beyond Barriers" - Foundation for Urban Innovation



# TOPICS

*“To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure to persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas.”*

## **UN Convention on the Rights of Persons with Disabilities**

Taking these principles of accessibility as a starting point, the campaign has been divided in five macro-areas, each closely tied to the right to an autonomous life:

### ACCESS TO WORK AND ENTREPRENEURSHIP

Enter the workforce, start a business, work in a suitable and welcoming environment, teleworking.

### ACCESS TO THE CONSTRUCTED ENVIRONMENT AND PUBLIC SPACES

Live in a domestic environment, visit stores and public and private facilities, move around and enjoy the outdoors.

### ACCESS TO SERVICES

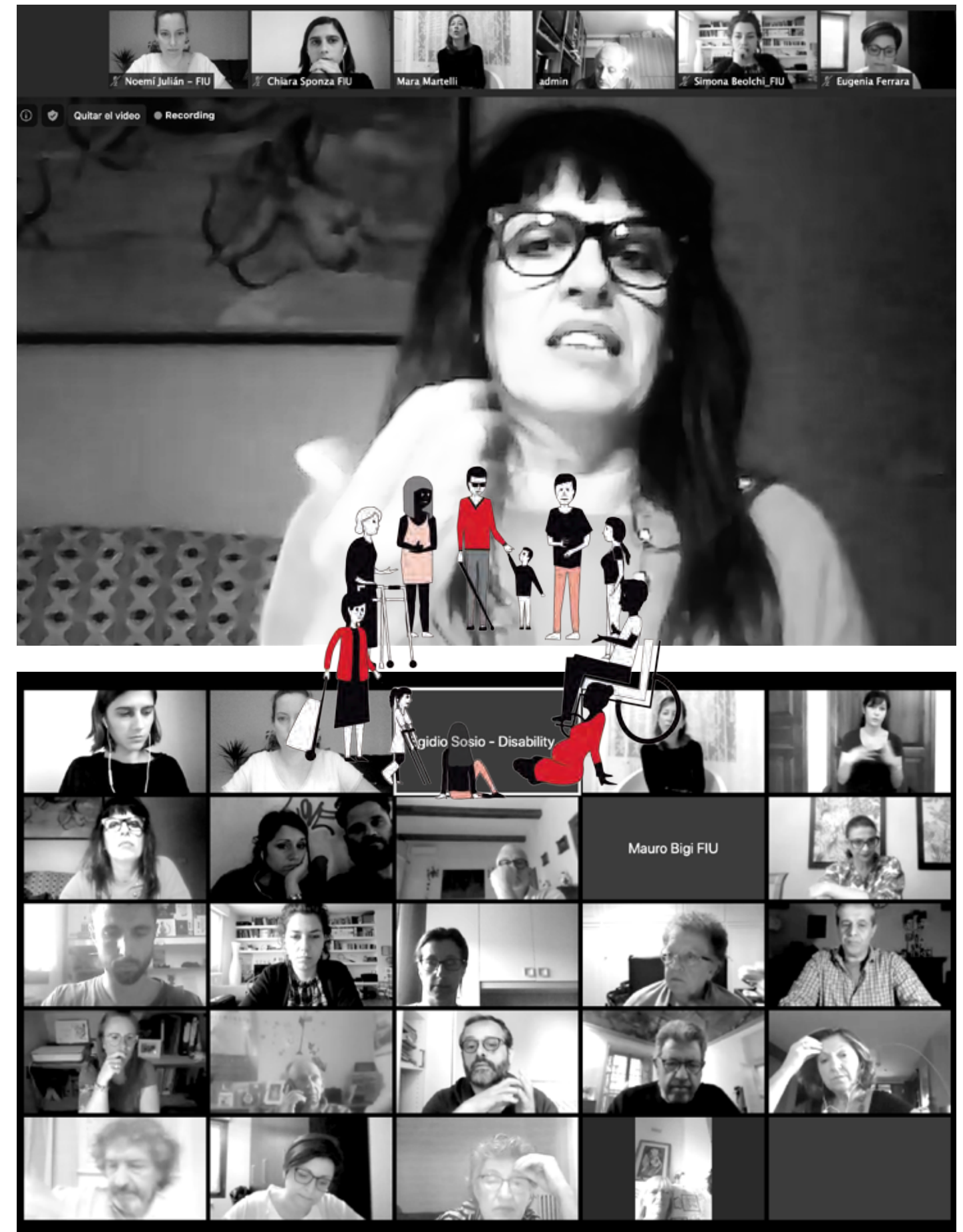
Visit and use health, social and welfare services; touristic, cultural and sports services; educational services (schools, universities); informational services.

### ACCESS TO MOBILITY AND INFRASTRUCTURE

Move with private (car, bicycle, etc.) or public means (bus, train, plane, etc.) and visit airports, bus stations, train stations.

### ACCESS TO INFORMATION AND COMMUNICATION

Enjoy access to information and freedom of expression and communication in all contexts



Images of the workshops of “Bologna Beyond Barriers” - Foundation for Urban Innovation

# INSTRUMENTS AND RESULTS

Instruments used during the campaign are:

## ANALYSIS

Analysis and organisation of previously published or existing information; extant information was gathered on the topics of accessibility and the ecosystem of actors operating in the local area.

## INTERVIEWS

Interviews with every department in the city government, followed by collection of supplementary information. In several cases, focus groups were organised for those departments with disability-related projects underway.

In-depth interviews- followed by the collection of supplementary information- with other institutions, including the University of Bologna, metropolitan city of Bologna, and local and regional authorities such as the G. Marconi Airport, Bologna bus station, SRM (Local public transport authority for the City and metropolitan city of Bologna), TPER (Passenger Transport Emilia-Romagna), ACER (Low Income Housing Programme Emilia-Romagna), CAAD (the provincial Centre for the Adaptation of the Domestic Environment).

## PUBLIC CALL

Public call to permit all civil society organisations in the Bologna area to support the candidacy through activities, services and projects in course or underway, followed by telephone and video calls during the healthcare emergency phase to explore some questions in-depth and understand how organisations adapted their projects to the emergency.

During the open call stage, 69 participants and 110 projects were recorded, corresponding to different aspects: Housing (6), Visiting public and private facilities open to the public (7), Movement and enjoyment of the outdoors (13), Public transport mobility (3), Use of private transportation means (3), Receiving care and assistance (9), Leisure activities (34), Learning and studying (11), Information and communication (14), Entering the workforce (7), Diversity management (4).

## LIVE STREAM MEETINGS ON FACEBOOK

Conversations on campaign-related topics between institutions, experts and local organisations, with the objective of describing enacted projects, as well as opening a dialogue to analyse the new situation resulting from the healthcare

emergency and look to the future with new ideas and proposals. To ensure the conversation's accessibility to everyone, Italian Sign Language (LIS) interpreters were employed and- through the partnership of Emilia Romagna's Coordinamento Fiadda (Association of Italian Families for the Defence of the Rights of the Hearing Impaired)- all exchanges were transcribed.

## FORM TO COLLECT IDEAS

Following the live stream, a form was made available to begin to collect new ideas, proposals, strategic visions and considerations regarding the challenges addressed during the digital workshop. Interested parties could share two types of ideas: more general ones, and those tied to new needs emerging in conjunction with the healthcare emergency. These ideas served as starting points to launch the next digital workshop. These reflections also served to identify new planning directions in the context of the candidacy.

## DIGITAL PUBLIC WORKSHOPS ON THE ZOOM PLATFORM

Meetings open to all citizens, with the objective of exposing new needs, potential challenges and possible opportunities tied to the healthcare crisis and of collecting new ideas and proposals to make Bologna more accessible. To ensure the meetings' accessibility- in addition to selecting a platform accessible to individuals with visual impairments- Italian Sign Language (LIS) interpreters were employed, as well as a real-time captioning service which allowed viewers to read a synthesis of each speaker's contribution to the discussion. Finally, a guide to use of the digital platform was sent out prior to the meeting. An instant visual report synthesising meeting contents was published at its conclusion.

A total of about 220 people participated in the workshops. Foundation for Urban Innovation staff, the Municipality of Bologna Deputy Mayor for Accessibility, the Municipality of Bologna Disability Manager, the director of the town council for the overcoming of handicaps, and city-employed specialists in related departments participated in every meeting.



Image of the process "Bologna Oltre le Barriere" - Davide Bonazzi



# WHO SUPPORTED THE PROCESS

This process was able to take life thanks to the support and active participation of numerous citizen actors, in addition to different departments of the civic administration. These participants contributed to the complex totality of the City's candidacy.

Following a first internal sample of the civic administration, the campaign opened to all citizens. There were two large peaks in participation, corresponding to two of the stages.

When the call was opened to support Bologna's candidacy to the Access City Award, 69 subjects participated, including 4 individual citizens and 65 organisations of various types:

1.4% informal groups, 1.4% banks, 1.4% travel agencies, 1.4% movements, 1.4% civic movements, 1.4% universities, 1.4% cooperatives, 1.4% Caritas of the local diocese, 1.4% public services, 1.4% volunteer organisations, 2.9% educational institutions, 2.9% unions, 2.9% limited liability companies, 4.3% private authorities, 4.3% joint-stock companies, 7.1% individual citizens, 10.0% foundations, 21.4% non-profits and 30.0% associations.

The participation of these actors is an expression of how motivated the Municipality of Bologna was to respond- and to continue to respond- to citizens' needs, outside of the administration's initiatives and guidelines. In fact, there is a strong correlation between participating organisations and specific fields of interest: the majority of organisations identified the social life of people with disabilities as their main area of advocacy. Two areas were emphasised: services dedicated to cultural, sports and educational settings- taking advantage of the non-institutional nature of the participants to generate more innovative proposals- and informational settings, leveraging the potential of the citizen network. Another setting attracting initiatives from a substantial number of organisations was that of mobility in public spaces, mapping and searching for collective solutions to overcome the architectural barriers characterising the city.

The second stage- organised on a participatory basis- was in-depth analysis of single topics via online meetings with a lecture or workshop format. During these thematic meetings, organisations with a vision developed from their

experience serving the local area were invited to exchange views with city government specialists. It was therefore possible to hear the views and opinions of the following organisations:

## ON THE TOPIC OF LABOUR AND ENTREPRENEURSHIP

CGIL, AUTICON and the non-profits ASPHI Foundation and OPIMM, with the Municipality of Bologna Deputy Mayor for Labour

## ON THE TOPIC OF CONSTRUCTED ENVIRONMENTS AND PUBLIC SPACES

ACER Bologna, Centre for the Adaptation of the Domestic Environment (CAAD), the non-profit AIAS Bologna, Dopo di Noi Foundation, Tolomeo Museum-Institute of the Blind Francesco Cavazza, Cervelli in Azione, with the Municipality of Bologna Deputy Mayor for Urbanisatio

## ON THE TOPIC OF SERVICES

Accaparlante Cooperative, University of Bologna, Auser Bologna, Bologna Welcome, the creator of the Over Limits project, the non-profit Silvia Rinaldi sports foundation and disability rights activist Maximiliano Ulivieri, with the Municipality of Bologna Deputy Mayor for Culture, Tourism and Sports

## ON THE TOPIC OF MOBILITY AND INFRASTRUCTURE

UILDM, TPER, the Bologna bus station, G. Marconi Airport, La Skarrozzata, PMG Italia, with the Municipality of Bologna Deputy Mayor for Mobility and the director of the sustainable mobility and Infrastructure department

Following these streamed meetings, it was then possible to discuss and compare proposals for a more accessible Bologna. This occurred during the four thematic workshops involving 220 participants, whose contributions will be summarised in sections 3 and 4.







# COMMUNICATION

Communication activities dominate the entire Bologna Beyond Barriers process. They played a particularly significant role during the most crucial period of the Covid-19 emergency.

Aware of the important and sensitive nature of this situation, the first step was to organise a training session for Foundation for Urban Innovation staff involving the Tolomeo Museum-Institute of the Blind Francesco Cavazza, the Gualandi Foundation for the deaf and the Accaparlante Cooperative. The course objective was to learn of the basic technical, methodological and linguistic tactics to adopt. All project communication was founded on this basis. An accessible communication guide was also born from the training course and published via a Foundation social media campaign, with the scope of making communication more attentive and useful to individuals with visual, hearing, cognitive and other impairments, and to train local organisations so that they might follow the same guidelines.

One of the first communication activities was to organise a press conference and produce and disseminate a flyer and video across all Foundation for Urban Innovation channels. Their purpose was to acquaint the city with the campaign, and in particular with the possibility of mapping local activities and projects already in existence.

With the advent of the Covid-19 emergency, the project's communication activities were reconceived in light of new needs. The need to publish information of public interest about the emergency and disseminate it to the largest possible number of people soon became clear: from the gradual closure of businesses and services, to new restrictions on personal liberties, to the actions undertaken by local and governmental authorities to confront the crisis. In order to be useful to as many people as possible, the public ordinances' complex texts were translated into more accessible language, in audio files to listen to and videos with Italian Sign Language interpreters. The Foundation for Urban Innovation added two new pages to its website- dedicated to Phase 1 and Phase 2 of the lockdown- in which the most important information was published in a variety of formats to meet the greatest possible variety of needs. At the same time, the Foundation and Municipality of Bologna partnered so that the newly launched <http://comune.bologna.it/coronavirus> website would be accessible and satisfy the necessary technical requisites to be usable by everyone. To demonstrate continuity with the Bologna Beyond Barriers process, the site displays the logo "Accessibility is Bologna".

Several local services dedicated to supporting the most fragile members of society were afforded visibility on the site during the emergency.

At the same time, communication activities regarding the campaign's new stages were launched: in particular, to publicise the streamed meetings and digital workshops. All Foundations channels were activated to this end. New videos and flyers were produced.

Some statistics regarding Foundation communication activities carried out for the Bologna Beyond Barriers process (data updated 1 July 2020):

- 14 weekly newsletters, each sent to a mailing list of more than 6,300 emails
- 8 messages sent to an ad hoc mailing list of more than 500 emails
- 1 descriptive section on the site with 1,223 visualisations
- 17 articles published on the site with 11,032 total visualisations; 4,838 of these were to pages dedicated to public information during the emergency
- 7 videos published in the Youtube playlist "Bologna Beyond Barriers with 750 total visualisations. The video was visualised an additional 3,960 times following its publication on Facebook.
- 42 videos published in the Youtube playlist "Bologna Beyond Barriers: Coronavirus Emergency", with 3,127 total visualisations
- 45 posts published on Facebook, reaching a total audience of about 85,680 people
- 1 event published on Facebook that reached 22,870 people and interested 505 people
- 4 live streams on Facebook that reached a total of 21,434 people and generated 2,553 interactions, 168 comments and 65 shares
- 21 posts published on Twitter, with 25,190 visualisations

03

# THE PROJECTS: BOLOGNA RESPONDS

As described in chapter 2, Bologna's candidacy for Access City Award 2021 was supported by a large network of bodies that joined the call launched by the Municipality with their current and past projects.

Moreover, various bodies active in the area have organized events to support and promote the candidacy, through the use of the logo "Accessibility is Bologna", the city brand of the Municipality of Bologna dedicated to the topic of accessibility. Some of these initiatives were born precisely to respond to new needs related to the emergency of Covid-19, other initiatives were already planned and have been adapted to new needs. The initiatives include different topics:

- access to culture with the event "Stelle per tutti (Stars for all)", organized by the Associazione Astrofili Bolognesi - APS (30.5.2020), and with the initiatives of the Mambo Museum of Bologna (during the health emergency).
- access to work during the health emergency with the webinar organized by ASPHI "Smart Working and workers with disabilities: we can do it" (2.4.2020).
- access to information with the videos created by FIADDA Emilia Romagna for the dissemination campaign within the project "Breaking down communication barriers, for an inclusive society also for deaf people" (28.4.2020).
- training with the Golinelli Foundation's Giardino delle Imprese training course (July-September 2020).
- rights of women with disabilities with the "Call call. Help desk for women with disabilities" project by AIAS Bologna Onlus and Mondodonna onlus, with the financial contribution of the Waldensian Church and the European RiseWise project (24.3.2020).
- mobility with the service of PMG Italia making equipped vehicles available to the Municipality for projects to support fragile people (13.6.2020) and with the mapping and Guide that collects accessible cycle routes and the municipal and regional bike and bike + train services of the Skarrozzata.
- living with the conference "Smart living. The future of smart technologies for the aging person" organized by CRA Emilia Romagna regional aid center and CAAD Bologna (25.2.2020, postponed due to health emergency).

Below, we provide a summary of the projects of the Municipality and of the external subjects who have decided to support the candidacy.

## FOR AN INDEPENDENT AND INCLUSIVE LIFE

### MOVE AROUND AND STAY OUTDOORS



#### PLANNING OF THE MUNICIPALITY OF BOLOGNA

In the Urban Plan for Sustainable Mobility of metropolitan Municipality of Bologna, PUMS, the concept of universal design (universal accessibility) in public spaces acquires a role of primary importance.

“The concept of universal accessibility goes beyond the very issues concerning the elimination of architectural barriers, replacing them with a generalized attention to the design of universally accessible spaces and paths. This approach stems from the desire to encourage intergenerational socialization and regardless of any disability” - SUMP The Plan, approved in 2019, sees universal accessibility as the first strategy to foster pedestrian areas. Specifically, its objectives are: to carry out a strategic program to eliminate architectural barriers, to design interventions that increase the level of road safety and to train the administration technicians to plan according to the rules of universal design.



Map of Mobility department's work program 2020

The General Urban Plan (P.U.G.), proposed by the Council of the Municipality to the city in February 2020 and being consulted by citizens and technicians, takes up the indications of the SUMP by inserting them in strategic actions aimed at rethinking the open public space so that it can be easily walked by anyone, safe, beautiful and comfortable. Attention to the design, to construction and to the maintenance of the spaces to ensure high levels of quality of living. A special attention to the road space that constitutes, in all its articulations, the main sequence of public open spaces of the city.

#### INTERVENTIONS OF THE MUNICIPALITY OF BOLOGNA

In the years 2018, 2019, 2020 several interventions were carried out to improve the accessibility of Bologna. These interventions concern: the redevelopment of pedestrian paths and the adjustment of geometric characteristics, the creation of tactile paths for blind people, the realization of ramps connecting with existing routes, the adaptation of public lighting systems, the adjustment of traffic light systems, the adjustment of vertical and horizontal signage and the adjustment of pedestrian crossings. In the 2020 work program, around 4 million Euros out of 13 were allocated for the removal of architectural barriers.



Image of “Crescentone” ramp, historical pavement of Bologna's main square

As for the adoption of acoustic devices for people with visual impairments and orientation at the button of the traffic light by means of Loges tactile paving, 138 acoustic devices and 148 Loges flooring interventions were financed. € 1,148,306 invested for interventions between 2019 and 2021.

The historic center of Bologna is characterized by a vast cultural heritage and by countless historical architectural elements of great value. The need to protect these goods from interventions that can deteriorate, damage or promote uses that are not compatible with their historical or artistic character make maintenance and above all improvements to the accessibility of the public space very complex.

One of the most symbolic interventions carried out in recent years are the access ramps to the so-called “Crescentone”, the historical raised floor of Piazza Maggiore in front of the Basilica of San Petronio, designed to allow access to people in wheelchairs or with walking difficulties.

*“Cultural heritage cannot be destroyed, deteriorated, damaged or used for purposes that are not compatible with their historical or artistic character (Art 20), therefore the execution of works and works of any kind on cultural heritage is subject to authorization by the Superintendent”*

**Superintendence of Archaeology, Fine Arts and Landscape**



### THE PORTICO'S CANDIDACY TO UNESCO'S WORLD HERITAGE SITES

In 2019, Bologna arcades have been nominated to become UNESCO World Heritage Sites. Bologna can be considered a real “capital of the arcades” for the exceptional variety of artistic and architectural styles, representative of different eras, which can still be admired in the city today.

The application for registration to the UNESCO heritage is accompanied by a Management plan, which describes how the various actors, public and private, will be involved in the asset management system, in accordance with the urban planning policies of the city, which have always seen the portico as an asset that can be used by the community, even when privately owned, and therefore a common good.

The Management Plan includes some projects related to the topic of accessibility:

- An increased portico's app that represents the arcades in 3 dimensions, showing where steps are (i.e. architectural barriers that cannot be demolished for architectural reasons and/or historical constraints) and therefore, which paths is accessible.
- The project Speaking city, created in collaboration with ROC social street and with the Institute of the Blind Francesco Cavazza, aims to make the arcades accessible to blind and partially sighted people. The project hypothesizes ways of warning about possible obstacles that make the movement of blind people dangerous (also digitally) and the construction of plastic scale models as urban furniture elements that represent the arcades and make them accessible to people with visual disabilities.



Image of citizens testing the App BOforALL - Foundation for Urban Innovation



Image of districts labs 2018 - Foundation for Urban Innovation

### THE COLLABORATION PACTS AND THE PARTICIPATORY BUDGET

The Collaboration Pacts and the Participatory Budget are two innovative tools for citizen participation that characterize Bologna. In putting them into play, the Administration has decided to give citizens greater decision-making power to experience the city and actively benefit from the heritage. The Municipality of Bologna – the first in Italy – was equipped in 2014 with the Regulation on collaboration between citizens and the Administration for the care and regeneration of urban common goods: an instrument, which was later “handed down” to various local authorities scattered over the whole national territory, created to support and enhance the autonomous initiative of citizens, individuals or associates, for purposes of general interest. This very innovative legal instrument has opened a process of bottom up change with the aim of promoting the sharing of responsibilities in the care and regeneration of the city and allowing the inhabitants to do their part thanks to the possibility of entering into “collaboration pacts”.

Through the Collaboration Pacts, several citizens have started collaborations with the municipal administration bringing improvements in accessibility. Some of these agreements concern projects related to mobility and public space (renovation of sidewalks, pedestrian crossings, accessibility to green areas or parks, accessible paths in parks and redevelopment of children's games in parks)

The Participatory budget is a tool of direct democracy, which was launched in Bologna in 2017, with which it is possible to design and vote on proposals for your neighbourhood. Two editions of the Participatory Budget were produced and the third is in progress. Through this tool, citizens have clearly expressed a willingness to improve accessibility in Bologna, which is a topic that emerges recurrently among the proposals. There are very frequent proposals for: accessibility of paths in urban greenery, accessibility of pedestrian paths or inclusive games for children in parks. *Between 2017 and 2018, 30,932 people voted on citizens' projects. In 2018, around 1,800 citizens proposed 33 projects for the Participatory Budget by taking part in 50 meetings and workshops held in the Bologna neighborhoods. In the third edition, 425 proposals were received.*



## PROJECTS SUPPORTING THE CANDIDACY

This area concerns the accessibility to the public space and to the Bologna area, which also includes the hilly area. On this issue, numerous projects were developed to ensure physical accessibility to parks. Besides, territory-mapping actions for the development of itineraries accessible to different types of disabilities (experiences concerning motor and visual disabilities have been reported) and for raising awareness about the need for inclusive playgrounds were carried on.

### **Il libro delle passeggiate (the book of strolls)**

A collection of accessible itineraries

Year (s) of realization: 2015-2018

Description: The operators, together with the users of the G. Fava day care center for the people with disability, organized a series of outings in the Bologna area and in the surrounding areas to evaluate the routes accessible to wheelchairs. Finally, by Cadi ai, a notebook with itineraries and with the different degrees of accessibility and difficulty was created.

Reported by: Cadi ai

Website: [www.cadi ai.it/il\\_libro\\_delle\\_passeggiate.html](http://www.cadi ai.it/il_libro_delle_passeggiate.html)

### **Angolazioni rotonde**

A tour guide for accessible routes

Year (s) of realization: since 2017

Description: Digital tourist guide fully mapped with a wheelchair, divided into two sections: the suburban area and the city, which also includes information dedicated to people with disability services and parking. The assessment of the accessibility of the places was given according to the willingness of the people with disability to go through these areas and according to his/her potential. Indeed, the degree of accessibility of the routes depends on the possibility of moving independently or the need for accompanying person.

Reported by: Cervelli in azione

In partnership with: CAI and Consulta escursionismo Bologna

Website: [angolazionirotonde.it/](http://angolazionirotonde.it/)



Image: walking to map accessible itineraries - Nicoletta Valdisteno

### **Accessibilità fruibile al parco divertimenti per bambini (accessibility in amusement parks)**

Luna Farm by Fico Eataly World

Year (s) of realization: 2019 - in progress

Description: Path to improve the accessibility of Luna Farm children's amusement park through various activities: analysis of website accessibility; training for employees; mapping of park accessibility with a team made up of operators and people with physical, cognitive and sensory disabilities; call and discussion table on the potential and critical aspects of accessibility in amusement parks and subsequent visits to the park with feedback and comments from participants.

Reported by: Coop. Accaparlante

In partnership with: FICO, Casa Costruttrice Antonio Zamperla Spa, Technical Services di Gianni Chiari, Gualandi Foundation in favor of the deaf, Tolomeo Museum – Institute of the blind Francesco Cavazza and Girobussola ONLUS

Website: [lunafarm.it/accessibilita/](http://lunafarm.it/accessibilita/)

### **La Skarrozzata**

A stroll on a wheelchair for all to experience disability

Year (s) of realization: 2015 - still ongoing

Description: Group tour on a wheelchair or any non-motor vehicle such as strollers, tricycles, unicycles, rollerblades and skateboards. The main objectives of this initiative are raising awareness about diversity and disability through social integration and becoming aware of the innumerable architectural and mental barriers present on the path of those forced into limited mobility.

Reported by: The Skarrozzata

In partnership with: Municipality of Bologna

Website: [www.skarrozzata.com/](http://www.skarrozzata.com/)



Image from the "Skarrozzata" - La Skarrozzata

## #YellowTheWorld

### Accessible Paths

Year (s) of realization: since 2016

Description: The #YellowTheWorld campaign was created to sensitize the international community to the issues of accessibility of environments and services to people with visual disabilities, which includes walking and sailing trips carried out in Italy and Europe. In particular, the project “Even donkeys like it yellow” won the accessible tourism prize, sponsored by the Presidency of the Council of Ministers and the Presidency of the Republic.



Immagine di #YellowTheWorld - NoisyVision

Reported by: NoisyVision Onlus

In partnership with: Appennino Slow, Municipalities of the villages along the Via degli Dei

Website: <https://www.noisyvision.org/it/2019/04/04/anche-agli-asini-piace-giallo-2/>

## 700km di sorrisi (700km of smiles)

### Awareness campaign on accessibility of spaces and of the environment

Year (s) of realization: since 2015

Description: Project to raise awareness and raise funds for the development of “inclusive” playgrounds in the cities of Bologna and Naples, which has as its testimonial the bicycle trip of Annamaria Cecaro, mother of 2 autistic children, e Pierre Cesaratto, sporty and passionate cyclist.

Reported by: Annamaria Cecaro

In partnership with: Corri con noi Association

Website: <https://buonacausa.org/cause/700km-di-sorrisi>

## Census of pedestrian crossings with steps in Bologna

Year (s) of realization: 2016

Description: Mapping through Google maps of 1054 pedestrian crossings with steps, on 5000 streets, supported by the civic list Insieme Bologna. The project was approved in all neighborhoods of Bologna and in the Municipality.

Reported by: individual citizen

In partnership with: Insieme Bologna

## Ability park

Year (s) of realization: 2019 - still ongoing

Description: Equipped sports area dedicated to the performance of physical activity for everyone: people with reduced mobility will be able to circulate within the path without barriers and to use accessible tools, functional for the performance of aerobic and anaerobic activities and the exercise of proprioception; visually impaired and blind people will be able to use the area through Braille indications and a tactile map.

Reported by: The Skarrozzata

In partnership with: Medici in Centro and promoted by the Vivere la Città Association with the contribution of private citizens through crowdfunding and the Carisbo Foundation

Website: [www.skarrozzata.com/news/ability-park-progetto-park-in-motion-presto-a-bologna/](http://www.skarrozzata.com/news/ability-park-progetto-park-in-motion-presto-a-bologna/)

## Parco dei Cedri accessibile (accessible Cedri Park)

Subtitle: Mapping of park accessibility

Year (s) of realization: 2018

Description: Realization of a level mapping by disability expert (in particular motor and visual disabilities) that have produced indications for the better universal use of the park.

Reported by: Gruppo Centro Sinistra Savena

In partnership with: Municipality of Bologna, Savena District, Coop. Accaparlante, Institute of the blind Francesco Cavazza

## Accessibility of the Bonaccorsi Arch of the Portico of San Luca

Year (s) of realization: 2012-2015

Description: Construction on the right side of the Bonaccorsi arch, following the architectural project of “Architetti di Strada”, of a double ramp with reduced slope (between 1.5 and 4.4%), connected to the historical steps of the arch, through a “mixed” ascent and descent system that integrates the ramps to the steps of the staircase. This expedient is also known with the English term “stripes” (“steps” + “ramps”).

Reported by: Architetti di Strada

In partnership with: Municipality of Bologna and Archaeological fine arts and landscape Superintendence for the city of Bologna

Website: [www.architettidistrada.it](http://www.architettidistrada.it)



Image of Bonaccorsi Arch - M. Pintacorona



## **Il giardino di Donato Flesca (Donato Flesca's Garden)**

A park with inclusive paths

Year (s) of realization: 2017-2019

Description: Construction of a garden close to the Rhine river, equipped with paths accessible to people with reduced mobility, for children, operators and families of the Parco LungoReno Center.

Reported by: Association L'Aliante

In partnership with: ASP city of Bologna, Parco Lungo Reno Day Center, Municipality of Bologna, Disability Manager Egidio Sosio, Borgo Reno District

Website: [www.aspbologna.it/2013-12-17-11-38-01/servizi-erogati/inaugurato-il-giardino-donato-flesca-al-parco-lungoreno](http://www.aspbologna.it/2013-12-17-11-38-01/servizi-erogati/inaugurato-il-giardino-donato-flesca-al-parco-lungoreno)

## **An inclusive playground**

Un parco con percorsi inclusivi

Year (s) of realization: ongoing

Description: Transformation of the park area of the Ruozi Social Center, currently used as a traditional playground, into an "inclusive playground", a place without architectural barriers, where games are installed as accessible and usable as possible for all children.

Reported by: ANMIC (National Association of Civilian Disabled or Invalids),

In partnership with: San Donato - San Vitale District and Ruozi Social Center

## **PROJECTS SUPPORTING THE CANDIDACY DURING COVID-19 EMERGENCY**

### **Opening of the Circolo La Fattoria's park**

Year (s) of realization: 2020 (to respond to the COVID emergency)

Description: Open and fenced, the private park of Via Pirandello is now accessible to people with autism in Bologna and their families thanks to the Circolo La Fattoria, which grants children and adults with autism access to it accompanied by their family or by a person in charge.

To enjoy the park, families can book at ANGSA Bologna

Reported by: ANGSA Bologna

In partnership with: Emilia Romagna Region, AUSL of Bologna, Municipality of Bologna, Circolo La Fattoria

Website: [www.angsabologna.it/covid19parco](http://www.angsabologna.it/covid19parco)

## **ATTEND PUBLIC AND PRIVATE FACILITIES OPEN TO THE PUBLIC**

### **SCHOOL STRUCTURES OF THE MUNICIPALITY OF BOLOGNA**

The buildings in which the public pre-school, primary and first-level secondary schools are located (the Metropolitan City is responsible for the construction of the second-level secondary schools), are all accessible in and out, although in some cases there are still some architectural barriers inside. For some schools in Bologna, in fact, the morphology of the buildings and the capital constraints make it difficult to completely break down architectural barriers.

To overcome this problem, in the presence of architectural barriers, solutions based on individual needs are adopted. The internal spaces are organized on the basis of the presence of pupils with specific mobility needs, seeking (where possible) for placing the classrooms frequented by pupils with motor disabilities in areas of the school that are more easily accessible or evacuated (e.g. ground floor). Moreover, the spaces dedicated to teaching are set up in a personalized way for pupils with disabilities (for example a soft corner or a rest corner).

### **STRUCTURES OF SOCIAL SERVICES AND CUSTOMER SERVICE OFFICES OF THE MUNICIPALITY OF BOLOGNA**

In recent years, projects have been carried out to remove architectural barriers with the aim of making all buildings addressed to public relations accessible. Nevertheless, in some cases, due to the architectural characteristics of the buildings, it was not possible to make the main entrance accessible and a differentiated access was created, without architectural barriers.

### **THE LIBRARIES OF BOLOGNA**

Most of the municipal libraries of Bologna do not have architectural barriers, being equipped with an entrance with ramp or lift, internal spaces accessible to people with motor disabilities and accessible toilets. Only in a few cases, libraries have conditions of partial accessibility and in a single case the spaces are not accessible being in a historic building.

The library of the Centro Documentazione Handicap (Handicap Documentation Center) specializes on the subject of disability and has a section dedicated to accessible books (tactile, in symbols, in LIS ...).

The efforts made by the Archiginnasio and Salaborsa libraries to break down

the architectural barriers in two of the most important buildings in the historic center are remarkable. The Archiginnasio library is accessible overall, taking into account the difficulties associated with the architecture of the venue: the building dates back to 1563. An equipped bathroom is available and work on the arrangement of the bathrooms is planned. The library has a wheelchair available for people with walking difficulties. Biblioteca Salaborsa, historic building part of Palazzo d'Accursio (town hall), has been made completely accessible, with a main entrance on Piazza Nettuno equipped with a ramp. Inside there are lifts, accessible toilets (one with a stairlift). The library has a wheelchair available to people with walking difficulties.

### TENDER NOTICES FOR REAL ESTATE REGENERATION

The Municipality of Bologna pursues the strategy of urban regeneration and the activation of collaborations with civil society. Disused buildings are tendered in order to promote culture, the city, inclusion, environmental sustainability, educational opportunities, accessibility, new opportunities for participation and collaboration, sustainable mobility.

In particular, during 2020, a property, owned by ACER, in the Barca area, is being assigned in order to create a space dedicated to families with children and teenagers with autism. The space will be animated by training, support and information activities for parents and an autism desk will be set up to support families living in this condition. The space will be re-functionalized with a view to inclusiveness and accessibility for children, boys, and girls.

A clause on the accessibility of spaces is intended to be part of the next tenders for the management of properties that will be published by the Culture area of the Municipality of Bologna.

### PROJECTS SUPPORTING THE CANDIDACY

The second point on which many of the subjects who answered the call have focused is the theme of accessibility to public facilities, or private facilities for public use, and commercial premises. The actions collected have seen both the interest of private individuals who have implemented projects for the adaptation of their premises, and mapping and awareness actions aimed at obtaining means (such as elevators) to guarantee physical accessibility to the premises.

#### Wheelmap.org

App for mapping accessible places for people with motor impairment

Year (s) of realization: since 2014

Description: Application that maps accessible places for people with motor impairment all over the world and also in the city of Bologna. The traffic light method indicates the accessibility of the place: green if accessible, orange if partially accessible and red if not accessible. It takes into account commercial places, squares, churches, museums, parking lots, parks, fountains etc.

Reported by: The Skarrozzata

Website: [wheelmap.org/](http://wheelmap.org/)

#### Handyadvisor

Participatory mapping of places accessible to people with motor impairment

Year (s) of realization: since 2007

Description: Map indicating which buildings in the city of Bologna are accessible to people with motor impairment. The map is connected with google maps for driving directions.

Reported by: Accessibile = NoBarriere ODV ONLUS

Website: [www.handyadvisor.it/](http://www.handyadvisor.it/)

#### L'ascensore è libertà (The lift is freedom)

Campaign to promote the installation of elevators

Year (s) of realization: since 2017

Description: Awareness campaign on the need to equip condominiums with elevators to allow elderly or people with disability to maintain freedom of movement in the area.

Reported by: Auser Emilia Romagna

Website: [auseremiliaromagna.it/ascensore-libert-la-regione-emilia-romagna-promuove-un-bando-di-2-milioni-di-euro](http://auseremiliaromagna.it/ascensore-libert-la-regione-emilia-romagna-promuove-un-bando-di-2-milioni-di-euro)



## L'altro spazio

Place designed and built for people with disabilities

Year (s) of realization: since 2015

Description: Fully accessible restaurant-bar, with tactile maps, menus also written in Braille, "dinners in the dark" organized monthly, staff prepared to communicate in Italian sign language, a counter only 80 cm high (to facilitate the activity by bartenders in wheelchairs) and a lot of free space to facilitate the passage between the tables.

Reported by: FARM association

Website: [www.altrospazio.org](http://www.altrospazio.org)

## All'Aria Gentile

A project for a greater humanization of public health places: redevelopment of a hospital green space

Year (s) of realization: 2020 - ongoing

Description: Redevelopment of a green area close to a hospital that can be enhanced thanks to the enrichment of botanical species and recreational furnishings (benches and play equipment for children with disabilities). The aim of the project is to make outdoor rests pleasant, to improve the psychological conditions of patients and visitors and to promote relationships between patients and their families.

Reported by: GROWUP Association

In partnership with: several local associations

## L'acqua degli Albari

A review of special projects TOGETHER with the city

Year (s) of realization: 2020- in progress

Description: Installation of a water house accessible to people with motor impairment, with Braille information to encourage users with visual impairments.

Reported by: Centro Natura and Sport Natura

In collaboration with: Municipality of Bologna, Santo Stefano District, Institute of the blind Francesco Cavazza

Website: [centronatura.it/benessere-naturale/](http://centronatura.it/benessere-naturale/)

## LIVING

### URBAN PLANNING OF THE MUNICIPALITY OF BOLOGNA

In the General Urban Plan (P.U.G.), to be approved by 2020, it is clearly stated that there is the need to intervene on a heritage that, for historical-structural and demographic reasons, still requires some adjustments for greater usability by the whole population. The patrimony is often inadequate with respect to the changed social needs and in particular with respect to the issues of energy saving, seismic safety and accessibility (for example due to the lack of lifts in the houses, given the strong aging of the population). It is therefore necessary to encourage adaptation and/or replacement interventions to be pursued in a widespread manner throughout the municipal area. (1.1.a Discipline of the P.U.G.)

In the General Urban Plan, various strategies related to accessibility are listed (accessibility in a general sense, not only for people with disabilities): accessibility to the city and public open spaces, accessibility to public transport, accessibility to services (without architectural barriers and safe even for children and the elderly); accessibility to the cycle network; pedestrian and universal accessibility; accessibility to the existing building stock and to one's own accommodation (lifts, architectural barriers...) and accessibility to logistics and trade.

In the new Building Regulations, an integral part of the P.U.G. dedicated to private construction, in the face of the obsolescence of the heritage and the aging of the population, an innovative clause has been introduced which also benefits in terms of improving accessibility. Article. 30 of the regulation provides for a volumetric incentive by 10% with respect to the total volume, for urban restructuring interventions, new construction interventions and building renovation interventions with demolition and reconstruction which include, among others, interventions to improve accessibility beyond the minimum legal requirements required for the various uses of the buildings.

In Article. 27, E15 - Required services in terms of overcoming architectural barriers - the various services necessary for the elimination of architectural barriers are described. In particular, the minimum measures of the landings of the condominium stairs of the residential buildings have been revised in order to favor the insertion of the elevators.

Website: [dru.iperbole.bologna.it/progetti/](http://dru.iperbole.bologna.it/progetti/)

## SERVICES AND CONTRIBUTIONS FOR DOMESTIC ADAPTATION

The Municipality of Bologna supports the independent life and de-institutionalization projects of citizens with disabilities, even serious ones, and for this purpose, it provides contributions for the purchase of equipment to facilitate the stay in one's own house; contributions for works aimed at overcoming and eliminating architectural barriers in private buildings.

*Indicator: 15 requests for equipment contributions in 2019; 150 requests for contributions for works to overcome architectural barriers in 2019.*

Home adaptation projects involving high-tech and financially complex interventions are created and financed, with the mandatory collaboration of the CAAD, the Domestic Environment Adaptation Center.

*Indicator: 4 projects carried out in 2019*

## CAAD BOLOGNA, BOLOGNA DOMESTIC ENVIRONMENT ADAPTATION CENTER

Information, advice and inspections to adapt the home of people with disabilities

The Domestic Environment Adaptation Center was established in Bologna in 2005 (the first in Italy), to give information and advice to citizens in the area of domestic environment, identifying solutions for the accessibility and usability of one's own home and for improving the quality of life of people with disability, the elderly and their families.

The CAAD integrates and reinforces the responses of the local authorities that deal with non-self-sufficient people; in particular, it collaborates with the social-health operators of healthcare companies, professionals of social services, schools, public and private design architects of the Metropolitan City of Bologna.

The CAAD, through an information desk, offers information and documentation on contributory channels for the removal of architectural barriers for the purchase of technologies and equipment for independent living, tax breaks, etc. Instead, the technical advice is performed



*Images: home inspection and architectural analysis of a building - CAAD*

by a multidisciplinary team (social worker, architect, occupational therapist, engineer, home automation and administrative expert) who, after an in-depth analysis of the socio-health and environmental context, responds to requests for evaluation both with on-site consultancy and with home inspections.

In addition, CAAD, the cultural site of accessibility "for all", carries out training and participation in public events activities.

Promoted by: AIAS Bologna Onlus manages the Regional Aids Center and the Domestic Environment Adaptation Center of Bologna on behalf of the Emilia Romagna Region, the AUSL of Bologna and the AUSL of Imola.

Website: [www.retecaad.it/Bologna](http://www.retecaad.it/Bologna)

## "THE DECLARATION OF BOLOGNA"

AIAS Bologna, member of AAATE (Association for the Advancement of Assistive Technology in Europe), in collaboration with the Alma Mater Studiorum and the Service for students with disabilities and DSA of the University of Bologna, organized the AAATE 2019 Conference in Bologna, from 27 to 30 August 2019.

During this conference, the "Declaration of Bologna" was written and signed. The signatories of this declaration asked to take measures to improve access to high quality technological assistance solutions, for all those who could benefit from them, anywhere in the world and regardless of age, gender, ethnicity, sexual orientation or cause of disability.

The following action program was identified:

- Raise awareness of assistive technologies, to universal design and accessibility with a view to achieving human rights, since technology allows people to assert and realize their rights in a meaningful and often decisive way.
- Promote legislation with strong accessibility reinforcement mechanisms and the usability of goods and services and promote good practices at all levels and in all areas of public and private life.
- Promote socially reactive and responsible research in all relevant disciplines, investigating obstacles to the full inclusion of anyone in society and developing strategies and solutions to allow participation, many of which can be linked to technology.



*Image of some architectural notes about the accessibility of a building - CAAD*





Image of "The Declaration of Bologna" conference - AIAS

- Ensure that technological innovation takes into account as many potential beneficiaries as possible following a universal design approach and does not contribute to further exclusion by widening the gap between those who have and those who do not.
- Promote person-centered assistive technology delivery systems that are independent of commercial interests and able to provide, in a timely and convenient manner, future-oriented customized solutions suitable for the environment of use and based on the skills, preferences and expectations of the end user.
- Create adequate and solid educational opportunities throughout the lifespan for AT end users, for the workforce in the field of health and social care and for AT professional users involved in the needs assessment, in the implementation processes of assistive technology solutions and in supporting the effectiveness of these solutions over time.
- Seek and request significant collaboration between actors at international, national, regional and local level and better define the obligations and levels of responsibility of each interested party, involving organizations of people with disabilities and a wide range of AT users in all processes.
- Pursuing and ensuring the quality of assistive technology solutions for the equitable supply of assistive technology systems globally.
- Promote positive images, initiatives and projects that contrast the stigma, which is sometimes associated with disability and the use of assistive technology.
- Remove all other barriers of any nature (for example financial, political, administrative, market, knowledge, cultural, gender, etc.) for the adoption of assistive technologies and accessibility at all levels.

Website: [aaate.net/dichiarazione-di-bologna](http://aaate.net/dichiarazione-di-bologna)

## HOUSING SERVICES OF THE MUNICIPALITY OF BOLOGNA

As for the offer of housing facilities for people with disabilities/frailties, the Municipality offers various possibilities, in agreement with private individuals too:

- Protected apartments: protected housing structures, usually located inside a multifunctional center, designed and equipped in such a way as to facilitate maximum preservation of the person's abilities and autonomy, the protection of one's intimacy, the maintenance of family and friendships, the preservation of habits and interests (public or affiliated with the public)
- Care home: residential social assistance structure addressed to self-sufficient or partially self-sufficient elderly
- Foster home: social-welfare structure that can accommodate up to a maximum of six people in conditions of self-sufficiency or slight non-self-sufficiency
- Community housing: small-sized residential social-welfare structure, normally intended for non-self-sufficient elderly people
- Residential facilities for disabled adults: socio-rehabilitative structures of different types, responding to the housing needs of people with disability without a family unit or whose situation does not allow them to stay at home.

## ACER, PUBLIC BUILDING MANAGEMENT

The Casa Emilia Romagna Company is a public economic body that manages a public building stock of about 30 thousand real estate units in the metropolitan city.

Like the public space, Bologna's building heritage, inserted in a consolidated historical fabric, has historical-formal characteristics that hinder, if not sometimes make it impossible, a total renovation of the properties for the purpose of better accessibility. Specifically, when working on already inhabited housing, it is very complex to make substantial architectural and structural changes to obtain total accessibility.

In most buildings (built before the 1960s) the width of the stairwell does not allow the insertion of the lift. ACER, in some of its properties with these characteristics, however, in an attempt to find an improvement solution for people with reduced mobility, has created external elevators that allow at least access to the relevant landing, not exactly at the entrance of the houses, thus determining an at least partially accessible solution (some steps remain between the entrance of the house and the elevator) to get to the entrance of the houses. The problem of the scarcity of space at the entrance of the building could alternatively only be solved with a modification of the internal volumetric dimensions of all the existing accommodations and of the stairwell, an operation almost impossible in inhabited buildings.



The users of ACER homes have changed a lot over time; the houses - initially designed for families - are now largely inhabited by lonely elderly people. This circumstance makes it fundamental to act on the adaptability of the living space in a personalized way, to meet the needs of each user. This entails a considerable amount of interventions compared to other countries where housing is already designed for single people, in a situation of temporary poverty.

ACER, with the advice of the CAAD and the Municipality of Bologna (Disability Manager and Housing Policies Sector) performs this “tailoring work”, tailored to each user, to adapt the existing assets with a team of health professionals, technicians and technology experts who decide which interventions are suitable for the needs of each applicant.

The ACER technicians are trained, thanks to the collaboration with CAAD, to regenerate the buildings taking into account the various needs of the various disabilities.

As part of the project 1000 case per Bologna (1000 houses for Bologna), ACER and the Municipality of Bologna are restoring/rebuilding more than 1000 houses, with a financing of € 61 million for the 2020-21 period. This project has as its objective the mending of urban “voids” (that is, undeveloped lots of land) within the city and the reuse of unused “containers”. In the case of these “new” accommodations, we are talking about total accessibility (for motor disabilities and for blind people), because the interior is emptied allowing technicians to design a new space without architectural barriers.

At the same time, ACER is developing innovative projects together with some collaborators, which concern housing autonomy and the adaptation of the living space to the needs of fragile categories by using technologies.

The first project, “Moving out! Vivere da soli, ma non essere soli” (Live alone, but don’t be alone), funded by a share from Cassa di Risparmio Bank Foundation and in collaboration with AIAS Onlus Bologna, is starting with a first trial in six or seven houses and wishes to build a multidisciplinary path dedicated to accompanying people with disabilities or discomfort, and their family members, towards housing autonomy and social integration. Your home can become active and interact with people inside and outside, through technological integrations, home automation, ICT devices that are now widespread and known but also educational and social ones.

The “Elderly Care” Project, in collaboration with the ASPHI Foundation, is starting with a first trial on four or five houses and provides the installation, inside public housing inhabited by lonely elderly people and managed by ACER Bologna, of devices for improving the quality of life of the elderly person such as sensors that reveal the presence of dangers (e.g. fire, flood) or respect for certain habits of daily life (for example opening doors and windows).

Website: [www.acerbologna.it](http://www.acerbologna.it)

## PROJECTS SUPPORTING THE CANDIDACY

The issue of achieving autonomy in living has been addressed partly with projects that encourage the application and use of assistive technologies in the home environment, with the aim of making the subjects who need it become familiar with a technological assistance able to support them in the daily actions inside the house; partly with actions that promote independence from the family of people with disabilities, especially in the field of cognitive disabilities. In this case, co-housing experiments in the city area have been reported.

### **Una Casa in San Donato (A house in the San Donato District)** Cohousing for people with serious disabilities

Year (s) of realization: January 2020

Description: Apartment in a normal condominium where 5 people with serious disabilities, close to being deprived of family support, can lead a stable coexistence by solving in advance the problems of “after us”. The first objective of this project is to make children with disabilities independent of their parents, as a natural growth process. The second objective is to build new synergies between the public and the private sectors, to create new forms of economic participation between the subjects involved. This project in fact required a change to the municipal regulation to allow replicating other similar experiences.

Subjects: Dopo di Noi Bologna Foundation onlus in collaboration with the Municipality of Bologna, the Emilia Romagna Region, the AUSL (Local Health Authority) of Bologna, the Carisbo Foundation; the del Monte Foundation, Leroy Merlin, Reuse with Love Association and others.

Website: [www.dopodinoi.org/cosa-facciamo.aspx?id=87](http://www.dopodinoi.org/cosa-facciamo.aspx?id=87)



Image: Lunch time in the “house in the San Donato District” - Fondazione Dopo di noi

### **Elderly Care per anziani (for the elderly)**

Pilot Project in Partnership with AlfaEvolution and IBM

Year (s) of realization: since 2019

Description: Experimentation addressed to a group of elderly people (also with disabilities - excluding profound deafness) who live almost all of their time at home and alone. In each home, the positioning of the sensors connected to a system that signals the elderly's behavior to their caregiver is expected. The pilot must allow verifying both the functional benefits of the solution and the technological aspects.

Reported by: ASPHI Onlus Foundation

In partnership with: Alfa Evolution of the UNIPOL Group and IBM

### **European Project ProACT (Integrated Technology Systems for ProACTIVE Patient Centered Care)**

Development of innovative integrated care methodologies

Year (s) of realization: 2016-2019

Description: Development of innovative integrated care methodologies based on technologies and addressed to users who live at home with chronic disabling diseases. The project aims to consider four primary domains in an integrated way: social context, housing context, community support, clinical/hospital setting, placing the user at the center of integrated care.

Reported by: AIAS Bologna Onlus

In partnership with: IBM, Philips, Casala, iMinds, Treelogic, AAATE, EASPD, Tyndall and Home Instead, ASP Municipality of Bologna, AUSL Bologna; EU-funded Horizon 2020 project in PHC-25-2015

Site: [proact2020.eu](http://proact2020.eu)

### **Cohousing l'Oasi**

Year (s) of realization: since 2016

Description: Cohousing experience that enhances the autonomy of people with disabilities, as an alternative to the residential socio-rehabilitation structure. An economically sustainable housing solution is proposed, which allows everyone to field their resources, to share their own experience and to confront each other in a living space that, in respect of single individuality, allows exchange and mutual support.

Reported by: AIAS Bologna Onlus

In partnership with: Municipality of Bologna, AUSL BO, ASP City of Bologna

Site: [www.iasbo.it/oasi](http://www.iasbo.it/oasi)

### **Casa della gioia (House of joy)**

Year (s) of realization: since 2016

Description: Creation of a welcoming home accessible to disabled and non-disabled people during the day. Over the years, the house has also been able to accommodate young volunteers and scouts. Today it has become a "family of joy", offering a hospitality service even during daytime. Guests usually take care of the land, cook and take care of the house.

Reported by: Don Mario Campidori Foundation

In collaboration: with Diocese of Bologna

Website: [www.simpatiaeamicizia.it/](http://www.simpatiaeamicizia.it/)

### **Progetto autonomia adulti (Adult autonomy project) - Porto 15**

A new adventure in the Porto 15 cohousing

Year (s) of realization: in progress

Description: Housing experience of a group of young adults with Down syndrome, who - after a path to autonomy- went to live in one of the 18 apartments of the Porto 15 cohousing. The young people live in groups accompanied by their educators, to learn how to be independent, sharing parties, group lunches, meetings with other cohousers and experiencing the many initiatives that animate the common spaces of the building.

Reported by: GRD Bologna Aps

In partnership with: Porto 15

Website: [www.genitori-ragazzi-down.it/progetto-autonomia-adulti-porto-15/](http://www.genitori-ragazzi-down.it/progetto-autonomia-adulti-porto-15/)



Images of "Porto 15" cohousing - GRD Bologna Aps





Images of the transport service "Bologna for community" - PMG Italia



Image of a public debate during the European Mobility Week 2019 - Foundation for Urban Innovation

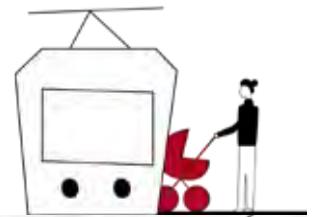
# FOR FREEDOM OF MOVEMENT

## GETTING AROUND BY PUBLIC TRANSPORT

### PLANS AND PROJECTS OF THE MUNICIPALITY OF BOLOGNA

In the Urban Sustainable Mobility Plan (2019), the accessibility of public transport is one of the main objectives. New purchases of vehicles must meet accessibility needs. In addition, the Municipality of Bologna is working on the project of the first tramway line, the first of four, which will be built between 2022 and 2026. This vehicle is designed with both sustainability and accessibility as a priority. The accessibility of the tram is guaranteed by the redevelopment of the entire roadway of the roads affected by the tramway (which guarantees the design of the public space without barriers), by the adaptation of the pedestrian paths, by the creation of protected pedestrian crossings, by the creation of tactile paths for visually impaired people, by the removal of architectural barriers, by the construction of all tram stops totally accessible and by the use of low-floor vehicles to ensure full accessibility to the service.

*PUMS approved in 2019, tramway in final design phase (construction scheduled between 2022 and 2026, with a financing of € 509,644,482)*



Rendering of the final design phase of Bologna's first tramway - Architecna



## SERVICES OF THE MUNICIPALITY OF BOLOGNA

Subscriptions to annual public transport at a discounted rate for the elderly and people with disabilities with low incomes. In the case of blind people, they might have an accompanying person travelling for free.

*The discounted rate is € 80, compared to € 300 of the standard ticket*

Discounted taxi fares for people with disabilities.

*10% discounted rates. The priority licenses dedicated to the transport of people with disability are 23 issued from scratch and 8 deriving from the conversion of eight former freight taxis*

## TPER SERVICES

TPER (Passenger Transport Emilia-Romagna) is the company that manages public transport in the city of Bologna. In recent years, TPER has been committed to improve accessibility to transport. This objective lies in: improving the accessibility of the vehicles; improving the accessibility of stops; improving accessibility to information and sales; training employees.

As for the accessibility to vehicles, in 2020, in the Bologna basin (i.e. urban and suburban buses in Bologna but also in the metropolitan city) a large fleet of buses equipped with platforms for the transport of people with disabilities is available.

*84% of buses are equipped with ramps for people with disability with disabilities; in 2021, 90% of the fleet is expected to have ramps.*

With the aim of improving accessibility to transport and stops, from 2014 to 2018 the infrastructure for 49 new trolley buses TPGV (CREALIS) was built, which will enter service in 2020. The system of optical guide for the automatic precision approach to the stop platforms makes it easier for users to access the vehicle, reduces their ascent and descent at stops (pavement raised 26.5 cm from the road surface) and breaks down architectural barriers (intersections). This infrastructure also involves the construction of traffic-lighted pedestrian crossings equipped with devices for the visually impaired and the creation of tactile routes for the visually impaired on all the docks.

With the PIMBO (Integrated Mobility Project of Bologna) project, the fleet of trolleybus vehicles will be increased in number between 2020 and 2022, which will have a “lowering” device (Kneeling) capable of reducing the height of the step of the access doors at approximately 270 mm, making them even more accessible.

With a view to improving sustainability and accessibility, the People Mover - Marconi Express (start operations in 2020) was built from 2016 to 2019. The large access doors, the absence of differences in height between platforms and vehicles and the clearly recognizable signage make the Marconi Express a very suitable vehicle for the needs of passengers traveling with luggage, for families with strollers and prams and for people with disabilities or mobility problems. In particular, the routes for visually impaired people are in perfect continuity with those of the airport and the central station.

Regarding accessibility to information, more than 90% of Bologna city buses have the voice announcement for visually impaired people, both internally and externally. At some stops, there is real-time information with an indication of the presence in the platform of the arriving buses.

In addition, an implementation of the Roger app is underway (expected to be launched in 2021), which will allow blind users to buy tickets and search for information. In 2021, the new EMV ticketing system will be available on all city buses, which will allow validation by credit card on board, without worrying about getting a ticket in advance.

*In 2020, 95% of stops had an external voice announcement for the visually impaired and 93% of city buses had an internal voice announcement. In 2021, it is expected that there will be 98% of stops with external voice announcement and 95% of buses with internal announcement (city buses). At CREALIS' stops, accessible stop information is available for blind, partially sighted and deaf people.*

In recent years, TPER has organized training courses for its employees to improve the services offered to people with disabilities. The policies implemented by TPER respond concretely to users' needs, with constant improvement of the quality standards of the transport service offered.

From 2017 until now, TPER has been organizing training courses to raise staff awareness on the management of critical issues concerning safety and on the access of people with disability to TPER vehicles (development of skills for the management of any problem during the performance of the service).

*50,358 hours of training provided to Operators in 2019.*

From 2017 to 2019, the staff was called to specific training courses for the use of the optical guide system for the automatic precision approach to the stop platforms, making access to the vehicle optimal.

*5,132 hours of training in the 2017-2019 period.*

In 2018, a video was made together with the Institute of the blind Francesco Cavazza, which reports the experiences of blind and disabled users, illustrating the behaviors to be adopted during the performance of the service by the Operators and a Service Order that defines the provisions to which the Operators must comply during the service.

Video: [www.youtube.com/watch?v=gxl1S1qcdLk](https://www.youtube.com/watch?v=gxl1S1qcdLk)



Image of trolley bus "Emilio" and accessible stop - TPER

## PROJECTS SUPPORTING THE CANDIDACY

On the issue of travelling by non-private vehicles, the call found a service that favors, using a platform, the search and booking of vehicles or assistance for travelling.

### **Social accompanying Filo d'argento**

Assistance for the elderly

Year (s) of realization: 1993 - today

Description: Care and support activities that can be requested through a toll-free number active all year round from 8am to 8pm on the whole national territory. The services concern: protected car accompanying, delivery of meals at home, groceries and medicines delivery, small aids at home, handling paperwork, telephone company, home company, socialization activities at care homes.

Reported by: AUSER (Association for Active Aging)

in partnership with Ausl, ALICe, social cooperatives

Website: [www.auserbologna.it/filo-d-argento-d2](http://www.auserbologna.it/filo-d-argento-d2)

### **uCarer**

The platform to manage social transport services

Year (s) of realization: since 2017

Description: Innovative software solution for the optimization and management of social transport services dedicated to the elderly and people with disabilities. In the platform, the user can enter a service request via telephone, web portal or app installed on his/her mobile device and then receive SMS at each step of the service. Drivers also use the same platform.

Reported by: PMG Italy

Website: [www.pmg-italia.it/progetti-dettaglio.php?idx=9](http://www.pmg-italia.it/progetti-dettaglio.php?idx=9)



## PROGETTI REALIZZATI A SOSTEGNO DELLA CANDIDATURA DURANTE L'EMERGENZA COVID-19

### uCarer

The platform to manage social transport services during COVID19

Year (s) of realization: 2020 - to respond to the COVID emergency

Description: Until December 31, 2020, PMG Italia will provide a free user license to those who request it, to facilitate the work, the planning and assistance of travel and management of the vehicles. The goal is to support those who, despite the ongoing emergency, guarantee dignity, inclusiveness and social participation to these people in a time of difficulty. Together with the platform, PMG Italia will also provide completely free training to teach operators all the functionality of the service.

Reported by: PMG Italia

Website: [www.pmg-italia.it/progetti-dettaglio.php?idx=9](http://www.pmg-italia.it/progetti-dettaglio.php?idx=9)



Image of uCarer service - PMG Italia

## AIRPORT, BUS STATION, RAILWAY STATIONS

### PLANS, PROJECTS AND RAILWAY SERVICES OF THE METROPOLITAN CITY OF BOLOGNA

In the Urban Sustainable Mobility Plan, approved at the end of 2019, the guidelines on the issue of accessibility - to be developed in the coming years - are described: "The stations will be equipped with information panels both in the internal and external areas, it will be necessary to implement the necessary interventions so that the stations can be accessible to all the types of users, by all means: continuous and universally accessible, illuminated and direct cycle and pedestrian routes, info points and signs, waiting areas"

In the metropolitan city of Bologna there are 67 railway stations.

Of these stations, 43% are already fully physically accessible (toilets for people with disability, accessible ticket offices, accessible car parks and "blue rooms" dedicated to people with disability, paths without architectural barriers, raised sidewalks to the platform that allow you to use the railway service independently).

12% partially meet the accessibility requirements for people with motor disabilities (paths without architectural barriers, raised sidewalks to the platform that allow you to use the railway service independently).

The 34 % is fully accessible to people with sensory disabilities (in addition to audio-video devices, they have tactile paths and blue rooms), while the 54% is partially accessible to people with sensory and intellectual disabilities (they have audio and video information devices, but they don't have tactile paths).

In PIMBO project (Integrated Mobility Project of Bologna), between 2020 and 2024, general improvements in accessibility to SFM stations (Metropolitan Railway Service) are expected: the construction of parking spaces reserved for people with disability and elevators to access the platform; the improvement in the recognition of SFM stations; the burial of the SFM2 Bologna-Porta Maggiore line (which will allow eliminating 5 urban level crossings and creating suitable shelters and new sidewalks).

Thanks to the completion of the SFM stops, access will be increased to multiple places of interest such as, for example, the Maggiore Hospital (Prati di Caprara stop) and the Marconi Airport (Borgo Panigale - Scala stop).



## PROJECTS AND SERVICES OF GUGLIELMO MARCONI AIRPORT

G. Marconi airport, from which more than 8 million passengers pass per year, came in second and was therefore “Highly Commended” in the “Accessible airport award” organized by ACI Europe in 2019. The jury of the prize includes the members of the Executive Committee of the European Disability Forum and Andras Mogyoro, legal director of the European Commission’s Directorate-General for Mobility and Transport.

G. Marconi Airport, the Municipality of Bologna, the disability manager and the Municipal Handicap Council carried out IN 2018 a Memorandum of Understanding for the promotion of accessible tourism at the airport. The protocol therefore represents the formalization of good inclusion and participatory planning practices that the Airport already puts in place and it lays the foundations for a systematic and continuous collaboration for the improvement of the services offered to passengers with disability.

The projects carried out are of different types:

- 24-hour assistance service for passengers with reduced mobility (PRMs).
- ENAC Autism Project “autism traveling through the airport”. Information tools to facilitate the travel of autistic passengers were created. In addition to these tools, the opportunity is given to make a preparatory visit to the trip and a slightly more “protected” route has been provided to help children and autistic adults to serenely accept their journey.
- Airport information in Lis. An informative video on airport services in Italian Sign Language was made, which is broadcast on airport monitors and through social channels.
- Loges routes and tactile maps.
- Easily accessible contact points: Help Phone for assistance, information office in the check-in area, check-in desks for passengers with disabilities
- Other services: two dedicated waiting rooms, wheelchairs available to passengers, accessible lifts, handler elevators to allow



Image of “autism traveling through the airport”

passengers to board and disembark from aircraft.

- All bathrooms, shops, restaurant services, security checks and check-in desks are accessible.
- Training of airport staff in direct contact with the passenger (not just operators dedicated to the service). It is a constant training, with annual refreshes for dedicated staff, and biennial for all airport staff in contact with the passenger.
- As for the arrival, the airport is accessible thanks to the public transport and the Taxi service. The People mover will also be in operation in the coming months: a transport mean created to get from Bologna Central Station to the airport in a faster, more sustainable and fully accessible way. As for the arrival by private means, the airport’s parking system boasts parking spaces for people with disabilities, 24-hour parking garages and software for passenger registration with disabled parking badge.

Promoted by: Bologna Airport, in collaboration with the Disability Manager of the Municipality of Bologna; Council for the Overcoming of the Handicap; ENAC; Ens; Agfa; Angsa

*The airport performed 44,869 PRMs assistance in 2019 (+ 9.1% on 2018), there are 40 employees who develop this service.*

Video: [www.youtube.com/watch?v=cZ3qCXhe8t0&feature=emb\\_logo](https://www.youtube.com/watch?v=cZ3qCXhe8t0&feature=emb_logo)



Image of the LIS video at the entrance of the airport - Images of Bologna Airport

## PROJECTS AND SERVICES OF THE BOLOGNA BUS STATION

The bus station received 8.5 million people in 2019.

At the end of 2019, the restyling project of the Bologna bus station was presented, which took accessibility as a central theme. It is a project for both the exterior and interior restyling.

This project involves the renewal of the existing structure with the integration of new parking lots and bathrooms for people with disability, accessible vertical connections and tactile paving for blind people. In addition, the bus station will begin a process of accompanying the design with a group of associations of people with different disabilities, to ensure maximum accessibility of the bus station, also from the point of view of information and services.

Renovation works are expected to be completed in 2023.

## USE OF PRIVATE VEHICLES

### SERVICES OF THE MUNICIPALITY OF BOLOGNA

The Municipality makes financial contributions for the purchase and/or adaptation of private vehicles of people with disabilities and contributions for home-work mobility (work, socio-occupational activities, therapies, laboratory activities and elections) for workers with disability.

Furthermore, with the badges for circulation and parking of vehicles serving people with disabilities, circulation is allowed: in restricted traffic areas; in case of need; in bus-taxi and pedestrian areas; when “anti-smog” measures are in force. It also allows free parking in paid parking areas and areas reserved for residents.

In the city of Bologna there are 41,278 parking spaces, of which 1,411 for people with disabilities, equal to 3.4% of the total. As for the mobility of people who care for people with disabilities or older people, one can get one parking permit for Assistance to non-self-sufficient people.

In 2019, the Municipality of Bologna and the Emilia Romagna Region have started testing a system of data exchange in the Limited Traffic Zones (ZTL) of various cities in the region, in order to facilitate the movement of people with disability throughout the region.

In the context of cycle mobility and to encourage people with disability to use bicycles, the PUMS intends to foster incentives for the purchase of special cargo-bikes, equipped with the special platform for the transport of disabled wheelchairs.

*To the date of May 2020, the Municipality has 9,569 badges for people with disabilities, of which 6,671 with a five-year validity (permanent, H1), 2,478 with a validity of less than 5 years (temporary, HO), 420 issued to blind/partially blind persons (HC). € 210,000 investment for the data exchange system (regional and municipal funds)*

Link: [mobilita.regione.emilia-romagna.it/autobus-e-mobilita-urbana/sezioni/sistema-interscambio-dati-ztl](https://mobilita.regione.emilia-romagna.it/autobus-e-mobilita-urbana/sezioni/sistema-interscambio-dati-ztl)

The local police carry out a service of home release of invalidity permits, for those who cannot go to the counter.

*Disability permits delivered at home: 136 in 2018; 130 in 2019.*



## PROJECTS SUPPORTING THE CANDIDACY

I progetti segnalati sul tema mobilità, si concentrano principalmente nell'ambito degli spostamenti con mezzi privati e mirano in parte a fornire strumenti per facilitare la ricerca di posti auto dedicati e in parte a fruire della città tramite mezzi leggeri quali carrozzine o bici fornendo mappature dei percorsi accessibili sul territorio e servizi di manutenzione degli stessi mezzi.

### Handyamo

Accessible tourism services at the dynamo velostation

Year (s) of realization: 2017-2019

Description: The Dynamo velostation, a place for sheltering, renting and repairing bicycles, is a rental point for urban mobility aids for people with disabilities, recharging electric batteries and mechanical maintenance service for wheelchairs

Reported by: Dynamo and Salviciclisti,

In partnership with: AIAS, La Skarrozzata, Ottobock, with the sponsorship of the Municipality of Bologna

Website: [dynamo.bo.it/arrivahandyamo-servizi-turismo-accessibile-alla-velostazione-dynamo/](http://dynamo.bo.it/arrivahandyamo-servizi-turismo-accessibile-alla-velostazione-dynamo/)



Image of "Handyamo" - Dynamo

### ParkingBO

An app to report dedicated parking areas

Year (s) of realization: since 2018

Description: App created by Matteo Gabella and downloadable for free from Google Play, which shows the parking areas reserved for vehicles serving people with disability in the urban area of Bologna. The app is based on the dataset made available by the Open Data Portal of the Municipality of Bologna and the data are updated periodically.

Reported by: individual citizen

Realized by: Matteo Gabella

In partnership with: Municipality of Bologna

Website: [play.google.com/store/apps/details?id=com.matteogabella.parkinbo&hl=it](https://play.google.com/store/apps/details?id=com.matteogabella.parkinbo&hl=it)

### movE&Roll

Mapping accessible outdoor routes

Year (s) of realization: 2015 - in progress

Description: Mapping and guide that collects accessible cycle routes, repair services for municipal and regional vehicles and bikes + trains. Through the activation of a partnership with the Silvia Rinaldi Foundation, the mapped routes will be integrated in the app and on the outdoor365 website. The project also includes a training course on accessibility for professionals and merchants.

Reported by: The Skarrozzata

In partnership with: Emilia-Romagna Region, Silvia Rinaldi Sports Foundation

Website: [www.outdoor365.it](http://www.outdoor365.it)

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## TO ACCESS SERVICES AND PARTICIPATE IN PUBLIC LIFE

### URBAN PLANNING OF THE MUNICIPALITY OF BOLOGNA

**The General Urban Plan (PUG) pursues one of the three fundamental objectives “Habitability and inclusion” through a strategy aimed at guaranteeing the spread of a balanced network of quality equipment and services.** Therefore, the requalification and integration of equipment and collective spaces such as schools, public meeting places, spaces for worship, spaces for culture and leisure are encouraged and the process of increasing the number of spaces for the production and consumption of culture is endorsed.

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## LEARN AND STUDY

### THE SCHOOLS OF THE MUNICIPALITY OF BOLOGNA

The schools of the Municipality of Bologna, in providing their service, pay great attention to the needs of students with disabilities or with various frailties. In addition to the following services, closely linked to the accessibility of teaching, there are numerous initiatives aimed at including foreign students and their families (language courses, multilingual information materials, training courses for teaching staff...)

**With the aim of guaranteeing the same opportunities to all students, the spaces dedicated to teaching are set up in a personalized way** according to the individual needs of pupils with disabilities (for example a soft corner, a rest corner ...).

The aids service is addressed to pupils starting from kindergarten, nursery school, primary school, first grade secondary school and second grade secondary school. Aid requests must contain the prescription from the AUSL specialist referent for the pupil. For aids that require installations (e.g. fixed lifters) the CAAD advice service is available in order to indicate the type of aid to be installed and other useful objects to make the aid actually usable, providing solutions for environmental or structural changes too. Following the indications of the CAAD, the technicians of the Municipality carry out the adaptation of the rooms.

Teaching aids and technical equipment are purchased from the schools that host



the CTS (Territorial Support Centers) and assigned to the school on an annual loan, renewable until the completion of the study cycle. They include grants, digital or IT technologies and low-tech teaching tools or materials, which can support the learning of certified pupils.

*During the 2018-2019 school course, 61 pupils requested adaptation of the teaching spaces and 20,000 € were invested in adaptation projects.*

**As for the home - school - home mobility, the Municipality of Bologna organizes a service of individual transport for children with disabilities.** It is an individualized service addressed to primary, secondary and first grade pupils. Depending on the needs, an accompanying person can travel together with the student. In addition, the Municipality offers the individual transport service for therapies. It is addressed to pupils who must carry out therapies prescribed by the AUSL, during school hours. When necessary, an educator is available to travel with the pupil to stay with him for the duration of the therapy. In cases of particular gravity, it is provided individual transport also for the frequency of summer camps.

The educational accompanying service, on the other hand, is a service addressed to 11-14 year olds. It consists in the acquisition of autonomy during the home-school return journey and by public transport. In these cases, an educator assists the children in the vehicle.

*During 2018-2019, € 665,000 of expenditure for the home-school mobility service. 130 pupils took advantage of this service and 10 pupils used the educational accompanying service.*

**The Municipality offers summer activities for children with disability aged 14-18.** During the 2018-2019 period, an experiment started, which included two types of interventions:

- delivery of a financial contribution to help families meet the costs for the summer attendance of specialized centers for children with disabilities. (The contribution to the family modulated according to the ISEE could be paid for a maximum of three weeks);
- start of collaborations with some secondary schools that organize in September preparatory courses to the studies for the boys and girls who will attend the first year, to welcome in these courses children with disabilities already attending the first two years, with the support of an educator made available by the Municipality.

*€ 30,000 intended to increase the number of summer activities for pupils with disabilities, 15 requests for contributions and 16 pupils who participated in the preparatory courses during the 2018/2019 school year*

Educational services for school inclusion are addressed to pupils with disabilities attending all kind of school aimed at developing the meeting between the

skills/resources of the child with the educational and didactic curriculum. The service also includes assistance to the care of primary needs and educational accompanying and on home-school transport and transports to go to therapies, which are mentioned above.

*€ 12,050,000 and 1,619 pupils followed by this service in the 2018-2019 school year. Expenditure on this service was € 4,727,831.88 in 2010-2011 and 813 pupils followed. In the years between 2010 and 2019 this service has always been increased.*

**As for the teaching to students with serious disabilities, the Municipality of Bologna requires the advice of AIAS Bologna and their Zoom Group.** The group is addressed to students with severe multiple sensory, cognitive, motor disabilities, their families and the health and educational operators. It offers an analysis of the performance of children with multiple disabilities in their life environment, besides a functional evaluation, with the eventual sending to the health centers for further information. Furthermore, the group documents and collects significant and paradigmatic experiences; it has an equipped laboratory where tools and materials useful for the rehabilitation path are available for consultation; finally, it carries out training activities for the operators.

**The Municipality offers continuous training to the educational and teaching staff of schools on various issues related to accessibility and social inclusion.** During the 2019-2020 school year, seven training courses on the inclusion of people with disabilities were organized: Autism Spectrum Disorders - basic level, intermediate level; Regulation and communication disorders in early childhood: criticality indicators; CAA a tool for expressing oneself, manifesting one's skills, achieving one's objectives; Speaking images. Books in symbols: an inclusive language; An inclusive school. What possible tools, strategies and ways of working to welcome every child in the best way? Focus on spaces and materials; Diversity as a resource for an inclusive school.

In addition to the courses related to the theme of accessibility, seven other training courses were created: pedagogical models and approaches, fields of experience and teaching skills; methodological skills; inclusion: intercultural education; promotion of well-being and prevention of discomfort; relationship with families and educational alliance; organization and working well-being.

Another service offered by the Municipality of Bologna and managed by an external cooperative, is AGIO AND LOGOS: prevention pathways through psychomotor activity (AGIO) or speech therapy (LOGOS) for kindergarten children *154,700 € were spent in 2018 - 2019 to organise this service.*

**The Ri.E.Sco center (Center for Consulting and School Educational Resources) and its multicultural library offers educational materials translated into 10 languages as well as materials accessible to children with sensory disabilities.**

## THE UNIVERSITY OF BOLOGNA

Within the 2018-21 strategic plan the “UNIBO4 all” action is dedicated to the issue of inclusion and has the following objectives: making the University of Bologna accessible and usable for all students from the entry phase to the use of the teaching materials for the lessons; making technological tools available in classrooms and students; implementing the network of collaboration and coordination with local institutions and realities. As part of the “UNIBO4All” action, staff initiatives are envisaged. The complex action of the strategic plan aims at making the University inclusive by reducing or eliminating all the obstacles that stand in the way of full participation in university life.

To achieve these objectives, the following actions are foreseen:

- Use of assistive technologies to favor the autonomy of the student community and of the University staff with disabilities and specific learning disabilities, both in classrooms, laboratories and workplace.
- Realization of tools to make the bibliographic heritage and library services accessible to the whole community by making the didactic and bibliographic material available in accessible digital format.
- to increase the usability of the Psychological Help Service (SAP) for the benefit of students who present emotional and relationship problems, affective and behavioral disorders, difficulties in university life.
- Strengthening of teaching support activities for students of the University Penitentiary Pole.
- Improvement of accessibility to spaces both through the elimination of architectural barriers and through remote connection.

### **As for the accessibility to teaching, the University of Bologna takes actions to guarantee access to lessons and exam tests:**

- guarantees students the use of assistive technologies and innovative teaching tools (for example, remote LIS interpreting for deaf children who use sign language to communicate, or live subtitling; accessible powerpoint presentations; the possibility of accessing classrooms remotely and, if necessary, being able to follow lessons live);
- provides appropriate anthropometric tables and dedicated and connected stations;
- provides accessible teaching material: all UNIBO libraries can provide books for people with disabilities in digital format accessible to speech synthesis programs;

- allows teachers to organize “Adapted exam tests”. Each teacher can consider necessary adaptations so that the exam is personalized for all attending students (for example, for blind or deaf students: computer equipped with speech synthesis programs and additional time for carrying out the exam; for students with autism spectrum disorders, tests focused on the content and not on the structure of the test; for students with learning disabilities, conceptual maps are available for use)
- triangularly organizes the relationship between students and teaching: the service for students with disabilities monitors the request and the solution, but promotes the direct relationship between student and teacher to promote autonomy;
- teacher training: analysis of each case, information on the type of specific disability and appropriate adaptations; support in identifying suitable solutions compatible with educational needs.
- calls for intra-university tutor to support study and mobility: other students of master’s degrees can help students of lower courses who ask for support.

At a national level, the University of Bologna also promotes an action aimed at making the test to enter University tailored to the different needs (as regards both the setting of the technologies used and the formulation of the questions), with a view to making the access test suitable and adequate for specific needs, reducing the distinctive approaches to the minimum. In addition, some high schools collaborate every year to help students with disabilities and students with specific learning disabilities to learn about the university world and how to access and carry out study programs.

**With regard to space navigation and internal mobility**, an “app that allows students to use accessible internal routes (finding the lift, the accessible bathroom, the classroom or the Professor office) is being implemented. This project is carried out in the Faculty of Arts and Philosophy. As for mobility outside the university, the goal is to find a way to help the students through vouchers (taxis or other means that can help them get to the university).

**In the field of students’ job placement**, the University of Bologna has a Job placement office that advises all students, including students with disabilities on how to create their curriculum in such a way that skills - and not the existence or not of a disability - are emphasized, finding in any case the suitable tools to show the professional profile (for example videos) and on how to find job offers in the logic of showing that the student is competent for the workplace, without following the logic of the “protected category”.





Finally, about the disabled staff hired by the University, the Work Inclusion Office has the specific task of developing suitable solutions for the workstations of disabled staff and finding the appropriate working methods for each case.

*In the 2019-2020 course, 1,300 students (total number of students: 87,758) followed by the service, of which 13 students with autism spectrum disorders and 850 students with specific learning disorders.*

In 2020 the new website <https://site.unibo.it/real-lab/it> was created. It is dedicated to the anthropology of education and disability and contains the project “Windows on the world: disability and experience”

Link: <https://site.unibo.it/real-lab/it/finestre-sul-mondo-disabilita-ed-esperienza->

The accessible sites [www.studentidisabili.unibo.it](http://www.studentidisabili.unibo.it) and [www-studenti-dislessici.unibo.it](http://www-studenti-dislessici.unibo.it) offer all the necessary information in Italian and English.

## PROJECTS SUPPORTING THE CANDIDACY

The field of education was tackled by implementing services of different nature: from accompanying, to access to educational services through tools like social robotics, or new parameters to learn and to live the class group, such as the use of the theater or the story to overcome language barriers, up to real projects with concrete products like the creation of an entire series of books in simplified language.

### Vivo la scuola (I live the school)

Educational activities with social robotics

Year (s) of realization: since 2019

Description: Educational activities based on social robotics in order to promote the socialization and learning of girls and boys with intellectual disabilities or autism.

The activities were built together with the teachers: co-planning, training, programming and experimentation. The project led to the development of an app through which teachers can create their own activity based on the needs of the child as well as the possibility to access a database of available activities.

Reported by: AIAS Bologna Onlus

In partnership with: Local schools

### “Bava di Mostro: laboratorio per apprendisti mostrologhi” (Monster Drool: workshop for monster-expert apprentices)

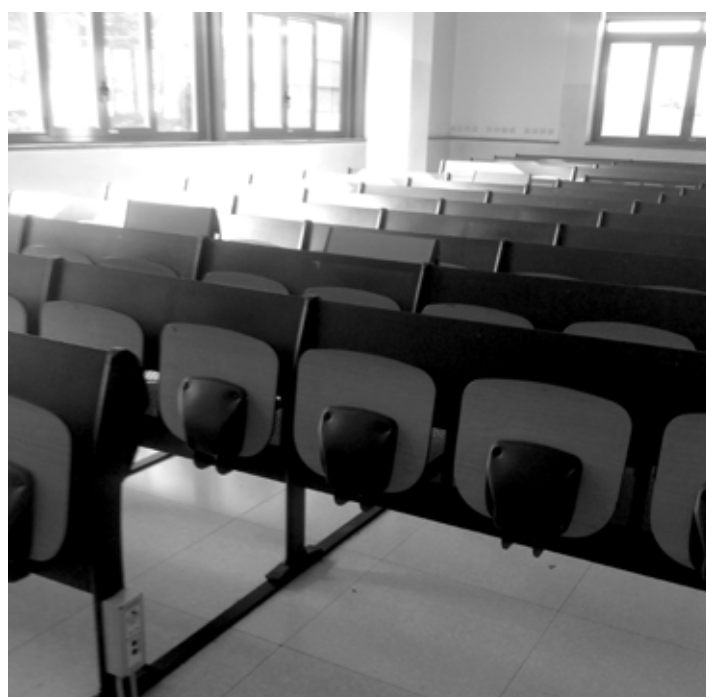
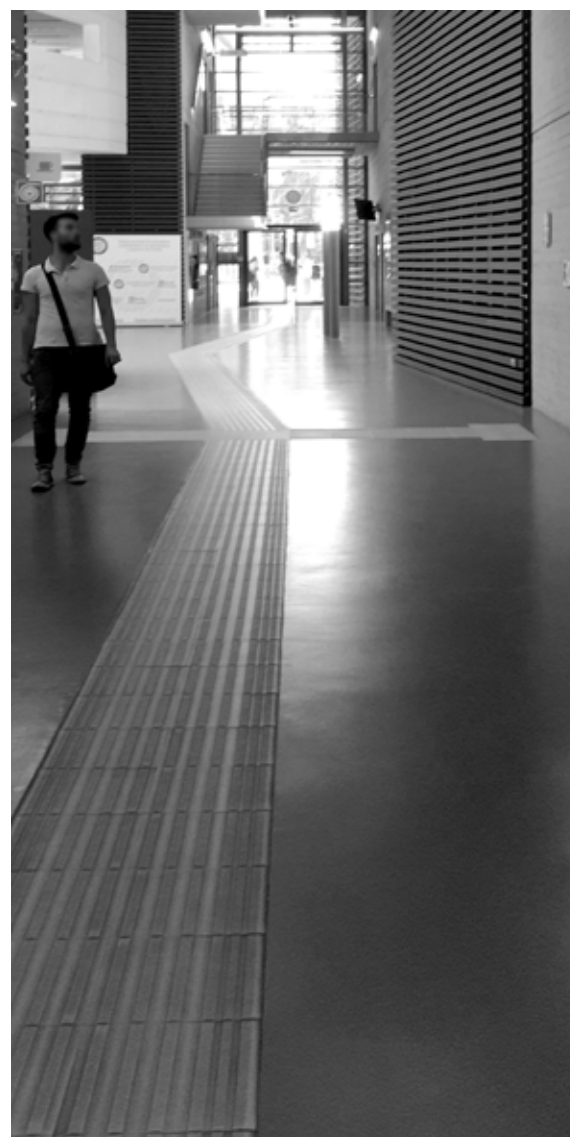
Laboratory for pre-school and primary school, 3-11 years

Year (s) of realization: 2016-2018

Description: Path of tactile and auditory exploration in which a blind guide leads students in the exploration of objects, which are industrial waste materials, also with the aid of amplifying tools (stethoscope and “auscultators”). We are looking for textures, shapes and evocative sounds that become narrative elements. Each participant, collected his finds, binds them together with a sturdy thread - the drool of the monster - creating monsters and fantastic creatures to share with the other participants.

Reported by: La Girobussola ONLUS

In partnership with: Funamboli Association, ReMida, Bologna Terre d’Acqua



Images of some solutions used in terms of accessibility in different UNIBO contexts: accessible scanner, adapted workspace in a classroom, tactile path - University of Bologna

## **Cherubino**

### Training courses

Year (s) of realization: since 2017

Description: Rhythm and voice workshops for deaf children and teenagers who have the opportunity to discover their own voice and to express themselves. The workshops are a moment of personal growth, a stimulus to autonomy, self-esteem and exchange with peers.

Reported by: Mozart14

In partnership with: Gualandi Foundation in favor of the deaf

## **La scena che educa (The scene that educates)**

### Theater and “listening education” workshops

Year (s) of realization: since 2017

Description: Theater workshops where all the students set themselves the challenge of making the laboratory accessible to children with disabilities as well, alternating with “eye education” workshops aimed at accompanying boys and girls to greater awareness when they are spectators. This second experience aims to raise awareness of the issue of cognitive disability by trying to create a bond between classmates who must interpret and communicate what the pupil with disability has perceived.

Reported by: Gruppo Altre Velocità Cultural Association

In partnership with: IC8, Testoni Ragazzi Theater, ITC Theater and dell'Argine Theater, Laura Betti Theater

Website: [www.altrevelocita.it/la-scena-che-educa-corso](http://www.altrevelocita.it/la-scena-che-educa-corso)

## **Informarte**

### Training courses

Year (s) of realization: from 2018

Description: IT and artistic professional training courses (painting, drawing, watercolor, graphics, web design, office, java, Sql courses)

Reported by: Accessibile = NoBarriere ODV ONLUS

In partnership with: Informatici Senza Frontiere ODV ONLUS

Website: [www.handyadvisor.it](http://www.handyadvisor.it)

## **Lunetta Park: education, culture, territory**

Year (s) of realization: since 2019 - in progress

Description: Creation of an innovative and replicable pilot model of socio-educational integration that involves pupils, parents, teachers, educators and citizenship enabling and enhancing social capital and territorial relationships. Diversified activities are organized with innovative and inclusive methodologies. The project focuses on strategic areas such as STEM and digital, social and parenting skills, and boasts measures in favor of SEN and students with disabilities, with an active involvement of citizens.

Reported by: Institute of the blind Francesco Cavazza

In partnership with: Archilabò, Urban Innovation Foundation, Codici, Kilowatt Soc. Coop., Centro Musicale Preludio, Gramsci Emilia-Romagna Foundation, Gualandi Foundation for the Deaf, Élève Association, Comprehensive Institute 21, ForMATH Project srl, FabLab Bologna Srls, Institute of the blind Francesco Cavazza, Lunetta Gamberini Social and Recreational Cultural Center, Municipality of Bologna - Santo Stefano District.

## **Parimenti. Proprio perchè cresco (Likewise minds. Just because I grow up)**

### Editorial series for cognitive disabilities

Year (s) of realization: since 2017

Description: Development of Inbook, books in symbols for cognitive disabilities, promoting their accessibility to an audience of young-adult readers so far not reached by any publisher. Likewise, it starts from the assumption of offering everyone (all minds) equal access to reading and therefore knowledge, an essential prerequisite for an active exercise of citizenship, and responds to the need for children to have tools suitable for their age that are similar to the books of their peers from the point of view of the content.

Reported by: Coop. Accaparlante

In partnership with: Edizioni la meridiana publishing house, l'Arca Community Association, “l'Arcobaleno” Onlus of Granarolo - Bologna, INBook Study Center

Website: [www.edizionilameridiana.it/parimenti-collana-inbook](http://www.edizionilameridiana.it/parimenti-collana-inbook)



Images of “Paramenti” - Coop. Accaparlante



## Storie per tutti (Stories for everyone)

Accessible reading aloud

Year (s) of realization: since 2016

Description: Accessible readings aloud for children aged 3 to 8, led by an integrated group of storytellers, disabled and non-disabled people. The readings are proposed from time to time with different tools and methods, accompanied by translation into CAA symbols (Augmentative and Alternative Communication), in LIS (Italian Sign Language), and with multi-sensory narratives, offering children tactile, auditory and olfactory inputs. In 2017, Storie Per Tutti brought an accessible reading cycle to the Child Neuropsychiatry department of the Sant'Orsola Hospital in Bologna and to other hospitals in the area.

Reported by: Coop. Accaparlante

In partnership with: Bologna Handicap Documentation Center

Website: [www.storiepertutti.it](http://www.storiepertutti.it)



Image of the project "Stories for everyone" - Coop. Accaparlante

## PROJECTS SUPPORTING THE CANDIDACY DURING COVID19

### Progetto Calamaio ai tempi del Coronavirus (Inkwell project at the time of the Coronavirus)

Conversion of educational work in the health emergency period

Year (s) of realization: 2020 - to respond to the COVID emergency

Description: During the period of health emergency, the Calamaio Project has started, together with the group's animators with disabilities, a series of accessible telematic activities: animated stories and videos, WhatsApp groups, cinematographic advice, games, books in symbols, challenges and stories, without forgetting the importance of the relationship with the environment, self-care, well-being and nutrition, listening of the self and of the emotions, especially in moments of uncertainty.

Reported by: Coop. Accaparlante

Website: [progettocalamaio.accaparlante.it/quarantena-no-panic](http://progettocalamaio.accaparlante.it/quarantena-no-panic)

### Tiflo School Computer Help

Technological support for access to training

Year (s) of realization: 2020 - to respond to the COVID emergency

Description: During the period of health emergency, the Institute of the deaf Francesco Cavazza created the technological support service for access to online training for people with visual impairments.

Reported by: Institute of the blind Francesco Cavazza

Website: [www.cavazza.it/drupal/it/tiflo-scuola-computer-help](http://www.cavazza.it/drupal/it/tiflo-scuola-computer-help)

### Attività per la quarantena (Quarantine activities)

Training courses

Year (s) of realization: 2020 - to respond to the COVID emergency

Description: During the lockdown, the following courses were proposed: computer courses for people with disability,, Photoshop for children, fairy tales and nursery rhymes for children, drawing and watercolor lessons.

Reported by: Accessibile = NoBarriere ODV ONLUS

Website: [www.handyadvisor.it/party](http://www.handyadvisor.it/party)





Image of Tolomeo Museum, the Museum of the Institute of the blind Francesco Cavazza - Lorenzo Burlando

## LIVING FREE TIME

### MUNICIPAL MUSEUMS AND INITIATIVES REPORTED BY THE CULTURE DEPARTMENT OF THE MUNICIPALITY OF BOLOGNA

#### Accessibility and tourism in Bologna

The Bologna Museums Institution has promoted a project for mapping the accessibility conditions of city museums, in collaboration with associations and bodies that deal with motor, sensory and cognitive disabilities. In the period 2017 - 2019, inspections were carried out with the scientific and technical support of the Gualandi Foundation in favor of the Deaf, the Institute of the Blind Francesco Cavazza and Accaparlante - CDH Handicap Documentation Center and the contribution of the Department of Tourism and Trade of the Emilia-Romagna Region.

Following the inspections, a “mapping of museum accessibility” to collect and structure information on the accessibility of museum sites was carried out, to be shared later on the website of each museum.

In particular, for each museum there are three online documents that describe in detail - by type of disability (motor, hearing and visual) - the conditions of accessibility and usability of the collections and of museum spaces: a unique and updated information system available to visitors and tourists with temporary or permanent disabilities.

Ad hoc aids and tools are also available at the collections to allow a better use of spaces and cultural heritage.

Inclusive routes have been designed in three pilot museums, selected for their different structural and public characteristics:

- At the Industrial Heritage Museum there are: tactile maps; descriptive cards of the works that can be tactfully explored and translated into Braille; plates in Braille and enlarged characters, identifying the works that can be tactfully explored; relief drawings; an inclusive thematic itinerary accompanied by an illustrative leaflet designed for visitors with hearing impairments; video presentation of the museum with subtitles and LIS interpreting; subtitling of videos and video projections present in the museum.

- At the Medieval museum there are: descriptive sheets for works that can be tactfully explored and translated into Braille; tactile maps along the museum route; plates in Braille and enlarged characters, identifying the works that can be tactfully explored; an inclusive thematic itinerary accompanied by an illustrative leaflet designed for visitors with hearing impairments; a presentation video of the museum with subtitles and LIS. interpreting;



- At the Certosa Cemetery there is: a path with works that can be touched and explored, downloadable from the website; a tactile map with an indication of the various areas, also translated into Braille; an inclusive thematic path designed mainly for visitors with hearing and visual impairment (graphic design and publication are in progress); a video with subtitles and LIS interpreting).

- In other locations of the Bologna Museums Institution, other contents were created: an Easy to read leaflet and a video with subtitles and LIS interpreting for the Morandi Museum; a video with subtitles and LIS interpreting for the MAMbo; a video with subtitles and LIS interpreting for the Risorgimento Museum; 2 subtitled videos for the Museum for the Memory of Ustica.

In the Archaeological Civic Museum the “Special Museums for All” tactile route was created, which will be inaugurated in 2020.

- At the Music Museum, in 2020, La Girobussola Onlus, in collaboration with the Bologna Museums Institution and with the contribution of the Lions Clubs of Bologna, is developing a path with tactile maps relating to a series of works exhibited in the museum, the transcription of the text of the museum’s descriptive brochure in Braille, and the recording of an audio file of the text of the museum’s descriptive brochure for the website

As part of the Accessibility and tourism in Bologna project, during 2018, training courses for the staff of the museums and of Bologna Welcome were organized.



Images of the European H2020 “Rock” project - Foundation for Urban Innovation

32 operators (between curators and teaching operators) and 17 people among the ticket operators (also Bologna Welcome and Amici della Certosa Association) involved in the training.

**With the purpose of increasing the number of people with disabilities participating in museum activities, in recent years guided tours, ad hoc workshops and activities have been carried out:**

Guided tours for people with visual impairments: “tactile” paths for blind people and for school groups with blind or partially sighted children.

Number of visits of people with visual impairments: 15 in 2019, 3 in January-February 2020.

Guided visits with sign language interpreting for people with hearing impairment and workshops for deaf and non-deaf children.

**As part of the project “Cultura libera tutti” (Culture frees everyone)**, in collaboration with Accaparlante CDH, interdisciplinary paths that use cultural heritage to remove physical, psychological and prejudice barriers have been created, promoting inclusion, stimulating creativity and personal expression. They are intended primarily for people with motor disabilities.

From 2013 to 2020 the Coop. Accaparlante, project leader, was the protagonist - together with the partners (MAMbo educational department, didactic section of the Civic Archaeological Museum, Museum of Industrial Heritage, ITC Theater - Compagnia Teatro dell’Argine and the scientific support of Federica Zanetti, teacher of Special Pedagogy at Department of Educational Sciences of the University of Bologna) - of the following actions:

- Ideation of four workshops for an interdisciplinary journey of two meetings addressed to primary and secondary schools that use cultural heritage to remove physical, psychological and prejudice barriers, by promoting inclusion and stimulating creativity and personal expression. The meetings are always co-conducted by educators and animators with disabilities of the Calamaio Project, the educational group of the Coop. Accararante. One takes place in one of the venues of the participating museums and theaters and the other one in the class groups, depending on the school choice. Each workshop proposes a specific path.

- Training courses for teachers, university students, educators and cultural mediators, organized by the operators of the network and by the animators with disabilities of the Calamaio Project.

- Realization of projects aiming at improving the usability of local cultural heritage





Images of the project "Culture free everyone" - Cooperativa Accaparlante

- Participation to working groups, conferences and meetings all around Italy, which focus on education, museum and theatre, where the objectives, actions and effects of the project are analyzed in depth.

Also the Teatro Comunale, Laura Betti in Casalecchio di Reno (BO) and La Baracca-Teatro Testoni Ragazzi have currently signed the manifesto of the Culture Frees Everyone network.

6 itineraries for people with motor disabilities at the Archaeological Museum between 2012 and 2017; 8 itineraries for people with motor disabilities at MAMbo between 2014 and 2019

**Gran Ballo dell'Unità** initiative, every year from 2017 to 2019

**"Vado al Museo!" ("I'm going to the museum!")** activity, carried out from 2016 to 2018 by the Dopo di Noi Foundation, to promote the autonomy of people with intellectual disabilities. The activity consists in the realization of tours in five museums (Museum for the Memory of Ustica, MAMbo, Music Museum, Archaeological Museum and Industrial Heritage Museum) and a work on photography that involves the participants and make them become real photographers. *5 tours completed*  
Website: [www.youtube.com/watch?v=kUYwLyboZiY](http://www.youtube.com/watch?v=kUYwLyboZiY)

**Laboratory "Storie dipinte":** letteratura e pittura per la nuova Italia (Painted stories: literature and painting for the new Italy): observation laboratory for the Alessandro Guardassoni exhibition, in collaboration with the Gualandi Foundation for the deaf.

**"Al Museo, vieni anche tu!" ("Come to the museum too!"):** project financed by the European funding PON Metro 2014–2020. The recipients of the project are unemployed young people (18 - 35 years), school students of all levels, young people with fewer access to cultural offerings, the elderly, the people with disability and people with Alzheimer or other degenerative diseases.

The objectives of the project are to develop facilitation strategies for museum accessibility of new social groups and categories of people with psychophysical vulnerabilities and to contrast different forms of social marginality and educational poverty through innovative tools to enhance civic museum institutions.

In the 2020-2022 period, the Municipality of Bologna plans to build cultural animation activities in museums and promote new skills concerning cultural welfare: to facilitate access to culture at all stages of life, even to people who risk being excluded from participation in museum activities; to create the foundations of a "museum for all" through cultural mediation initiatives addressed to the elderly, people with disability, people in vulnerable situations or suffering from degenerative diseases and their caregivers.

**Realization of inclusive and multidisciplinary activities such as the "Laboratorio dei Sensi" ("Sensory Laboratory").**

€ 370,000 Structural Funds (Pon metro)

**In 2020-2021, "Dalle Parole agli Atti - Idee per la longevità, per valorizzare la longevità come risorsa e come potenziale" ("From Words to Acts - Ideas for longevity, to enhance longevity as a resource and as a potential")** will take place. 6 theatre workshops will be organized, one in each neighborhood, to stage ideas and good practices for longevity. In each territory a theatre group will be formed made up of young and old people who, led by a director, will participate in a training and in-depth study linked to the various aspects of longevity.

The goal is a participatory action that aims at achieving a change by making culture an engine of solutions marked by social innovation. Longevity is placed at the center of new services and new forms of work, also generating new professional skills, new forms of social intervention but also a new vision of care practices.

€ 51,000 Structural Funds (Pon metro)

Link: [www.bolognawelcome.com/it/informazioni/turismo-accessibile](http://www.bolognawelcome.com/it/informazioni/turismo-accessibile)



## THE EUROPEAN ROCK PROJECT: U-AREA FOR ALL AND THE BOFORALL APP

The European H2020 Rock project - an acronym for Regeneration and Optimization of Cultural heritage in creative and Knowledge cities - is a three-year project (2017-2020) promoted by the Municipality of Bologna and the University of Bologna to contribute to the regeneration of the university area (ZONE – U) through the tools of knowledge, participation and transformation of spaces.

As part of the Rock project, the Fondazione Innovazione Urbana (Urban Innovation Foundation) coordinated the U-Lab Participatory Practice Laboratory, which developed a listening and co-design process (gathering ideas and proposals through meetings) on 3 topics: accessibility, sustainability and cultural collaborations. Moreover, in 2019 U-Lab developed the U-Area for all, a path to conceive and test a service of inclusive guided tours of the University Zone, which was followed in 2020 by the development of the BOforALL, currently under construction by IT Cares, which will digitally collect a series of accessible routes in the university area and in the area of Piazza Maggiore. The tours lead the user to discover some aspects of the historic city and they connect cultural elements that can be “used” by people with different types of disabilities (motor and sensory ones). The project was carried out in collaboration with a team of experts in the field, such as Accaparlante CDH, Gualandi Foundation in favor of the deaf, Institute of the blind Francesco Cavazza, La Girobussola Onlus and MUVet.

In addition, as part of the project, tactile maps - created in collaboration with the Institute of the blind Francesco Cavazza - will be located in Piazza della Mercanzia. Maps are meant to inform visually impaired visitors about the structure and architecture of the center of Bologna with a particular focus on the system of arcades and towers.

Link: [www.youtube.com/watch?v=U52bXCH-u2s&list=PLdI0K8eYBa67xgXCv00RZYZoFGBZh4mz-&index=10](https://www.youtube.com/watch?v=U52bXCH-u2s&list=PLdI0K8eYBa67xgXCv00RZYZoFGBZh4mz-&index=10)



Images of the European H2020 “Rock” project - Foundation for Urban Innovation



Images of the European H2020 “Rock” project - Foundation for Urban Innovation





Images of the European project H2020 "ROCK" - Foundation for Urban Innovation



## MUNICIPAL LIBRARIES

### **The libraries of Bologna offer many quality services for people with disabilities and for the elderly:**

- In the Archiginnasio and Cabral libraries the “Ausilio Cultura (Aid for Culture)” service is active, promoted by Coop Adriatica in collaboration with Auser and the municipal libraries for the home loan of books for elderly and people with disability.
- In all the libraries of the Municipality of Bologna the Circulating Interlibrary Loan service is working, which involves the libraries of the Municipality, the University and the province and allows people to receive books for free in the closest library.
- Loan facilities: people with disabilities can ask for the loan with the help of a delegate.
- Special PC and internet workstations: in Salaborsa there is a station reserved for people with disability; in Lama Library, Borges Library and Roberto Ruffilli Library there are workstations for the blind and partially sighted; in the Borgo Panigale Library there are internet stations for the visually impaired, a magnifier for reading newspapers, a pc scanner with voice reproduction.
- The Libraries’ Catalogue is accessible (built and validated according to W3C html 4.01 standards)
- In many libraries the open source software NVDA (Non visual desktop access) is installed to offer people with visual disabilities the possibility of using the computer in complete autonomy.
- In all libraries, there are audiobooks and large font books, as well as books for dyslexic children and teenagers. Salaborsa has been collaborating for years with AID Italian Dyslexia Association
- Salaborsa and other libraries offer an IT help service especially addressed to elderly people. The service, as part of the regional Pane & Internet project, in collaboration with the Bibliobologna association, aims at educating citizens about the use of the Internet and online services of the local public administration. It is highly appreciated and followed by elderly users or in any case by people subject to digital divide. In a library, a tutoring on the use of the smartphone was activated in collaboration with the apprentice students.

All libraries pay great attention to youngsters and to the elderly, with spaces, services and documents dedicated to them, as well as reading groups and dedicated workshops.

### **The libraries of Bologna also offer very interesting online services:**

- Emilib, the digital metropolitan library of Bologna.
- The MediaLibraryOnLine digital library service offers remote access to thousands of e-books of over 6000 newspapers in dozens of languages including the main national newspapers, and other electronic resources to consult and borrow on one’s own device. In addition, many of the resources can help readers in difficulty, in particular thousands of ebooks marked with the LIA (Italian Accessible Books) logo, as well as audiobooks and audio-ebooks, newspapers and periodicals (of the PressDisplay group) with speech synthesis.
- The sites of the Archiginnasio Library, of Salaborsa and of the Cabral Library are responsive, and meet the requirements prescribed by the World Wide Web Consortium (W3C) relating to the HTML5 code.

**On March 16, 2019, a conference on autism was held at the Sala dello Stabat Mater**, organized by the BiblioBologna association and the National Association of Parents of Autistic People. The same conference is scheduled again for autumn 2020.

**The pilot project “Panigale too. A library open to all”** wants to promote the participation of the elderly through a calendar of appointments with experts and a transport service for non-autonomous users, with the dual objective of intervening both on the difficulties of mobility and on the need for socializing. Currently, there is a project in the library called “Grandfathers and Grandmothers in the library”, which is dedicated to elderly people over 80; it aims at rethinking the current home loan service for those users who cannot personally access the library (people with disability, even temporary, people residing in buildings without a lift or not reached by public transport, not self-sufficient people) and making it more effective and sustainable through the activation of intergenerational collaborations. The project introduces the method of imagination/civic collaboration in the design and implementation of neighborhood library activities, starting experimentally with the Borgo Panigale library. The aims of the project are mainly concentrated around two-target audience: the elderly and the youngsters.

The Neighborhood Library is at the center of the project, through the Neighborhood Laboratories; it is a pilot project: in line with the tradition of the Bolognese public libraries, the purpose is to engage new collaborative methods to bring out the needs of the residents with whom new additional activities and services will be co-designed, also providing librarians and administrators with useful tools to rethink the library at the center of a network of relationships in order to trigger increasingly collaborative, sustainable and inclusive ways.

€ 85,000 (winning project of the call “Library: neighborhood house - Future Urban Culture Plan”, funded by the Ministry for Cultural Heritage and Activities and Tourism)

## PROJECTS SUPPORTING THE CANDIDACY

This thematic area addresses all those actions that have or had the objective of facilitating the autonomous use of tourist routes and the city's cultural heritage routes, by mapping or realizing new enjoyment methods, but also by creating a network between associations to carry on a functional dialogue for this purpose.

### Tolomeo Museum

Year (s) of realization: since 2015

Description: The Museum presents a story that combines memories, knowledge, testimonies of the history of Bologna and of the Cavazza Institute. It is the starting point of a journey with a different point of view on the city in which it is discovered that visual and non-visual are complementary ways of getting to know reality.



Image of Tolomeo Museum - Lorenzo Burlando

The museum has an environment dedicated to inclusive workshops; an installation that collects various historical objects of the Cavazza Institute and a multi-sensory room dedicated to strengthening activities for children with visual disabilities and multiple disabilities.

Reported by: Institute of the blind Francesco Cavazza

Website: [www.cavazza.it/drupal/it/node/997](http://www.cavazza.it/drupal/it/node/997)

### U.MANO - ART AND SCIENCE: ANCIENT MEASURE, NEW CIVILIZATION

Year (s) of realization: since 2019

Description: Art and science exhibition focused on the anthropological meaning of the hand between past, present and transhumanism. There are details of pictorial works in 3D, bionic prostheses of the arm and hand. The exhibition is designed to be accessible, with particular attention to motor and sensory people with disability.

Reported by: Golinelli Foundation

Website: [fondazionegolinelli.it/it/area-arti/mostre/u.mano](http://fondazionegolinelli.it/it/area-arti/mostre/u.mano)

### MUSEOMIX Italia

Year (s) of realization: 2016

Description: Event that brought together professionals from all over the world with diversified skills (programmers, museum educators, curators, designers, content experts) for three days and three nights in the Tolomeo Museum in order to rethink museum accessibility for people with visual disabilities.

Reported by: Institute of the blind Francesco Cavazza

In partnership with: Municipality of Bologna, BAM! Strategie Culturali, IBC Emilia-Romagna, NEMO - Network of European Museum organizations, ASTER, NEMECH New Media for Cultural Heritage, CNR IRPPS Institute for Research on Population and Social Policies, CNA Bologna, Order of Architects of Bologna

Website: [www.museomix.it/bologna](http://www.museomix.it/bologna)

### Rete del turismo accessibile (Accessible tourism network)

IT.A.CÀ migrants and travelers: festival of responsible tourism

Year (s) of realization: since 2016

Description: Festival of accessible events: shows, workshops and itineraries aimed at the integration of people with motor impairment, deaf, blind and partially sighted people. In addition, a working group on accessible tourism is organized, in which the institutions and organizations that deal with accessibility in the area meet to identify strategies, actions and priorities for planning inclusive tourism services and to ensure that even those with a disability can benefit from the historical, cultural and naturalistic heritage of Bologna.

Reported by: Yoda association

In partnership with: La Girobussola, Institute of the blind Francesco Cavazza and Tolomeo Museum, Coop. Accaparlante | Handicap Documentation Center, La Skarozzata Association, L'Altro Spazio | Farm Association, Silvia Rinaldi Foundation, Cervelli in Azione, Gruppo Elettrogeno, Ens Bologna, Gualandi Foundation in favor of the deaf.

Website: [www.festivalitaca.net/progetti-di-itaca/turismo-accessibile/](http://www.festivalitaca.net/progetti-di-itaca/turismo-accessibile/)



Image of "IT.A.CÀ migrants and travelers: festival of responsible tourism"



### Identification of routes accessible to blind and partially sighted people

Year (s) of realization: 2016 -2019

Description: Three urban trekking routes accessible also to blind and partially sighted people. In 2016, Paesaggi sonori proposed to cross the city listening to its noises, some musical interventions and some stories of the spaces. In 2017, I sensi del Museo creates a comparison between braille and other writing systems and discovers sculptures with touch and how the hearing can offer a different understanding of space. In 2018, the participants of Via Lattea, blindfolded with a special “screen” that allowed only white light to pass, left for a journey through the city in search of female stories. I Sensi dell’Appennino – EsplorAzioni in Tandem is a TANDEM bicycle tour for non-blind and blind people that starts from the preparation and maintenance of all the tools.

Reported by: Institute of the blind Francesco Cavazza

In partnership with: Itacà Migrants and Travelers, Dynamo Velostation, Centro Natura, Creative Industries and Tourism Sector of the Municipality of Bologna and the Bologna Museums Institution.

### Giornate sull’accessibilità museale (Museum accessibility days)

Year (s) of realization: 2017

Description: Days on museum accessibility: “Access to cultural heritage for people with visual impairments” organized in the context of the International Museum Day, and “For a cognitive museology. The art of involvement”.

Reported by: Institute of the blind Francesco Cavazza

In partnership with: Icom Italia, Cooperativa Archilabò and FederCulture, Icom Italia, IBC Emilia-Romagna, Bologna Museums Institution

### Sensornaja Revolutija - Sensory Revolution

An accessible exhibition and workshops for schools and families

Year (s) of realization: 2018

Description: Exhibition and accessible workshops organized for the Centenary of the October Revolution, planned as a side event to the exhibition “Revolutija - from Chagall to Malevich from Repin to Kandinsky”. The exhibition shows a collection of Soviet books on space flight from the 1950s to the 1980s that document the October revolution brought to the cosmos, but also the condition of sensory deprivation to which the cosmonaut is subjected, focus of the exhibition.

Reported by: Institute of the blind Francesco Cavazza

In partnership with: Federculture, IBC Emilia-Romagna, CNR IRPPS Institute for Research on Population and Social Policies, Association of Women and Science, Russia Emilia-Romagna Cultural Association

### Bologna in tutti i sensi (Bologna in every sense)

Year (s) of realization: since 2020

Description: Accessible itineraries developed following the particular needs of the visually impaired and blind people after having carried out inspections and research on accessibility. The initiative establishes collaborations with museums, artisans, theaters, food and wine activities and enhances the multisensory approach, also thanks to typhlopedagogical material. During the visits, an expert tutor guides the blind traveler both physically and in the non-visual perception of the city.

Reported by: La Girobussola Onlus

In partnership with: Anteros Museum, Liutaia Ezia di Labio, Music Museum, Industrial Heritage Museum, Museum for the Memory of Ustica

### Accessibility and tourism

Mapping the accessibility of cultural heritage

Year (s) of realization: 2017 - 2019

Description: Mapping activity, promoted by the Municipality of Bologna, of the accessibility conditions of the civic museums for sensory and motor disabled people, of the accommodation facilities of Bologna and subsequently of some universities’ and Genus Bononiae’s museums. The project was articulated in a first monitoring action, in some training meetings with the Museum staff, in the realization of some accessible communication products: video with Lis interpreting and subtitles and in the preparation of experimental thematic itineraries in 3 museums.

Reported by: Gualandi Foundation in favor of the deaf

In partnership with: Municipality of Bologna, Institute of the deaf of Turin, Ens, Fiadda, Institute of the blind Cavazza, CDH

### Planet Viaggi Accessibile

Travels for people with disabilities

Year (s) of realization: since 2013

Description: Tour operator who makes trips for people with disabilities. Various itineraries for people with visual and motor disabilities were created in the surrounding area.

Reported by: Planet Viaggi Accessibili

Website: [www.planetviaggiaccessibili.it](http://www.planetviaggiaccessibili.it)



## Paratrekking

Year (s) of realization: since 2016

Description: Trips in the greenery and out of town to rediscover nature with your own wheelchair. Each excursion is mapped and studied several times and then told.

Reported by: Cervelli in azione

In partnership with: CAI Bologna and Consulta Escursionismo, Municipality of Bologna and Itacà Festival

Website: [cervelliinazione.it/portfolio/paratrekking-e-turismo-accessibilee](http://cervelliinazione.it/portfolio/paratrekking-e-turismo-accessibilee)

## Anche agli dei piace Giallo (Even the gods like it Yellow)

Year (s) of realization: 2016

Description: Completion, on various occasions, of the Cammino degli Dei with an integrated group of people with visual and other disabilities. The project is part of the #YellowTheWorld campaign. The format was presented in a competition with the name "In the mountains we are all equal" and awarded an innovative idea by Invitalia and Mibact in the summer of 2017. In 2020, the route proposals were expanded and new itineraries were added in the Casentino forests and in Tuscany.

Reported by: NoisyVision Onlus

In partnership with: Appennino Slow

Website: [www.noisyvision.org/it/2015/12/16/gods-like-yellow-adventure-visually-impaired-not](http://www.noisyvision.org/it/2015/12/16/gods-like-yellow-adventure-visually-impaired-not)



Image of "In the mountains we are all the same" - NoisyVision Onlus

## Via degli Dei per tutti (Via degli Dei for everyone)

Year (s) of realization: 2018

Description: Organization of the route that connects Bologna to Florence. The project is primarily addressed to visually impaired, blind or partially sighted people, who despite the difficulties due to the condition, thanks to volunteer guides who helped the participants along the way, completed the itinerary in six days.

Reported by: Italian Union of the blind and partially sighted territorial section of Bologna

In partnership with: Sportfund Foundation for the sport Onlus

Website: [www.noisyvision.org/it/2015/12/16/gods-like-yellow-adventure-visually-impaired-not/](http://www.noisyvision.org/it/2015/12/16/gods-like-yellow-adventure-visually-impaired-not/)

## I Fantastici 5 sensi (The Fantastic 5 senses)

Year (s) of realization: 2018

Description: Experiential recreational path developed in 5 stages, with each stage dedicated to one of the senses. The route, set up inside the Municipal Theater Foyer, recreates some situations related to culture, hospitality and travelers. The participants are blindfolded and guided to undertake some common gestures such as making a coffee and then invited to write about the word welcome. There is also a moment of reading the sign language accompanied by the projection of a video dedicated to the city.

Reported by: Local Pal

In partnership with: Ithaca, Cervelli in Azione, L'Altro Spazio

Website: [www.localpal.it/](http://www.localpal.it/)

## Stelle per tutti (Stars for everyone)

Inclusive scientific dissemination for blind and partially sighted people

Year (s) of realization: from 2018

Description: Inclusive scientific dissemination actions on astronomical sciences intended for blind and partially sighted people who require the use of tactile and 3D aids, scale models and proprioception.

Reported by: Associazione Astrofili Bolognesi - APS

In partnership with: Institute of the blind Francesco Cavazza; Union of Italian Amateur Astronomers; International Astronomical Union

Website: [www.uai.it/stellepertutti/](http://www.uai.it/stellepertutti/)



### **Serate in certosa (evenings at Certosa)**

#### **Inclusive events in Certosa for summer 2019**

Year (s) of realization: 2019

Description: Inclusive evening events within the Certosa summer 2019 calendar, designed for deaf, blind and people with disability, but open to the public to learn about the museum and some aspects of the culture of Bologna, through an orienteering route among the works of the Certosa, animated readings and theatre show.

Reported by: Gualandi Foundation in favor of the deaf

In partnership with: Institute of the blind Francesco Cavazza, Accaparlante CDH, Museum of the Certosa, Friends of the Museum of the Certosa

### **No boundaries**

#### **National Award for Contemporary Art**

Year (s) of realization: 2015

Description: National Award for Contemporary Art addressed to young artists to urge the world of art to reflect on the condition of physical, permanent or temporary disability, and the related urban accessibility.

Reported by: the Skarozzata

In partnership with: Setup Art Fair, Montecatone Institute, Aiasport, Luigi Bandini design for all milano) and others

### **“L’Oblò” Project**

#### **Experiences in virtual reality for the social**

Year (s) of realization: 2020 – will begin shortly

Description: Realization of interactive and immersive realistic contents (that is to say augmented reality) about Bologna and its historical places or places relevant from a cultural and spiritual point of view.

Reported by: individual citizen

In partnership with: Art-Er Bologna, Fare Lavoro Bologna, ASP city of Bologna

### **Figli di una cavalcata (Children of a ride)**

Year (s) of realization: 2019

Description: Performance inspired by “The Minotaur” by Friedrich Dürrenmatt, where 13 blind, visually impaired and sighted actors from the Gruppo Elettrogeno -

Orbitateatro company went on stage.

A production of: Associazione Gruppo Elettrogeno, Institute of the blind Francesco Cavazza and Italian Union of the Blind and Visually Impaired - Territorial Section of Bologna

In partnership with: Network of Solidarity Theaters of the Metropolitan City of Bologna.

### **Camelot Theater activities**

#### **Citizens with disabilities: from object of care to protagonists of culture**

Year (s) of realization: 2019

Description: Theatre activities, the result of constant research and experimentation that is not limited to vain conceptualizations about art and disability but that puts art performances into practice with disability for the benefit of all. To be mentioned, “Anzelòn, l’eco di Mistero Buffo”, based on the vision of art to build civic culture, access to art for weaker groups and access to culture with quality opportunities.

Reported by: Teatro di Camelot Onlus

In partnership with: Coop. Etabeta Bologna, Oblivion Company, Mylaika Company and other organizations

Website: [www.teatrodicamelot.it/http-www-teatrodicamelot-i](http://www.teatrodicamelot.it/http-www-teatrodicamelot-i)



Image “Camelot and Side Kunst Cirque” - D. Arbore

## Nel museo sottopelle (In the museum under the skin)

Listen and dialogue with the heritage of the U area

Year (s) of realization: 2019

Description: Unusual meeting with the museum space from different points of view through an introductory workshop to the perception of spaces through the body. Thinking of users with sensory and motor deficits, an inclusive approach is proposed, which allows access to the places of the city's artistic heritage by approaching the works and spaces in a playful and pleasant way: lying down, sitting, approaching, moving away, taking measures and "putting on" the works, incorporating details and references.

Reported by: MUVet

In partnership with: European ROCK project, Foundation for Urban Innovation, University Museum System - Unibo, National Art Gallery of Bologna



Images of the project "In the museum under the skin" - Foundation for Urban Innovation

## Audio description of films

Service during the Cinema Ritrovato

Year (s) of realization: 2018

Description: Audio description of the movie "Bicycle thieves" during the 2018 edition of Cinema Ritrovato. It is a project for communication and promotion of accessibility that also includes a laboratory for the integration of blind and non-blind people for the realization of the finished product.

A production of: Big Bang Universo Accessibile Cooperativa Sociale

In partnership with: La Girobussola Onlus, Cineteca di Bologna

Website: [www.universo-accessibile.it/node/2](http://www.universo-accessibile.it/node/2)

## DrinBo - c'è un libro per te (There is a book for you)

Home loan

Year (s) of realization: since July 2020

Description: home loan service of the books of the Corticella-Luigi Fabbri Library (and of the libraries of the participating Libraries Institution) through the use of an ecological vehicle with wheels, which allows to reach areas that are far from the library. This project focuses primarily on the elderly population, people with disability, people unable to reach the library during opening hours (reduced due to the Coronavirus).

Reported by: Coop Alleanza 3.0

In partnership with: Libraries Institution

## PROJECTS SUPPORTING THE CANDIDACY DURING COVID19

### Stelle per tutti @ Home (Stars for all @ Home)

Inclusive scientific dissemination for blind and partially sighted people

Year (s) of realization: May, 20 2020 - to respond to the COVID emergency

Description: Facebook live and recordings where associations of amateur astronomers, engaged in activities with people with disabilities, contribute with music, audio descriptions and LIS. In Bologna the Sentiero dei Pianeti (Path of the Planets) (7 km CAI path) is virtually illustrated, where a photon starts from the Astronomical Observatory and touches the various planets reaching the peripheries of the Solar System.

Reported by: Associazione Astrofili Bolognesi - APS

In partnership with: Historical path Little Cassia; It.a.cà-Festival of responsible Tourism; Municipality of Monte San Pietro; International Astronomical Union-Office of Astronomy for Development; Union of Italian Amateur Astronomers; Italian Union of the Blind.



## SPORT IN BOLOGNA

**Access to sport activities and events, together with culture, is another essential element in order to be able to guarantee people with disabilities to live their free time. At present, there are many sports practiced in Bologna and in the metropolitan area that are addressed to people with disability.** These activities are organized by sports clubs active in the Bologna area or by social services for disabilities of the Municipality of Bologna.

- Recreational and motor activities (Social Disability Service)
- Baskin (activity inspired by basketball, played by teams with athletes with and without disabilities; presence of more than 2 baskets on the pitch) (PGS Welcome Bologna)
- Soccer (PGS Corticella)
- Football (Insuperabili Academy football school)
- Six-a-side football (Social Disability Service)
- Sport dance: sport that adapts to the various disabilities some dance specialties such as Latin American dances and Caribbean dances (Scuola Gabusi a.s.p. in collaboration with the Ass.ne Genitori e Ragazzi Down /Parents and Children Down Association - website)
- Wheelchair hockey (Rangers Bologna) Becoming part of a competitive team that competes in a championship of national interest; also for people with disability with severe motor deficits.
- Fight dance: Activity carried out in the gym in the presence of an instructor aimed at learning fighting techniques, recreational activities and socializing with the group. (Child Neuropsychiatry Service; Social Disability Service) (Salute e vita Association)
- Nordic-Walking (Social service for disability, in collaboration with the Sportfund Foundation for sport Onlus)
- Swimming: access to municipal swimming pools. People with disability involved in the social services of the Municipality of Bologna can access the facilities free of charge.
- In addition, there are many associations and public bodies that organize swimming activities with people with disability in Bologna and in the province (CSI Bologna, Polisportiva G. Masi Casalecchio, Polisportiva Paolo Poggi, Sport 2000, US Zinella CSI, Record Team Bologna Association, Sezione Atletico H, Polisportiva Atletico Borgo Panigale, Ass. Genitori e Ragazzi Down)
- Basketball for adults and minors (Fortitudo Over limits, in collaboration with the Social Disability Service); Basketball Over the Limits Project (IES Education School institution of the Municipality of Bologna and Basket handicap association);

recreational sports activity to start basketball (Idee ed esperienze Association, in collaboration with Happy Basket Castelmaggiore)

- Wheelchair basketball for adults and minors (Polisportiva "I bradipi")
- Volleyball (Social Disability Service)
- Sitting volleyball (Villanova S.Lazzaro Volleyball)
- Fencing for the blind (US Zinella CSI) (Record Team Bologna Association)
- Skiing (Sports Foundation "Silvia Rinaldi")
- Showdown (very special sport for blind people; a sort of synthesis between ping-pong and foosball) (PAT polisportiva atletico torball)
- Tennis for people with visual impairments (Silvia Rinaldi Sports Foundation)
- Archery (Castenaso Archery Team)
- Handgun, carbine shooting (Sezione atletico H, Polisportiva Atletico Borgo Panigale)
- torball (PAT polisportiva atletico torball)

Link: [www.comune.bologna.it/sportellosociale/servizi/2627/2538](http://www.comune.bologna.it/sportellosociale/servizi/2627/2538)

**To further promote the creation of recreational-motor and sports activities that guarantee the inclusion of people with disabilities, with the Bo-Sport Call in 2018,** the Municipality of Bologna has made financial contributions for the realization of these activities. The aim of the call was to guarantee accessibility, social cohesion, work, community, intercultural and intergenerational inclusion, to contrast forms of marginality, school dropout and educational poverty.

*Budget of € 100,000*

**To promote participation in sport events, people with disability have free entrance or reduced-fare ticket to access various places.** They can access the Virtus and Fortitudo basketball games, the Bologna FC football games and the Fortitudo baseball game for free or paying reduced prices.

**Bologna For Community.** To facilitate the participation of people with disabilities in sport events, the Bologna Fc 1909 SpA, in partnership with PMG Italia - Guaranteed Mobility and Io Sto Con...Il Sorriso Solidale ONLUS, commits to guarantee transport for the Renato Dall'Ara stadium on the day of the home match (Serie A TIM 2019 - 2020 and TIM Cup 2019-2020 Championships) for people with disability who, in the absence of this service, could not be able to reach the stadium.

For years, Bologna FC has been offering discounted season tickets and the possibility of requesting free accreditations for a single match for disabled and non-walking people and for the accompanying person, often necessary.

Video: [www.youtube.com/watch?v=xXwTCfsUwdI](https://www.youtube.com/watch?v=xXwTCfsUwdI)

## PROJECTS SUPPORTING THE CANDIDACY

Through the call, many initiatives related to the topic of “Living free time” and to the sport were reported, such as inclusive projects and courses offered by the territory, which are focused on a rehabilitation approach and on para sports activities.

### Prisma SPORT ANCH'IO

Year (s) of realization: since 2017

Description: Promotion of inclusive sports courses for youngsters with disabilities, starting from the assumption that sport is very important not only for the physical aspect, but also for the relational and behavioral one. The aim of the project is therefore to support sports initiatives for minors in charge at NPIA department (Child Neuropsychiatry and Adolescence).

Reported by: ANGSA Bologna

In partnership with: AUSL Bologna, GRD Bologna Association, DIDI ed ASTRA Aps Association, Passo Passo Association

Website: [www.angsabologna.it/progetti/prisma2019](http://www.angsabologna.it/progetti/prisma2019)

### Climb for inclusion

Year (s) of realization: since 2018

Description: Promotion of indoor and outdoor climbing and mountaineering, as a tool for personal growth and social inclusion. Mountain sports, combined with the beauty of the environment in which they are practiced, are a precious reference for the development of the new generations, anchoring them to fundamental values such as moral strength, resistance to fatigue, solidarity and the recognition of personal talent. The project provides young people with disabilities the economic and technical tools to become passionate about sports, promoting a positive path for psychophysical health.

Reported by: Sportfund Sport Foundation Onlus

In partnership with: Up Urban Climbing, the Salesian Institute of Bologna, Monkeys' Planet and the Mattei Institute of San Lazzaro di Savena, with the contribution of Climbing Technology, Montura, the Municipality of Bologna and the institutional support of Esse Caffè Spa



Image of the Special Climb team - Sportfund



Image of inclusive climbing at Up Urban climbing - Giacomo Maestri

## +SPORT

Year (s) of realization: since 2017

Description: Multidisciplinary, educational and training sports activities proposed with a view to social inclusion. Structured and inclusive courses that allow young people with disabilities to approach sport and create new and significant social ties that can break the isolation and loneliness of families, considering that numerous pathologies get significant benefits from sports practice allowing the improvement of psychophysical conditions and autonomy.

In partnership with: 12 school institutions, 3 gyms, 10 associations, 3 institutional partners

Reported by: Sportfund Sport Foundation Onlus

### Spaziodanza MUVet

Year (s) of realization: since 2019

Description: A dance school open to people with disabilities

Reported by: MUVet

In partnership with: Oriente Occidente Festival, Rete nazionale #unlimited

Website: [muvet.org/spaziodanza/](http://muvet.org/spaziodanza/)

### Lo sport etico e sicuro (Ethical and safe sport)

Year (s) of realization: since 2012

Description: “Adapted Motor Activity” courses as a tool for prevention and treatment for Parkinson and Low back pain patients directly sent by general practitioners. Adapted physical activity means a set of non-health exercise programs, carried out in a group and specially prepared for people with chronic diseases, aimed at lifestyle modification for secondary and tertiary prevention of disability.

Reported by: Centro Natura and Sport Natura

In partnership with: AUSL and Emilia Romagna Region

Website: [centronatura.it/benessere-naturale/](http://centronatura.it/benessere-naturale/)

### Wheelchair dance and “Luce (Light)” hologram in which a girl in a wheelchair dances

Year (s) of realization: since 2019

Description: Wheelchair dance courses and realization of an artistic 3D hologram in which a Bolognese model dances in a wheelchair.

Reported by: Accessibile = NoBarriere ODV ONLUS

In partnership with: IN.DA.CO Ferrara (courses); Selected by the art critic prof. Vittorio Sgarbi to participate in the event “I MILLE DI SGARBI” (Hologram)

Website: [www.handyadvisor.it](http://www.handyadvisor.it)



## PGS Inclusive, A more accessible gym

Year (s) of realization: ongoing

Description: Renovation work to make the PGS gym accessible. The gym is used as a place for rehabilitative sports therapy and it is the only Paralympic Sport Start Center in Italy dedicated to climbing recognized by the Italian Paralympic Committee. The facility is already intended for sports and rehabilitation therapy activities for people with disability, who climb together with able-bodied people, helping each other, discovering that the limits of one are compensated by different skills of another. The users are people with motor, cognitive and sensory disabilities, including patients who have left the coma and who are given rehabilitation therapy.

Reported by: Silvia Rinaldi Sport Foundation ONLUS

In partnership with: PGS Welcome, Bologna; Institute of the Salesians of the BV of S.Luca, Bologna



Images of sporting activities organised by Silvia Rinaldi Foundation - WOK photography / Fondazione Silvia Rinaldi

## Animal-assisted interventions (horse)

Year (s) of realization: active for 30 years

Description: Socio-educational support for people with disabilities through equestrian rehabilitation and horse riding. The relationship with the horse allows people with disability to enhance personal abilities, taking them beyond the boundaries of their disability; the person gradually becomes master of his/her physical and relational improvements. Indeed, the horse is a highly stimulating subject on a tactile, visual, auditory and emotional level, for its corporeality, its warmth and the natural environment in which it lives.

Reported by: The Paddock Voluntary Association Onlus

In partnership with: Ausl of Bologna, REMS, Cooperatives; ASP, Bassa Soglia

Website: [cavallidelreno.com/il-paddock](http://cavallidelreno.com/il-paddock)

## PROJECTS SUPPORTING THE CANDIDACY DURING COVID19

### Insieme...andrà tutto bene (Together... everything will be fine)

Roller skating activities for people with disabilities

Year (s) of realization: 2020-2021, in the start-up phase

Description: figure skating activities dedicated to children, teenagers and young adults with physical and intellectual-relational disabilities. The youngsters with Down Syndrome are placed in a group with the support of a dedicated operator. For other disabilities, however, there is a need for a 1 to 1 relationship with the operator, albeit always in a community context. The work is scheduled before each meeting with games, recreational activities, use of musical instruments and exercise equipment that involve everyone.

Reported by: PASSO PASSO Territorial Association for integration

In partnership with: ASD Bradipi a rotelle

### Prisma SPORT ANCH'IO 2020

Inclusive sports courses for children with disabilities

Year (s) of realization: 2020 - to respond to the COVID emergency

Description: Emergency remodeling: remote sports lessons through videos published on youtube and video calls from instructors to children with disabilities

Reported by: ANGSA Bologna

Website: [www.youtube.com/watch?v=Ts9sYjKXCm0](https://www.youtube.com/watch?v=Ts9sYjKXCm0)





Image of the service “L’unione fa la spesa” during Covid19 emergency - Municipality of Bologna

## RECEIVE CARE AND ASSISTANCE

### PUBLIC SOCIAL AND ASSISTANCE SERVICES

**The Municipality of Bologna through the Welfare area and the Local Health Authority provides many socio-health services and contributions for elderly people and for people with disabilities. Here are some of these services schematically.** To respond to the COVID19 emergency, several of these services

have been implemented: home delivery of face masks, medicines and groceries.

- Aids for prostheses
- Care and support check: financial contributions to encourage the support of adult disabled and elderly people at home
- Municipal home care for the elderly and people with disabilities
- Private family assistance: information on how to find and hire a family assistant and any financial support for families
- Free home delivery of medicines
- The Care & Assistance Service allows you to activate, for people with reduced autonomy in relation to daily life activities, home care services under a private regime, provided by accredited bodies, at a rate agreed with the Municipality of Bologna. With the aim of reaching a larger number of people, this public - private collaboration is carried out, which provides the same services as the municipal ones
- Telehelp service: allows the elderly, when needed, to connect in real time to a specialized switchboard active 24 hours a day, which provides telephone assistance and activation of emergency vehicles in case of emergency
- Meal service at home: addressed to people who are unable to independently prepare a hot meal
- Groceries delivery service at home: home delivery of groceries at favorable conditions or free of charge to the elderly and people with disability.

**During the health emergency, the service “L’Unione fa la spesa” (The Union does the shopping)** was created, a home delivery service of groceries and parapharmaceuticals to the most fragile people, thanks to a collaboration between the Municipality, companies and associations.

*Between March 23rd and the end of August 2020 more than 3500 home delivery expenses were delivered thanks to more than 200 volunteers.*

**The Welfare Area of the Municipality of Bologna is planning one help desk for Caregivers:** telephone counter, advice for people who accompany and assist the people with disability or sick people..

**To increase and improve the services related to the well-being of the elderly and people with disabilities,** the Local Health Authority of Bologna launched in



2014 a co-design working group that the Municipality of Bologna organizes since 2019, to think together with the associations of new social projects addressed to disability and multi generationality.

**Some projects to promote the well-being and health of the elderly are:**

- Badabene to health: physical activity and memory training workshops, for over 65s, in indoor and outdoor public spaces in the neighborhoods, led by mini teams of young graduates in physical sciences, psychology, science education or social sciences to promote the psychophysical and relational well-being of the elderly population. Website: [http://www.comune.bologna.it/salute/servizio\\_singolo/102:34816/](http://www.comune.bologna.it/salute/servizio_singolo/102:34816/)

- Living Lab project coordinated by Ausl Bologna which responds to the objective of slowing down or recovering skills in patients with moderate or severe dementia through motor and cognitive rehabilitation therapeutic interventions (also with hi-tech). Training of caregivers for moving the rehabilitation process to home and creation of a multidisciplinary co-planning space on transgenerational fragility.

- PleinAir project financed by the POR-FESR Regional Funds (2019-2021), with a partnership composed of public and private subjects, aimed at creating a “smart”, accessible and inclusive public park, which implements new types of urban furniture equipped with elements of “Intelligence” to promote the adoption of active lifestyles and interpersonal relationships for all and for all age groups.

Website: [www.pleinairpark.it/progetto-pleinair/](http://www.pleinairpark.it/progetto-pleinair/)



Images of Social Services for persons with disabilities - Municipality of Bologna

**PROJECTS SUPPORTING THE CANDIDACY**

The projects collected by the call in this thematic area are concerned with ensuring assistance both through the assistive technology and by means of the support of dedicated staff.

**Chiama chiama (Call call)**

Counter for women with disabilities

Year (s) of realization: 2020

Description: Fully accessible listening desk that offers support to women victims of gender-based violence with motor, cognitive, intellectual disabilities and possible relationship and emotional difficulties related to disability. The help desk is a fundamental element for the rights of women with disabilities, which confirms the willingness of local authorities to overcome the barriers for an increasingly accessible Bologna. During the coronavirus emergency, the service was carried out by telephone.

Reported by: AIAS Bologna Onlus and Mondodonna onlus

With the economic contribution of: the Waldensian Church and of the European RiseWise project

Website: [www.aiasbo.it/news/sportello-di-supporto-per-donne-disabili/](http://www.aiasbo.it/news/sportello-di-supporto-per-donne-disabili/)

**Giornate di sollievo e autonomia (Relief and autonomy days)**

Year (s) of realization: from 2012

Description: Saturday educational and recreational activities with children with autism to provide them with the therapy and education to which they are fully entitled as citizens and to support the family in caring for their child.

Reported by: ANGSA Bologna

In partnership with: Ausl Bologna, Augusta Pini Foundation and other associations

Website: [www.angsabologna.it/progetti/giornate-di-sollievo](http://www.angsabologna.it/progetti/giornate-di-sollievo)

**Weekend e vacanze di sollievo e autonomia (Weekend and holidays of relief and autonomy)**

Description: To spend a holiday in tested groups of young people who know each other in their desires and in their peculiarities, at a farmhouse or a tourist facility, in complete autonomy by the family. This aims at acquiring autonomies, while offering families some time to breathe.

Reported by: L’Aliante Association

In partnership with: Ausl Bologna and other associations

Website: [www.associazione-aliante.it/attivita/weekend-e-vacanze](http://www.associazione-aliante.it/attivita/weekend-e-vacanze)

### **Recreational educational leisure activity with adults with various types of intellectual and motor disabilities**

Year (s) of realization: since 1999

Description: Leisure, educational and recreational activities for adults with various types of disabilities. Among the proposed activities there are: gym, theater, music therapy, dance, cultural outings, lunch and snack included, monthly evening outings in restaurants with music and dance, swimming pool and summer holidays.

Reported by: L'Aliante Association

In partnership with: other associations dealing with disabilities, institutions, the Municipalities of Bologna, Casalecchio and San Lazzaro di Savena, professionals in the disability and frailty sector.

Website: [www.associazione-aliante.it](http://www.associazione-aliante.it)

### **PASS Polo Accoglienza e Servizi Sociali (Hospitality and Solidarity Services Centre)** A home for the families of the Bellaria Hospital's pediatric patients

Year (s) of realization: ongoing

Description: A house for the families of pediatric patients and a reference point not only for the families of pediatric patients of Bellaria Hospital but also for the whole community. The center will be the hub of numerous activities and services addressed to citizens. Access will be free for the families of sick children, creating an opportunity to bring families together and limit family breakdown.

Reported by: Bimbo Tu Onlus

In partnership with: Municipality of San Lazzaro and Curia of Bologna

Website: [bimbotu.it/pass](http://bimbotu.it/pass)

### **Ausilio per la spesa (Shopping aid)** Free home delivery

Year (s) of realization: since 1992

Description: A service of Coop Alleanza 3.0 through which some voluntary members offer concrete help to elderly or people with disability, providing free home grocery delivery. In the city of Bologna, there are 6 Shopping aid groups at the stores of Corticella, Andrea Costa, Saffi, San Donato, San Vitale and San Ruffillo. Supported by over 250 volunteers, in 2019 almost 400 users were helped, for a total of about 12,700 home deliveries, covering the entire city area, including the center of Bologna, using dedicated permits for vans used to transport groceries.

Reported by: Coop Alliance 3.0

### **Training on the use of assistive technologies**

Accessibility courses, learning to use assistive technologies

Description: Training courses for blind and partially sighted people for the use of assistive technologies, both online and in specific locations.

Reported by: Universal access

### **Autonomie @l centro**

Multimedia technologies to promote the autonomy and social participation of adults with disability.

Year (s) of realization: since 2015

Description: Dissemination of the use of assistive technologies for people with serious disabilities, to increase their social participation and self-determination. After a phase of training and experimentation, the aids provided gave the opportunity to give everyone a voice using the most congenial ways, and then users told a story by having a specific role and task.

Reported by: CADIAI

Realized by: ASPHI Onlus Foundation

In partnership with: Emilia Romagna region

Website: [www.youtube.com/watch?v=L1-QFVGO3bM](http://www.youtube.com/watch?v=L1-QFVGO3bM)

## **PROJECTS SUPPORTING THE CANDIDACY DURING COVID19**

### **Videoamici**

Year (s) of realization: 2020 - to respond to the COVID emergency

Description: At the time of the coronavirus young people are at home and intellectual disability pushes them to be passive and to eventually develop psychopathologies more than able-bodied people. For this reason, group activities are proposed, through video calls, for young people with intellectual disabilities. Weekly scheduling of appointments for cooking, singing, dancing, playing magic games, sharing emotions with the help of educators and a psychologist.

Reported by: GRD Bologna

In partnership with: AUSL and UNIBO



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# TO WORK AND CREATE BUSINESS

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## ENTER THE LABOR MARKET

### SERVICES AND PROTOCOLS OF THE MUNICIPALITY OF BOLOGNA

**The Municipality of Bologna carries out interventions to favor the job placement of adults with disability.** For people who have greater difficulty in accessing the world of work due to their disability, the services offer preparatory or substitute courses for job placement in the company through tools such as apprenticeships (accompanying and coaching, development of specific skills) - SET of social services of the Municipality of Bologna.

In addition, the Municipality of Bologna provides the employment consultancy service to all citizens through the Municipal Employment Office and provides work benefits for people with disability, their parents and family members.

**In 2019, a social clause was introduced in the new Procurement Protocol of the Municipality of Bologna to encourage the insertion of fragile or disadvantaged people.** In the chapter "Accessibility and inclusion", it is clear that "Accessibility must be achieved through the elimination of barriers (architectural and non-architectural) through the principle of universal design, also using technologies and assistive devices to allow people with disabilities and elderly people with reduced abilities access on an equal and non-discriminatory basis".

Link: [www.comune.bologna.it/news/firmato-il-nuovo-protocollo-appalti](http://www.comune.bologna.it/news/firmato-il-nuovo-protocollo-appalti)

## PROJECTS SUPPORTING THE CANDIDACY

The mapping activity found out bodies and associations working in the field of job placement following two different approaches: on the one hand there is the qualification of the subject to the right to work, enabled by subjects such as trade unions or bodies that offer accompanying; on the other hand, experiences that aim to create a meeting opportunity between potential workers and the companies.

### Centro di Lavoro Protetto (Protected Work Center) (CPL)

Description: Socio-health structure and daytime occupational therapy, which welcomes people with disability between 18 and 65 years of age, with the aim of promoting the integration process within the territory, the labor market and society.

Subjects: Opera dell'Immacolata Foundation OPIMM

In partnership with: USL companies, municipalities and companies for services to the person

Website: [www.opimm.it/servizi/centro-di-lavoro-protetto](http://www.opimm.it/servizi/centro-di-lavoro-protetto)

### Professional Training Center (CFP)

Description: Training actions and personalized interventions to encourage school integration, access to the labor market, maintenance of employment and enhancement of the professional profile. Activities addressed to young people and adults with mental disabilities, mental discomfort, disability due to illness or trauma and/or in conditions of social discomfort, social workers; organizations that employ disadvantaged workers.

Subjects: Opera dell'Immacolata Foundation OPIMM

In partnership with: Emilia Romagna Region

Website: [www.opimm.it/servizi/centro-formazione-professionale](http://www.opimm.it/servizi/centro-formazione-professionale)

### Search and selection of workers enrolled for the “mandatory placement” (mandatory employment quotas)

Year (s) of realization: since 2015

Description: Promotion of the labor inclusion of people with disabilities through support in active job search and specific training courses (for example, “Data Entry” course for deaf people). Furthermore, an activity is carried out to support projects organized by other bodies, participating in working groups on the theme of the job placement of people with disabilities (more effective and inclusive practices, resistance actions carried out by the actors of the labor market, strategies to make the process more effective).

Subjects: Lavoropiù SpA

In partnership with: Asphi Onlus Foundation

### Apericena del sorriso

Year (s) of realization: 2020

Description: Cocktail and light meal organized by a group of children with intellectual disabilities, after having done cooking training courses. With the Apericena del sorriso, boys and girls are given the opportunity to present their working potential and citizens have the opportunity to think about the advantages of inserting them in able-bodied and normotypical working contexts.

Reported by: GRD Bologna APS

In partnership with: Otto in cucina, the Gazzetta del Gusto, My Web Catering



Images of cooking lessons of the project “Apericena del sorriso” - GRD Bologna APS

### Desk for people with disability CGIL services

Year (s) of realization: since 2018

Description: Job orientation service for specific information on the labor rights of people with disability, for legal advice in the event of discrimination or dismissal, for social security assistance and for the request of the support administrator.

Reported by: CGIL Camera del Lavoro Bologna

Website: [www.cgilbo.it/le-nostre-strutture-servizio/sportello-disabili](http://www.cgilbo.it/le-nostre-strutture-servizio/sportello-disabili)

### CISL work desk

Description: Desk that has the function of helping in the practices related to activating the support administrator, helping in the creation of a CV and developing the profiling function. Traineeships are activated through IAL (training body).

Subjects: CISL metropolitan area of Bologna

Website: [www.cislmetropolitana.bo.it/servizi/amministratore-di-sostegno](http://www.cislmetropolitana.bo.it/servizi/amministratore-di-sostegno)



## Rain man

Employees with autism spectrum disorders hired by Alstom

Year (s) of realization: since 2017

Description: Job placement at Alstom Bologna of five people with autism through a training and accompanying path that stresses their potential and assigns them job tasks that enhance their talent, with a view to mutual enrichment both for them and for the company. After a year of professional internship to acquire the skills of programmer analyst, the workers are hired on a permanent basis.

Reported by: Alstom

In partnership with: Local Health Authority of Bologna and Angsa Bologna

Website: [www.angsabologna.it/rainman/](http://www.angsabologna.it/rainman/)

## Senza Nome

In Bologna, the first bar run by deaf people

Year (s) of realization: since 2012

Description: Bar located in the center of Bologna, its characteristic is that deaf people are serving customers. The bar was born from the idea of making deaf people interact with hearing people, on an equal basis, in a place where interaction is possible for real. Just think that - to date - the bar is an important reference and meeting place for the deaf community and for the hearing people too.

Website: [facebook.com/pages/category/Dive-Bar/Senza-Nome-433172700049963/](https://facebook.com/pages/category/Dive-Bar/Senza-Nome-433172700049963/)

## WORKING IN AN INCLUSIVE ENVIRONMENT

### TRAINING COURSES FOR THE MUNICIPALITY OF BOLOGNA'S STAFF

The Municipality of Bologna in recent years has organized, with the collaboration of various entities operating in the area, various training courses to raise awareness among the Administration's staff on various issues related to disability. The courses that were organized are:

- Awareness of disability in the workplace for managers (teaching: ASPHI Foundation),
- LIS - Italian Sign Language courses - for Local Police Corps agents (teacher: ENS - Deaf National Authority);
- Awareness of disability in the workplace (teaching: ASPHI Foundation); Drupal
- Training for Intranet Editors, HTML, Relationship Module (teaching: ASPHI Foundation / Coop. Anasthasis);
- Webinar "Website accessibility" (teaching: ASPHI Foundation);
- Accessibility of the tourism offer for the Bologna Museums Institution and the Promotion and Tourism sector (teaching: Accaparlante CDH, Institute of the blind Francesco Cavazza, Gualandi Foundation in favor of the Deaf);
- Write clearly for our interlocutors - Facilitated writing techniques (teaching: Accaparlante CDH);
- Perchè nessuno di noi resti indietro (None of us must be left behind). Training workshop for disabled collaborators;
- "The illustrated tactile book: translating the illustrated books for everyone" Training course for librarians, educators and teachers (teaching: Institute of the blind Francesco Cavazza)

*For these courses, carried out since 2013, the Municipality of Bologna has invested a budget of € 32,550, 386 hours of training were carried out and 376 employees of the Municipality of Bologna received training.*

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## PROJECTS SUPPORTING THE CANDIDACY

On diversity management, the subjects who responded to the call underlined the importance of raising awareness in the working environment in welcoming and managing the complexity of relating with disabled employees. The objective was achieved by offering training courses to company employees, and with awareness-raising actions in the workplace or works to adapt spaces.

### **La mia lingua LIS (My LIS language)**

Discover the different skills of deaf people in the labor market

Year (s) of realization: 2019

Description: Workshop meeting organized over 4 phases, which aims to raise awareness among colleagues about the needs and behaviors of employees with hearing impairments in order to dialogue on how these employees can be supported within the workplace and on how it can generally improve the quality of work within the company.

Reported by: ENS Bologna

In partnership with Hera Bologna

### **Accessible training**

Educational and awareness-raising projects about disability

Year (s) of realization: since 2016

Description: Training for deaf people on different financial issues, both customers and employees, in Italian sign language (LIS): “Progetto Informati”, “Handimatica 2015”, Pilot Project of Sign Language Consultancy at the Rizzoli counter, “Handimatica 2017”, the collaborative game: “reasonable accommodation for the inclusion of people with disabilities in the company”.

Publication of the booklet “Our differences make the difference”: some guidelines to know disabilities.

Reported by: Unicredit Group

In collaboration with: ENS Bologna and ASPHI Onlus Foundation

### **Accessibility to spaces**

Elimination of architectural barriers

Description: Elimination of architectural barriers for access to branches and central offices for customers and employees

Reported by: Unicredit Group

### **Disability management to support small and medium-sized enterprises Training**

Year (s) of realization: 2018/2019

Description: Training course on corporate disability management that attracted the interest of many “operators” in the sector. The course has two training “modules”: the first one focuses on organizational profile and systemic management; the second one is more technical.

Reported by: ASPHI Onlus Foundation

In partnership with: IBM



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# FOR FREEDOM OF EXPRESSION AND TO ACCESS TO INFORMATION

## INFORMATION SERVICES OF THE MUNICIPALITY OF BOLOGNA

**The website of the Municipality of Bologna**, the Iperbole civic network, is built in compliance with the accessibility criteria established by current legislation and by national and international standards.

The new website of the Municipality is currently being designed. The new architecture of the Municipality website respects the accessibility criteria starting from the code, the design and the default format. Through an internal training course, Editors will write the content according to the principle of text accessibility: a text accessible to people with cognitive disabilities is a text that everyone can understand.

Since 2002, once a month a newsletter to raise awareness and inform about disability (also pdf that can be read with speech synthesis software used by blind people) is published.

Since 2009, in the Iperbole's section dedicated to social services, there are information concerning all the services that the Municipality offers to people with disabilities (accessible tourist services, associations that deal with sport for people with disabilities, accessibility to cinemas, theaters, libraries, museums for the elderly and people with disability ...)

The social services of the Municipality of Bologna collaborate every year in the production of some articles for online newspapers on the subject of disability

**Since 2019, the Bologna Welfare App** of the Municipality of Bologna is available, which allows you to freely navigate the city welfare map, take advantage of discounts and concessions at partner stores and services, submit online applications for welfare contributions and subsidies, inquire and consult the most relevant news and information.

Those who use the application can search and filter resources and all content, interact and dialogue directly with the Municipality and with branches and services in the area (via a virtual desk), releasing comments and sharing information.

**Bologna is also known for being the host city of many National and international conferences on the subject of disability:**

National conference of Italian “Informahandicaps” in 2017, HANDIMATICA 2017, national conference dedicated to digital technologies for an inclusive society, National Assembly of the ENS in 2017, various fairs in Bologna, national conference for disability policies in 2013.

Through the Collaboration Pacts tool, **the counter C.I.A.O. Cultura Informazione Ausilio Orientamento per persone con difficoltà visive (Culture Information Orientation Aid for people with visual impairments)** was opened in the Public Relations Office, URP, Central, in the Piazza Maggiore main square. The Italian Union of the Blind and Visually Impaired have signed this Collaboration Pact with the Municipality of Bologna

**INVENTO 3.5 PLATFORM OF THE MUNICIPALITY OF BOLOGNA**

From the internal information point of view, the Municipality of Bologna is working with the Platform Invento 3.5 to an electronic cadaster (interactive map) that allows it to have information relating to the type of citizens who live in each building in order to protect them in case of risk.

The invento project was born in 2014 with the mapping of infrastructures, canals and buildings to progressively implement data by creating a useful map for emergency management. In 2019, data were entered, which connect each street number with the demographic data of the people who live there and, in the case of disability, if they are people with generic disabilities, people with temporary disabilities or blind people.

Ad hoc areas were created according to types of risks (that is to say, the hilly area is reported as a risk area for snowfall, near the rivers risk areas have been created for flood warning). This allows the offices that deal with safety, emergency and civil defense to be able to plan in advance an evacuation of the territory hit by an emergency or a calamity by having information about terrestrial and underground infrastructure, buildings and population such as the residents and fragile groups as the elderly, children and people with disability.

The search on the map can be done on a chosen area or by neighborhood.

**PROJECTS SUPPORTING THE CANDIDACY**

Information is often a transversal issue concerning different areas. The call has a twofold objective in this field: on the one hand, the citizens’ awareness on disability issues, on the other hand, the communication and information services’ provision to obtain and achieve dedicated services, but also as a form of recognition of the rights of people with disabilities.

**Informahandycap**

Free information desk

Year (s) of realization: since 2007

Description: Free information desk open to all people with disabilities of the Municipality of Bologna and neighboring municipalities.

Reported by: Accessibile = NoBarriere ODV ONLUS

Website: [www.handyadvisor.it/sportello-informahandicap/](http://www.handyadvisor.it/sportello-informahandicap/)

**Voci di donne (Voices of women)**

A project to give voice to the rights of women with disabilities

Year (s) of realization: 2018

Description: Involvement of women with disabilities to analyze the barriers they face to reach a level of true equality and to enjoy the same opportunities of both men with disabilities and all other people. Starting from the Manifesto of women with disability in Europe and from the issues proposed in the European RISEWISE project, a group of women was formed who met regularly to discuss the issues, collect testimonies, try to find channels for raising awareness among the community of citizens and to plan together innovative solutions to overcome the identified barriers.

Reported by: AIAS Bologna Onlus

In partnership with: UNIBO, Magnifico teatrino Errante, financially supported by del Monte Foundation.

Website: [old.aiasbo.it/progetti/voci-di-donne.html](http://old.aiasbo.it/progetti/voci-di-donne.html); [www.youtube.com/watch?v=aVdE8MEEjbs#action=share](https://www.youtube.com/watch?v=aVdE8MEEjbs#action=share)

**Liberidifare workshops**

Information and empowerment for activists with disabilities

Year (s) of realization: since 2018

Description: Information and empowerment workshops for activists with disabilities,



participation in public protests and institutional meetings on independent living. The project aims at increasing awareness and tools available to people with disabilities to defend their rights and carry out campaigns on independent living.

Reported by: Liberi di Fare

Website: /www.facebook.com/LiberidiFare

### **SIDIMA Legal Service**

Year (s) of realization: since 2017

Description: Legal service that supports – on favorable terms - people with disabilities who suffer from discrimination, for example through consultancy, by sending notices to desist and by writing appeals.

The association established a convention with a network of lawyers who offer these services to members.

Reported by: Sidima (Italian Disability Manager Society)

Website: www.sidima.it

### **IT.A.CAccessibile website**

Year (s) of realization: since 2018

Description: Web platform that offers reflections on the world of disability and accessibility and that promotes events organized by the network of accessible tourism through storytelling strategies and actions: narrative, photographic and audiovisual reportage of all events organized by organizations; dissemination of initiatives through social campaigns and support of press offices.

Reported by: Yoda association

In partnership with: Cervelli in Azione

Website: www.itacaccessibile.it/filosofia

### **In-segnami di dio (Teach me about God by using Sign Language)**

Accessible liturgy for deaf people

Year (s) of realization: since 2019

Description: Sign language interpreting during the liturgy to encourage the full, free and active participation of Bolognese deaf citizens in the liturgical ceremony, as individuals and as part of the community of the faithful.

Reported by: Caritas Diocesana of Bologna

In partnership with: ENS Bologna

### **Liberi da Barriere Architettoniche (Free of architectural barriers)**

Information brochure

Year (s) of realization: since 2014

Description: A guide for citizens and a collection of detailed information on regulations, possibilities and tax benefits related to overcoming architectural barriers

Reported by: SPI, FNP, UILP Bologna

Website: www.nobarriere.org

### **Subtitling for deaf people**

Breaking down communication barriers, for an inclusive society even for deaf people

Year (s) of realization: since 2017

Description: Use of subtitling as a tool to overcome communication barriers, which limit the full participation of deaf people in everyone's life.

The subtitling service offers both live events of all kinds (Pope's Mass at the Bologna stadium, conferences of various types and meetings of deaf people) and the subtitling of videos present in the Museums and theatre performances.

Reported by: Fiadda Emilia Romagna

In partnership with: Emilia Romagna Region and University of Bologna

### **“ACCESS: Accessibility, Communication, Culture and Subtitles for deaf people”**

Year (s) of realization: pending regional funding.

Description: Adoption of technologies to facilitate access to the social and political life of people with hearing impairment: awareness and training of operators; installation in halls and public spaces of magnetic induction and infrared radio wave amplification systems for acoustic or cochlear systems; dissemination of subtitling services, speech recognition and fast writing or the use of any other technical tool that favors the participation in public events of deaf, deaf blind people or people with hearing impairment.

Reported by: ASPHI Onlus Foundation

Proposal made by: AGFA Association of Parents with Hearing Impaired Children - Bologna Section of Fiadda (Italian Families for the Defense of the Rights of the Hearing Impaired) representing the Regional Coordination of Fiadda Emilia Romagna: L'Orecchio Magico Ravenna, Association for the Defense of the Rights of the Hearing Impaired ADDA Cesena, Association for the Defense of the rights of the Hearing Impaired.

In partnership with: ASPHI Foundation as technological partner of the project

### Information desk for deaf people

Year (s) of realization: since 2017

Description: Opening of a secretarial desk with LIS expert hearing staff, a very important action for the accessibility of deaf people to consultancy and information services, allowing them to have full autonomy

Reported by: ENS Bologna

In partnership with: Municipality of Bologna

### AUTDOOR App

Year (s) of realization: 2020 - ongoing

Description: Autism friendly site that allows you to locate places favorable to autistic people.

Reported by: Auticon

In partnership with: Engim Turin

### The Code

The Braille code between representation and imagination

Description: Day of meetings and workshops to discover the Braille code to celebrate the tenth national day of Braille.

Reported by: Institute of the blind Francesco Cavazza

In partnership with: Italian Union of the Blind and Visually Impaired of Bologna and Urban Center Bologna (current Foundation for Urban Innovation)

Website: [www.fondazioneinnovazioneurbana.it/42-urbancenter/1513-the-code-il-codice-braille-tra-rappresentazione-e-immaginari](http://www.fondazioneinnovazioneurbana.it/42-urbancenter/1513-the-code-il-codice-braille-tra-rappresentazione-e-immaginari)

### Pigrizia o SUPERPOTERE (Laziness or SUPERPOWER)

Meetings to raise citizens' awareness of dyslexia

Year (s) of realization: 2020 - ongoing

Description: Meetings to raise citizens' awareness of dyslexia. During the meetings psychologists and people with dyslexia talk about these disorders from a personal and scientific point of view. Interactive games are organized to involve the public in tackling the issue and to understand the point of view of citizens with dyslexia.

Reported by: GROWUP Association

In partnership with: Psychologists and groups performing theatre activities

### Giardino delle imprese

2019 e 2020 edition

Year (s) of realization: 2019 and 2020

Description: Informal initiative of entrepreneurial culture addressed to high school students who attend the third and fourth year, lasting 150 hours. In the 2019 VI edition the students, divided into groups, had the objective of designing a product or service aimed at making the city's cultural offer more accessible and inclusive. In the VII edition, the theme will also be accessibility.

Reported by: Golinelli Foundation

In partnership with: Urban Innovation Foundation, La Girobussola Onlus, Accaparlante CDH, Institute of the blind Francesco Cavazza, Gualandi Foundation in favor of the deaf

Website: [www.fondazionegolinelli.it/it/area-impresa/giardino-imprese](http://www.fondazionegolinelli.it/it/area-impresa/giardino-imprese)

### Mi metto nei tuoi panni

Awareness workshop

Year (s) of realization: 2020

Description: Laboratory for overcoming prejudices regarding the autistic condition.

Reported by: Auticon

In partnership with: Deloitte



04

# A SHARED VISION FOR THE FUTURE: BOLOGNA, ACCESSIBLE CITY

The four online workshops sparked debate among an estimated 220 participants- representatives of local organisations, institutions, and individual citizens- about the topic of accessibility in the workplace, entrepreneurship, constructed environment and public spaces, services, mobility, and infrastructure.

Needs, planning trajectories and scenarios to make Bologna an ever-more accessible city have emerged from the mapping carried out in the project's first stage, life experiences described in live streaming, and workshop discussions.

This campaign has allowed us to distil a patrimony of information and shared visions into a set of guidelines for our work, an ongoing process that is still being defined. New projects to be implemented in the short, medium and long terms have been brought to light by this process, augmented by new needs emerging from the Covid-19 emergency situation. Ours is not merely a path, but a means of co-planning the future and forging new alliances among a multiplicity of different individuals.

What follows is a synthesis- organised by theme- of the questions and main proposals shared during meetings. Ideas, considerations, proposals, strategic visions, and projects that citizens interested in the topic have shared to respond to the challenge: How can we make Bologna accessible?

# WORKSHOP 1

## WORK AND ENTREPRENEURSHIP

### JOB PLACEMENT: PROMOTING DIVERSITY

We can address the question of access to work- with emphasis upon the most fragile/ vulnerable individuals- with due seriousness only by initiating a deep cultural shift, one that recasts disabilities as resources rather than impediments. Such a change requires investment in all levels of education. The key figure of the diversity manager must assume a more active role in the business world.

Training and sensitivity courses for companies about different disabilities (considering the complexity and peculiar features of each) fall into this category.

We must dedicate more attention to the school-work relationship, as schools are the main engine of socialisation and acquisition of knowledge about the world of disabilities. At the same time, schools must increase opportunities for professional training, followed by job placement in companies with the guarantee of secure contracts and adequate salaries for children and individuals with cognitive handicaps: thus providing them the possibility of defining- together with services for handicapped adults- paths towards personal autonomy and social integration. One possibility could be to help individuals with autism develop additional professional skills during their university education: training courses, master's programs etc., adapting entrance procedures to their specific needs. We could also develop paths for individuals with more severe forms of autism which provide good alternatives to community centres, including programmes developed within these centres.

A final path is to design specific planning approaches geared to promoting diversity, reframing this as a professional asset with market value, while carving out a larger role for mentoring by social services in the job placement of people with disability. Schools must guide and reinforce the capabilities of people with disability, overcoming the welfare mindset of protected social and occupational programmes in which people with disabilities work without receiving fair compensation. We need to establish opportunities for exchange and training between the culture that produces teachers and that of entrepreneurship. Creating a place for exchange, training, and information is crucial to striking down the most complex cultural barriers: those still barring private industry to the world of disabilities, especially cognitive ones.

Within this framework, existing projects and experiences that could be developed in new ways and enriched with new alliances include:

**-Bidding Procedure:** The 2015 revision of the Bidding Procedure introduced a designated chapter on accessibility to public works for the first time. The City- as contracting authority- requires public works to comply with the Universal Design and Design for All principles, while favouring the lowest offer.

**- Sartorie Leggere:** has designed a clothing line for individuals with motor or cognitive disabilities, relying upon the talents of several employees with disabilities. The company's search for employees was an exploration of the talent pool of people with disabilities.

**- OPIMM:** Supportive Reopening is an endeavour that granted 70 workers with disabilities the freedom to relaunch their training and/or work activities from 29 June in a protected work centre (hosting a total of 120 workers with disabilities), in full compliance with anti-Covid security measures. This was a joint endeavour with the "Conessioni Abili" (Able Connections) crowdfunding effort to supply users with technological instruments and devices enabling them to carry out distance learning and work activities.

**- Global Inclusion - inclusive leadership:** is working to draft an inclusive statute on reopening: more than 100 companies and 10 Italian universities will meet on 10-11 September in Bologna to seek to refashion this experience in an inclusive way and identify principles to follow during the reopening.

**- Auticon:** an information consulting company that provides international IT services that will open a Bologna branch by the end of 2020, and has already launched training courses to introduce new professionals on the autism spectrum into the company organisation.

**- Giardino delle Imprese:** a programme that trains 16- and 17-year-old teens in entrepreneurship. An initiative of the Golinelli Foundation, this year the programme reflects the City's candidacy in focusing on the theme of accessibility. Cultural centres provide teens with the opportunity to find creative spaces for the resolution of concrete problems.



## PUBLIC/PRIVATE RELATIONS

Forward progress requires a stronger relationship between the public and private sectors to foster collective action that engages both. “Insieme per il lavoro” (Together for work) is one concrete example from the world of disabilities that can inspire other such efforts. The project provides career services for individuals with difficulties and has led to the placement of more than 500 workers, creating a bridge between individual and business needs.

One proposal is to support companies- including smaller organisations- that assume workers with disabilities with additional financing. Furthermore, individuals working more than one job should have possibility of being hired as a protective category by multiple companies contemporaneously.

A Team of Businesses sensitive to disability needs could work to develop a web portal with the cooperation of a Public Authority- perhaps the City of Bologna itself- that provides training to companies and workers. Alternatively, a physical office could be opened where individuals trained in inclusiveness could mediate between individuals and businesses.

On the public front, Public Authorities can endeavour to address unfulfilled disability quotas within their own ranks, impede the monetisation of non-hires, and penalise in the public bidding process those businesses that fail to meet the disability quotas established by law. Finally, the disability manager is recognised as a key figure in the public sector, but these would be more effective if flanked by a team of colleagues.

## ENTREPRENEURSHIP AND INCUBATION

Persons with disabilities must be provided the means and support to undertake careers as freelance professionals and entrepreneurs. To this end, incubators that aid differently abled persons in starting their own businesses could be developed.

Bologna's experience with the Altro Spazio (Another Space) initiative has given rise to a reimagined system that forces us to shift our perspective, transforming the word “disability” in “challenge”. The system centres on a reference company, specialised in persons with disabilities, that relies upon a larger network of businesses and other entities. This network contacts the company directly, proposing individuals with challenges to employ. Evidence from the Netherlands suggests that 90% of companies that employ these individuals choose to hire them permanently.

Within this framework, existing projects and experiences could be developed in new ways and enriched with new alliances.

## ACCESS FOR PROTECTED CATEGORIES TO HIGHER PROFESSIONAL POSITIONS

Reception desks, administrative offices and call centres are some of the classic workplaces for individuals with disabilities. Yet many participants have underlined the importance of allowing individuals to rise to different and more elevated roles in the workplace. It is important to establish which professions are open to persons with disabilities and institute new professional courses for new opportunities in the workplace.

One specific example participants gave was “visually disabled = telephone operators”. In expanding opportunities for workers, Bologna could maximise the potential offered by such structures as the Cavazza Institute for the Blind. Blind tour guides offer another possibility: why not institute this professional figure?

## NEW TECHNOLOGIES E SMART WORKING

New investments in technology are needed to facilitate access and use by non-independent differently abled persons. This would support the struggle against marginalisation and social exclusion.

A service providing transportation to their place of work would help to guarantee the active participation of people with disabilities in the workforce (including transportation back to their homes, if necessary). PMG Italia's “UCarer” platform provides a blueprint to be expanded upon. The platform is run by a cooperative or association that owns the vehicles. Persons with disabilities can use the platform to reserve transportation to their workplace, interacting with drivers so as to optimise transportation options.

The recent emergency underlines the importance of enabling workers with disabilities to work remotely as a means of honouring the right to equal opportunity. The diffusion of subtitling services has proven necessary to allow some deaf workers to telework. The non-profit Asphi Foundation has formulated a series of concrete proposals to help companies make teleworking more feasible ([asphi.it/smart-working-e-persone-con-disabilita-si-puo-fare/](https://asphi.it/smart-working-e-persone-con-disabilita-si-puo-fare/)): a common effort to lower the number of medical absences for workers with disabilities by 20%. Widespread access to remote work could make this possible.

In conclusion, a true change of pace would be to overcome the conception of job placement as a legal obligation and recognise that persons with disabilities possess unique skills to contribute to the workplace.



Graphic presentation of "Bologna Beyond Barriers" workshop on June 9 - Foundation for Urban Innovation

## WORKSHOP 2. CONSTRUCTED ENVIRONMENT AND PUBLIC SPACE

### A CULTURAL CHALLENGE

It is time to shift the cultural paradigm so that the entire population feels engaged in efforts to create a city accessible to all citizens, not just "disabled" ones. Integration of public works into the urban setting, targeting not only the people with disability but the creation of something useful, enjoyable, and aesthetically beautiful for the entire population, is essential to this transformation.

### DEMOLISHING ARCHITECTURAL BARRIERS AND INTEGRATED PLANNING OF PUBLIC SPACES

All places open to the public must undergo the process of becoming more accessible within a given timeframe. The Italian Union for the Fight Against Muscular Dystrophy (UILDM) has teamed up with other organisations to launch a "Ramp Project", with the objective of making all entrances to public places wheelchair accessible by gradually introducing requirements for businesses (varying based upon their situation) and at the same time, providing incentives and support for the realisation of the best solutions. Inspired by Milan's urban building code, the Project aims to achieve the same success in Bologna by partnering with the civic administration. A second proposal is to supplement the incentives provided for in the General Urban Plan (currently being drawn up) with a system of incentives or regulations for already-existing constructions, from housing to public buildings.

Other proposals include equipping planning instruments with more muscular provisions that greater impact new and restructured buildings by allowing post-1989 constructions to access public financing for the demolition of barriers; these are currently excluded. Another possibility would be to forbid new constructions from incorporating stairlifts in favour of lift platforms. Granting of construction permits would be conditional on the "facilitated" construction of planned facilities.

When we consider the city's physical accessibility, parks and porticoes should not be overlooked. These must be made accessible to generate a true public good for both inhabitants and tourists.



**Several precautions can be taken in the design of public spaces to guarantee that people with disabilities are able to enjoy greater autonomy in their use:**

- Use of high-contrast yellow and black colours to improve visibility of specific characteristics of public spaces and street furniture and aid the visually impaired in navigating the city autonomously. For example, an alternating diagonal stripe pattern for the following urban elements: pavement edges and kerbs, lampposts and poles on the pavement, bollards and fence posts, the external line of the portico in proximity to an intersection, the entrances of public buildings to ease identification of the door, the edge of the pavement at bus stops and in bus stop shelters, markings along the edge of the pavement where one can step onto the kerb.
- Ensure that spaces are evenly lit.
- Provide for warnings in written as well as oral form and install electronic signage to warn of possible danger.
- Plan pathways through the urban space with visual, auditory, and textual educational plaques to explain different aspects of the city, an instrument that would also aid deaf people in developing linguistic (and therefore cultural) skills.
- Equip public spaces that provide entertainment activities for people with disability with specialised services (for example, the sala blu in railway stations).
- Ideate and design continuous accessibility: creation of an online network of accessible places (offices and public services, as well as cultural and touristic sites and parks); provide for digital access to the network.

**Participants also offered considerations for the design of public buildings:**

- Adopt technological systems (magnetic fields, Bluetooth) that improve the acoustics of public spaces such as schools, conference rooms, cinemas, and theatres.
- Plan public places (such as gyms) with space for exercising that are covered and heated in winter months, and public pools with heated water for those who have progressive problems of spasticity and muscle stiffness.
- Launch initiatives for sharing and increased engagement of schools, in particular teaching staff, to better identify basic needs and new didactic spaces.

**Within this framework, several institutions are already available to implement projects, including:**

- Alleanza 3.0 cooperative, to renovate grocery stores in the city and make them more accessible, where necessary.
- The Savena neighbourhood council approved a motion on 7 March 2019 to experiment with modifications to make Parco dei Cedri more accessible.
- The City of Bologna's Planning Office has opened a dialogue with the organisations that proposed the "Ramp Project" to exchange views about the plan and its possible inclusion in urban building regulations.
- The City of Bologna's Cultural Department is working to understand how to include the question of accessibility in the allotment of property (initially designated for commercial use) to projects with cultural objectives. Specifically, the City is weighing the introduction of a public competition that assigns points for the demolition of a building's barriers to accessibility.

**SIMPLIFYING THE HOUSING SEARCH AND INCENTIVISING NEW RESIDENTIAL FORMS**

**Supporting accessibility to living situations that promote self-determination and autonomous, integrated life experiences for persons with disabilities is crucial.** Rather than planning out new services, the starting point should be to provide support and adapt services to personalised projects for independent life which individuals choose and manage autonomously. The persons with whom they share daily life should also reflect an autonomous choice.

Solutions are needed to assist both landlords and renters in creating accessibility. The first priority is a housing census to determine the need for lift installations in both public and private housing, public buildings such as museums, and spaces open to the public for services. Some civil code regulations concerning property should be reconsidered, eliminating, for example, the one requiring unanimous consent for ramp construction or lift installation.

The development of home automation to increase accessibility of domestic spaces is an objective worth pursuing. For example- in the case of those with hearing impairments- installing light signals to substitute the doorbell's buzz.

**Another planned course of action is to promote supportive housing and incentivise new residential forms, such as temporary residences, cohousing, small group living for individuals with cognitive disabilities, and participatory housing.** These should all be adequately integrated with technology and supported by services. The need for them has become even clearer in the face of the recent healthcare emergency.

## DIGITALISATION OF ACTIVITIES

During the lockdown, we all- more or less consciously- availed ourselves at a distance of some services external to the home. This experience highlights the importance of integrating physical and digital accessibility.

The proposal to employ new technologies to facilitate and enhance virtual interactive visits to sites is an interesting one. While this represents an alternative to physical movement for the able-bodied, for individuals with disabilities, shut-ins, and the elderly, it represents a new opportunity to explore (though online).

A new challenge is therefore the development of ethical and sustainable digital skills, recognising also the right to disconnect.

## NEW CHALLENGES, POST-LOCKDOWN

Some positive implications for the use of public spaces have emerged from the social distancing measures we were required to enact during the lockdown. For example, the importance of order in public spaces, so as to ease recognition and movement of wheelchair users. Digital menus are more accessible to the blind. The closure to the public of toilets in offices, banks and elsewhere, as well as the lack of electronic road signage to signal the frequent passage of ambulances and other emergency vehicles, has instead provoked great unease.

Our experience with the pandemic- unfortunately, far from concluded- has demonstrated the growing importance of relationships and shared public spaces, clear and quickly accessible public information, and the fundamental need to feel part of a society able to accommodate everyone.



Graphic presentation of "Bologna Beyond Barriers" workshop on June 16- Foundation for Urban Innovation



## WORKSHOP 3. SERVICES

### SYNERGIES AND NETWORKING

Today it is increasingly important for educational services, schools and cultural organizations to learn to work together in order to not isolate persons with disabilities but making them part of the processes and allowing them to be part of the city life.

Working more and more in synergy, implementing network projects, new or already in place, that are able to promote the mixture of areas, specificities and skills, become objectives to strive for.

With the aim to promote and realize accessible experiences and cultural events, it has been realised a “Book of good practices” containing methods, technical and practical indications and experimentations, as it has already been done by VolaBo.

### CULTURE

It would be very useful to bring attention, opportunities, resources and to disseminate good practices on the topic of cultural accessibility also within companies/foundations/private associations, where there is often a lack of awareness on the issue or where specific and spot initiatives are proposed not taking into consideration the right to participate for people with disabilities. For this reason, a choral proposal is to set up an entity (a public or third sector body) in the city that deals specifically with the accessibility of cultural offer.

Among the more specific proposals aimed at improving the fruition of cultural initiatives there is the idea of equipping theatres and cinemas with Bluetooth and magnetic field systems to improve accessibility for people with hearing problems, the integration of performances with the assistance of a sign language interpreter, or the creation of an app for booking a museum guide or to have access to a Sign language subtitling or translation service, useful for the independent fruition of museums.

These proposals would go alongside an experimental process already started by the Municipality, aiming to not only remove the physical barriers, but to add values for the whole community and a change of perspective for the conception and creation of the works of the artists themselves, so the enhancement of accessibility would become a fundamental additional element. With regard to the

cultural sphere, a discussion is underway on the possibility of adopting online tools such as a platform to promote the accessibility of events and to indicate accessible initiatives and itineraries in guides in common use, such as tourist guides.

It emerges as well the need to promote Art as a way to build social inclusion. “Paralympics of culture” could be a proposal that pursues this aim.

The Covid-19 sanitary emergency added a new potential risk of isolation that need to be evaluated and properly managed in order to avoid the risk of exclusion from participating to cultural events as they often rely on online tools for booking and ticketing services which are not always accessible.

### INFORMING AND COMMUNICATING

The creation of platforms is a theme which, in a broader sense, concerns the whole information and communication sector. During the COVID emergency, the need for networking between educational, social and cultural services emerged, even more strongly, in order to allow people with disabilities to access the informations, to feed and maintain links with the realities they wish to attend, in dialogue with their families and according to their wishes and experiences; aware that relationship and culture belong to the person’s basic needs. The physical distance made even more evident the need to better organize information and to have access to a platform that guarantees easier use and necessary services, through which citizens and institutions can easily get in touch, so it would also be necessary to continue the work of spreading the fast web and mitigate the phenomenon of digital divide. In the digital world, very often usability is confused with accessibility, but while some progress has been made in the former, generally little has been done with respect to accessibility, one objective to pursue could be to make at least public administration websites accessible. Clearly, this issue concerns not only online communication, but also the improvement of the physical desks on the territory: the need expressed was to always find competent and prepared staff to communicate and guarantee services also to people with various types of disabilities. Moreover, the improvement of the counters should also concern the possibility of requesting, through them, interpreting services for any area concerning sociality. The right to connectivity should therefore be understood as an essential element against exclusion, and able to respond to the need to integrate interpersonal and social relations. It is necessary to arrive at an effective intelligent use of technologies, which presupposes guaranteeing a quality connection, an adequate device, communicating its correct use and training on the risks of the network (to avoid cyberbullism).

It would also be useful to implement communication tools, such as an app for the deaf that facilitates the translation and transmission of information in LIS.

Dealing with the theme of independent living means being aware of the many facets that this term implies, we cannot exclude the sexual sphere from this reading, it is therefore essential to imagine and implement initiatives aimed at taking care of the sexuality aspect of people with disabilities of various kinds.

### EDUCATION AND ACCESS TO UNIVERSITY

During the COVID emergency, remote learning made it difficult for deaf people to attend lessons and increased the digital divide for those who do not have access to online tools or the appropriate technologies. Communication and technological assistance are more and more important for both students and school operators (i.e. Sign language interpreters) and subtitling for distance teaching, university's wi-fi network included. With regard to the latter, in order to facilitate entry to the faculties there should be better coordination between the different school levels, for example by providing easier routes to university faculties for people with autism or Asperger's syndrome.

### HEALTHCARE AND SOCIAL WELFARE AREA

With respect to the health and social welfare sector, the hope is to strengthen the spaces of autonomy and self-determination through independent living projects. In this sense, the idea of increasing the opportunity for users with disabilities to be able to access accompaniment services in a way that is free from family mediation, as well as the opportunity to be followed by a social worker also for residents and not only for residents, and the integration of the social service in the school path with accessibility, also respecting the needs of families.

In order to promote accessibility in all health care facilities, outpatient clinics should be equipped with equipment and aids for lifting people and for people with motor disabilities in general. With the pandemic, the need to strengthen telemedicine and webcam visits for those specialist visits that allow it has become more evident.

As far as social welfare services are concerned, the request has emerged for the establishment of a structure, on the model of old people's homes, suitable for deaf elderly people, with staff specially trained for this type of use, or even more cohousing projects for people who are not self-sufficient (given the demographic prospects we are facing) and with disabilities. It would be appropriate to strengthen home care for workers with disabilities and to integrate the economic

possibilities of receiving psychological assistance through subsidies that reach those who do not have sufficient availability, both for users and for families who manifest the need.

It is also proposed to set up a telematics system entirely dedicated to the solidarity-based reception of the families of patients who are in exodus.

### TOURISM AND SPORT

Tourism has been also indicated as a priority sector characterised by a number of criticalities and barriers for people with disabilities. New tourist proposals (as well as cultural, social and educational ones) have been described as a priority that starts from a revision in the identification of the targets in order to guarantee the maximum inclusiveness of the services offered. For example, as far as tourist guides are concerned, their training should include a specific path to make their work fully enjoyable, accessible also to users with hearing disabilities. Continuity should be guaranteed to tourism operators' awareness and training projects and to integrate a digital and in-presence system for the fruition of cultural heritage, through enabling technological equipment and training processes for updating tourism and cultural operators.

Sports facilities should be equipped and designed to be accessible, while the offer of sports activities dedicated to people with disabilities should be increased.

In this framework, a specific focus on stadiums and football clubs has emerged, so that proposals have emerged which, on the one hand, aim to have ethical codes of ethics, social responsibility budgets and a widespread shareholder base drawn up which would contribute to making explicit for each football club the assumption of a system of ethical and environmental values as the foundation of its actions. On the other hand, accessibility assessments should be promoted, as indicated in the Uefa and Cafe guide "for an accessible stadium and a pleasant match", to then identify one or more persons responsible for disability where they are not already present, and finally to make parking, unloading, access, signage and match viewing as accessible as possible, taking into account the structural limitations of historical stadiums but also affirming the centrality of these needs for each improvement project.

It would be appropriate to equally encourage tourist facilities to equip themselves with appropriate equipment such as portable lifts, to allow safe access to the bed and bathroom for customers with motor disabilities who need it, and to provide technical advice to the owners of the facility (e.g. through the Regional Aids Centre and CAAD) in choosing the most suitable tool.



# WORKSHOP 4. MOBILITY

## PUBLIC SPACE AND T-DAYS

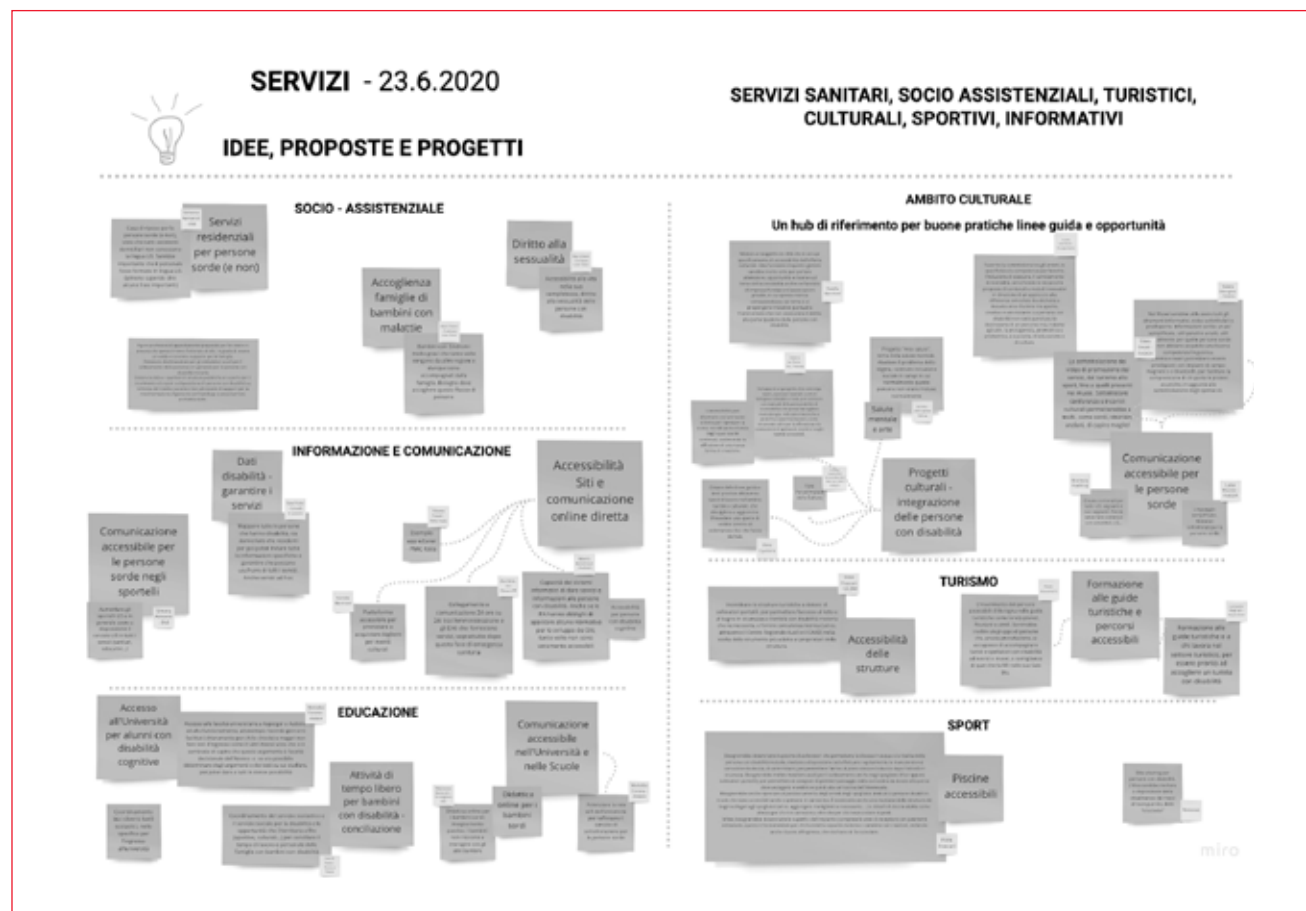
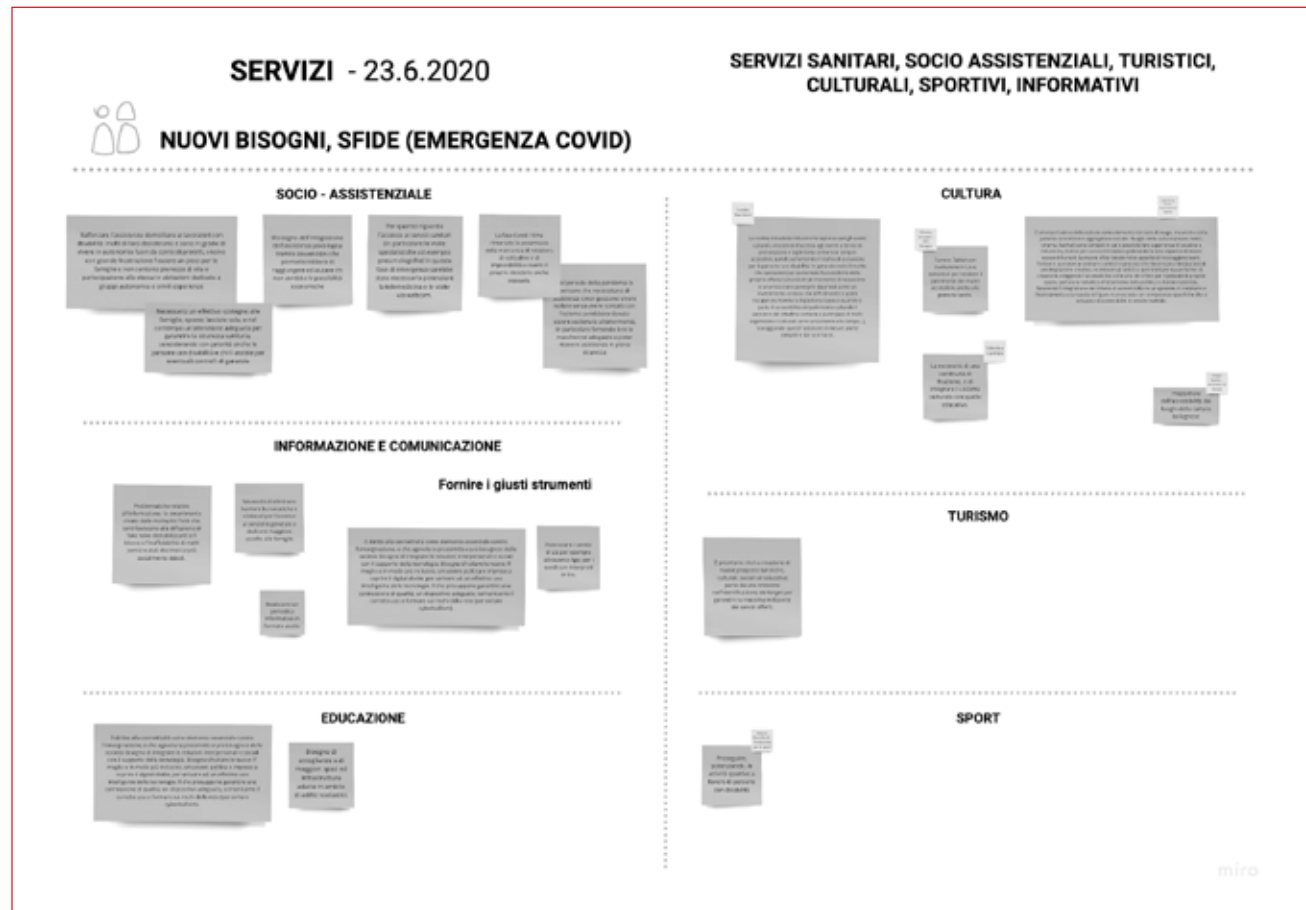
In order to guarantee the access to the city for daily actions, a reorganisation and/or redesign of pedestrian crossings would first of all be necessary. Specifically, some problems have been reported with respect to the accessibility of the T-days, which are formally open to taxis and H cars on T days, but in fact often inaccessible, in addition to the fact that the presence of de hors and tables often generates difficulties for the passage of cars carrying people with disabilities.

The need has been expressed to give entry permits to people with disabilities and taxis at all times (in case one has to go to the theatre or hotel, for example), although the impact of such a provision should be carefully assessed. Signposting should be arranged and the information on the map of the Municipality's website should be updated.

## PUBLIC TRANSPORT, STOPS AND STATIONS

Compared to public transport, it would be useful to improve voice announcements and integrate them with the possibility of viewing the stop on special displays to offer greater support to those with hearing disabilities, also indicating in advance the change of track in rail transport, to allow interested users to prepare in good time. As far as bus services are concerned, the need has emerged for a standardisation of bus stops, particularly as regards access to vehicles from the platforms: calibrated with the height of the bus, so that the platform that allows access to the vehicle has almost no incline and in cases where the stop is raised, it must be accessible via slides that are not too steep), so that they can become truly accessible for people with both motor and sensory difficulties.

There is also an interest in the possibility of having an agreement card for deaf people, so that the controller inside the bus is immediately informed of the presence of a person with a certain type of disability. Finally, it has emerged the need to train all people working in public transport services to a correct relationship with people with disabilities. With the pandemic, new difficulties have emerged in the use of public transport, due to the obligation of physical distancing and the use of masks that do not allow deaf people to read lips.



Graphic presentation of "Bologna Beyond Barriers" workshop on June 23 - Foundation for Urban Innovation

## SIGNPOSTING AND SIGNAGE

It is of fundamental importance that the signage that supports the movement of people, compared to billboards, should be subtitled for real-time communications and properly supported by an app that allows you to have written news about transport. It would be useful for the visually impaired to mark bus stops more visibly, colouring at least part of the poles, canopies and curbside in the area of the stop with yellow and black patterns. Visual barriers made up, for example, of unsuitable lights and colours should be reduced, and all traffic light crossings should be equipped with signalling for the blind. As is already the case in an excellent way inside the airport, appropriate tactile-plantar logs should be inserted in the pavements at pedestrian crossings.

## PARKING AND USE OF PRIVATE VEHICLE

Acknowledging that private transport continues to be the primary, sometimes compulsory, choice for the majority of people with disabilities, it has been pointed out that parking spaces dedicated to people with disabilities should exceed the minimum quota of 2%, required by law, and it would indeed be appropriate to detach this quota from a fixed percentage, making the presence of a certain number of dedicated parking spaces per total number of metres compulsory. Attention should also be paid to the positioning of the stalls dedicated to persons with disabilities so that they are not too far from the nearest pedestrian crossing. Another interesting opportunity would be to insert sensors on the car parks in question, so as to communicate their availability in advance. As far as taxis are concerned, it would be necessary to respond to the need for home-work travels, including a reduction of costs. It would also be useful to integrate the booking application service with a voice recognition function. This service would complement or supplement the existing uCarer platform.

## DIGITAL TECHNOLOGIES

Technologies are useful to improve the usability of public transport and mobility infrastructure (station, bus station, airport), especially for users of these services and contexts who have sensory difficulties, but also for wheelchair users. The use of magnetic induction technologies

They could be expanded for those who wear hearing aids, so that they receive the acoustic signal of messages on board directly in their device with the cleaning of distracting noises (e.g. in buses and TPER regional trains). Given the difficulty of creating magnetic induction circuits in large spaces, an app could be created that would recognise in certain contexts (e.g. bus station and station) the mobile phone numbers of people with sensory difficulties and

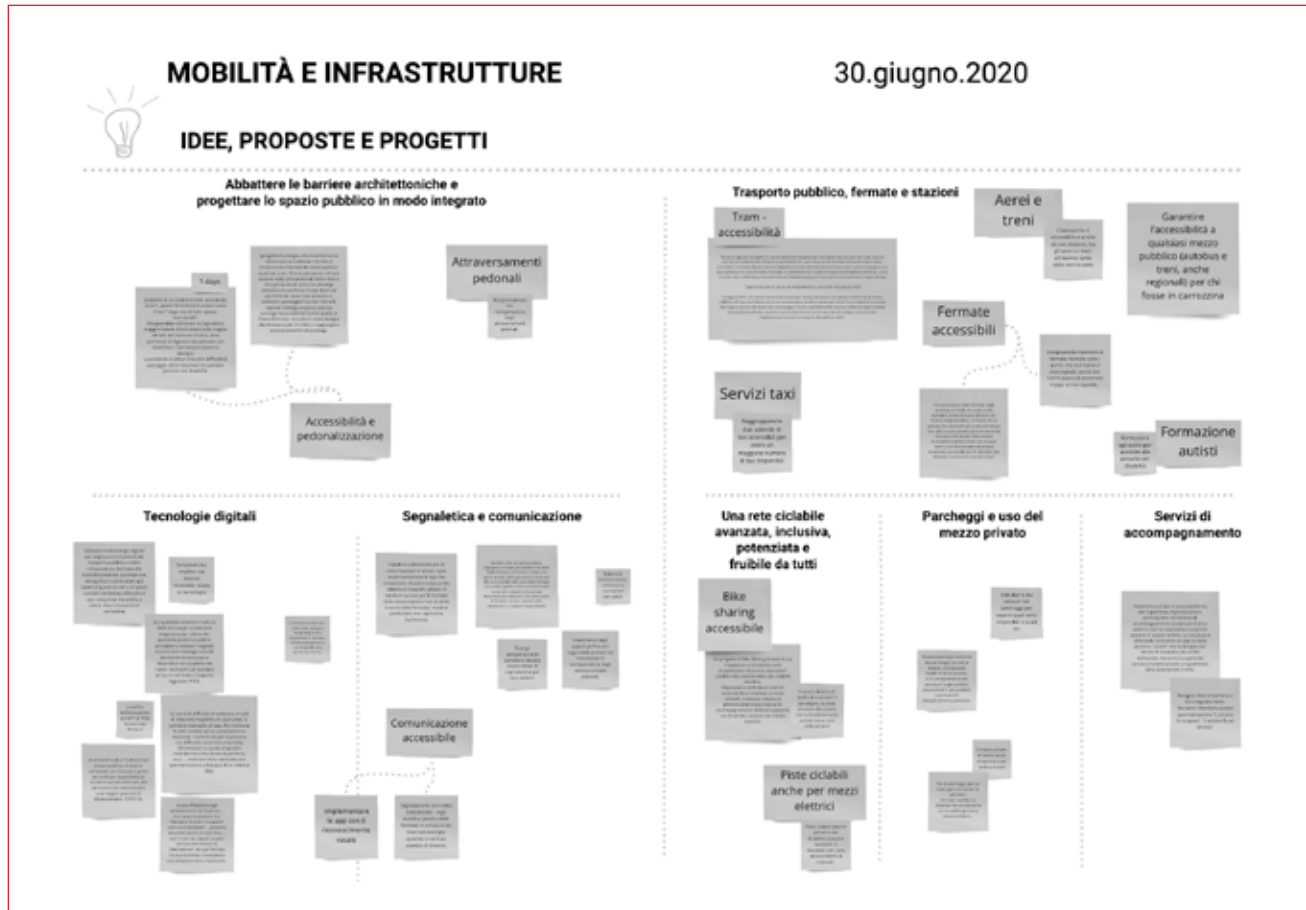
transmit information on these mobile devices. Another important proposal was the creation of an app (or the integration of the already existing WeBus, for example) that would make it possible not only to let disabled people waiting for the bus know in advance whether or not it has an access ramp (while waiting for the entire fleet of vehicles to be accessible in this way), but also to communicate this to the driver himself. The same app could then allow the user of a public transport vehicle to check the possibility of accessing the reserved wheelchair seat on the arriving vehicle (this would allow a greater guarantee of distance for the Covid-19).

## AN ADVANCED CYCLING NETWORK, INCLUSIVE, ENHANCED AND ACCESSIBLE TO EVERYONE

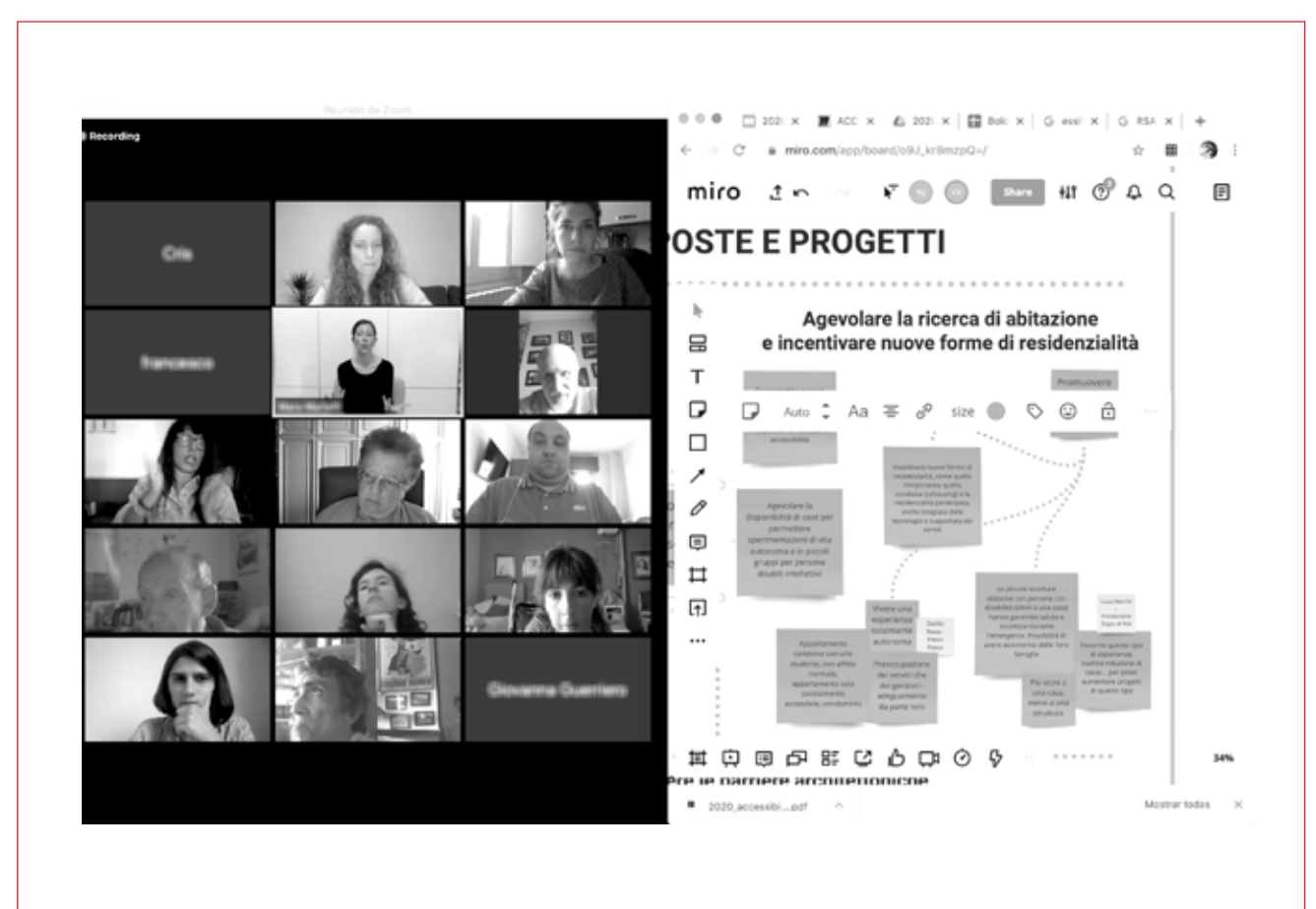
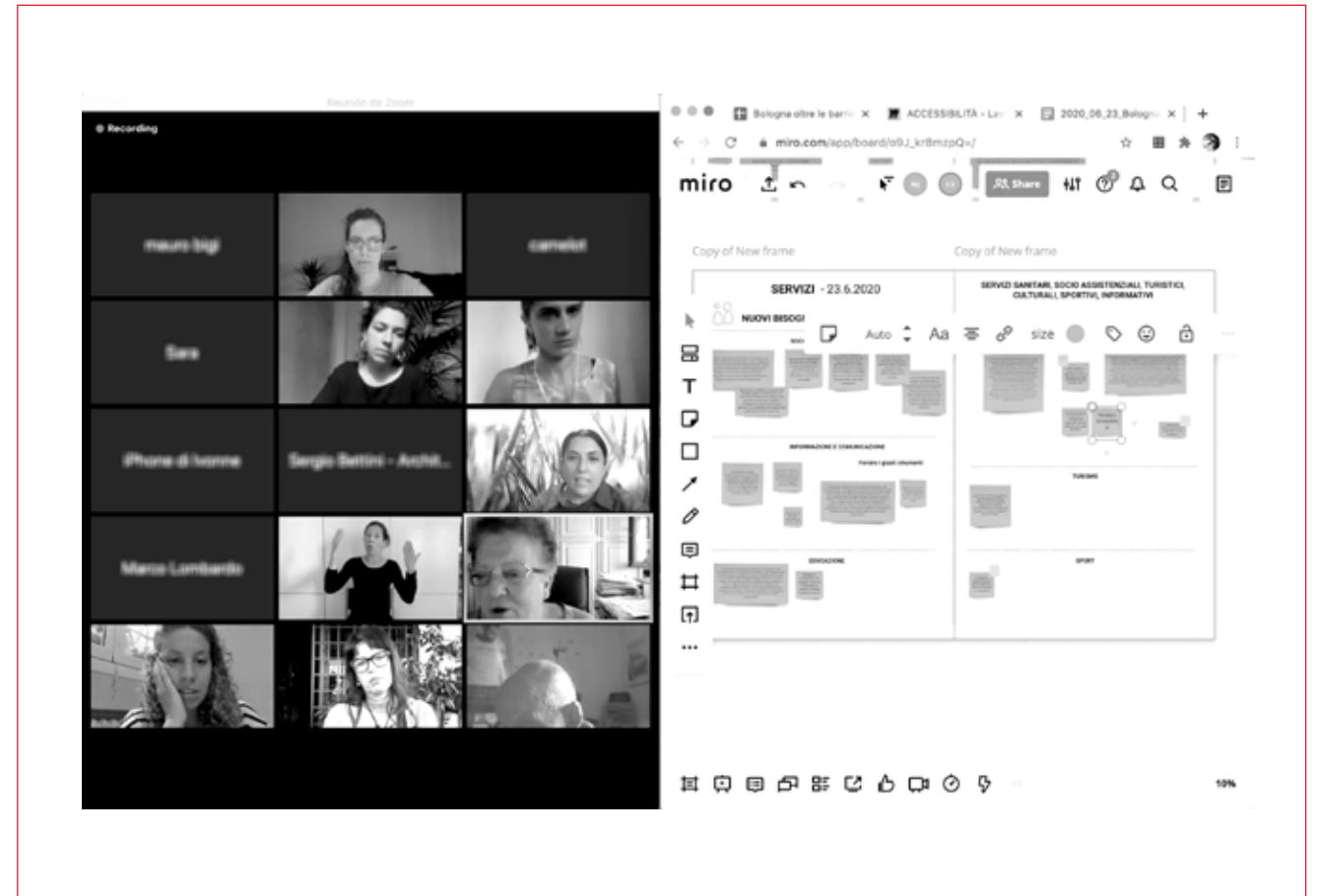
In order to promote sustainable and inclusive mobility, it would also be necessary to create cycle paths where people with disabilities can travel safely in their electric and manual vehicles.

In this framework, an idea by Remoove that proposes an advanced bike sharing project in which mapping and design consultancy become key operations in the growth of the city's bike network, which would include the possibility of using "tricycle" for users with disabilities, with accompanying service on request.





Graphic presentation of "Bologna Beyond Barriers" workshop on June 30 - Foundation for Urban Innovation



Images of "Bologna Beyond Barriers" workshops - Foundation for Urban Innovation

05

# LIST OF NEW PROJECTS SELECTED FOR “BOLOGNA BEYOND BARRIERS”



## PROJECTS SELECTED FOR: WORK AND ENTREPRENEURSHIP

- **Together for disabilities:** How to face the challenge of job placement for people with disabilities: The Regional Employment Agency, Protected Employment Centre, Municipality of Bologna Information Desk, disability desks of different labour unions, and business organisations will enter into an agreement (similar to the one effected with Insieme per il Lavoro- Together for Work- for the job placement of vulnerable individuals) to guarantee job training programs for the placement of 3,000 working-age individuals (age 18 to 65), resident in the Bologna metropolitan area, searching for work.
- **Awarding social clause in the Bidding Procedure:** Introduction of an awarding social clause in the invitation to bid for work and service contracts, awarding points to those companies that have introduced a Diversity Manager into their organisational hierarchy and hired a share of workers with disabilities exceeding the quota set by current regulations.
- **Ucarer:** new home-workplace transportation service, aimed specifically at workers with disabilities. A new transportation service dedicated to helping people with disabilities reach their workplace and return home. The service can be activated and reserved on the Ucarer platform.
- **Teleworking and disabilities:** The SMARTBO working group- coordinated by the Municipality of Bologna in partnership with the Presidency of the Council of Ministers' Department for Equal Opportunity- has activated a new branch dedicated to social sustainability, with special attention to the needs of workers with disabilities and to businesses. For workers with disabilities, teleworking representatives a subjective right that he or she may choose to exercise. Access to telework must be guaranteed to deaf individuals through subtitling services and Italian Sign Language translation. The non-profit ASPHI Foundation will carry out a training programme for workers and businesses directed at making remote work more effective. The EON Reality company will experiment with augmented and virtual reality to improve the interaction between domestic spaces and remote work, recognising the specific characteristics and needs of individuals with disabilities.

## PROJECTS SELECTED FOR: CONSTRUCTED ENVIRONMENT AND PUBLIC SPACE

- **Universal Inclusion Plan for Bologna as an integral part of the PUG:** The City Council adopted the Universal Inclusion Plan for Bologna as a guiding principle in 2019. Enactment of General Urban Plan (PUG) provisions will be complemented by the observations and opinions that have emerged in the course of the "Bologna Beyond Barriers" process. The principle of accessibility will become a binding criterion in urban planning and in the progressive removal of the urban area's architectural barriers, in harmony with the safeguarding of landscapes and the historic centre's cultural assets.
- **Ramp Plan in the T ZONE:** An experimental action plan underway in the T Zone (Via Indipendenza, Via Rizzoli, Via Ugo Bassi) to render businesses accessible. A memorandum of understanding will be signed with the Superintendency to share technical solutions that ensure a correct balance between the fundamental rights of individuals with disabilities and the protection of juridical goods of constitutional importance, like the historic centre's artistic and architectural patrimony. The ramp project will provide shop owners with economic and fiscal incentives that pay back the cost of construction work, entirely deductible from taxes.
- **Action Plan for Accessible Parks:** Activation of specific pathways to guarantee accessibility to parks in the urban centre and outskirts, beginning with targeted renovations to Parco dei Cedri and the Ruozi Social Centre Park (park project presented by ANMIC, the National Association for Amputees and the Legally Disabled). Renovations will be mapped and uploaded to the urban park app planned by Angolazioni Rotonde. The parks will include completely inclusive and non-differentiated play areas that provide for the well-being and happiness of all children. This commitment should become an example for Angolazioni Rotonde's medium-term proposal of at least one urban park per neighbourhood in the city.
- **Call for bids for urban renewal dedicated to accessibility:** Inclusion of accessibility among criteria for the assignment of property to projects with cultural and social end uses. Extra points awarded for the assignment of

buildings to bidders who commit to removing the property’s architectural barriers.

- **ProACT:** Continuation of the EU project for the development of integrated assistive technologies, directed at users with chronic disabling diseases who live in their own homes, in fulfilment of the Bologna Declaration on assistive technology and in partnership with the non-profit Italian Association for Spastic Care (AIAS) Bologna, IBM, Philips, Municipality of Bologna ASP (Public Company for Services to the Person), and the Local Health Authority (AUSL).

- **Accessibility and Emilia-Romagna Housing Service (ACER):** 1000 Home Plan (1000 accessible homes) Implementation of the “1000 homes for Bologna” project and of the accessibility procedure signed by ACER: renewal of the ACER-owned public housing stock in Bologna to facilitate access to buildings. The construction of lifts will guarantee full use of public housing by persons with disabilities and elderly residents with reduced mobility.

- **Neighbourhood Cohousing:** Based upon the experience of existing cohousing projects in Via Barozzi (Oasi), Porto 15, and Via San Donato (Dopo di Noi Foundation), adoption of an Action Plan calling for the establishment of cohousing offering independent living opportunities to individuals with disabilities in each of the City’s six neighbourhoods.

## PROJECTS SELECTED FOR: SERVICES

- **Disability Manager in Bologna Welcome:** The hiring of a Disability Manager/ Diversity Manager for Bologna Welcome- the Municipality of Bologna’s tourism agency- satisfies two essential strategic objectives for the organisation: internal organisation of work and relationship with tourism service usership. The ministerial decree on this subject is essential, as it covers the responsibility to optimize accessibility of points of contact with the public, protecting the needs of people with disabilities, the elderly, foreigners, as well as those who fall into more than one category. Equally important is constant surveillance of the accessibility of communications systems- both traditional and technological: websites, social apps, and paper documentation must all be accessible. Personnel who work directly with the public should be trained in concepts and awareness concerning different types of disability.

- **Restyling of the Municipality of Bologna’s website to satisfy Accessibility criteria:**

In recent months, the civic administration has undertaken to design a new website for the Municipality of Bologna. This seems an opportune moment to radically rethink the site’s contents, presentation of web pages, and pathways to reach information. The fundamental objective driving the redesign must be that of guaranteeing the site’s usability for all citizens, with special attention to the visually-impaired, elderly, those with cognitive-relational disabilities, and the multiplicity of users’ native tongues. These needs reflect Bologna’s extremely complex social context. They call for a specific and skilled approach to accessibility criteria that guarantees autonomous navigation of the site’s informational contents.

- **Accessible Museums (extension of the ‘Museums for everyone’ public museum project):** The Accessible Museums project is a product of the fruitful partnership between the civic administration and local institutions and organisations, continuing the city’s longstanding tradition of unity between public and private. Three museums in the city’s patrimony have been made accessible thanks to the deft contribution of the Francesco Cavazza Institute for the Blind, Gualandi Foundation for the Deaf, and the Handicap Documentation Centre’s (CDH) Accaparlante Cooperative. Together with the administration, they have ensured accessibility needs related to sensory and motor disabilities. The partnership’s next goal- to be completed in the near future- is to render the remaining civic museums accessible.



- **BoForALL APP:** BOforAll is a multilingual, accessible mobile app, available for iOS and Android devices. It aims to make information about the city available to all, independently of language and sensorial abilities.

The app's features include:

- It allows the city to publish information about points of interest, news, and events and structure it using categories, tags, and common characteristics, offering a clear and organised experience to final users.
- Points of interest can be organised in thematic itineraries, by level of accessibility, etc.
- Devices with iBeacon and GPS allow information to be contextualised based upon the user's position; users receive suggestions and information about nearby attractions on their smartphone or tablet.

The app is currently active for points of interest in the ROCK (Regeneration and Optimisation of Cultural Heritage) project area of interest: the university district around Via Zamboni. The project's future objective is to enlarge the quantity and quality of points of interest to the entire cityscape.

- **Camelot Theatre 2020/2021:** Activation of the Camelot Company's programme dedicated to individuals with disabilities, to be performed throughout the theatrical season in different cultural and artistic settings throughout the city.

- **Art and Health 2020/2021:** Support for the "Art and Health" activities coordinated by the Department of Public Health, permitting the job placement of individuals with psychological disorders in artistic and theatrical environments.

- **Educational course about emotions and sexuality:** Recognising the right to emotions and sexuality of individuals with disabilities, through expert-led training and self-help courses.

- **Accessible online learning:** Activation of specific online learning programmes for schools geared to students with disabilities, which cannot practice the same distance learning techniques as non-specialised schools.

- **Telemedicine and virtual visits:** Development of telemedicine services and virtual visits to guarantee immediate care for persons with disabilities and seniors with reduced mobility.

- **Accessibility training for Municipality of Bologna and Neighbourhood help desks:** Accessibility training course for City and Neighbourhood employees who provide services placing them in direct contact with people with disability.

- **Call/Call:** In partnership with AIAS and Mondodonna, the project focuses on accessibility of anti-violence centres via a listening and support desk for women with disabilities who have been the victims of violence and discrimination.

- **Accessibility Pass and BIMBOTU:** Free community home for the families of paediatric patients at Bellaria Hospital to limit family fragmentation.

- **Bologna for Community for all athletic events of civic interest:** Extension of the "Bologna for Community" experimental project, conceived to allow people with disabilities to attend Bologna Football Club matches and the most important civic athletic events (es. basketball, baseball, rugby), in partnership with the non-profit Sto Con, PMG Italia, and the city's professional sports associations.

- **New Dell'Ara Stadium Project and Accessibility:** As part of the project to build a new Dallara Stadium, launching of a specific procedure to guarantee full accessibility of the stadium and athletic events to people with disabilities.

- **Paralympics for SportDay 2021:** During SportDay, to be held in June 2021, two full days will be dedicated to sports and disabilities, with athletic competitions that promote the role of local sports associations for the disabled and raise the general population's awareness of sports as an opportunity for empowerment and inclusion for people with disabilities.

# PROJECTS SELECTED FOR: MOBILITY AND INFRASTRUCTURE

- **Remove:** Progressive bike sharing system to access the city's cycle lane network, providing tricycles for users with disabilities. An accompaniment service- available upon request- to enable cycling-tourism outings for people with disabilities who want to visit Bologna.

- **Handyamo.**

- **PIMBO:** Action plan to improve accessibility of metropolitan rail service (SFM) stations. Renovations include creation of disability parking in proximity to SFM stations, instalment or adaptation of lifts to rail platforms, and the removal of architectural barriers blocking access to stops (for example, the stairway in the Savena Neighbourhood underpass). The renovation work- to be carried out between 2020 and 2024, in conjunction with the Italian Railway Network (RFI) and Municipality of Bologna transportation sector- will be monitored by a team of expert technicians from "Bologna Beyond Barriers", coordinated by the Disability Manager, Municipality of Bologna Deputy Mayor for Accessibility, and Council for Handicaps.

- **Monitoring of Bologna Airport Protocol:** A first agreement was signed in 2018 between the airport, Municipality of Bologna, Disability Manager, Council for Handicaps, Italian Civil Aviation Authority (ENAC), National Authority for the Deaf (ENS), National Association of Parents of Autistic Children (ANGSA), and Association of Parents with Hearing-Impaired Children (AGFA), in order to formalise good practices for inclusion and the co-planning of operations to improve services offered to passengers with disability, with special attention to the launching and expansion of services to assist passengers with reduced mobility (PRM). The supervisory panel aims to guarantee fulfilment of the protocol's common obligations and safeguard the high quality of services offered to passengers with reduced mobility and disabilities. The "Bologna Beyond Barriers" team of experts- coordinated by the Disability Manager, Municipality of Bologna Deputy Mayor for Accessibility, and Council for Handicaps- will evaluate fulfilment of obligations and promote dialogue with Marconi Airport to introduce new accessible services and improve accessibility of existing ones.

- **Accessible Bus Station Renovations:** The bus station is one of the Municipality of Bologna's main ports of access: in 2019, 8.5 million people entered the city from the bus station. A team of "Bologna Beyond Barriers" technical experts- coordinated by

the Disability Manager, Municipality of Deputy Mayor for Accessibility, and Council for Handicaps- will collaborate on plans for internal and external renovations to guarantee full accessibility and use of the station for passengers with different types of disabilities. Improvements will include ramps, tactile pavement itineraries, toilets, shops, offices, parking, signage, signals, and audio announcements.

- **100% Accessibility of Emilia-Romagna's Regional Transportation Service**

**(TPER):** Based upon mapping and information provided by TPER, an estimated 84% of buses in the Bologna area are equipped with wheelchair ramps. The goal is to achieve a 100%-accessible bus fleet by 2025, with kneeling device to lower the height of steps leading up to bus doors and elimination of architectural barriers that prevent easy access to kerbs. Full accessibility also entails vocal announcements (internal and external) at stops for visually impaired passengers and subtitled screens at stops for the hearing-impaired.

- **Trams:** Accessibility and mixed-mode commuting The project to build a new tram network- as part of the mixed-mode commuting envisaged by the Sustainable Urban Mobility Plan (PUMS)- must fully comply with universal planning principles to render all tram stops and kerbs accessible for people with different disabilities. Full accessibility also entails vocal announcements (internal and external) at stops for visually-impaired passengers and subtitled screens at stops for the hearing-impaired.

- **Easy Parking for people with disability in the historic centre:** "Bologna Beyond Barriers" workshops participants have identified critical difficulties for people with disability in accessing the historic centre, especially on T Days. To improve urban centre use for people with disabilities who cannot use public transport and use their own vehicles, disability parking should be expanded. The allotment of disability parking should be decoupled from a fixed quota; instead, at least one disability space should be located every 100 metres. Parking spaces can also be equipped with sensors to signal their availability ahead of time, preventing the circulation of cars in the historic centre searching for available disability parking.





Accessibilità  
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