

Kaunas  
for All

Designing Happiness /  
Kaunas 2022

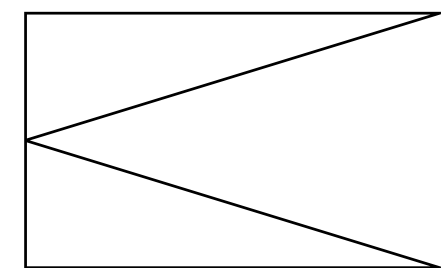
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Kaunas 2022  
European Capital of Culture



LIETUVOS  
RESPUBLIKOS  
VYRIAUSYBĖ



United Nations  
Educational, Scientific and  
Cultural Organization



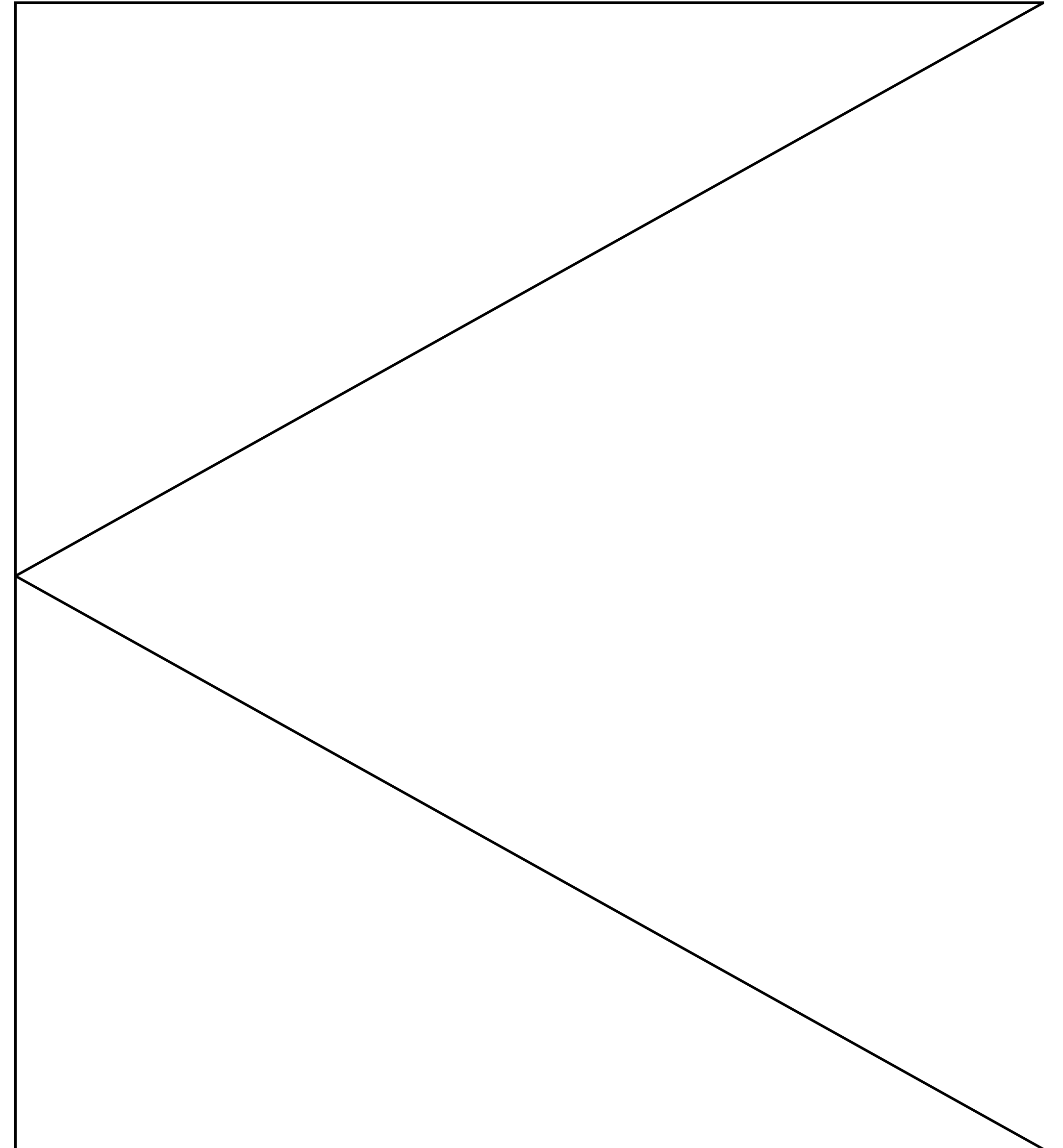
Designated  
UNESCO Creative City  
in 2015

E I D D  
DESIGN  
FOR ALL  
EUROPE



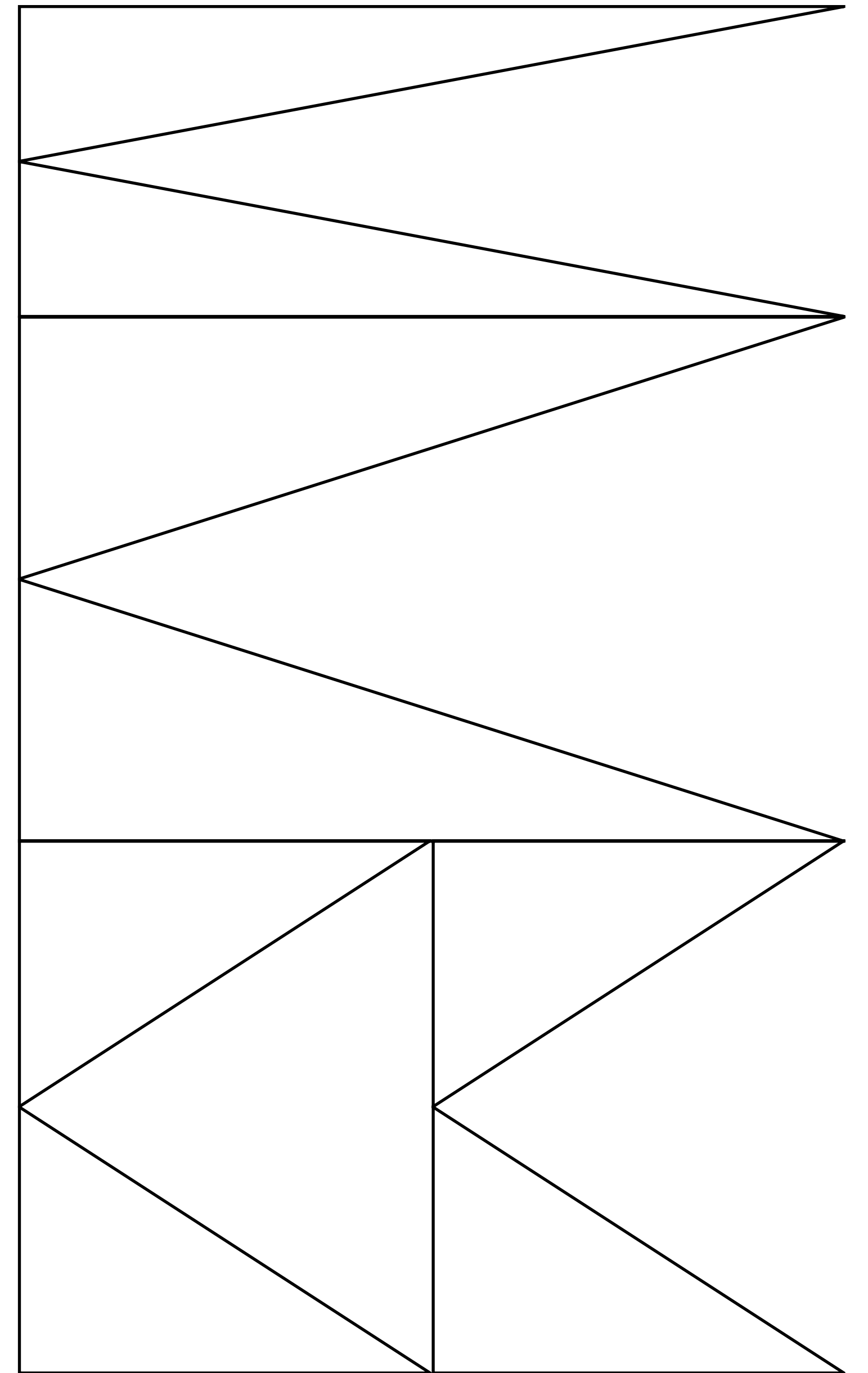
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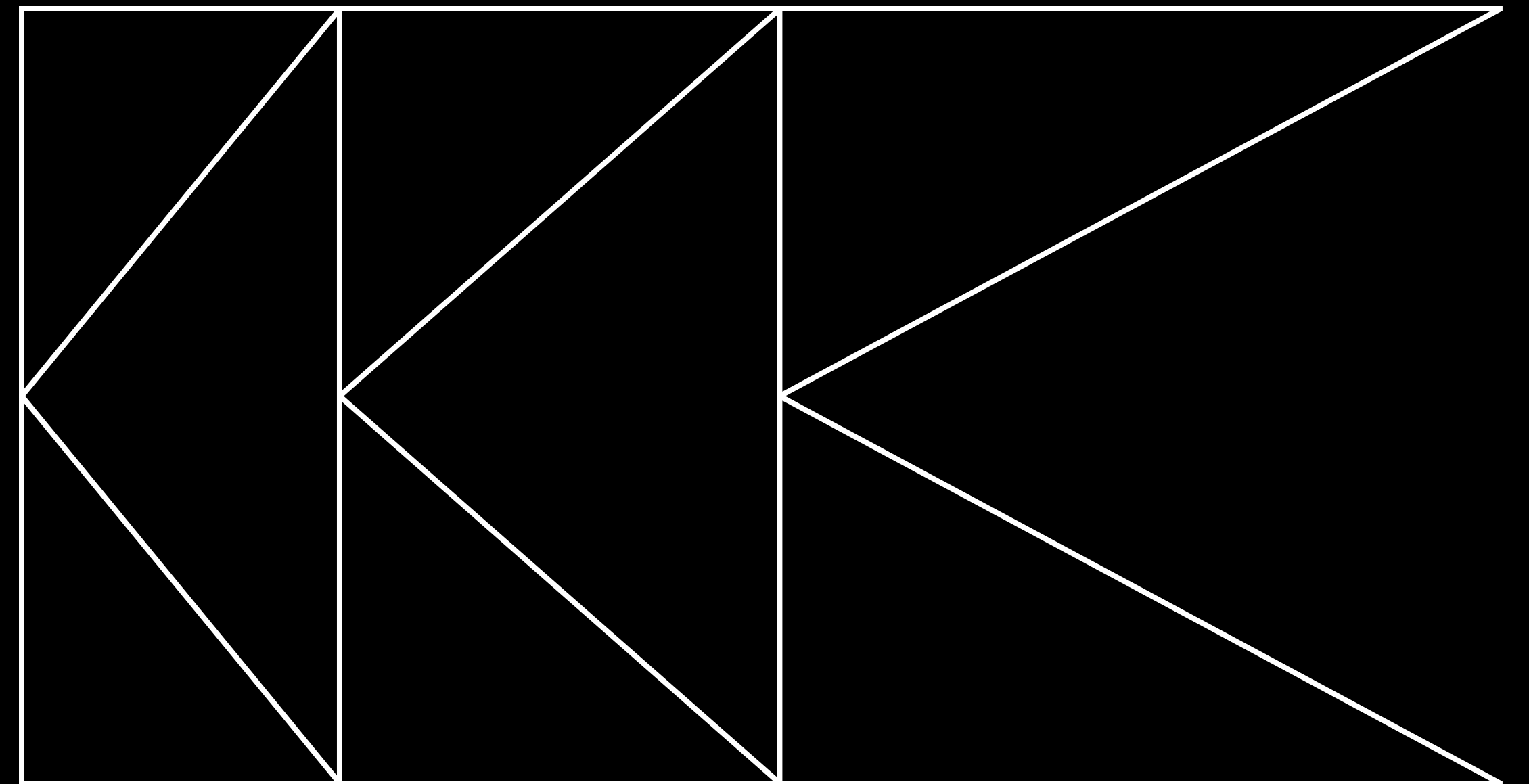
# Kaunas for All

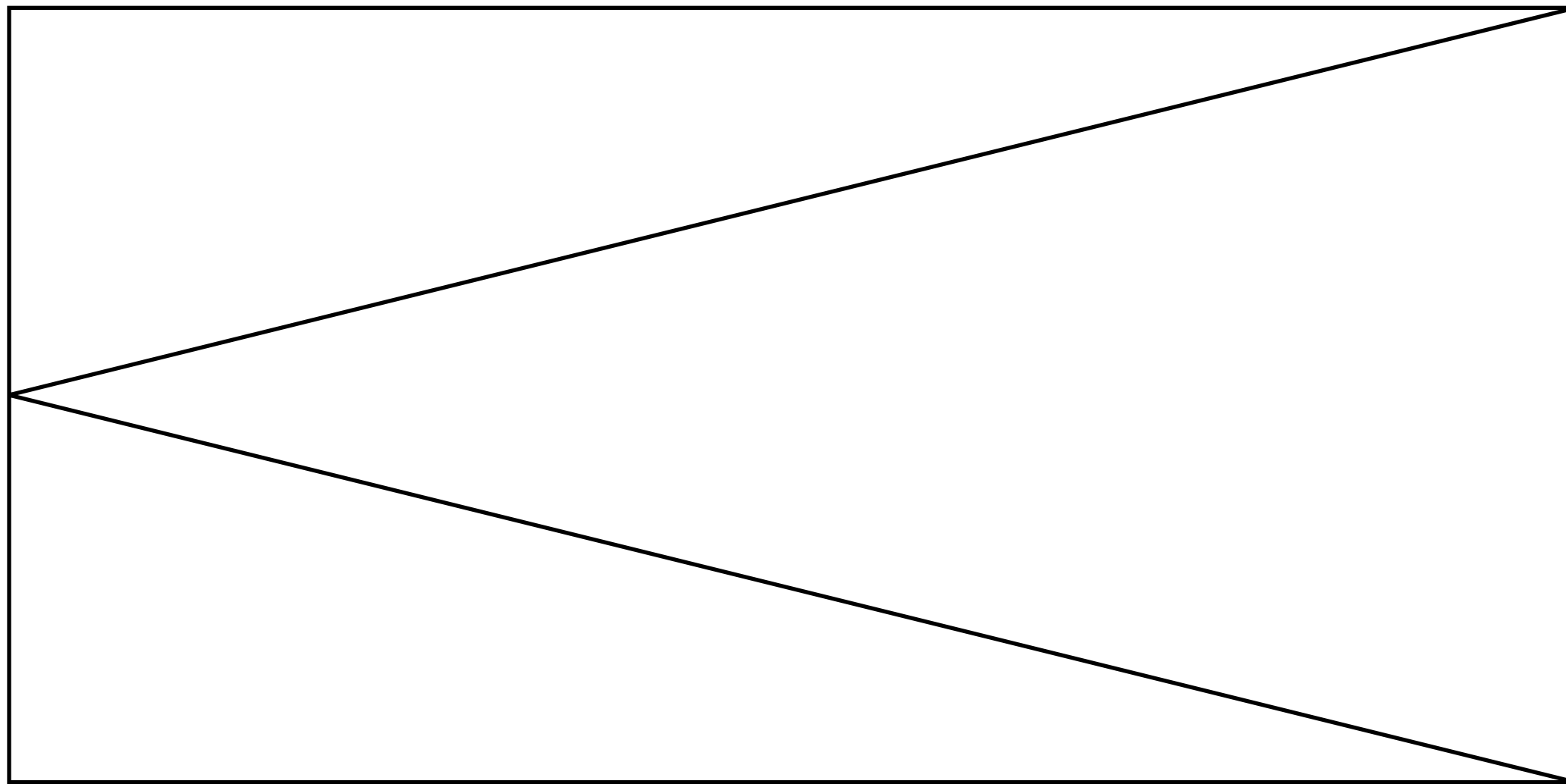
Let's imagine that Kaunas and Kaunas District are open, comfortable, and friendly towards everyone – the young, the old, the city dwellers, the travellers, the healthy, and the disabled. Regardless of their sex, race, sexual orientation, physique, age, and health status. Let's imagine this place where everyone can do here whatever they like, whatever doesn't push them towards the fringes of society, whatever makes them feel happy, confident, valued, and respected. A place where every street, every building, and every meeting place is accessible to all. Where you feel as if you were at a fun and cosy party where everybody is invited. Let's imagine a city with its surroundings like this and stop pulling away from one another and dividing ourselves into groups.



# Kaunas 2022 and Designing Happiness

“Designing Happiness” is one of the “Kaunas 2022” programmes that encompass the improvement of the production, environment, and culture of communication.





“Designing Happiness” is one of the “Kaunas 2022” programmes that encompass the improvement of the production, environment, and culture of communication. Good design enables the strengthening of bonds between people and things, people and their environment, people, and other people. The more harmonious and balanced the design is, the more happiness there is on the inside and on the outside.

The better the design of the environment, the easier it is to recognise the city, to make our way around it, to feel dignified, to effectively solve problems, and find solutions for difficult situations, as well as to avoid design disasters. This encourages us to create traditions of good taste and mode of operation, to promote creative ethics and aesthetics, to increase the number of artists and designers, to work on our “empathy muscles”, to raise and solve uncomfortable questions regarding the comfortability and accessibility of the city and its district for all people so that we can all celebrate the happiness of being together before and after 2022. The programme “Designing Happiness” came about for two main reasons. First of all, Kaunas is officially aiming to become a city of happy people. Second of all, in 2015 Kaunas was added to the UNESCO Creative Cities Network and was granted the City of Design status. We are aiming to prove ourselves worthy of this name and to establish the identity of Kaunas as a city of design heritage, accessibility, and innovation, as well as to strengthen our cooperation with other Cities of Design,

share our experiences, develop partnerships, integrate design into the local development strategies and plans, and to expand our opportunities to participate in the cultural life. One of the main missions of the programme “Designing Happiness” is to nurture the ideas of design for all that unite design practice and theory not only in Europe but also in the entire world. At the centre of this mission is a suitable adaptation to a variety of people. It is the intervention into the environment, products, and services to make sure that every person, regardless of their abilities, needs, culture, age, or sex can fully participate in various social activities. Although the idea of the design for all is connected to the philosophy of universal design, this idea is not geared towards finding solutions for the problems of only vulnerable social groups, such as the elderly or persons with disabilities or special needs. It shows respect towards the entire spectrum of consumers and is concerned with health, the promotion of a healthy environment and space utilisation, functionality, smartness, sustainability, accessibility, and attractiveness.

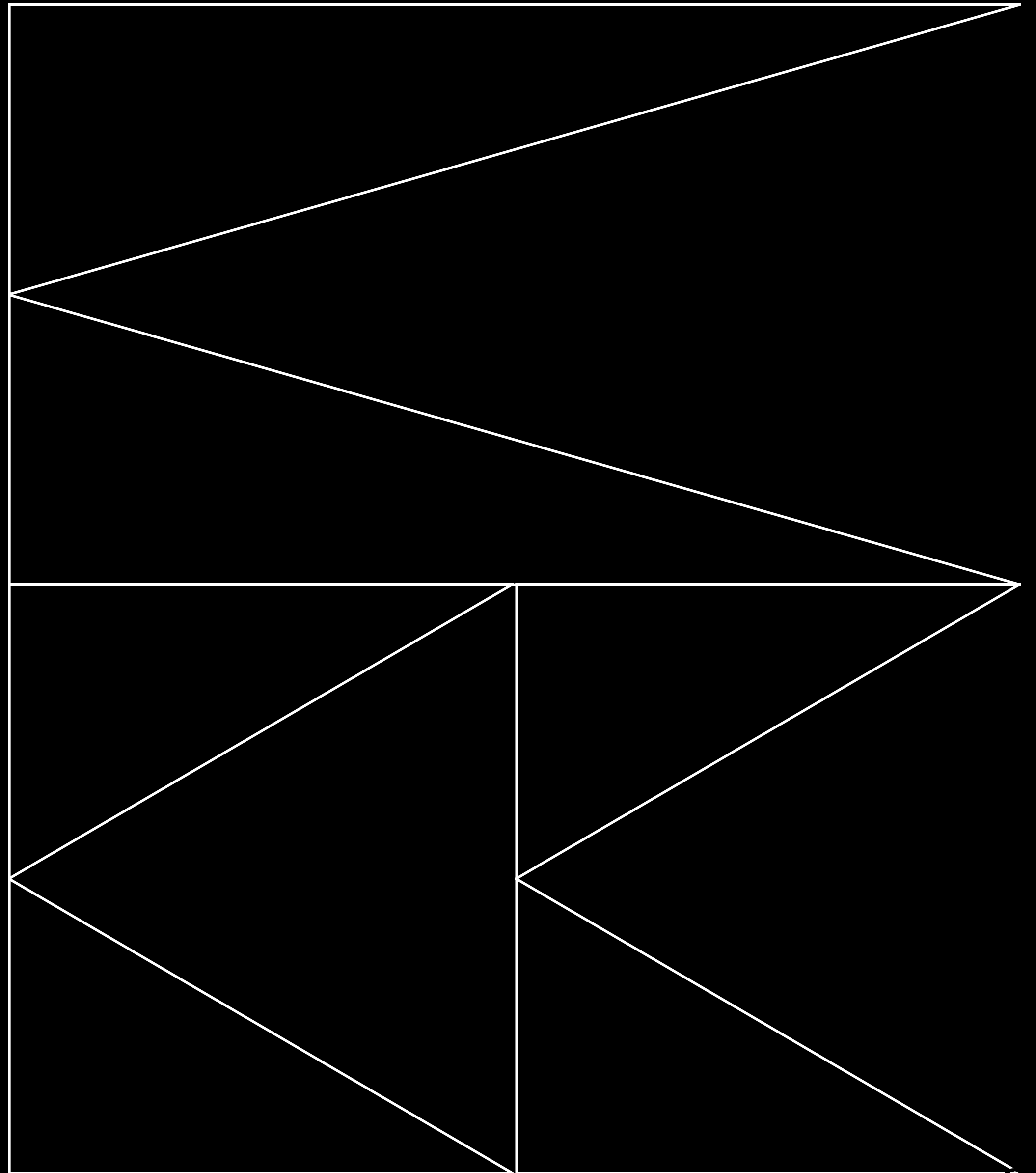
From 2018 VŠĮ “Kaunas 2022” is a member of the network of Design for All Europe which was established in Dublin, Ireland in 1993. This network unites almost 40 organisations in 18 European countries and seeks to improve life quality on the basis of the design for all principles. By becoming members of this network we are not only making a statement but also a commitment to contribute to and nurture the culture of accessibility and design for all – design for happiness.

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One of the main missions of the “Designing Happiness” programme is to nurture the ideas of design for all that unite design practice and theory not only in Europe but also in the entire world.

# Reasons to Take Action

Good design enables,  
bad design disables.





# Legislation and Standards are Reactive, not Proactive

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These days the world is facing huge ecological, economic, and social challenges. The population is growing by almost a billion per decade, industrialisation and urbanisation have reached unimaginable levels and the society is quickly getting older.

In 2017 almost a fifth [19%] of the people living in the European Union were 65 or older. It is forecast that by 2080 the part of a society comprising people aged 80 or older will become twice as large and make up 13 %<sup>1</sup>. Currently, the population of Lithuania is the 7th oldest in the European Union.

According to the most recent data of the Lithuanian Department of Statistics, the population of Lithuania is constantly getting smaller – the number of permanent residents in Lithuania in 2018 decreased by 38 thousand (or 1,3%) in comparison to 2017. The median age of the citizens is rapidly growing, as today it is 43 years (it was 38 years in 2005). The number of elderly Lithuanians is increasing, while the number of working-age people is decreasing. The necessity for the country to open up and involve increasingly more people of the community, as well as foreigners, in the labour market is becoming more and more apparent<sup>2</sup>.

Today more than a billion people on this planet have some sort of disability. 200 million of them daily encounter obstacles that prevent them from living fulfilling life. The number of people with various chronic diseases or either physical or mental impairments is constantly increasing.

It is forecast that, as society grows older, the issues that persons with disabilities are facing will become more and more relevant and important. All of this is bringing enormous challenges to the health and social security, global and Lithuanian economy, and the labour market. It is a huge challenge to the life quality and wellbeing of people, as well as their happiness. We believe that a lot depends on a small number of important things – the attitude (personal and national) and the culture (internal and corporate). Everything begins with us – every person separately and everyone together as a community.

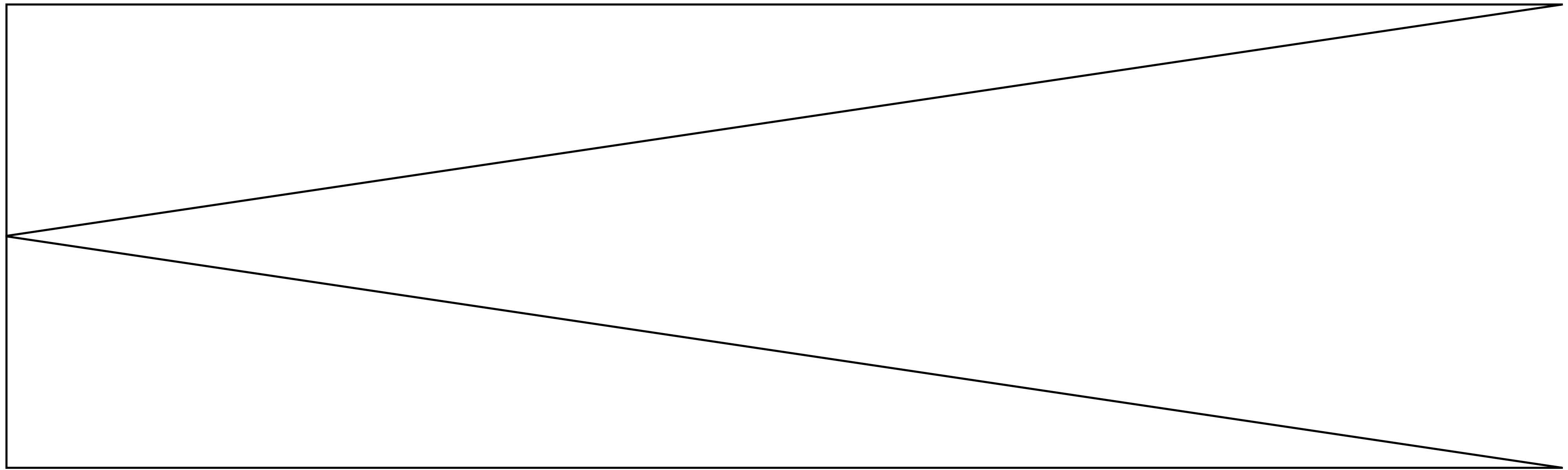
We are starting with ourselves. “Kaunas – European Capital of Culture 2022” is an opportunity to move from a temporary capital towards a contemporary one that leads to a culture (accessible) for all, and an environment, product, and service design for all that lead towards happiness. We support the idea expressed in the 2011 United Nations General Assembly Resolution that “progress” is not purely economic, as it is primarily connected to the wellbeing and happiness of people and described as a fundamental goal of humanity.

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## Knowing laws does not prevent indifference.

1. Population Structure and Aging / Eurostat: statistics Explained. Available at: [https://ec.europa.eu/eurostat/statistics-explained/index.php?title=Population\\_structure\\_and\\_ageing/lt](https://ec.europa.eu/eurostat/statistics-explained/index.php?title=Population_structure_and_ageing/lt)

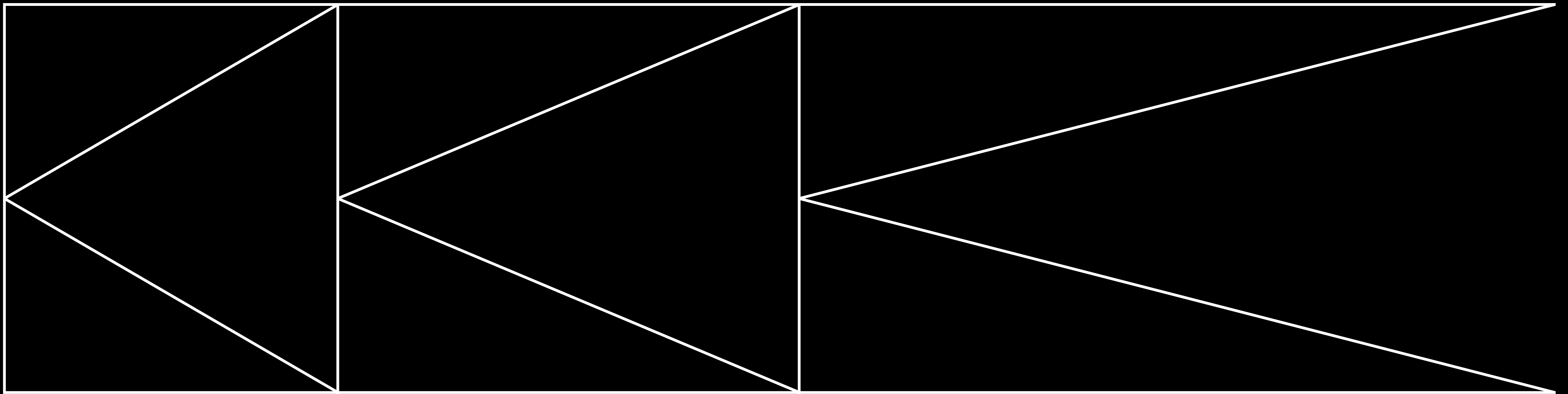
2. A double challenge for the labour market: the aging society and reduction of the population / Lithuanian Confederation of Industrialists. Available at: <http://www.lpk.lt/dvigubas-issukis-darbo-rinkai-visuomeness-nejimas-ir-gyventoju-skaiciaus-mazejimas/>



Together we can achieve more –  
together we are happier, more sensitive, and honest.  
In a city where we know how to live together.  
In a city where everyone enjoys living.

# Accessibility

Accessibility is relevant  
to everyone.



# What Does Accessibility Mean?

In a broader sense, the term “accessibility” means fair and equal opportunities for all people, regardless of their abilities and disabilities, sex, age, country of origin, and race, to reach various places and services independently, without the help of other people. The primary meaning of accessibility is ensuring conditions for the activities of persons with disabilities in all avenues of life and giving them opportunities to utilise resources.

In that sense accessibility in Lithuania is defined by Law. On 27 May 2010, the Parliament of the Republic of Lithuania (the Seimas) adopted Law No XI-854 on the Convention on the Rights of Persons with Disabilities and its Optional Protocol, by which the United Nations Convention on the Rights of Persons with Disabilities and its Optional Protocol adopted on 13 December 2006 in New York were ratified. The Convention laid down the following for persons with disabilities: equality before the law, requirements for the freedom, safety and integrity of the individual, rights for freedom of movement, citizenship and independent life, a right to health, work, employment and education, opportunity to participate in the political and cultural life.

On 21 November 2012 the Government of the Republic of Lithuania with Resolution No 1408 approved the National Programme for Social Integration of Persons with Disabilities for 2013–2019 (Official Gazette, 2012, No 137-7021), which is aimed at creating a sustainable environment and conditions for efficient development of the processes of social integration of persons with disabilities in Lithuania, and ensuring implementation of the provisions of the national legal acts providing for social integration of persons with disabilities and the Convention on the Rights of Persons with Disabilities. The strategic goal of the Programme is to develop a favourable environment and conditions for dignified and full life of persons with disabilities in Lithuania, ensure equal treatment and the quality of life of the disabled people in Lithuania.

Article 9 of the Convention on the Rights of Persons with Disabilities defines the conditions and measures of accessibility. It specifies the accessibility of not only the physical environment, transportation, information and communications but also of facilities and services open or provided to the public. The Convention also requires to take action in ensuring accessibility: to develop and promote accessibility standards, ensure the full accessibility of facilities and services open to the public, provide in buildings and other facilities open to the public signage in Braille in easy to read and understand forms, provide the opportunity to use intermediary services, including guides, readers, professional sign language interpreters, and others (see Annexes).

The term “accessibility” is often equated with physical disabilities, but in the field of culture and heritage accessibility also means a situation where features of any area are within reach of all people, regardless of their sex, age, physical condition, etc. In other words, it is a situation where every single person can use the infrastructure, services, devices, and products and get involved in activities independently, safely, and comfortably.

# Accessibility and Design

Historically accessibility is primarily associated with the design of products, devices, services and environment for persons with disabilities. The practice of accessible design and accessible environment ensures not only direct access, i.e. without outside help but also indirect access, meaning compatibility with assistive technologies (e.g. text-to-speech software).

In this sense, accessibility is directly and closely connected to universal design, i.e. the creation of products for people, regardless of their abilities and circumstances. It means the design of products, environments, programmes and services usable by all people, to the greatest extent possible, without the need for adaptation or specialised design. Also, universal design encompasses assistive devices for particular groups of persons with disabilities where this is needed.

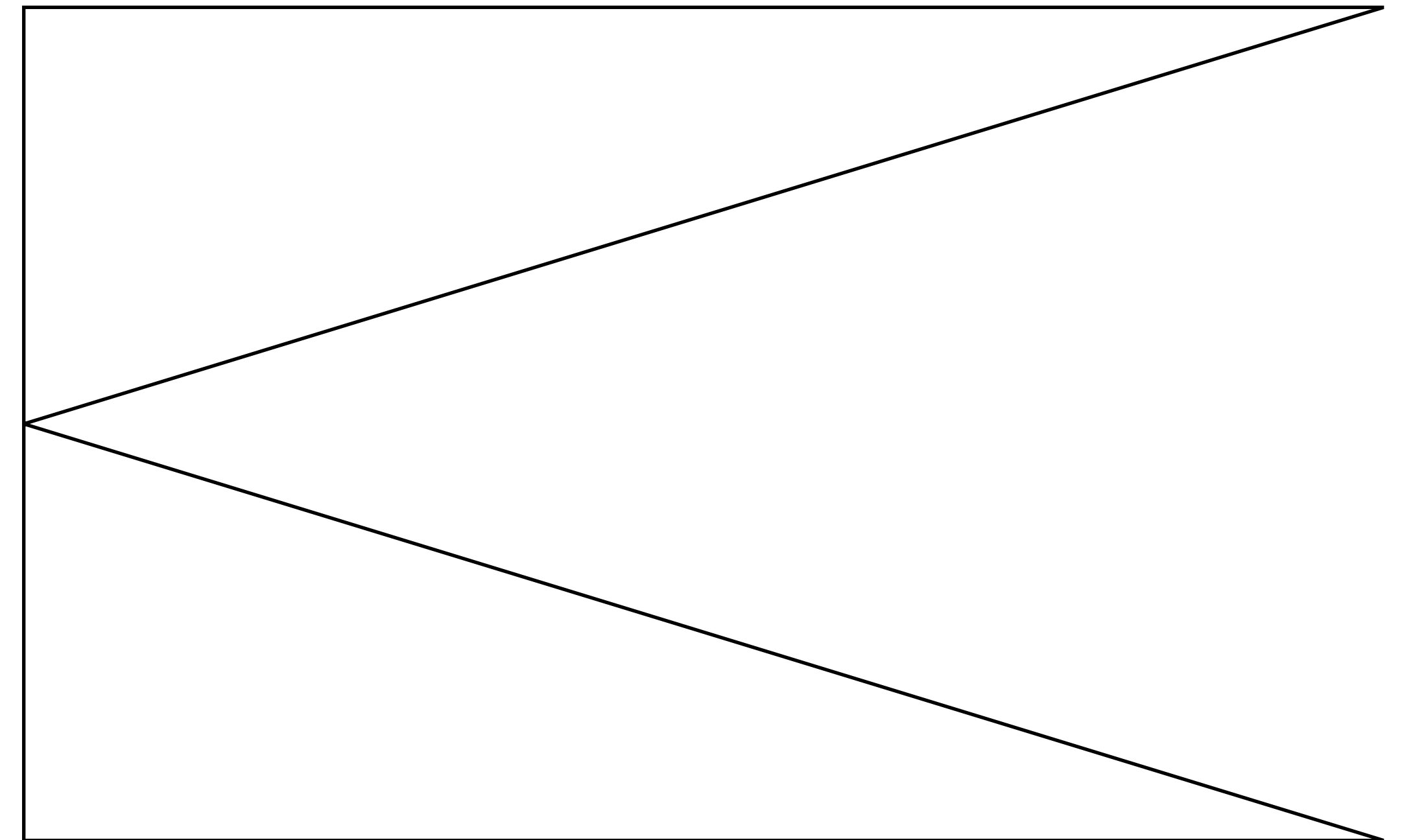
It is specified in the Law on Construction of the Republic of Lithuania that universal design is a form of products and environment that can be used without special adaptation by children, adults, men, women, the elderly, people with disabilities, people of different nationalities and other groups. It also encompasses electronic services, IT systems, operational processes, teaching methods, etc. Universal design does not aim to distinguish groups of certain people, e.g. persons with reduced mobility, and it does not design special entrances to buildings, pathways, or devices specifically for them. Every single project is designed in a way that will be comfortable for everyone to use, including people with reduced mobility. Therefore, universal design is interested not in adapting the environment, but rather in creating an environment which does not distinguish any single social group.

A working group of architects, product designers, engineers, and environmental design researchers from North Carolina State University (USA) developed the 7 Principles of Universal Design (see Annexes).

According to the Operational Programme for EU Structural Funds Investments for 2014- 2020, universal design is most relevant to the following social groups: children, the elderly, cyclists, people with mobility problems, visual impairments or hearing impairments, people with suitcases or other heavy bags, people with allergies, parents with babies, people using public transport, people with walking aids, tourists, nursery school teachers, and others.

Design for all embodies the holistic approach, which is based on the values of inclusive and user-oriented design. It aims to make all environment, products and services available to every person, regardless of their health, appearance, social status, and other factors.

The basis of design for all consists of the design values that are specified in the EIDD Stockholm Declaration adopted in 2004 (see Annexes). The declaration contains the main slogan of federation: “Good design enables, bad design disables”.





# Why Is It Important?

Because it is or could become relevant to all of us. Have you ever broken your leg or your arm? Are you protected from such an accident? Are you raising young children and using a stroller? Are you taking care of an elderly relative? Do you have any pets? When travelling, do you encounter people who speak a different language and don't understand your mother tongue? Do you take notice of each and every sign in a healthcare institution and are all of them understandable? All of us, either temporarily or long-term, face some sort of barriers and few Lithuanians or visitors manage to avoid them.

Also, the world population is now getting rapidly older and the elderly have a bigger risk to become disabled. According to statistical indicators, the number of people that are sick with such chronic illnesses as diabetes, cardiovascular diseases, or cancer, or have mental disorders, is constantly increasing.

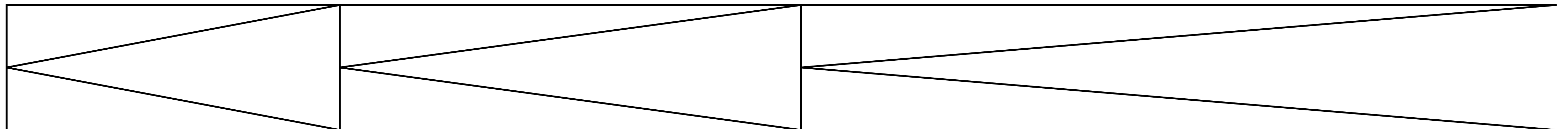
The physical or emotional issues of a person may be temporary or permanent, and it, therefore, becomes a problem both in daily life and in old age. According to the newest data from the Ministry of Social Security and Labour, in 2017, 242 thousand Lithuanians were registered as persons with some sort of disability. This number is equal to the combined number of people living in Klaipėda and Šiauliai. Although the numbers suggest that, in comparison to 2012, the number of persons with disabilities is getting smaller, when the emigration of Lithuanians and the decreasing birth rate are taken into account it becomes clear that the percentage of people with disabilities remains the same and in the future, as the population in Lithuania decreases, the percentage of citizens with disabilities may be even larger.

Sociologists suggest that the factors making persons with disabilities actually disabled are the national social system and the society they are living in, rather than the physical and psychological impairments themselves. The public infrastructure is geared towards people without disabilities and people who do have them are not included in the social environment which is acceptable to healthy people.

Almost a quarter million Lithuanians can no longer fully use services and products, or participate in society and are forced to limit themselves. It is important for us to work towards better accessibility, as it improves the quality of life, decreases isolation from society, ensures more independence and better conditions for social integration.

It also leads to better health and lower expenditure. Better accessibility allows persons with disabilities to live independently and decreases the need for specialised services, which is beneficial for all members of society. People living in an accessible environment that is comfortable for all can take care of themselves and live independently longer. Accessibility promotes active aging and decreases the necessity for the society to take care of older people.

Additionally, reduced accessibility prevents organisations and institutions from reaching a larger audience, potential clients and viewers, customers and service users, thus the quality of the provided services does not improve, and neither does the potential or turnover. Better accessibility usually improves the quality of services for everyone, including healthy people, and this is important for all existing and future clients and partners.

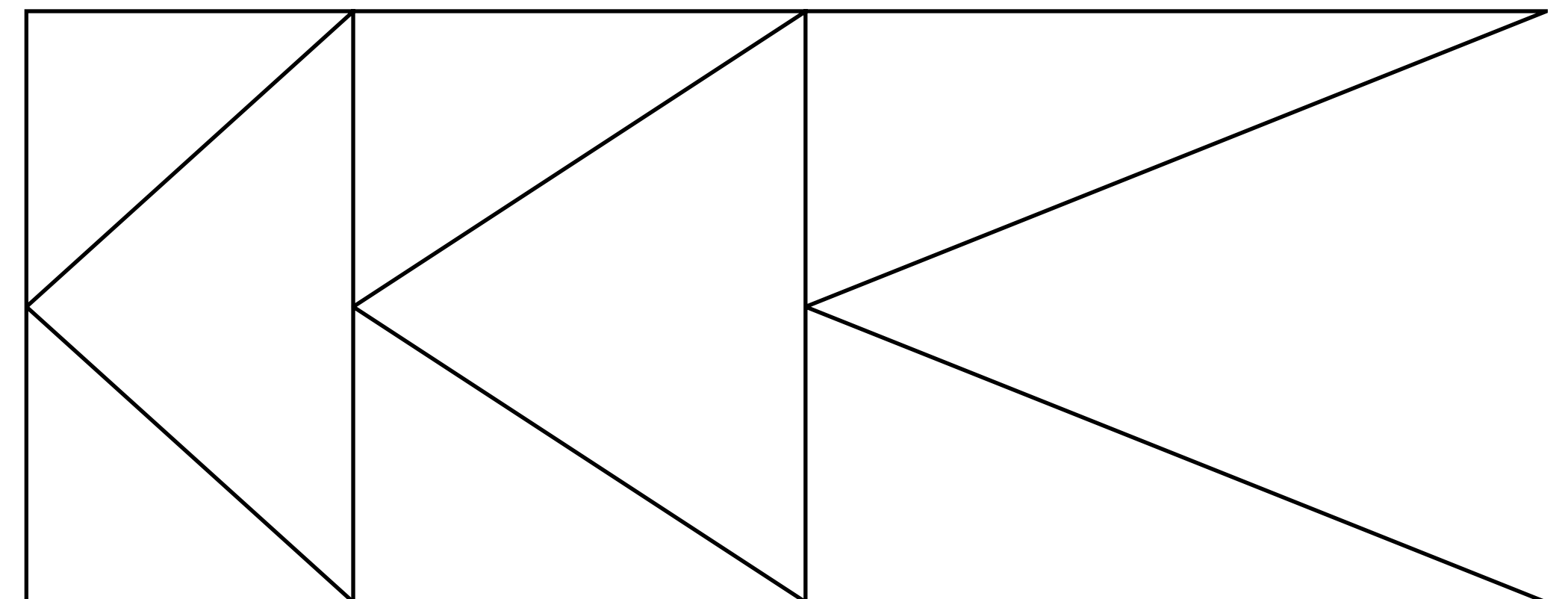


Improving accessibility also improves communication, as it becomes more understandable and convenient. The more flexible a service is and the more opportunities are awarded to clients, the better the chance that the service will fulfil the needs of various clients. A good reputation is integral to the success of a business – a happy client will gladly inform other people about your services and invite new clients. It has been noticed in the culture, tourism, and hospitality services that consumers decide which service to use ahead of time – they read the feedback, evaluation, and comments concerning the service from previous clients on various websites.

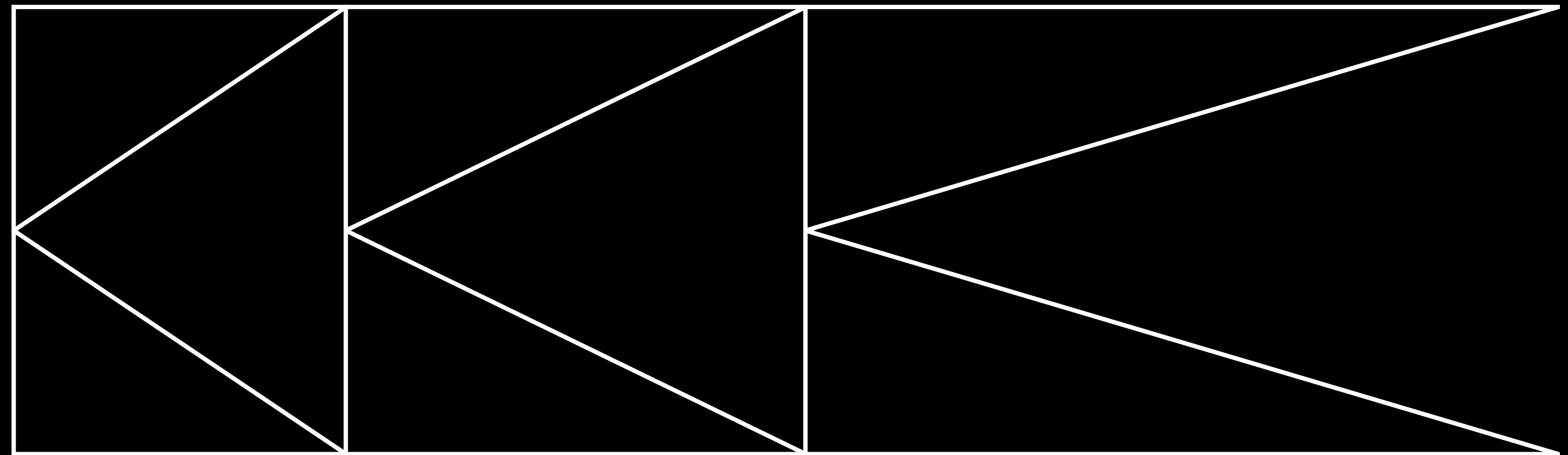
When an organization offers a little contribution towards improving accessibility, it has a negative effect on international competitiveness and reduces opportunities to attract a bigger audience. There are 80 million people with disabilities in Europe. All of these people have the same needs in terms of their interest in culture, other countries, and various services.

Tourists aged 65 and older are the only customer segment to be recently growing in Europe and the expenditure of these tourists with time on their hands has increased by 33 percent during this decade. This is an audience that is necessary for you – cultural operators, businesses, sectors of various services.

It is also important to keep in mind that improving accessibility in the field of employment and job placement is very beneficial to society as a whole – there are more workers and talent in companies and a decreased dependence of persons with disabilities on the welfare system, thus allowing more people to contribute to the economic growth of Lithuania.

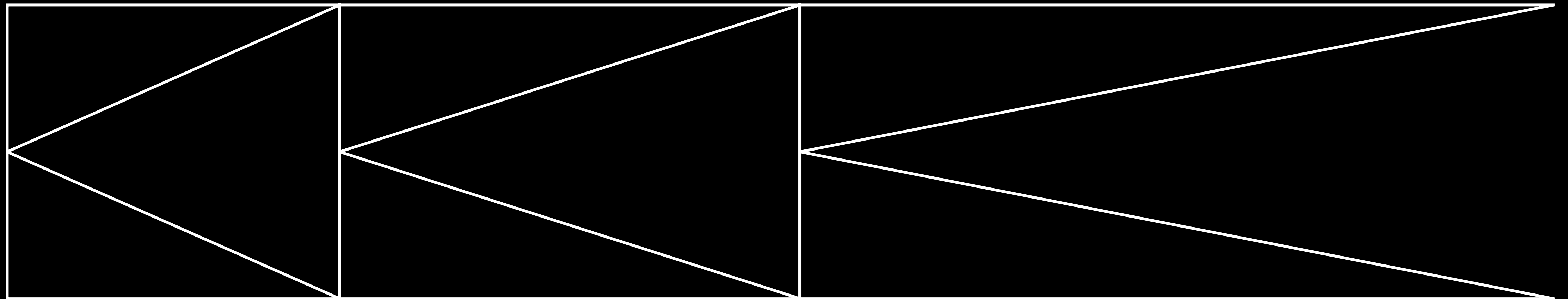


Man is a  
Man to his  
Fellow Man



# Kaunas 2022 Design for All Guidelines

Accessibility is in the details

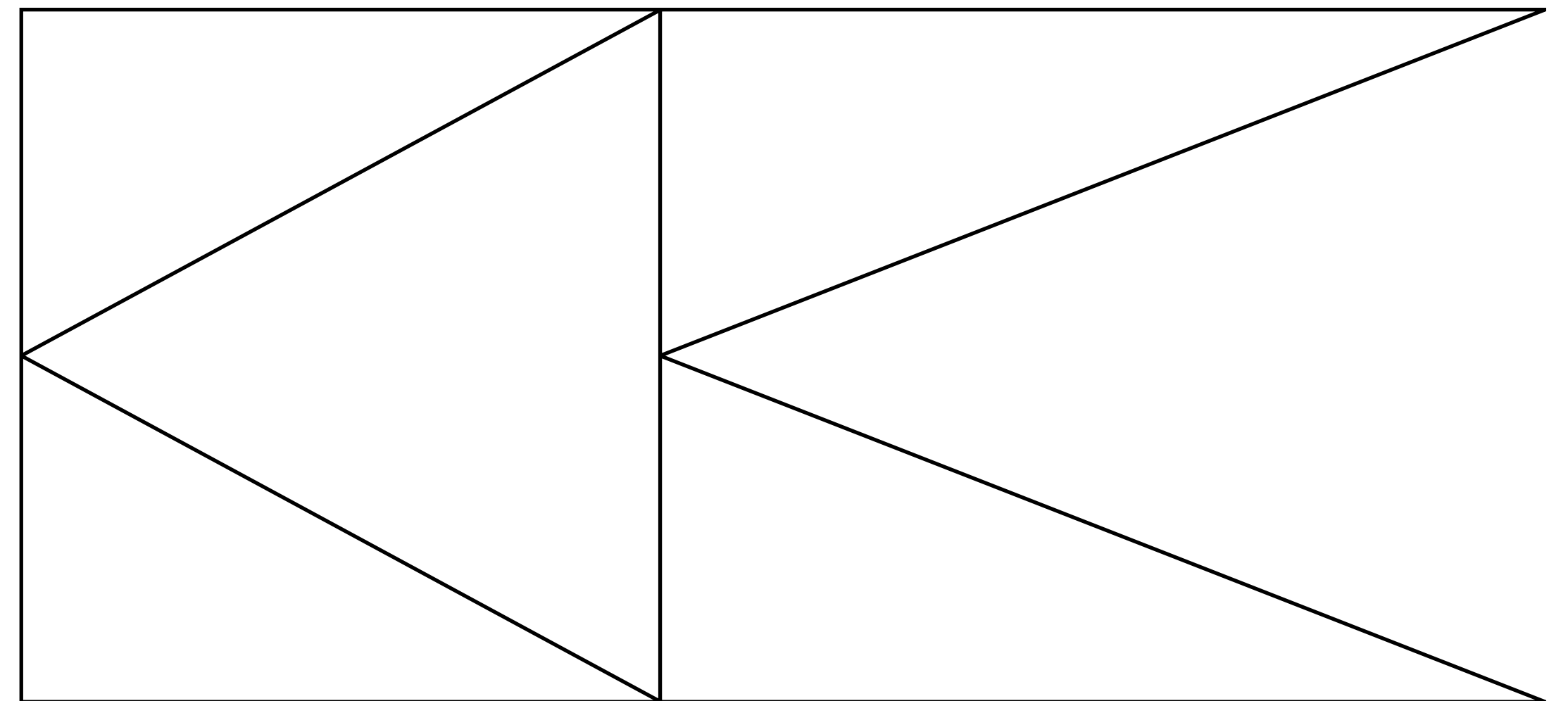


# Accessibility is in the Details

A good and easy experience mostly depends on good management and attention to accessibility. Here is a checklist of questions that your organisation should ask themselves:

- is enough attention given to the issue of accessibility in the management of your organisation?
- do you have enough tools and partners to ensure good accessibility solutions?
- is accessibility included in the concept of your events? If the answer is yes, have you set aside money for it, and do you have an action plan?
- are you keeping contact with the visitors of the city, persons with disabilities, the elderly, young parents, or organisations that represent them?

Accessibility management is connected to the internal and external actions that assist in providing better and more equal opportunities for persons with disabilities and people who do not have them. There are several ways that help to form an accessibility policy. The first step is to recognise that there is a need and to include it into the management. The second thing that you need to do is to take targeted actions on a strategic (budgeting, employee training, etc.) and executive (communications, services, etc.) level.

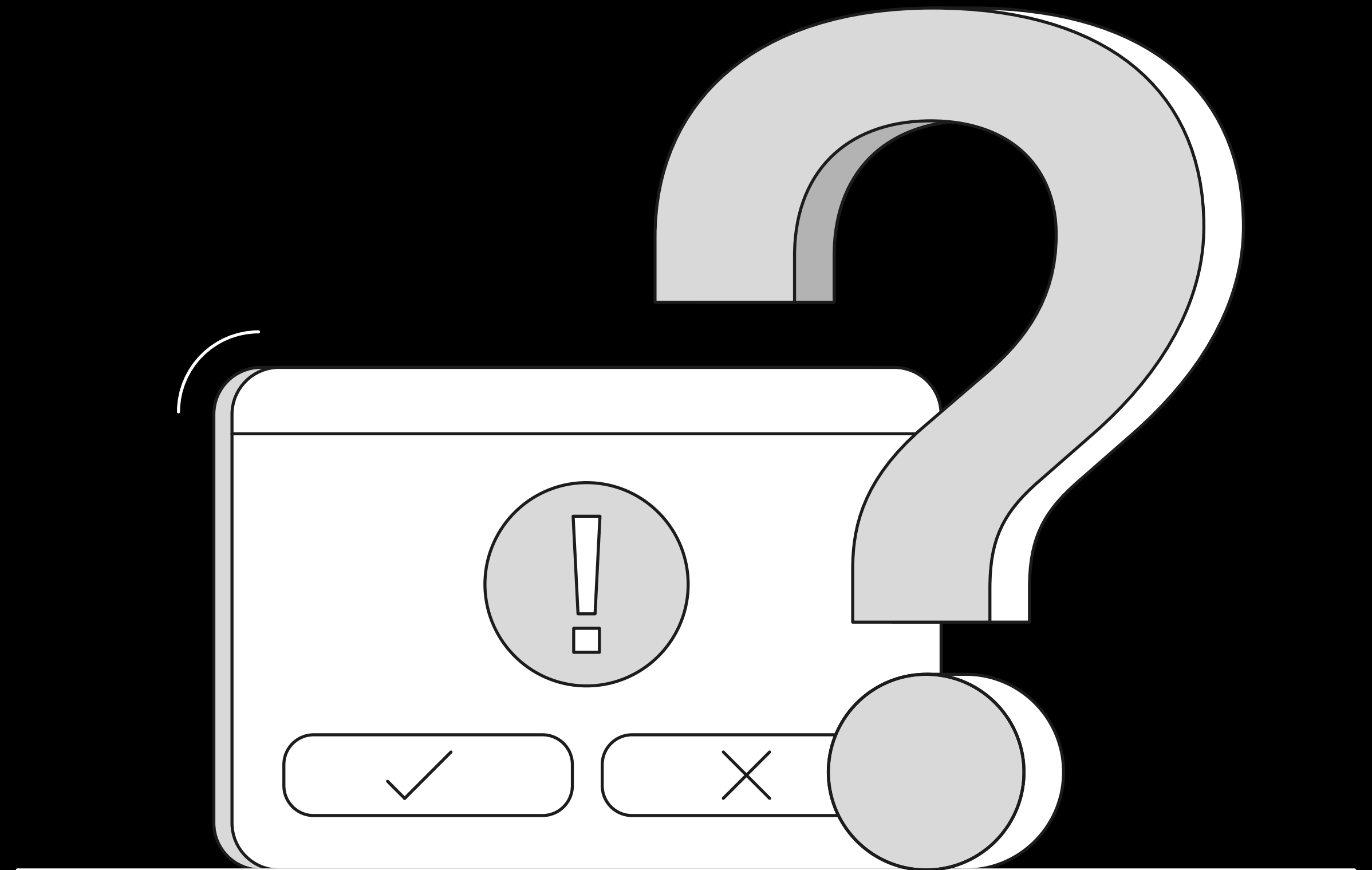


Here are some questions:

- do we care about accessibility?
- what is necessary in order to ensure accessibility?
- how will we deal with the challenges that come along the way?
- what sort of resources will this require? In order to ensure a proper accessibility policy you need to ask yourselves some more questions:
  - do you know that it is necessary to work strategically to improve accessibility?
  - who is coordinating the issue of accessibility and which other units (departments, employees, self- government bodies, politicians, external partners) are involved?
  - what are the main obstacles of accessibility (infra- structural, technical, etc.)? What are the main complaints your organisation is getting concerning this issue?
  - what knowledge and competences do you have at the moment and which do you need (from external sources)?

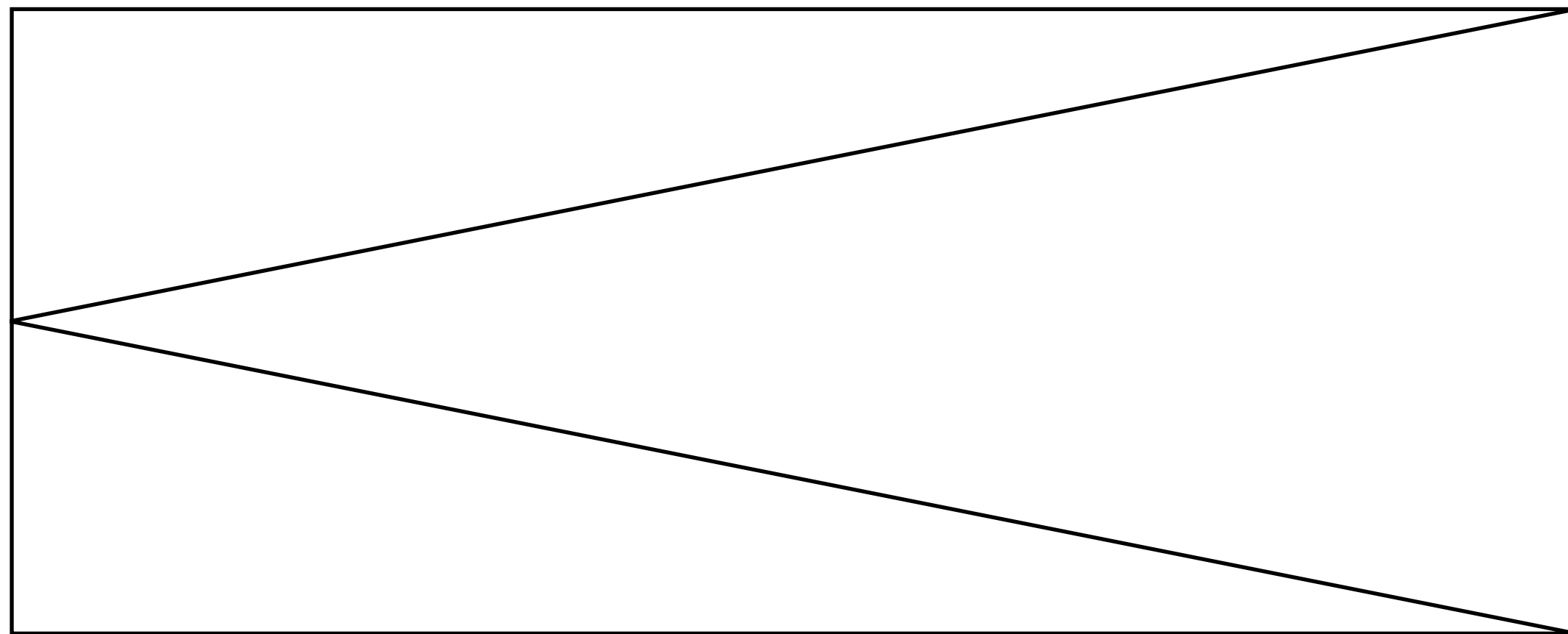
In order to ensure a quality service for everyone, employee training in the field of accessibility is essential. Good management, a conscious choice of values by the organisation and properly trained employees may provide a considerable contribution to the high quality of service. The first level of employee training is a bit more general in scope. The personnel is informed about the accessibility strategy of the institution or the organisation, your vision of accessibility, your involvement in nurturing the culture for all, and they get to divide various responsibilities. The second level involves the special preparation of the responsible personnel regarding accessibility. Each employee working with visitors (especially at information access points or cash registers) should receive basic accessibility training and knowledge and competences on how to communicate with persons with disabilities.

If you want to help, ask if the person with a disability needs help and enquire as to how you can help them – all disabilities are different and by taking independent action you may eventually cause harm.





The technical staff should know everything about the application of special accessibility services and devices (e.g. induction loops, vibrating chairs, etc.). In order to provide some accessibility services, it is often necessary to get in contact with the professionals in this field, as it is important to ask for help and figure out the possibilities. Credible suppliers guarantee quality and success. Try and test the suggested solutions out with consumers and visitors – their participation is considered an important condition for ensuring high-quality accessibility. There are three important reasons for this:



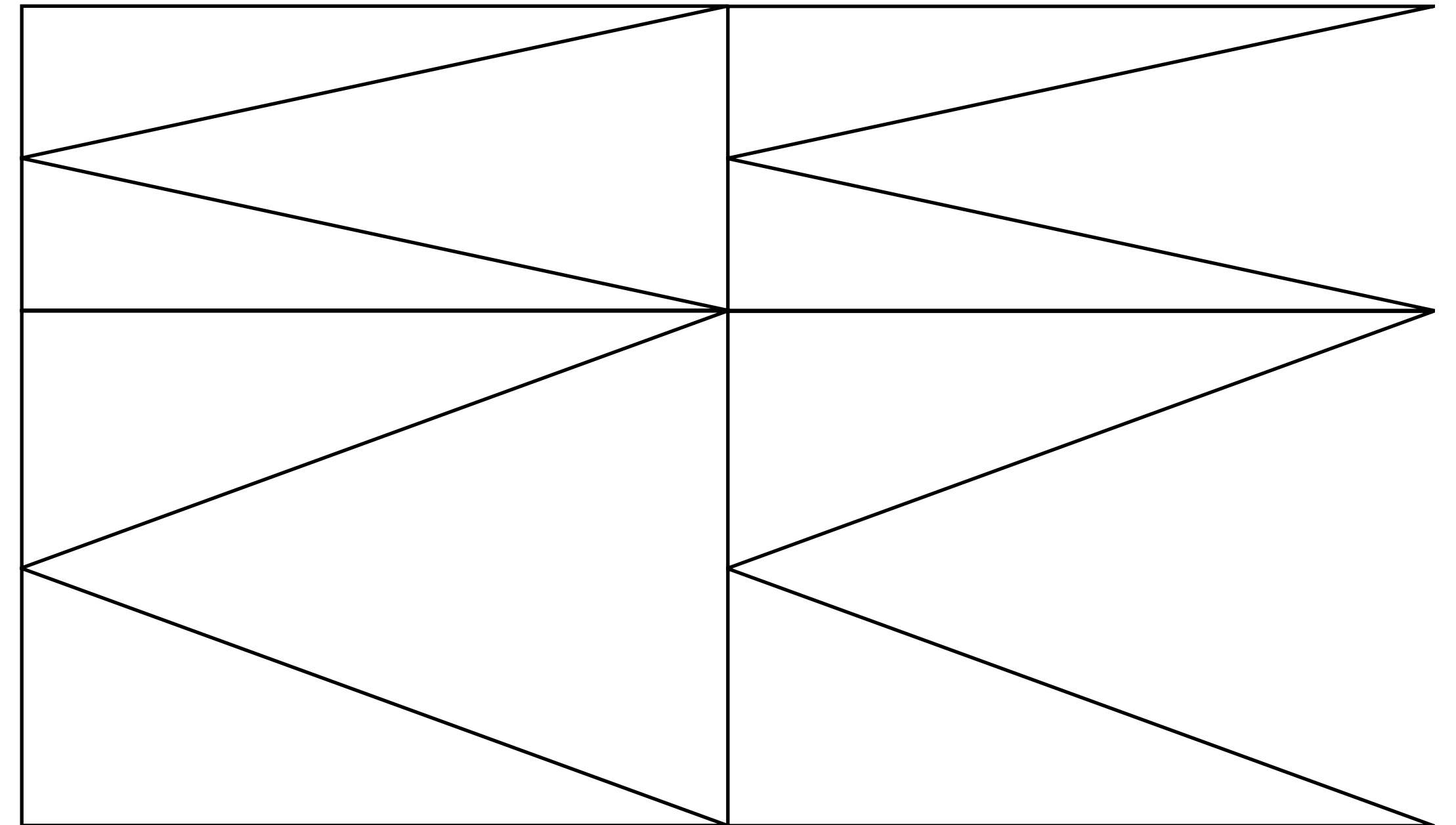
- persons with disabilities are your audience. You need to care for their opinions as much as for the opinions of others and you should be invested in finding out their needs and wishes – involve them into the decision making process.
- communication and knowledge. “Community” is a key word when organising events. By working together with various organisations and representing persons with disabilities you may receive strong support from these communities, and they in turn may spread the word about the efforts your organisation has put in.
- information which helps develop your organisation. The best way to receive as much information as possible about accessibility needs is by communicating directly with the audience and looking into their special needs. Do not hesitate to ask your consumers questions about what works and what should be improved upon.

Your answers, genuine interest and effort will lead not only to your success but also the success of the community.

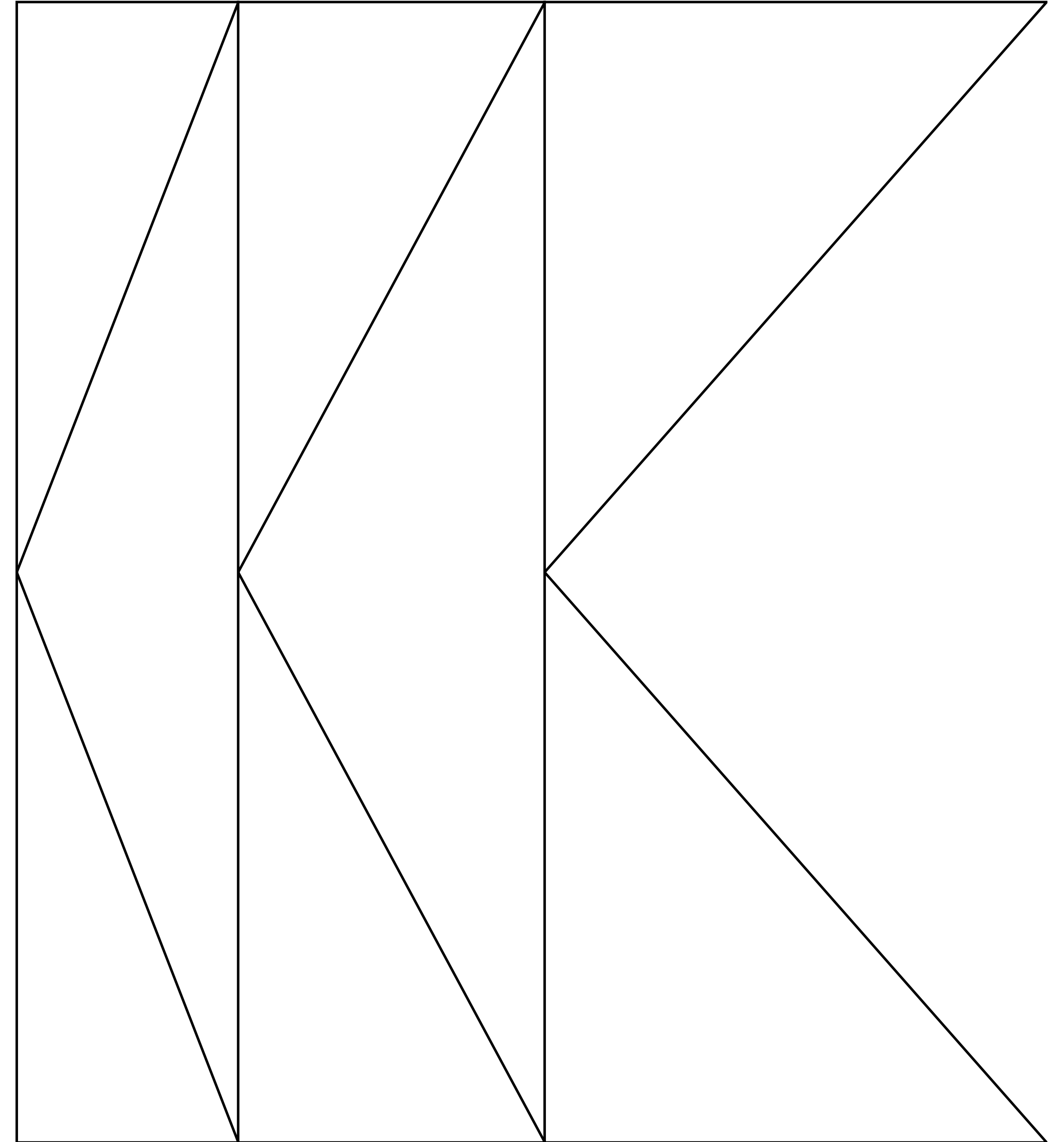
# How to Communicate?

- Don't forget that people have different experiences and needs. You should communicate and provide help respectfully, through consulting people and listening to their answers.
- Don't try to independently help a person with a disability without asking them first. Keep in mind that the people you are trying to help may not want you to touch them or their equipment.
- If you want to help, ask if the person with a disability needs help and enquire as to how you can help them – all disabilities are different and by taking independent action you may end up doing harm.
- Think about what you say. Nobody likes being labelled, so try to speak to the person rather than their disability.

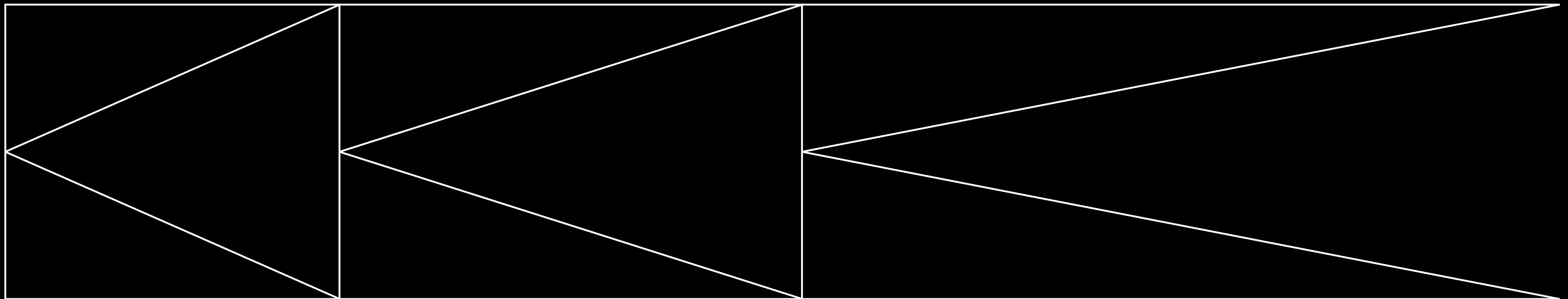
- Ask for permission before approaching any accompanying animal.
- Don't think that you will be understood better if you speak more loudly. People with visual impairment may have a hard time discerning who is speaking, so state your name before you begin.



- Remember that some disabilities are invisible, e.g. sensitivity to chemicals.
- Before taking any sort of action try to consider if you would like to be treated that way. If you are unsure about the answer – ask.
- Talk directly to the person with hearing impairment when you are working with sign language interpreters. Don't ask the interpreter: "Please tell him/her...". The same applies to working with interpreters from other languages.
- Communicate with the person who has a disability directly even if, for example, the person has a sight impairment and cannot make eye contact with you. When you wish to speak to a blind person it is enough to lightly touch them [e.g. on the shoulder] or even call out to them.



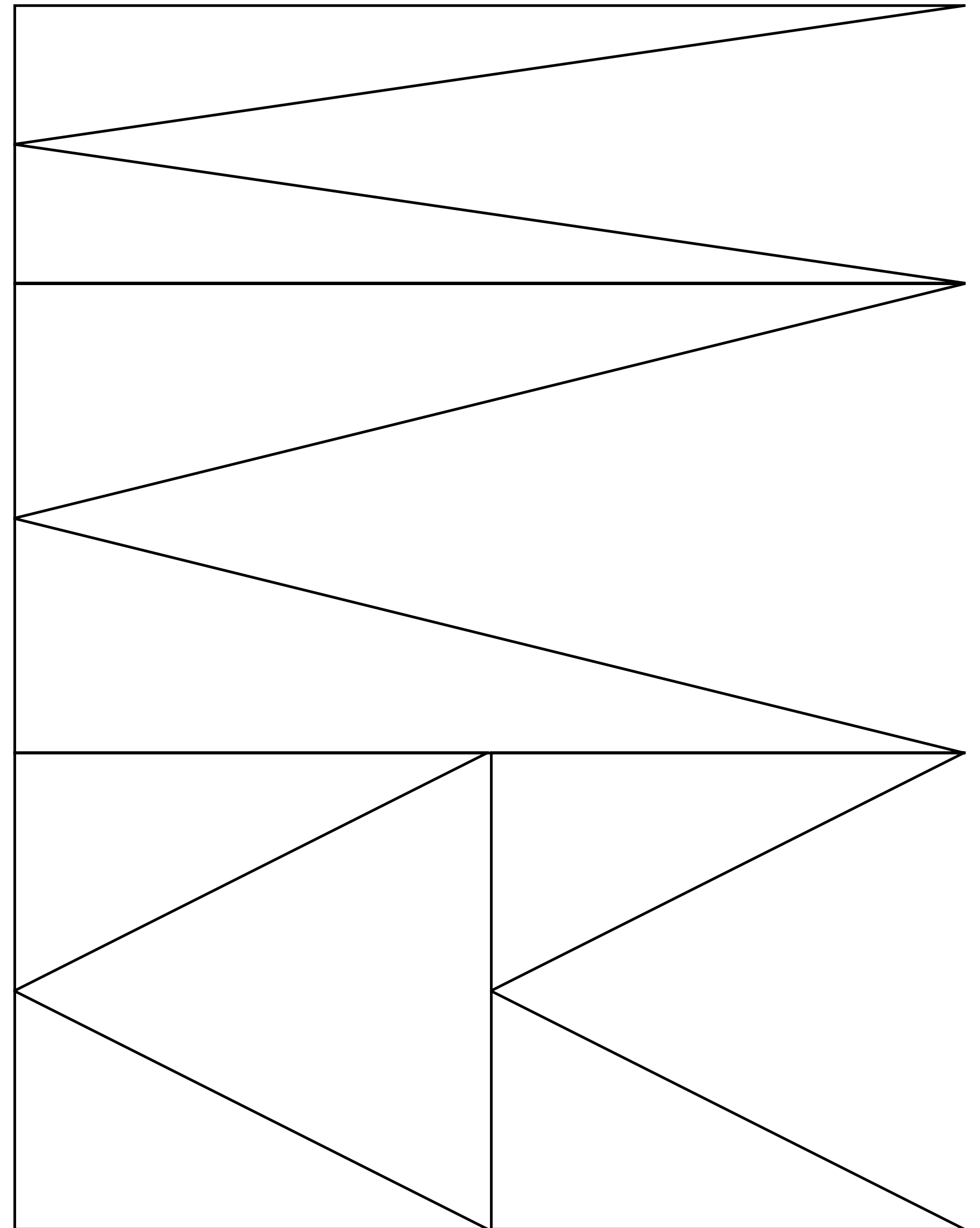
# How to Organise Cultural Events that are Accessible to All?



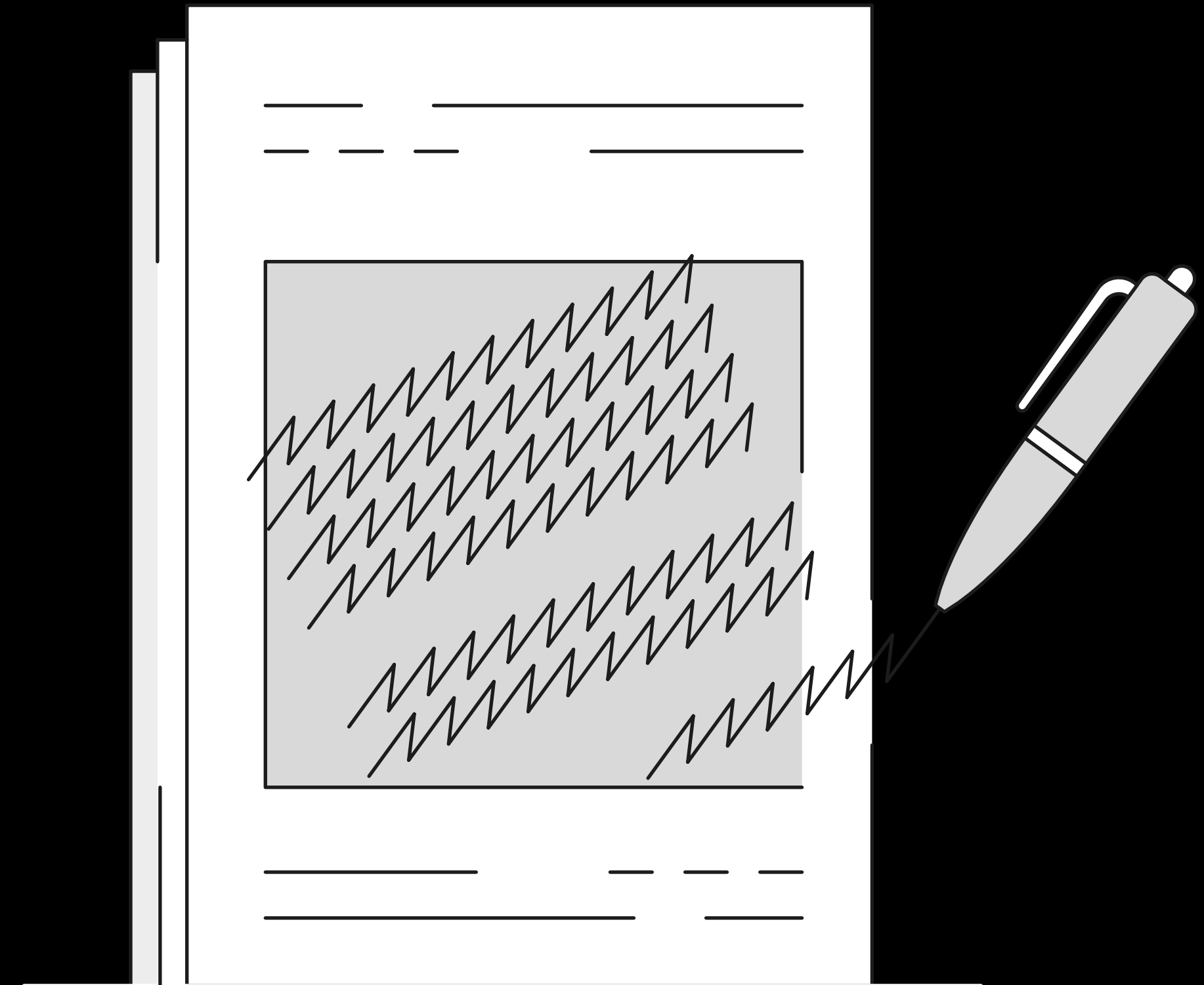
# 1. Communication

- Gather information about the accessibility of the event location and services. Before organising the event you first need to answer several important questions that are relevant to persons with disabilities: is the event location accessible? What are the biggest obstacles? Is there any special equipment at the event location? Will you need [to order] some additional services to ahead of time? Who should your visitor address if he has questions?
- Provide clear information about the following things: ordering and ticket counters (prices, services, help during and after events), conditions for arriving and getting into the event venue, available services, equipment, and help (the possibility of utilising them and the conditions of use).
- Provide the information about accessibility next to the general information about the event: on the website, in booklets, etc. The information should be given in several forms so that the consumers have a choice.
- Provide the information ahead of time so that people can plan their participation in your event accordingly.
- Inform the public even if the event you are organising is not completely adapted for persons with disabilities – it is very important for the information about accessibility to be accurate. Information about limited services or limited accessibility is adequate communication in and of itself!

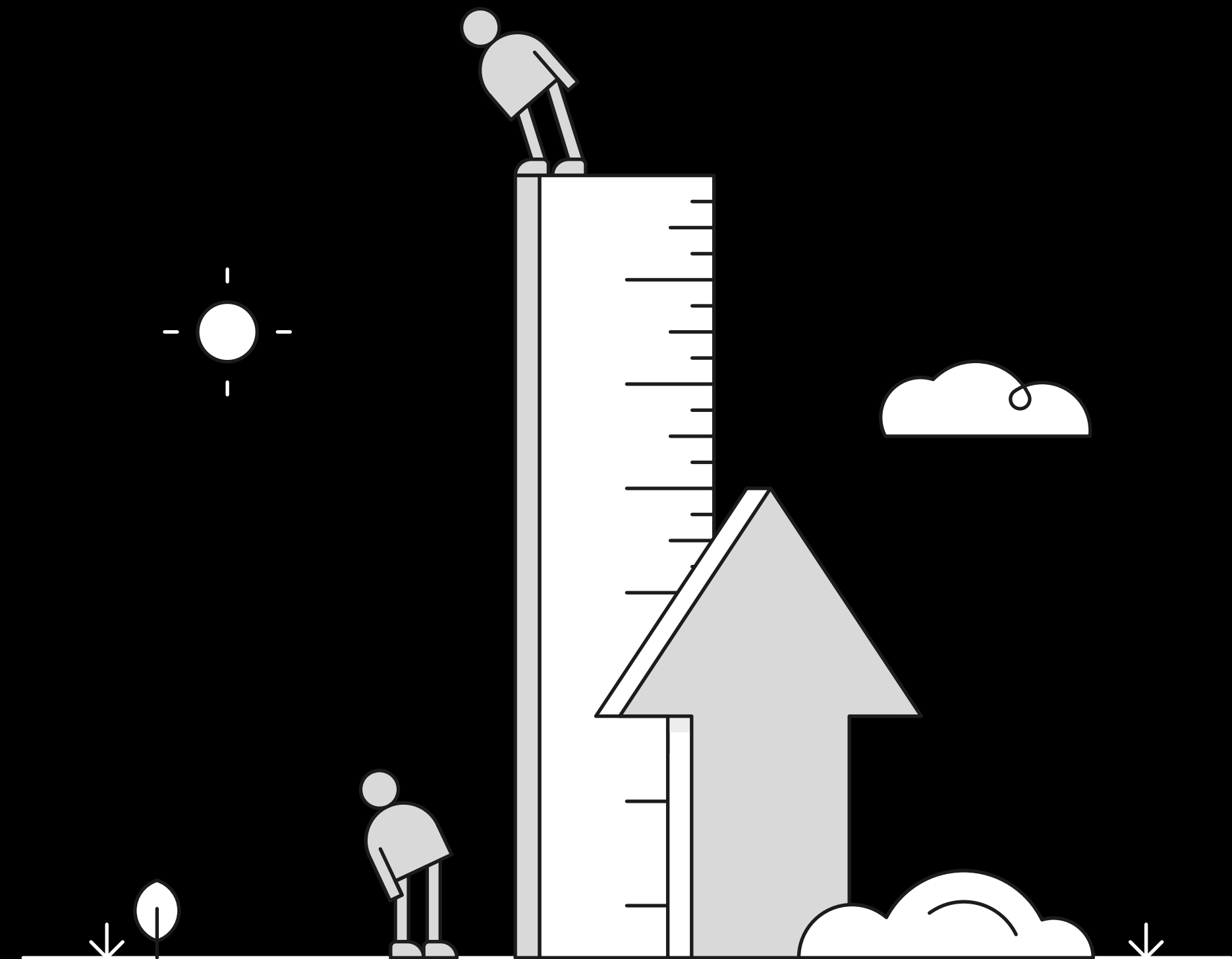
- Make sure that the words you are using are clear and unambiguous, try to make the information easily understandable and (or) readable – this is important not only for persons with disabilities.
- Educate the employees and volunteers about accessibility, e.g. how to properly communicate with a participant with speech impairment or with a person using mobility aids. Training and seminars with local organisations for persons with disabilities before events can help your personnel provide adequate services to your growing audience.
- Designate a contact person responsible for accessibility in your events. This person must be well informed about the accessibility equipment and know how to communicate with and treat persons with disabilities. It is recommended for all personnel (receptionists, guides, and others) to undergo special training and acquaint themselves with all available information on accessibility



Make sure that the words you are using are clear and unambiguous, try to make the information easily understandable and [or] readable – this is important not only for persons with disabilities.



Make sure that the registration counter, ticket booth, and event venue are accessible to all. Assess if the height of the table at the ticket booth is appropriate for people using wheelchairs. If it is not, think of an alternative. If the venue doesn't already have one, install a system of induction loops. Teach the personnel some sign language.





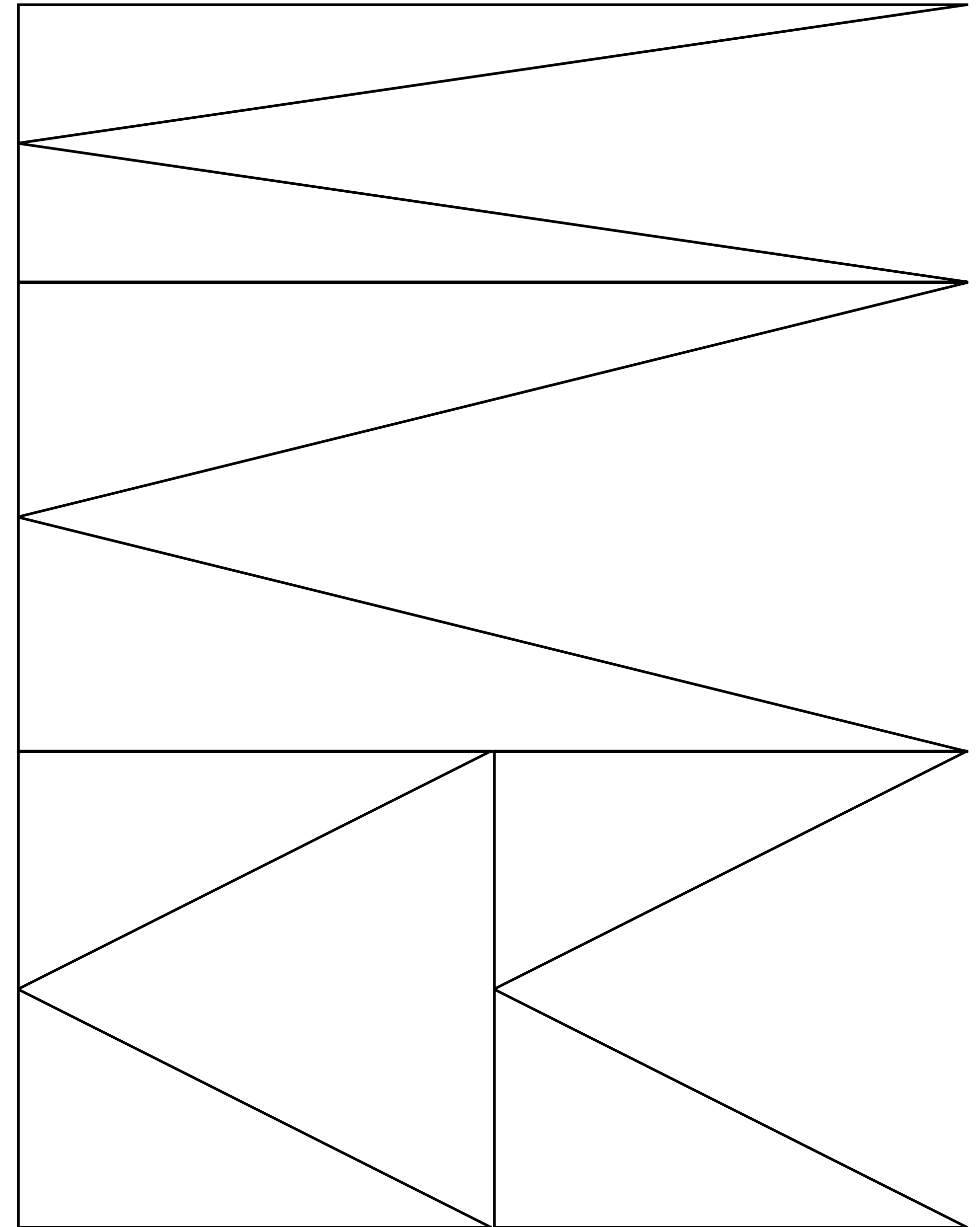
# Textual and Visual Advertising

- Include information about accessibility in your textual and visual advertising, along with labels about movement, hearing, sight and other conditions, real-time translation, use of a second language, and other means of increasing accessibility.
- Make sure that the registration counter, ticket booth, and event venue are accessible to all. Assess if the height of the table at the ticket booth is appropriate for people using wheelchairs. If it is not, think of an alternative. If the venue doesn't already have one, install a system of induction loops. Teach the personnel some sign language.
- Ensure that the website of the event is accessible (use the accessibility standards). Don't create a separate version of your website for persons with disabilities – it is demeaning.
- Make sure to include information about special entrances, car parking, and the possibility to reserve a spot in the car park.
- Encourage the creators of television or video advertisements to use subtitles or translation into sign language.
- Make sure that the electronically distributed leaflets are compatible with the screen formats and provide them in addition to the identical text version, as the text-to-speech software programmes used by the visually impaired cannot read text from a picture and occasionally have trouble reading even from a PDF format if it is not prepared properly.
- Keep in mind that not everybody uses Braille many blind and partially sighted people use text-to-speech software. Still, if your audience is slightly older, try to provide information in Braille as well.

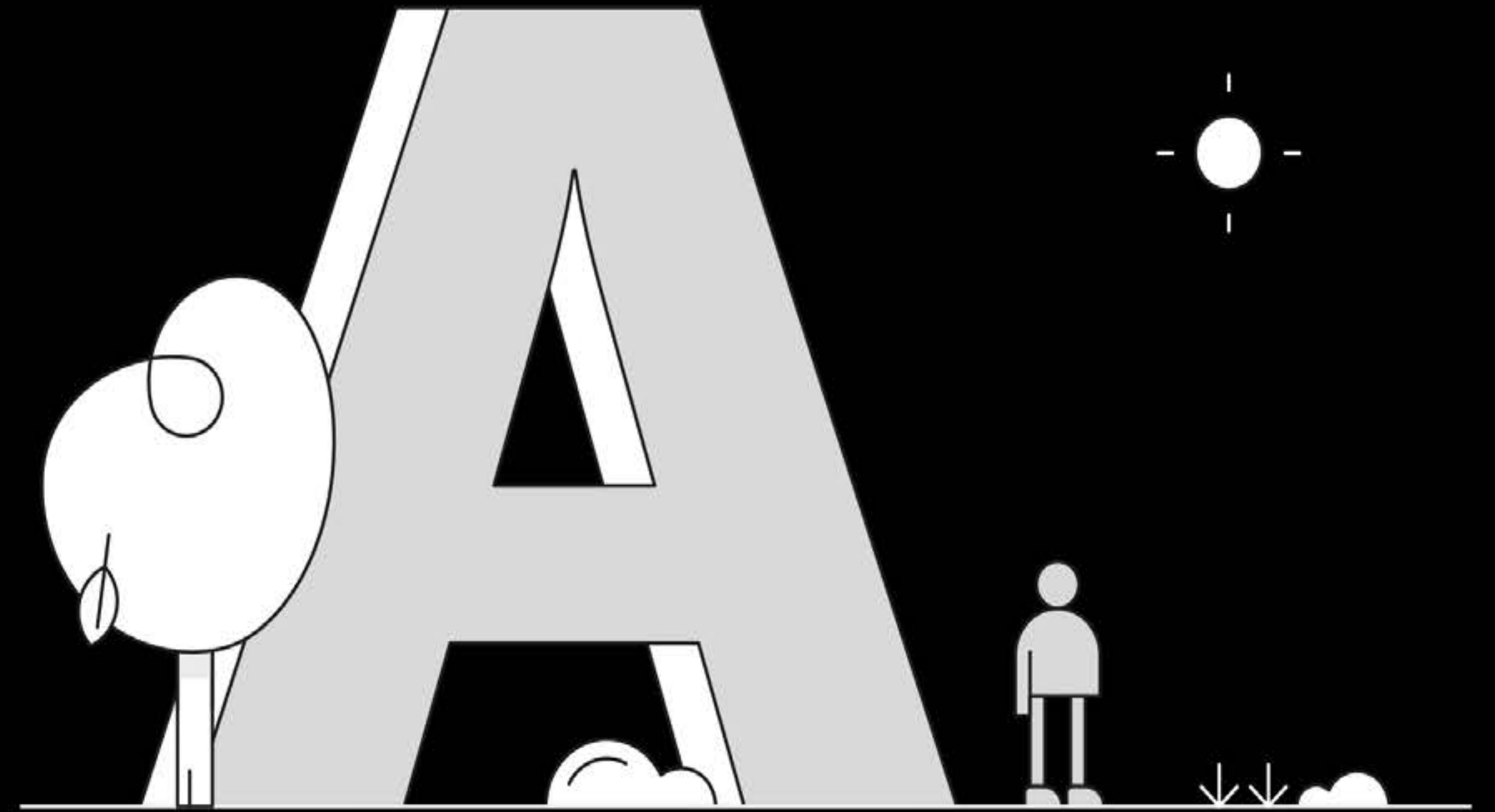
- Important information should be printed in large letters (at least size 16–18) and in a clear font. Use contrasting colours, avoid long passages written in a cursive or handwritten font. Avoid writing a text on visual material and photos. Avoid long paragraphs and leave some space between them.
- Avoid glossy paper (it reflects light), fine paper text can become see-through or bleed into different text, and placing text in a space where the paper will be folded.
- Provide information in short sentences, do not use words that might be too complicated for your audience. If possible, apply easy to read principles to your publications.
- Prepare the information in several languages so that your event is accessible to foreigners as well.
- Use pictures and other visual material next to the written information about accessibility (e.g. provide pictures of the event venue, information about the car park, how to get to the venue, the toilets, bars and restaurants, other eating establishments, maps of festivals with directions of visitors' movements and opportunities).
- Check to see if you have included information in your advertising [in print, on your website, the event venue, press releases] about the accessibility conditions you are providing. Clearly inform people about the actions they do or will need to take to be able to fully participate in the activities you are organising, e.g. “the event will take place on an upper floor and there is no elevator” or “there are three steps on the way to the concert hall”, etc.
- Accessibility and availability should not be an obstacle for creative expression – choose to work with the most creative designers that see accessibility as value added to the design.

# Social Networks, Cyberspace

- When sharing visual advertisements on “Facebook” and other social networks, provide a short textual description of the pictures or photos (if the provided visual material is important to your audience, the textual description will prove valuable to the visually impaired).
- If you are adding a picture of JPG or a different format to your e-mail or newsletter, make sure to add the same information in textual form, as pictures are not accessible to text-to-speech software programmes which are important to persons with visual impairments. This also applies to cases when you are sending an e-mail with an attached PDF leaflet (even if the leaflet itself is accessible to the text-to-speech software).



Important information should be printed in large letters (at least size 16–18) and clear font. Use contrasting colours, avoid long passages written in a cursive or handwritten font. Avoid writing a text on visual material and photos. Avoid long paragraphs and leave some space between them.



## 2. The Accessibility of the Infrastructure and Events

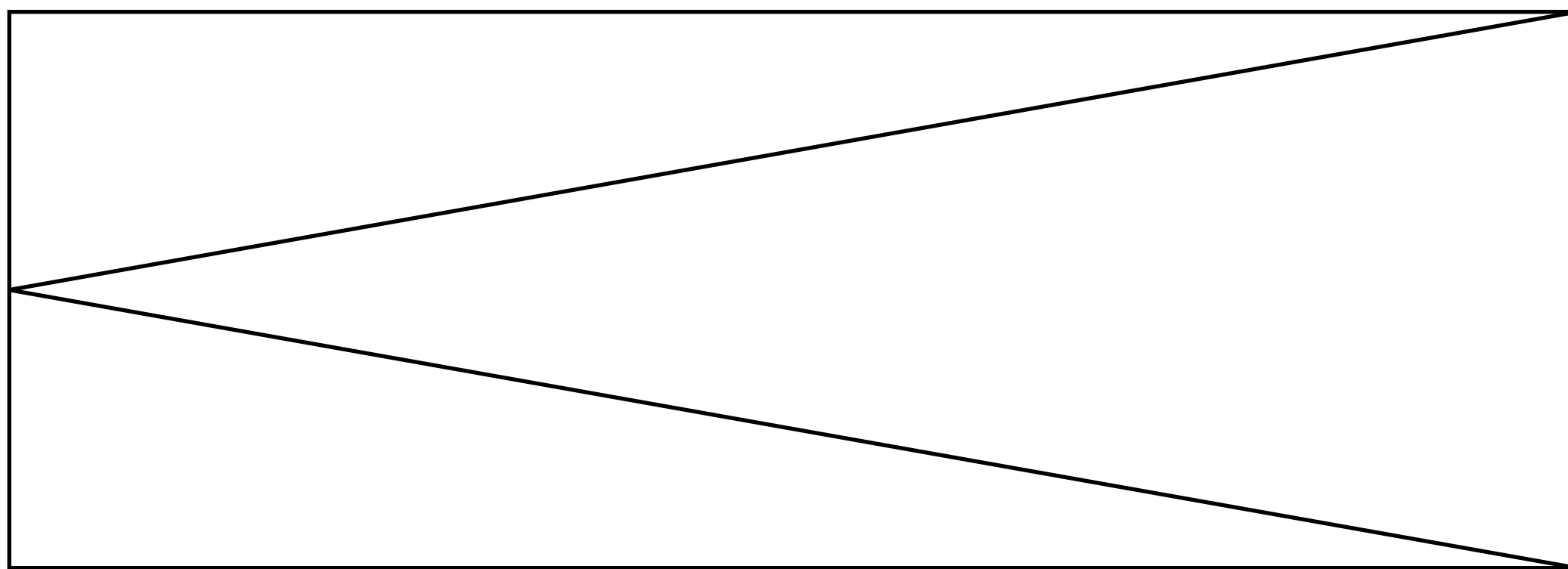
Try to make your activities accessible wherever they may take place: in fixed buildings or temporary facilities. It is especially important for both existing and future buildings to be not only aesthetically pleasing but also accessible so that there would be no issues getting into them and moving around them. It is vital to consider accessibility in each step of the way: getting to the event location, entering the building, and moving around the venue of the event or other activities you are organising.

## Access to the Venue

Participating in cultural events is oftentimes a big challenge to persons with disabilities. They face obstacles not only at the event itself but also when trying to get there. So it is very important to provide as much information as possible on how to get to the location of the event. This information is useful to everyone, but it also helps reduce the number of inconveniences disabled people have to face.

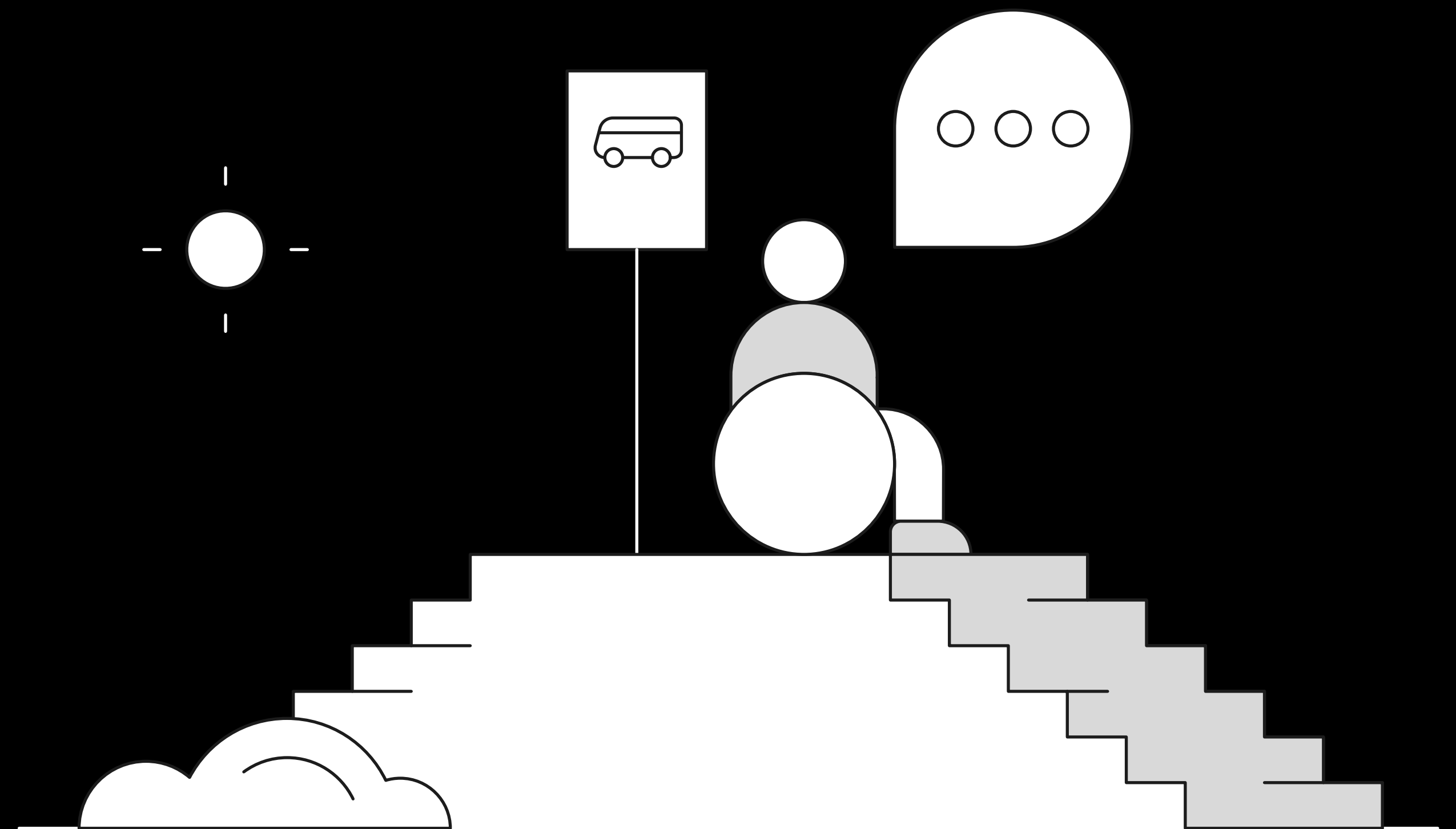
- Select a suitable place for your event. If the location is next to convenient transport infrastructure, the chances of people with disabilities wanting to attend your event will increase. Assess if your event or activity is far from public transportation (buses, trolleybuses, and (or) trains). If the event takes place over the course of several days, consider the accessibility of local restaurants, hotels, and shopping centres that persons with disabilities might want to use.

- Evaluate the capabilities of the public transport system near the location of your event or activities: is there a bus stop, or a train/bus station nearby? Can people easily get from there to the location of the event? Is public transport accessible to persons with disabilities? Is the timetable convenient for your activities?
- Additional public transport should be accessible for larger city events and consideration should be given to connecting event locations, transport stations, and the city. Make sure that the personnel knows how to help persons with impaired hearing, visual impairments, or reduced mobility.



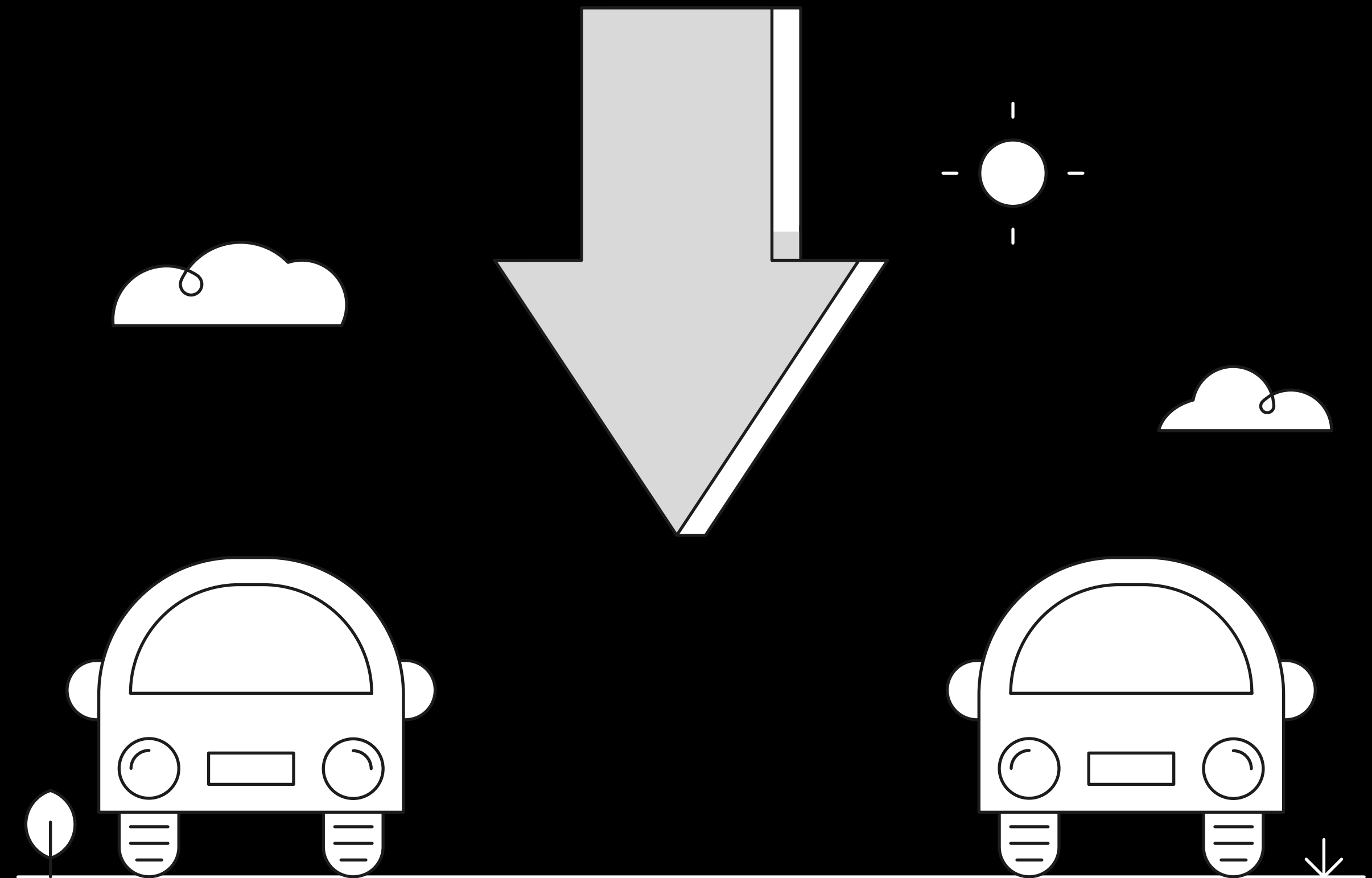
- Provide adequate conditions for people to come to the event independently. Arrange for accessible car parks, embarkation, and departure areas (they should be marked with clearly visible symbols).
- Make sure that there are enough parking spaces and that they can be reserved. Also, check to see if the designated parking spaces are wide enough for people in wheelchairs to be able to enter and get out of their vehicle and that there is enough space to the left and right and behind the car.
- Provide conditions for people to use the infrastructure of the event with dignity. Lifts for products, service doors, and other similar solutions are demeaning. Make sure that the elevators and lifts are working properly and that qualified personnel will be able to help people use this equipment.

Evaluate the capabilities of the public transport system near the location of your event or activities: is there a bus stop, or a train/bus station nearby? Can people easily get from there to the location of the event? Is public transport accessible to persons with disabilities? Is the timetable convenient for your activities?





Provide adequate conditions for people to come to the event independently. Arrange for accessible car parks, embarkation, and departure areas (they should be marked with clearly visible symbols).





# Movement at the Event Venue

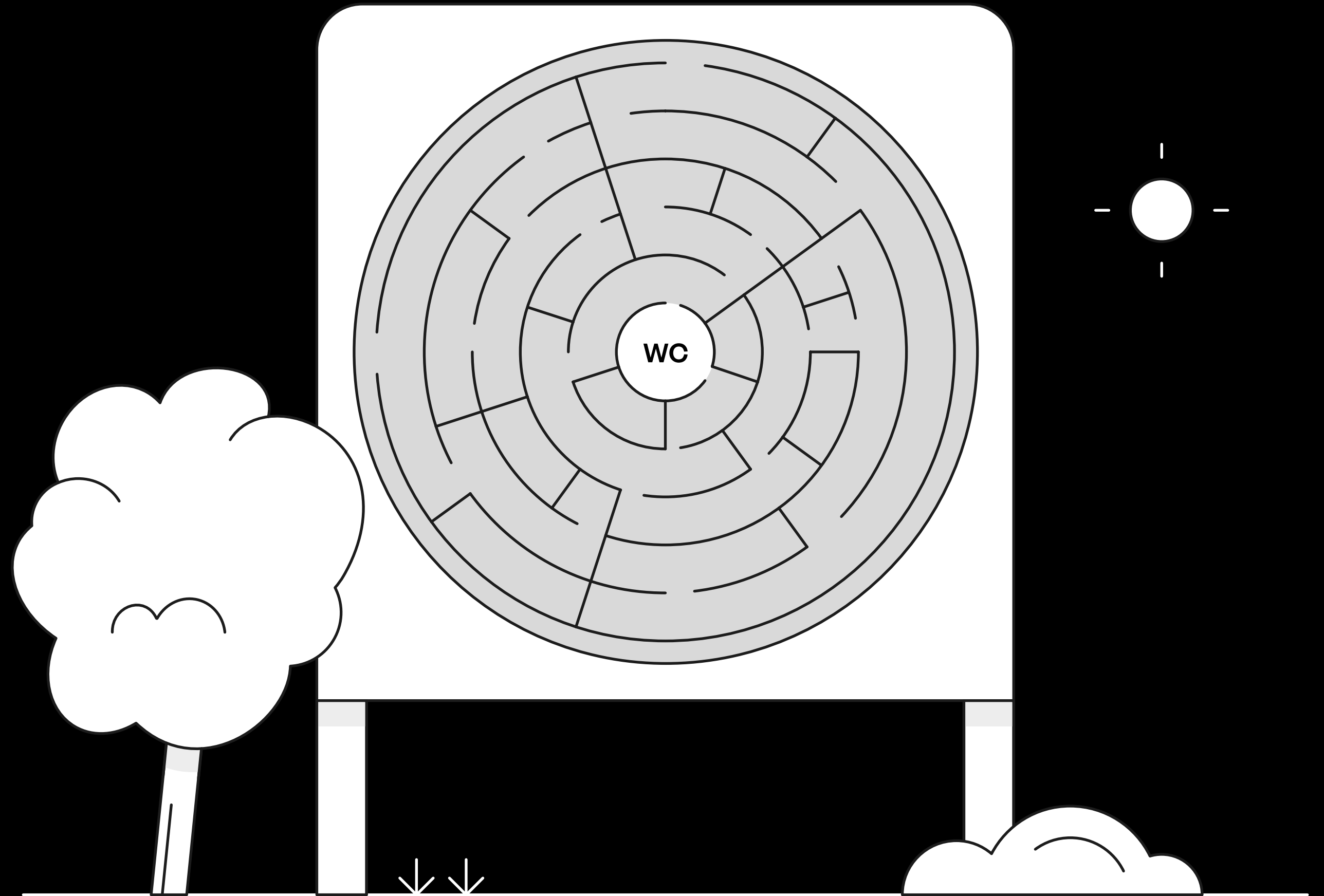
- Plan for simple and easy movement of the audience. Please ask people in wheelchairs or parents with strollers to provide feedback in order to improve the width of the flow of people walking during the event, the corners, the stability of the pathways, the locations for observing the event, the accompanying people, and the registration. Consider the routes leading to the main facilities of the event, the hygiene rooms, check the automatic doors (or assign someone to open the doors for everybody), the ramp slope, the seating positions, the signage, the convenience of the car park and places for animals accompanying persons with disabilities.
- Create pathways with a flat base or routes in all necessary directions for outdoor events and non-traditional spaces using temporary or permanent tools. If there is no toilet, install a temporary hygiene room nearby.
- Give free access to the event to people who accompany persons with disabilities and help them travel, communicate, make decisions, take medicine, or use the toilet.
- Verify the layout of the event, including the places designated for wheelchairs, so that the people who use them could sit with their friends comfortably and participate in the event or other activities.

- Ensure safe movement. Poor lighting can be dangerous to everybody, but especially those with poor eyesight or people using walking aids. If possible, provide bright lights or give personnel flashlights to help the guests move around the venue. Avoid abrupt changes in light as much as possible, like going from a brightly illuminated facility to a darker one and vice versa.
- Ensure the accessibility of hygiene rooms: they should not only meet the requirements and standards but also be comfortable for people with various impairments. Check if the mirrors are hanging at a suitable height, if the waste bins can be opened using only arms or only legs, if the doors can be easily opened, if the doors and their handles are clearly visible and distinguishable if there is enough space to manoeuvre equipment, if all devices are accessible to people in wheelchairs, if devices are available for people with reduced mobility, if there is a baby changing table, etc.

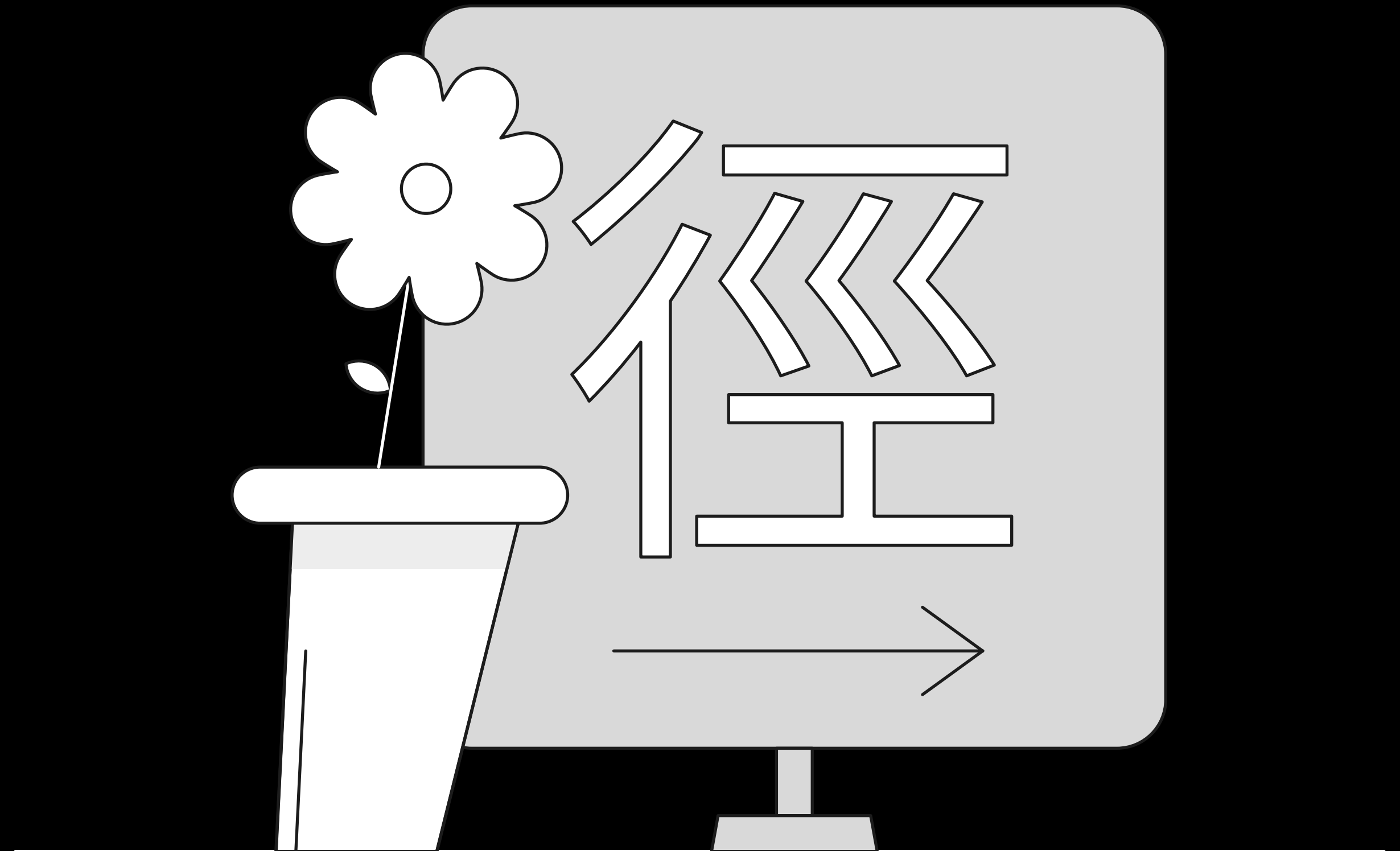
- Schedule enough time for movement between different activities and locations of the event. Don't forget that persons with reduced mobility move slower than others. Try to avoid abrupt changes in the schedule, as this can cause stress and anxiety to the people who need more time to prepare for such changes.
- Provide chairs (if possible – with backrests) for the elderly and people with health issues.
- Check to see if the temporary toilets, pathways, and traffic routes are well- illuminated.
- Check to see if the objects and infrastructure important to the event can be easily located, if the directional and other signs are understandable, visible and adapted for people with disabilities, and can be understood by foreigners.

- Establish information centres or information booths for big events where trained helpers could work and (along with other services) provide all the vital information to persons with disabilities, foreigners, and people with special needs.
- Ensure sufficient air movement in the infrastructure of the event. Make sure that the elevators and lifts are working and that there is qualified personnel around to help people use them. If people will be called on stage, take into consideration the ramps, height of the microphone, and space for movement on the stage.
- Most new buildings meet the acoustic standards and requirements, but that is not always the case. Check to see if all systems are working and interacting properly with communication devices, e.g. live captioning equipment and (or) induction loops.
- Verify if the hospitality (eating) area in the event venue is large enough for people to avoid long queues and congestion, if it is easy to move around for people with visual impairment, and if the table height is suitable for people in wheelchairs.
- Check to see if the events can be attended by people with dogs accompanying them (also at the restaurant) and if it would be possible for them to get water.
- Consider the furniture in the venue and provide armchairs adapted for the elderly.
- Temporary event venues are usually less adapted for public events, so it is important to make them as accessible as possible. Many challenges arise due to unpredictable weather conditions. Usually, temporary event venues in public places take up a lot of space, so it is essential to arrange for clear information presentation and signage: signs, labelling, maps.

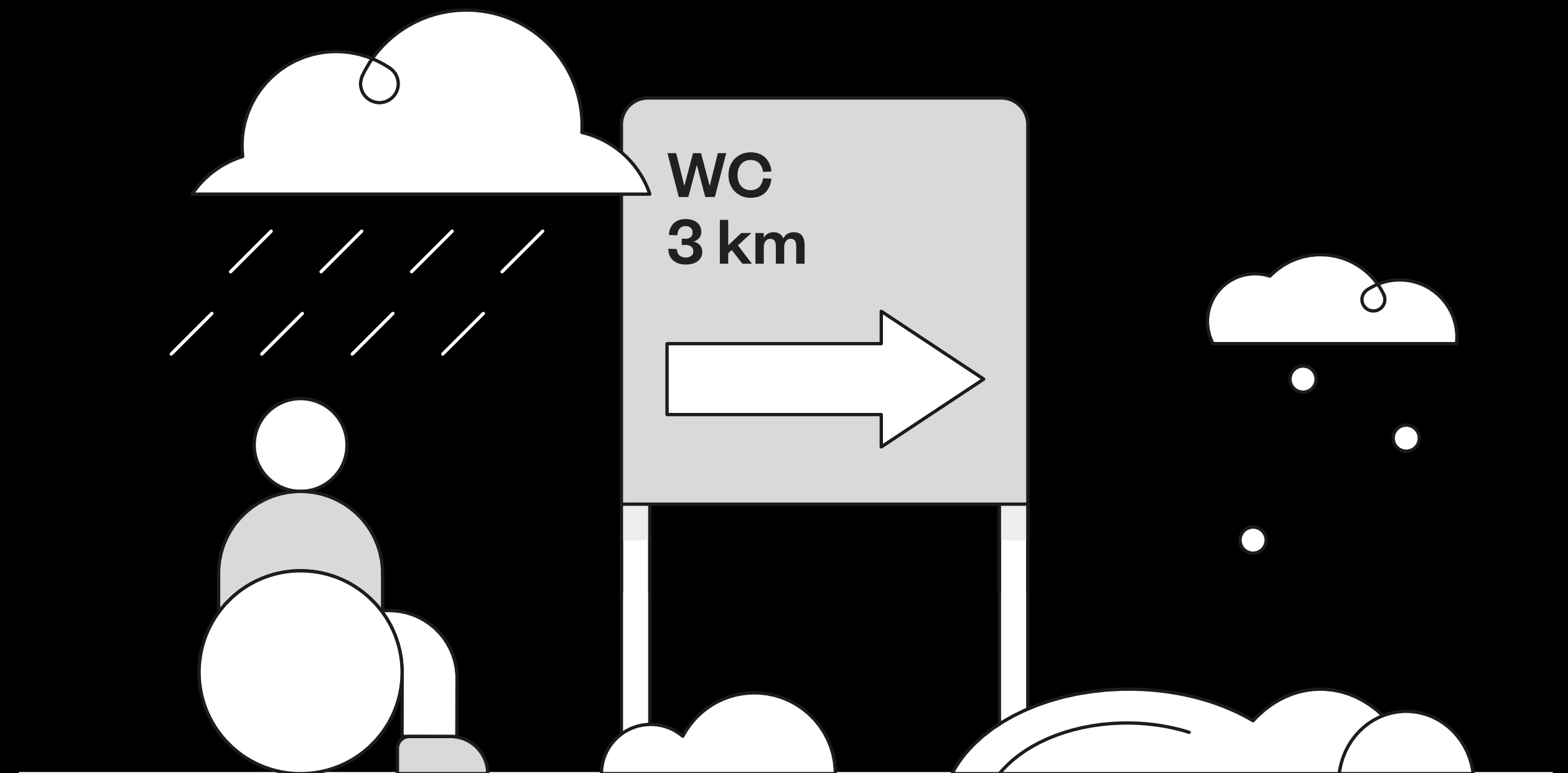
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# 3. The Quality of the Experience

The ability of a bigger audience to experience an event through different senses is one of the biggest advantages of the event, so it is important to consider both accessibility and engagement of different audiences.

- The Accessibility of Visual Aids. It is important to convey the visual aspects of performances to the blind and visually impaired. This can be achieved through the audio description, presenting the event programmes and other information in Braille and (or) an accessible electronic format, and (or) large letters. It is also necessary to provide additional screens or a proper location for observing.

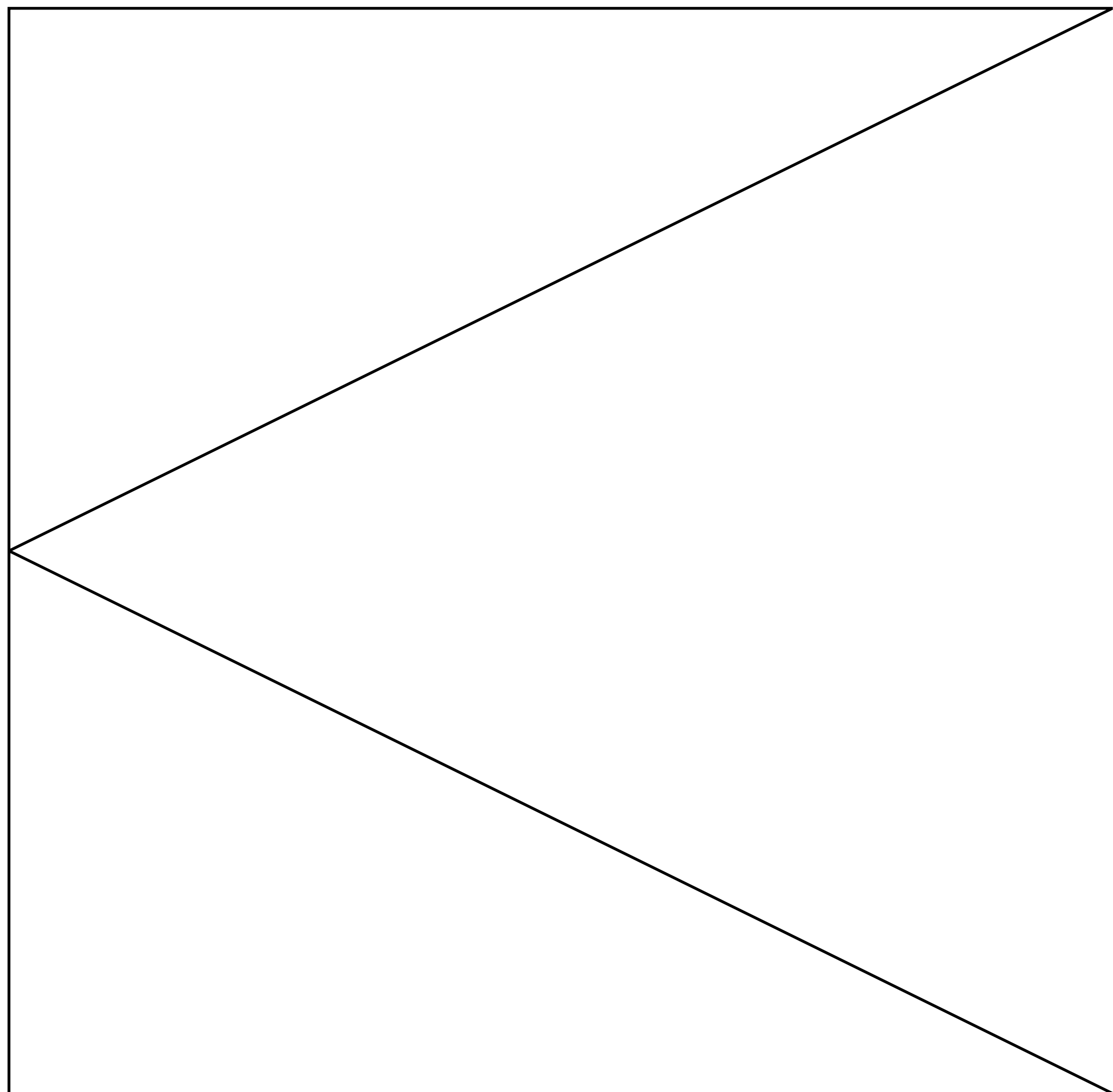
- The Accessibility of Hearing Aids. It is important to convey the aural aspects of performances to the deaf and hard of hearing. This can be achieved through induction loops, sign language interpretation, vibrating chairs and floors, headings, and closed captioning.
- The Accessibility of Physical Assistance. Not all persons with disabilities have people accompanying them. It is recommended to make sure that in all events there are people to help and accompany persons with disabilities. The helpers should ensure smooth reception of visitors with disabilities and provide them with the necessary information.



# Accessibility for Persons with Visual Impairment

- Try to supplement the pathways with clearly distinguishable, raised floor lines in events where there is a lot of movement and other places. Use sound signals as additional assistance but keep in mind that sounds should be easily recognisable for the visually impaired, otherwise they will cause additional confusion.
- Present the most important information in printed advertising publications in large letters (at least size 16) in “San Serif” or similar font with even letter stroke thickness and large colour contrast.
- The personnel at the events and institutions should be taught how to help persons with visual impairment; they should know to avoid vague gestures when showing directions and to answer questions clearly (e.g. it is necessary to state as clearly as possible that an object is several meters away, then to the right, then several more meters ahead, etc.). Clear directions will help all of your clients find their way around the venue. If you need to accompany a blind person, suggest linking your arms and walk half a step ahead of them. Warn them about steps and any obstacles at head height.
- Adjust the lighting and avoid bright sunlight getting into the facilities. Although large windows can create a lovely atmosphere, they can make reading what is written on the screen difficult. Also, the eyes will get tired if there is a bright light behind the sign language interpreter. It is advisable to avoid insufficient lighting as well. When it is dim, it becomes difficult for lip-readers to see lips and for others to watch the visual translation. Both the speaker on stage and the translators should constantly be well-illuminated.



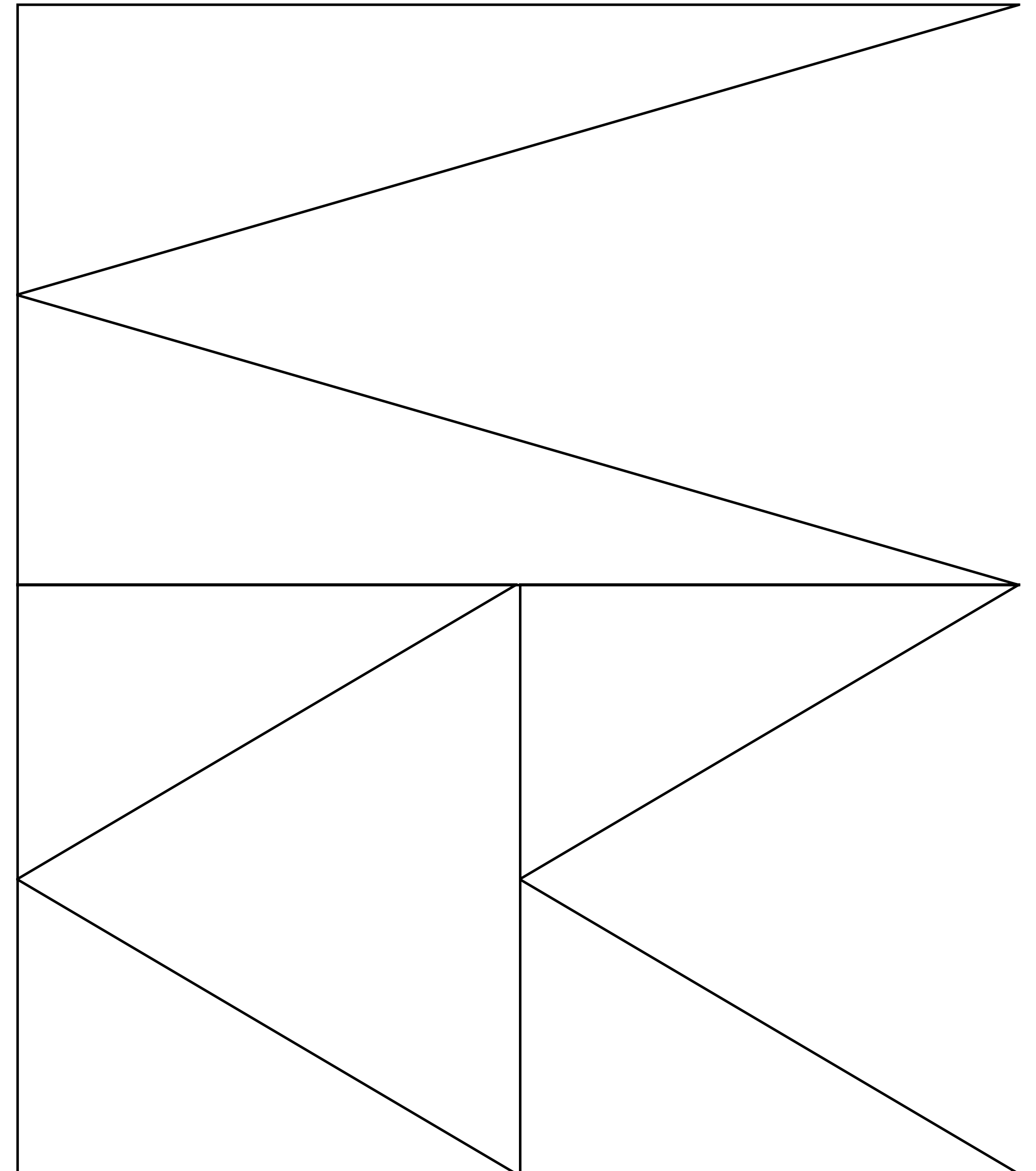


# Accessibility for Persons with Impaired Hearing

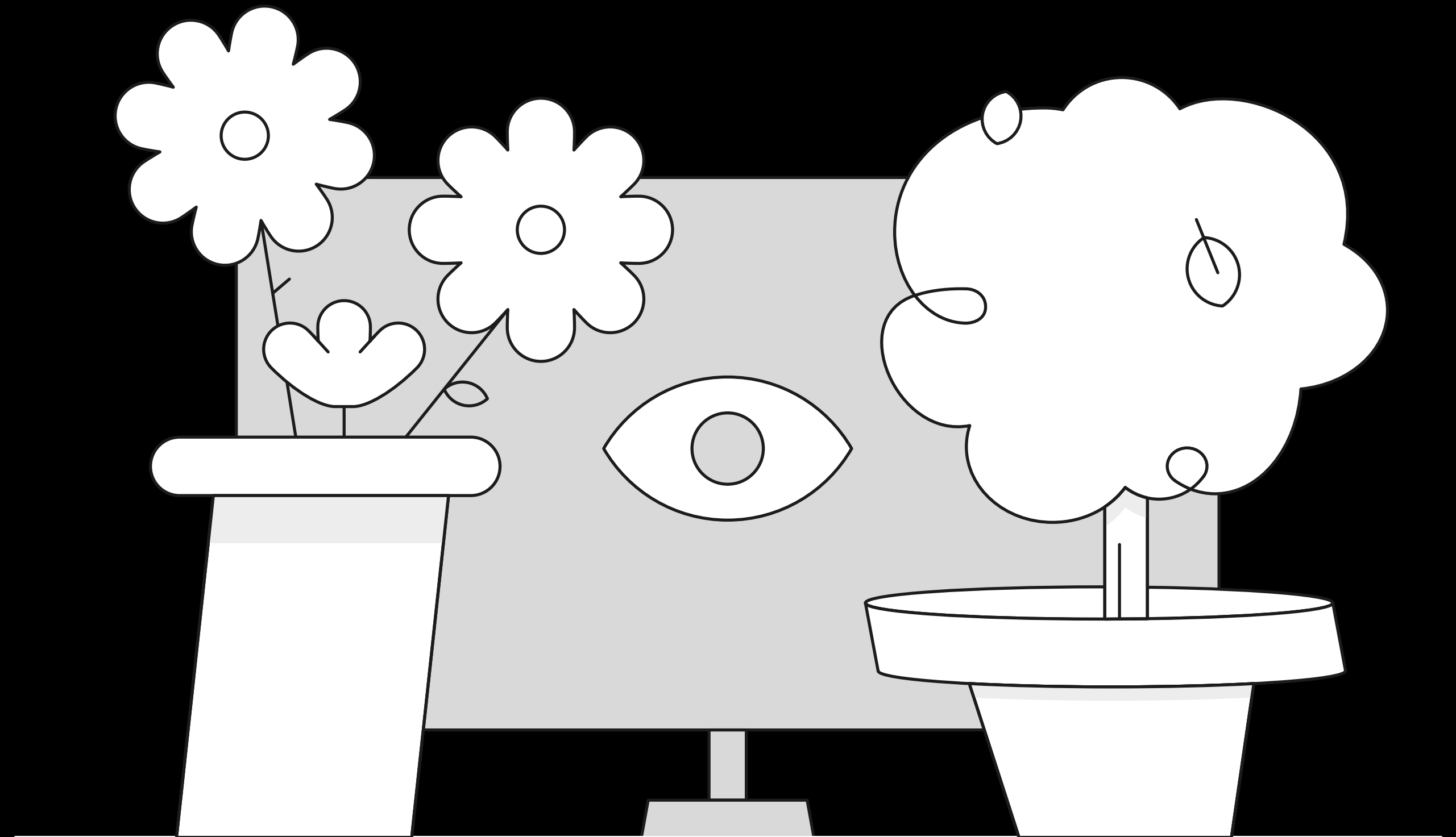
- Provide conditions for persons with hearing impairment to fully participate in events by using the following assistive measures: live subtitling, sign language interpretation, or assistive hearing systems working in real-time
- induction loops or live broadcasting through WiFi. Make sure that interpreters, screens, and other important visual information are clearly visible.
- Use screens and broadcasts in a way that will allow people to see them and lip-read.

- Talk more slowly and keep in mind that people using hearing and interpreting devices receive the information with a slight delay.
- Decrease or remove the background noise in the environment (e.g. noise from coffee machines, background music, etc.) in order to prevent interference.
- Use induction loops (also known as hearing loops). This system assists people using hearing aids and allows them to receive information straight into the hearing aid while also reducing background noise.
- Organise the work of professional translators working with sign language, audiovisual translation, and translation into other languages during the event. Request their services ahead of time – at least a week before the event. Big events need a longer preparation time (approximately 2 weeks) and more translators.
- Inform interpreters about the content of your programme and, if possible, acquaint them in advance with the lectures of the conference, lyrics of songs, and other textual information (e.g. by giving them the Power Point slides, texts from presentations and songs, titles of the lectures, terminology).
- Make sure that the persons using translation (sign language and audiovisual) services can see both the translators and the speakers (or the screen/stage) at the same time. Ask the speakers of the conference not to turn away and to speak straight at the audience in a slow and clear manner.
- Consider where the sign language interpreters or the people doing real-time audiovisual translation should stand. Sign language interpreters should not obstruct the visuals but at the same time, they themselves should be clearly visible.

- If the light intensity during the event needs to be lowered, have some alternative solutions in mind for people who are looking at sign language interpreters and reading lips.
- If necessary, use audio description and subtitling technologies, which turn the visuals shown on the screen and the sounds into a textual format. This system is useful but not yet used in Lithuania (English-speaking consumers can use programmes such as “Dragon Naturally Speaking”). The alternative solution to this is a stenographer working in real-time, although this is also not a popular service in Lithuania.
- During large events, when the event is being broadcast to a widely spread out audience with audio/visual equipment, insert a window for a sign language interpreter in the corner of the screen (at least two video cameras will be necessary for this)
- Make sure that the sign language interpreters are available to work during breaks and, if necessary, even after the event.



Make sure that interpreters, screens, and other important visual information are clearly visible.



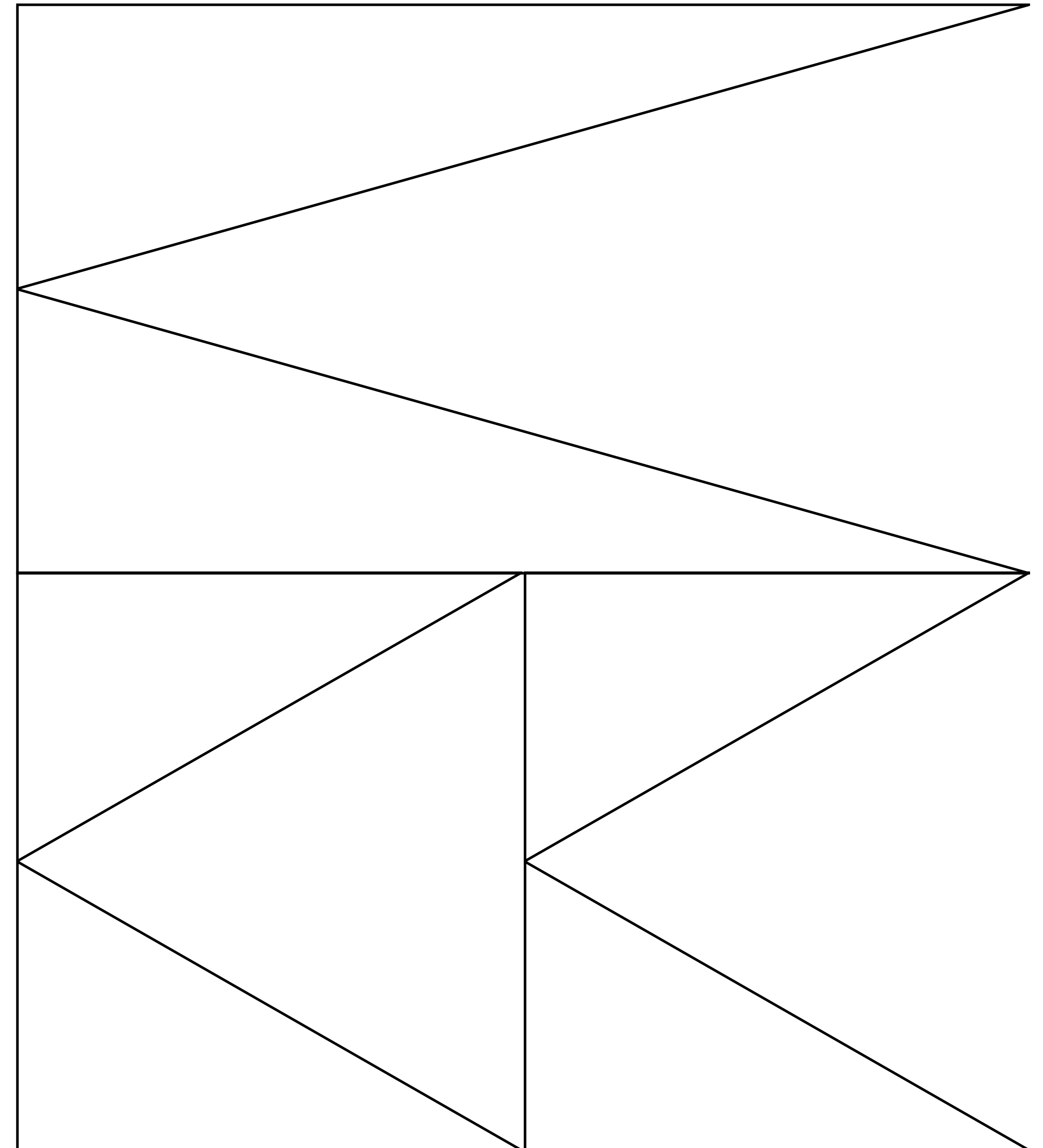
# 4. The Quality of Service

- Plan ahead in order to make the event accessible. Expect the unexpected – even if you ask people to express their needs, be prepared to respond to requests that you will only learn about on the day of the event.
- Clearly explain to visitors which services you can provide, where you can respond flexibly to individual requests, and what you cannot do.
- Make sure that all accessibility opportunities are specified in the marketing measures and that the employees and volunteers are aware of them.

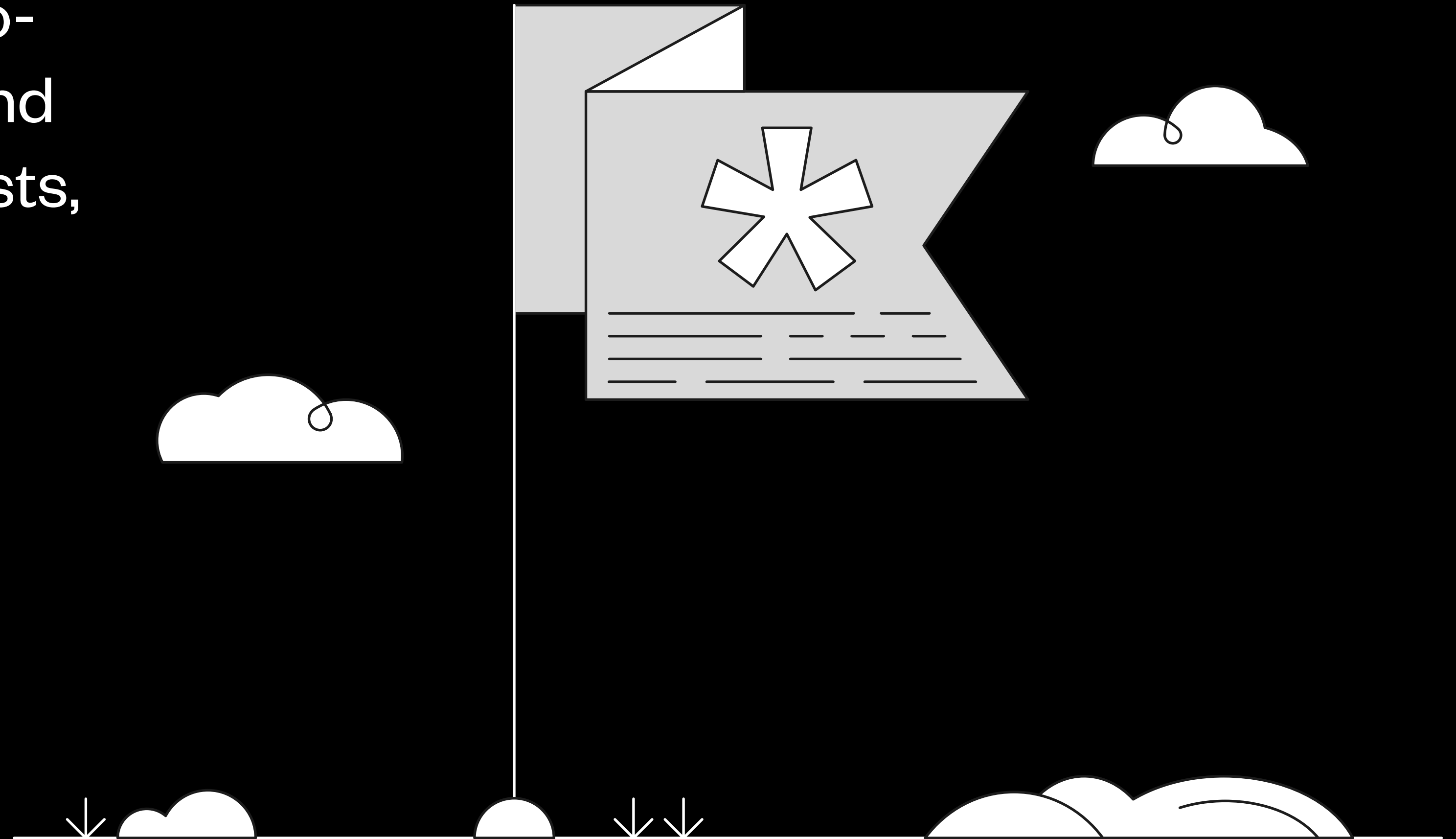
- Re-evaluate the use of chemical flavourings. Cleaning supplies and various smells can be a serious health hazard. Use odourless cleaners and ask the employees and the audience not to use too much perfume.
- Prices of foreign, sign language interpreting and audiovisual translation services may be higher, as translators usually work beyond the usual hours during cultural events. Interpreting is more complicated and expensive, so these services should be included in the budget when preparing applications for funding, asking sponsors for financial assistance, or simply estimating costs.
- Involve audiovisual technicians in the event organisation process.

We remind you that in order to ensure high quality of service for all, it is important to use the principle “Nothing about us without us” as a guide – the people who know about the needs of disabled persons, the elderly or foreigners best are they themselves and the people who are constantly working with them.

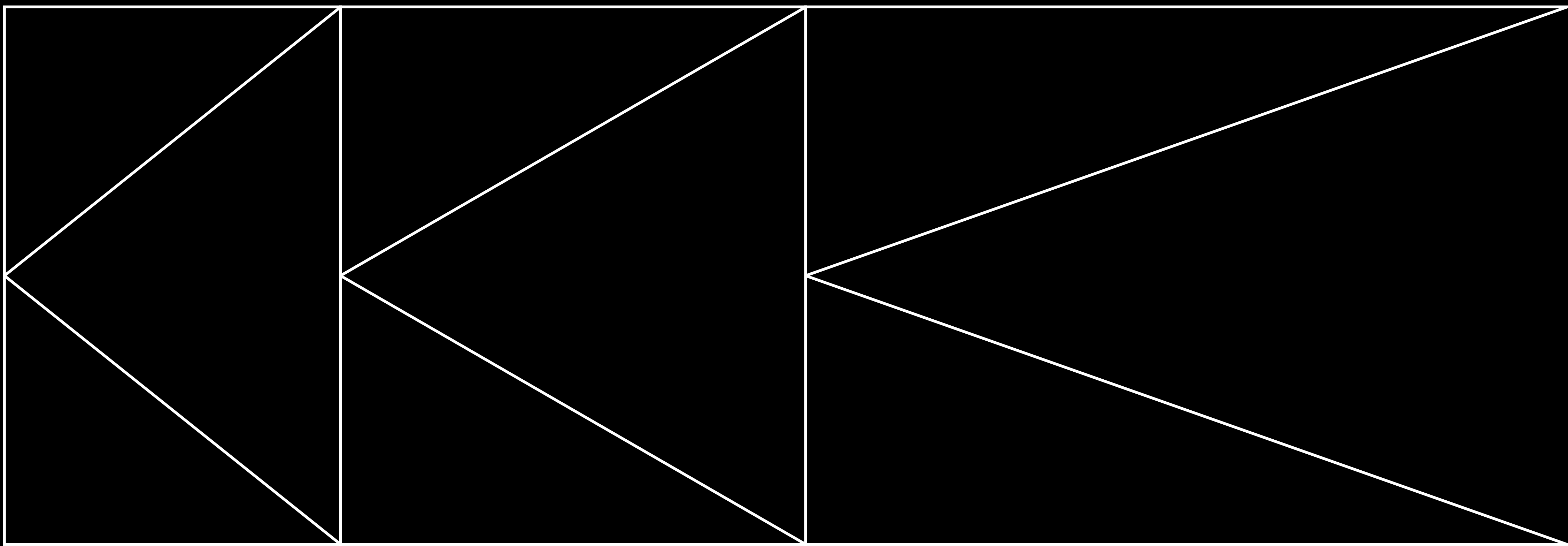
We also encourage people to not only use and share these guidelines but to also help us in constantly updating them and spreading awareness about the need to improve accessibility!



Clearly explain to visitors  
which services you can pro-  
vide, where you can respond  
flexibly to individual requests,  
and what you cannot do.



# Accessibility Symbols

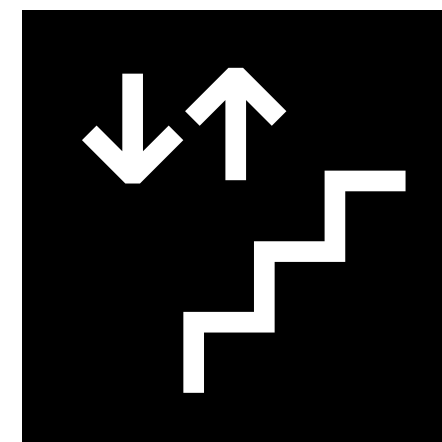




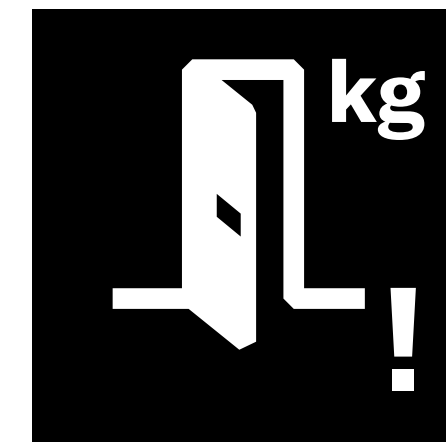
# Mobility



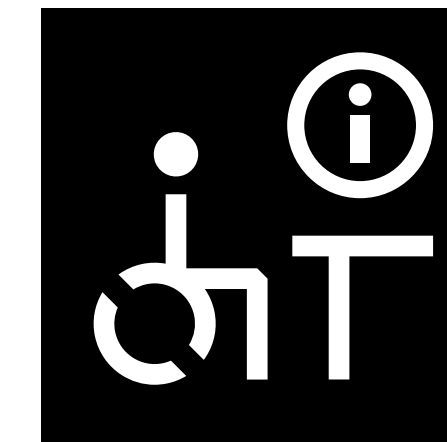
Adapted for  
persons with  
reduced mobility



Inclined hoist,  
Stair climber



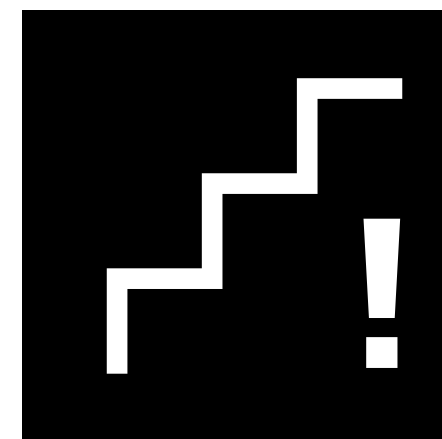
Heavy door



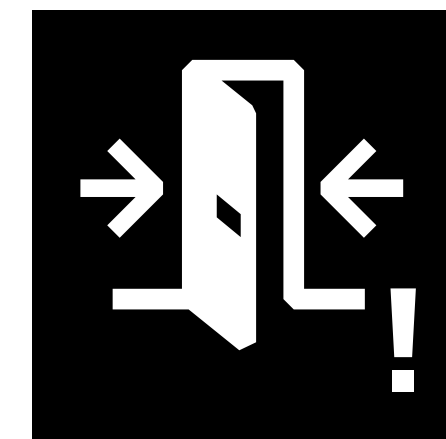
Information booth /  
table installed at  
a suitable height



Not suitable for  
persons with  
reduced mobility



There is more  
than one step  
near the entrance



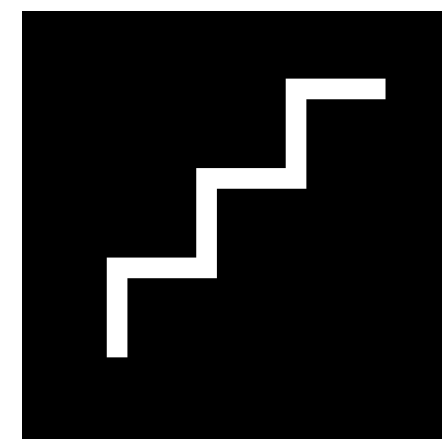
Narrow door



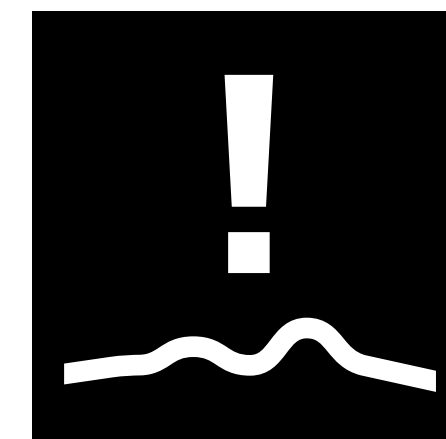
Accessible recreational  
zone [nature trail,  
spark, beach]



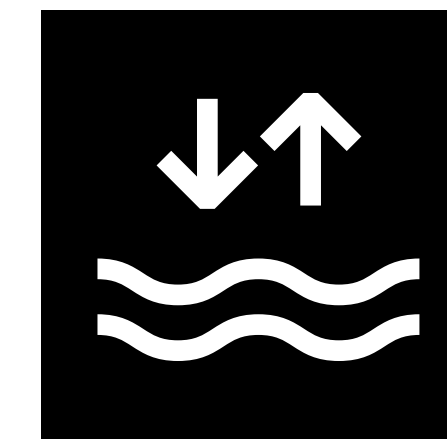
A wheelchair ramp  
near the entrance



Stairs



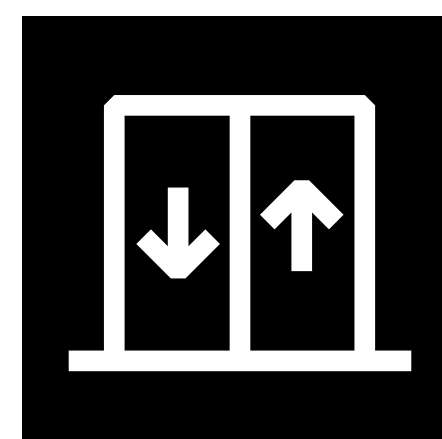
Uneven floor /  
stones / sand /  
gravel



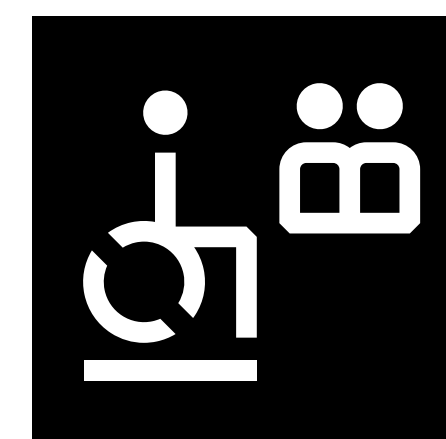
Hoist for assisting  
entry into the pool /  
bathtub



Steep gradient /  
ramp outside  
of the building



Elevator / vertical  
platform lift

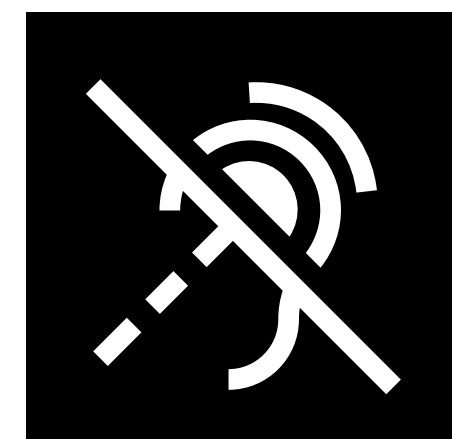


Accessible seats  
installed for persons  
with disabilities,  
The venue has a  
ramp for persons  
with disabilities

# Hearing



Adapted for  
persons with  
impaired hearing



Not suitable  
for persons  
with impaired  
hearing

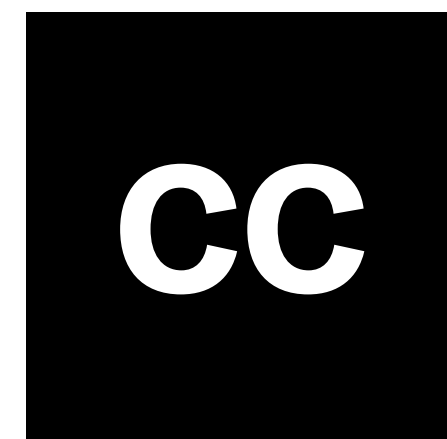


Sign language  
interpretation,

Electronic audio  
guide system in  
sign language



Induction loop  
system installed  
in the facility

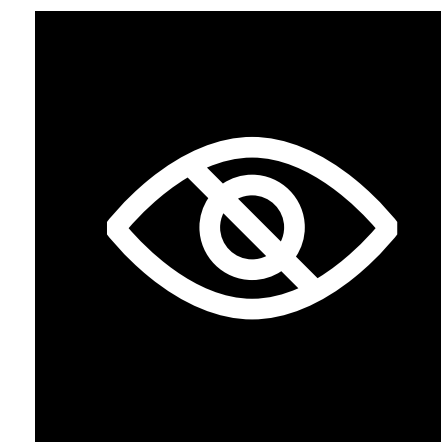


Audio description  
and closed  
captioning

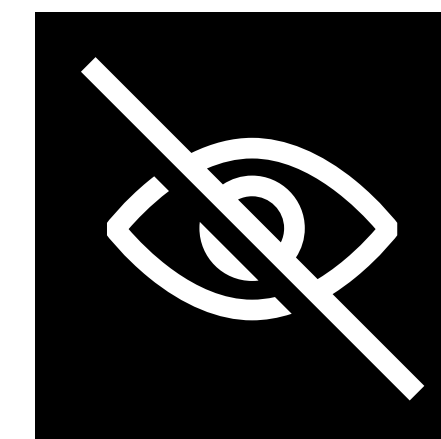


Information over  
the phone in a  
higher volume

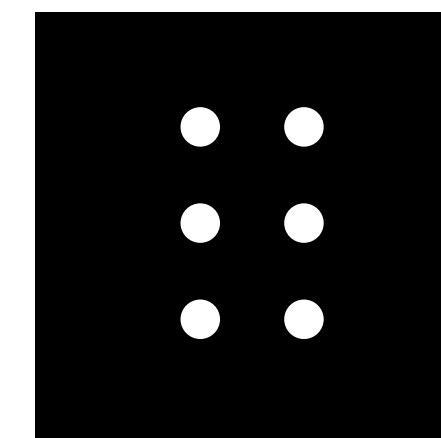
# Vision



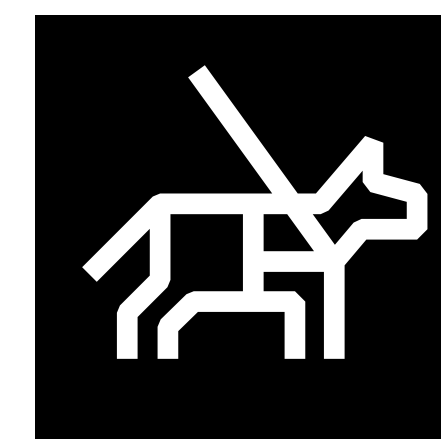
Adapted for  
persons with  
poor vision /  
visual impairment



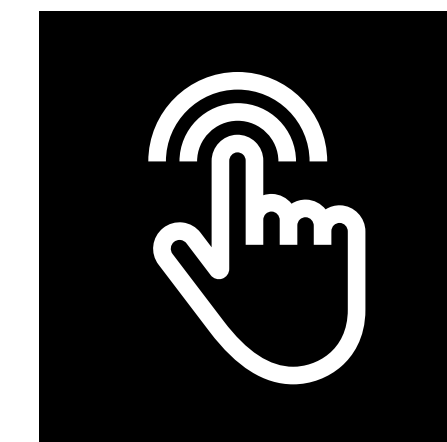
Not suitable for  
persons with  
poor vision /  
visual impairment



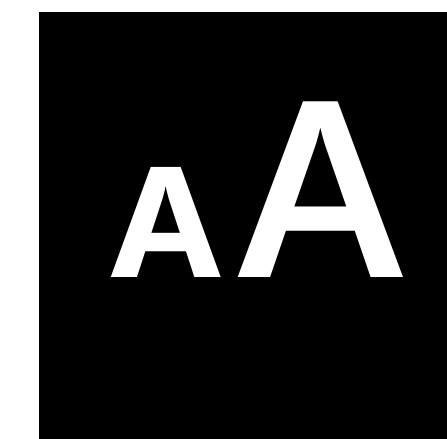
Information in  
Braille



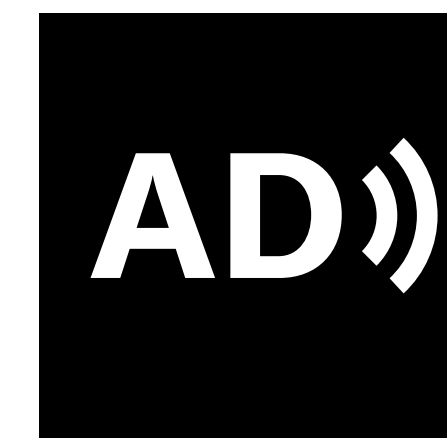
Facility adapted  
for persons  
accompanied  
by guide dogs



Tactical  
information

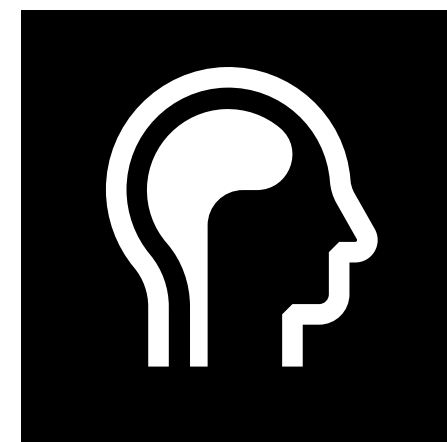


Information  
provided in a  
larger font size



Audio description  
for the blind,  
  
Audio information  
for the blind

# Mental disability



Friendly environment for persons with mental disability



Not a suitable environment for persons with mental disability



Dementia-friendly environment



Not a suitable environment for persons with dementia



Risk of epilepsy / use of stroboscope / blinking lights

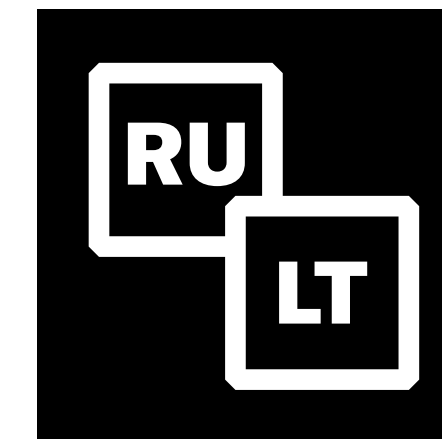


Text with Easy read translation

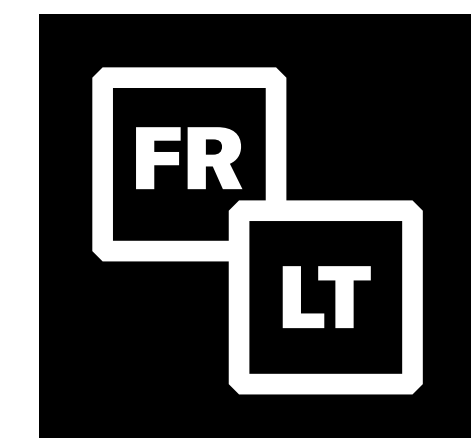
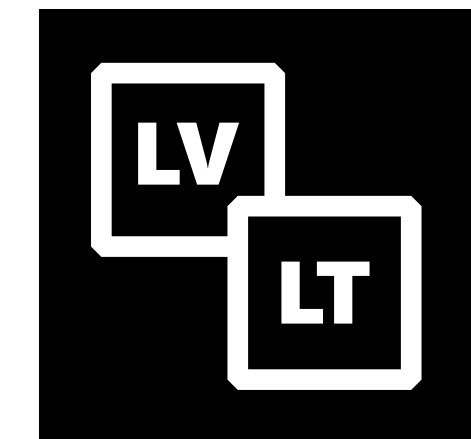
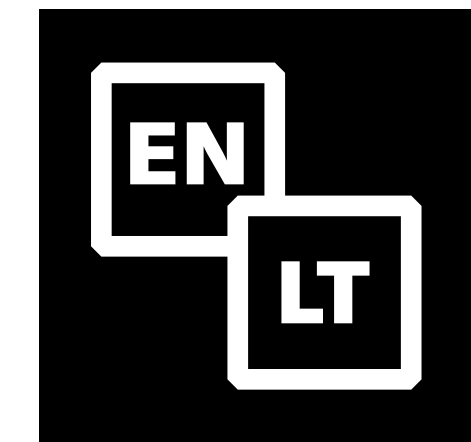
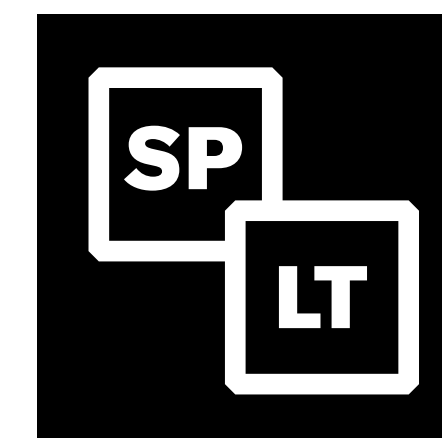
# Content



Age limit / nudity



Information is presented in / translated into a foreign language



# Infrastructure



Only a part of  
the building is  
accessible



The building can  
only be observed  
from the outside



Entrance is with  
assistance only



Elder-friendly  
environment



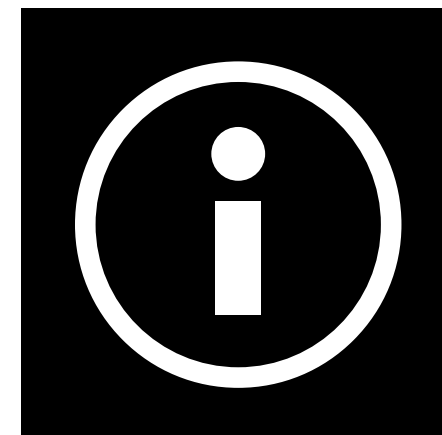
Resting area



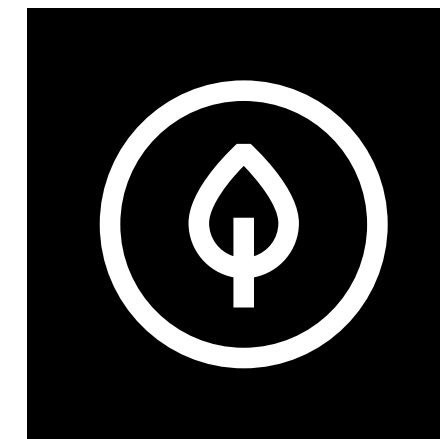
Allergy-friendly  
environment



Not a suitable  
environment for  
persons with allergy



Information



Vegetarian / vegan-  
friendly place /event



Restaurant /  
food center



Wi-Fi



Women's toilet



Men's toilet

# Conditions

# Services



Toilet



Stroller-friendly  
event / place



Guide



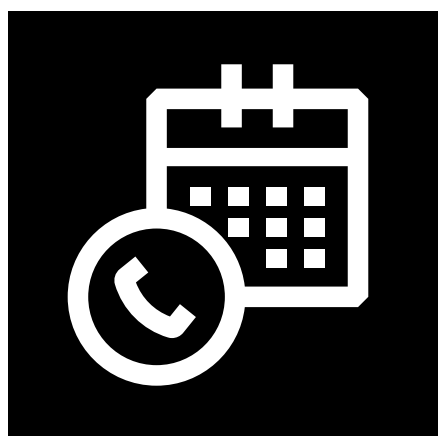
Eco-friendly  
event



Toilet with a  
baby changing  
unit



Animal-friendly  
event / place

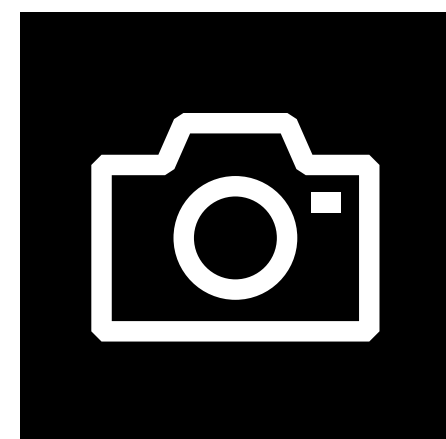


Visitation is by  
appointment only



Overnight  
accommodation  
adapted for  
persons with  
disabilities

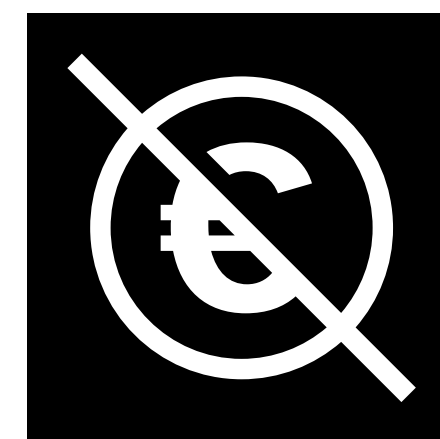
# Allowed / Not allowed



Photographer-  
friendly  
environment /  
event



No speaking /  
silence



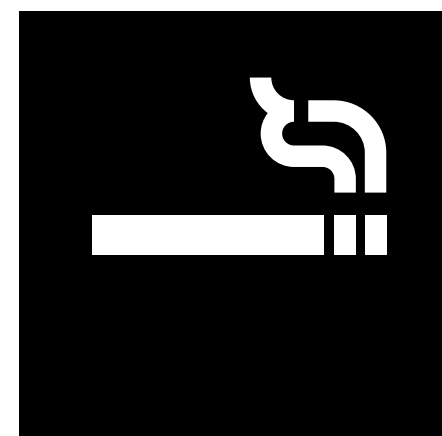
Free



No cellphones



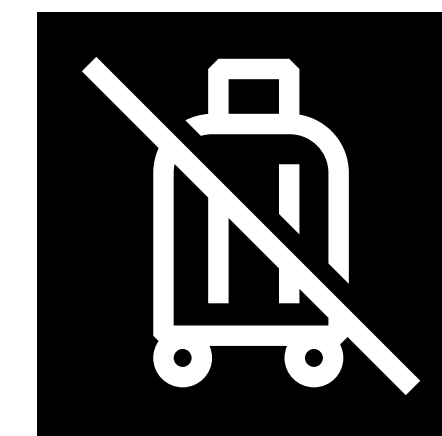
No photography



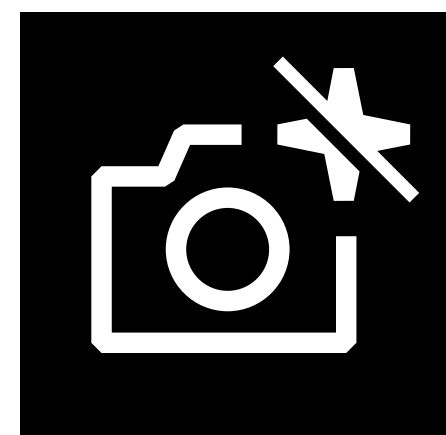
Smoking area



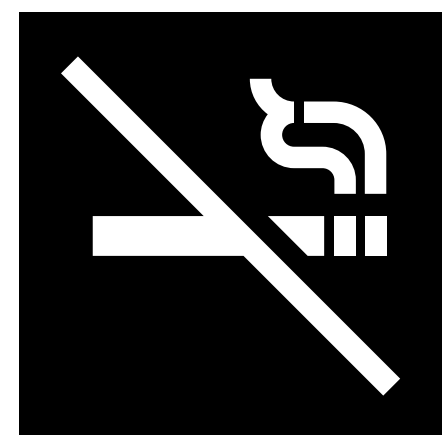
Not free



No backpacks /  
luggage



No flash

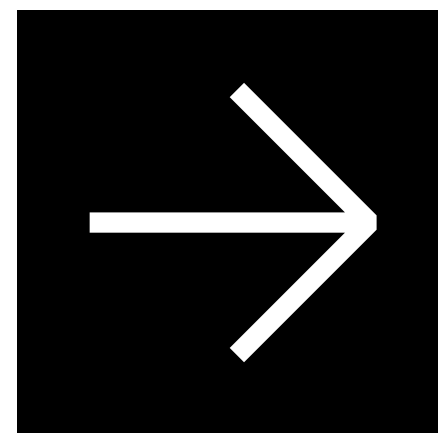


No smoking

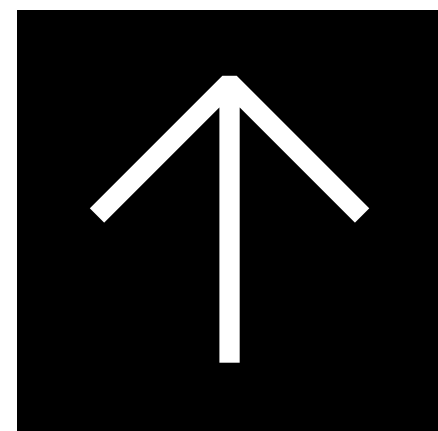
# Navigation



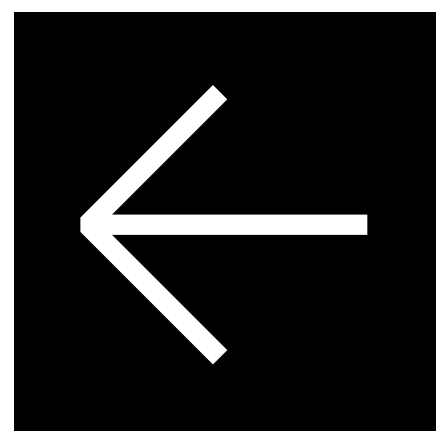
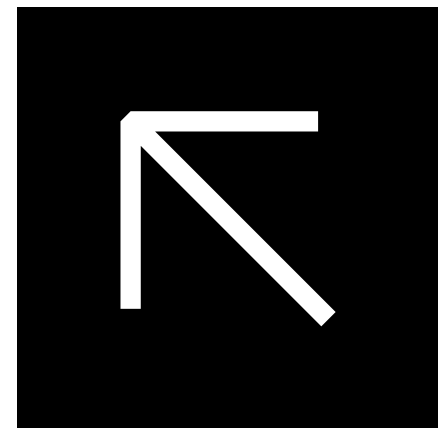
A separate entrance adapted to persons with disabilities



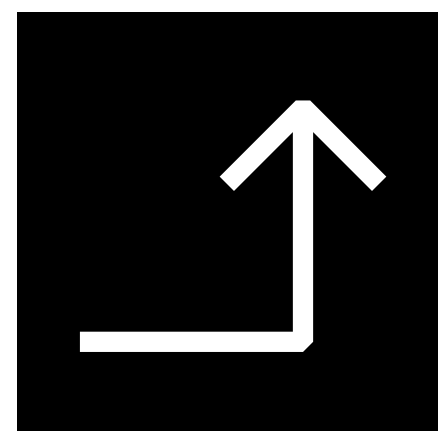
A separate entrance adapted to persons with disabilities



A separate entrance adapted to persons with disabilities

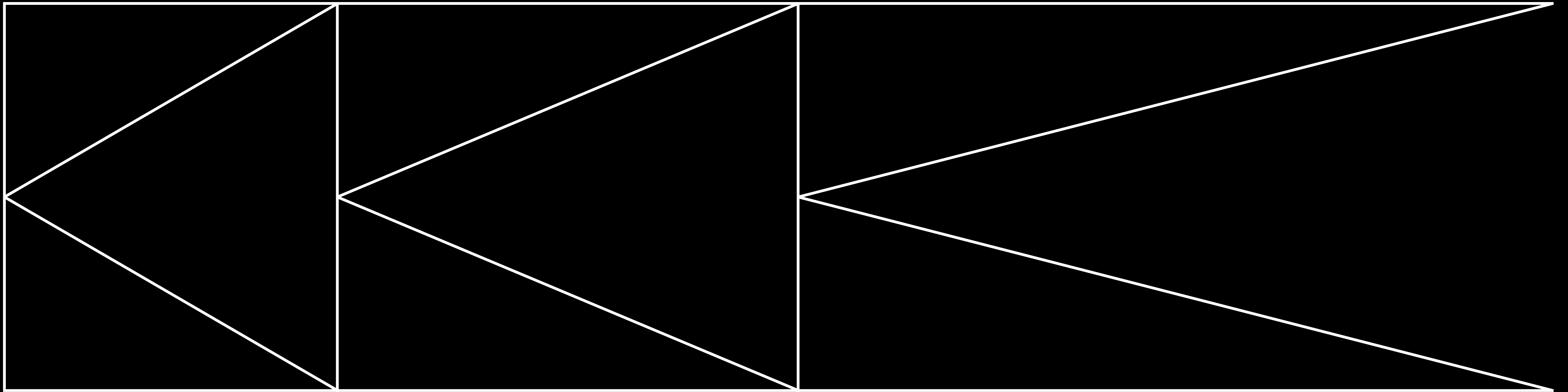


Directional sign



# Annexes

Useful References and Annexes





# Useful Links

Universal Design and Architecture

[www.ndt.lt/universalus-dizainas/](http://www.ndt.lt/universalus-dizainas/)

[www.universali-architektura.lt](http://www.universali-architektura.lt)

Lithuanian Organisations for People with Disabilities

[www.negalia.lt](http://www.negalia.lt) - Lithuanian Association of People with Disabilities

[www.lass.lt](http://www.lass.lt) – Lithuanian Association of the Blind and Visually Handicapped

[www.lkd.lt](http://www.lkd.lt) – Lithuanian Deaf Association

[www.inf.lt](http://www.inf.lt) – Lithuanian Forum of the Disabled

Disability-Friendly Places and Services

[www.beslenksciu.lt](http://www.beslenksciu.lt) – a map of places adapted for people with disabilities

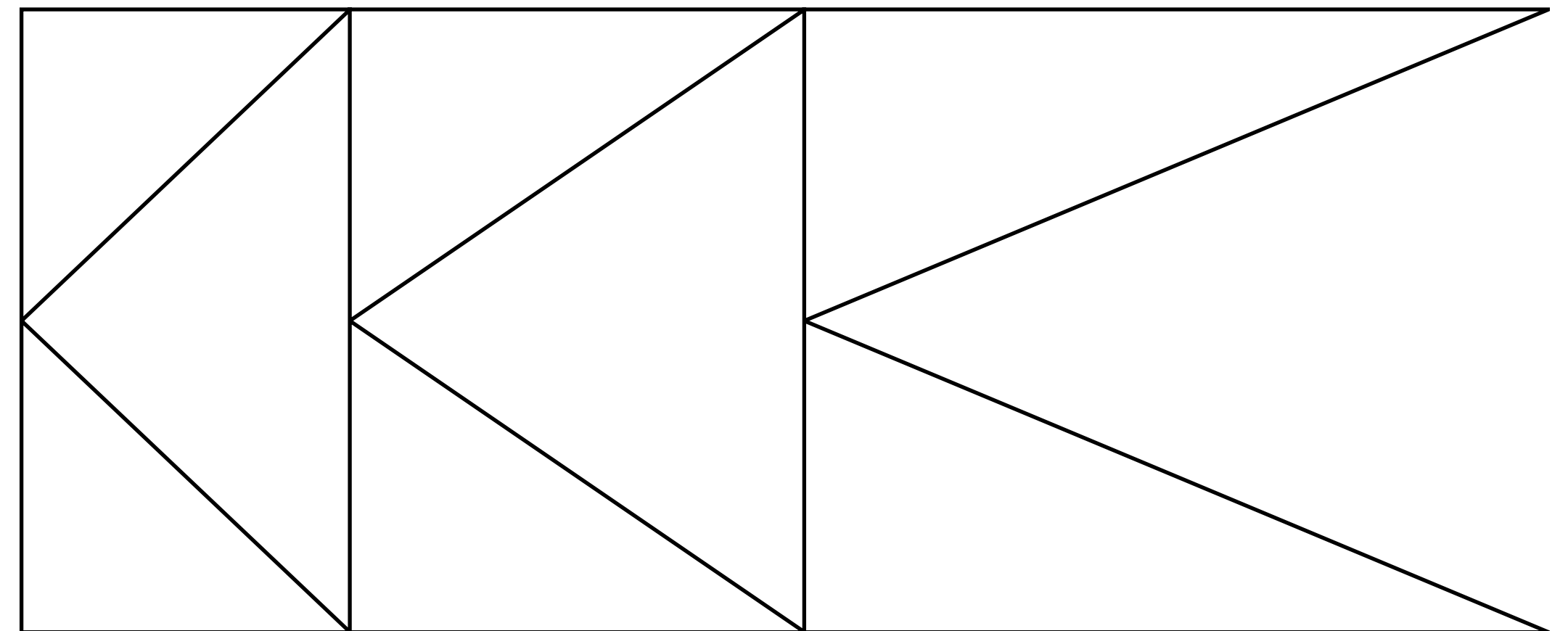
[www.facebook.com/Skopos-garsinio-vaizdavimo-paslaugos-426948897853258/](https://www.facebook.com/Skopos-garsinio-vaizdavimo-paslaugos-426948897853258/) – professional audio description services

[koko.uk.com/full-details-disabled-access](http://koko.uk.com/full-details-disabled-access) – a guide detailing the disabled people's access to live music

[www.liceubarcelona.cat/en/audio-description](http://www.liceubarcelona.cat/en/audio-description) - examples of accessibility in theatre

Infrastructure Accessibility

[www.negalia.lt/naudinga-info/aplinkos-pritaikymas/str-2-03-012001-statiniai-ir-teritorijos-reikalavimai-zmoniu-su-negalia-reikmams/](http://www.negalia.lt/naudinga-info/aplinkos-pritaikymas/str-2-03-012001-statiniai-ir-teritorijos-reikalavimai-zmoniu-su-negalia-reikmams/)



## Internet Accessibility

[Inf.lt/wp-content/uploads/2018/12/Prieinamos-info-va-dovasREDAGUOTAS\\_SA-is-Gintares.pdf](http://inf.lt/wp-content/uploads/2018/12/Prieinamos-info-va-dovasREDAGUOTAS_SA-is-Gintares.pdf) -

internet accessibility guide prepared by the Lithuanian Forum of the Disabled

[www.w3.org/WAI/](http://www.w3.org/WAI/) - initiative for making websites accessible for people with disabilities [Web Accessibility Initiative]

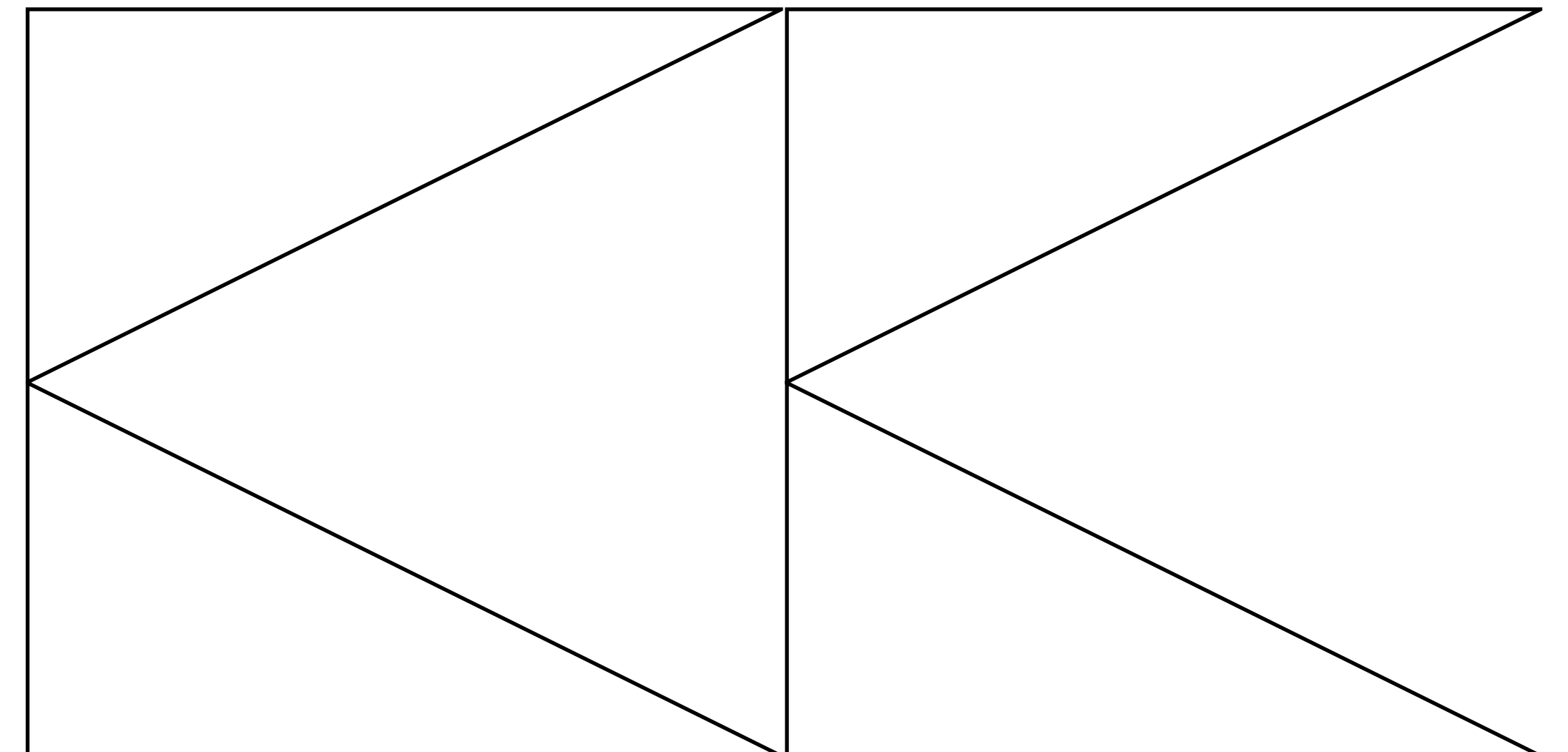
## Other Information

[ec.europa.eu/social/main.jsp?catId=1137&langId=lt](http://ec.europa.eu/social/main.jsp?catId=1137&langId=lt) - the website for the Directorate General for Employment, Social Affairs and Inclusion of the European Commission

[www.epthinktank.eu](http://www.epthinktank.eu) - EPRS | European Parliamentary Research Service

[www.europarl.europa.eu/thinktank/en/document.htm-l?reference=EPRS\\_IDA](http://www.europarl.europa.eu/thinktank/en/document.htm-l?reference=EPRS_IDA) (2018)603218 - EPRS publication “Assistive technologies for people with disabilities”

[www.europarl.europa.eu/thinktank/en/document.htm-l?reference=EPRS\\_IDA](http://www.europarl.europa.eu/thinktank/en/document.htm-l?reference=EPRS_IDA) (2017)603981 -EPRS publication “European disability policy: From defining disability to adopting a strategy”



# Annex 1

## Convention on the Rights of Persons with Disabilities, 6 November 2009, p. 7–8, Article 9 Accessibility

1. 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. These measures, which shall include the identification and elimination of obstacles and barriers to accessibility, shall apply to, inter alia:

- a) Buildings, roads, transportation and other indoor and outdoor facilities, including schools, housing, medical facilities and workplaces;
- b) Information, communications and other services, including electronic services and emergency services.

2. States Parties shall also take appropriate measures:

- a) To develop, promulgate and monitor the implementation of minimum standards and guidelines for the accessibility of facilities and services open or provided to the public;
- b) To ensure that private entities that offer facilities and services which are open or provided to the public take into account all aspects of accessibility for persons with disabilities;
- c) To provide training for stakeholders on accessibility issues facing persons with disabilities;
- d) To provide in buildings and other facilities open to the public signage in Braille and in easy to read and understand forms;

- e) To provide forms of live assistance and intermediaries, including guides, readers and professional sign language interpreters, to facilitate accessibility to buildings and other facilities open to the public;
- f) To promote other appropriate forms of assistance and support to persons with disabilities to ensure their access to information;
- g) To promote access for persons with disabilities to new information and communications technologies and systems, including the Internet;
- h) To promote the design, development, production and distribution of accessible information and communications technologies and systems at an early stage, so that these technologies and systems become accessible at minimum cost.

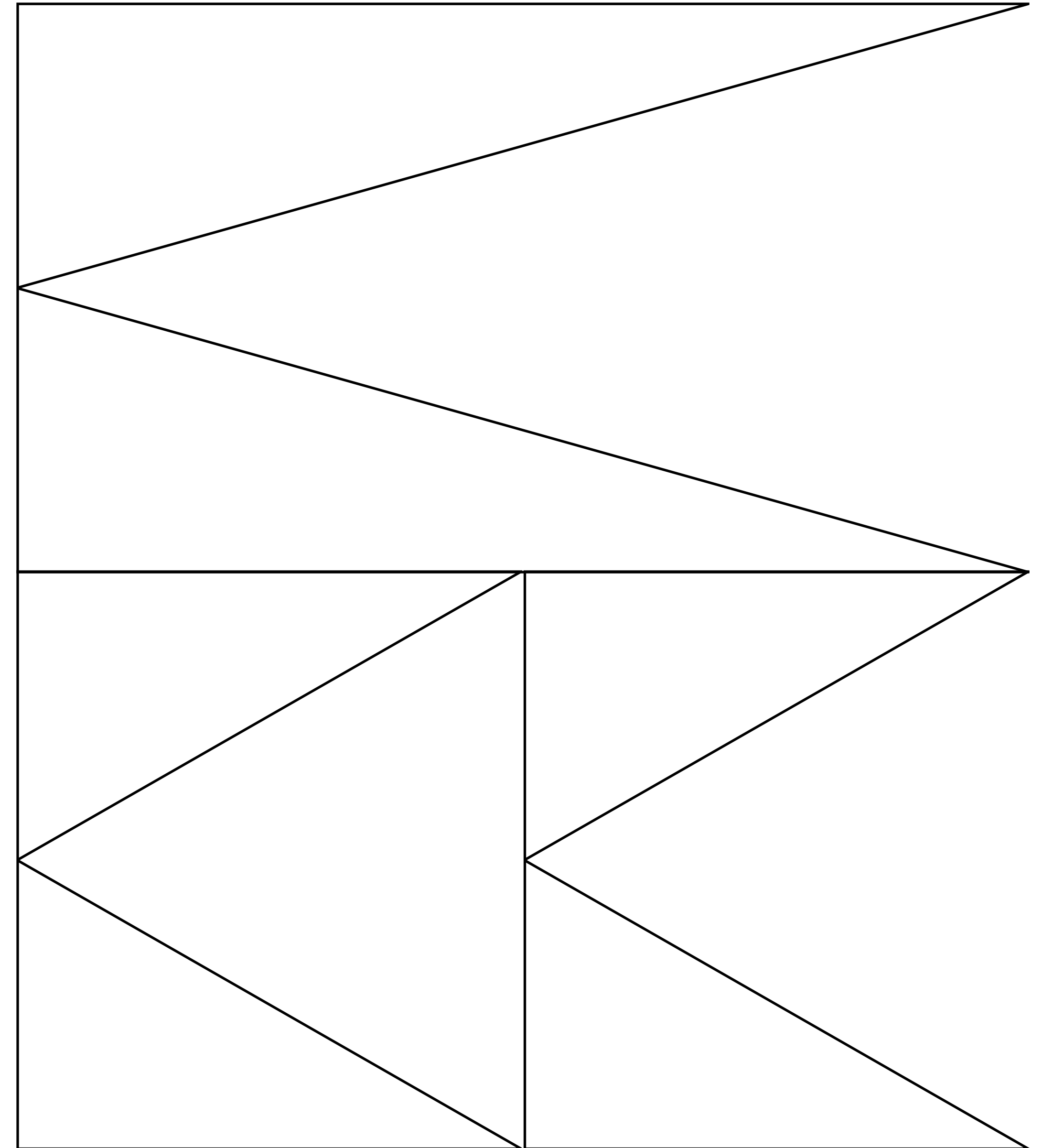
# Annex 2

## Centre for Excellence in Universal Design, 1997.

A working group of architects, product designers, engineers and environmental design researchers from the North Carolina State University (USA) developed the 7 Principles of Universal Design:

1. Equitable use – the same environment and objects are being used by people with diverse abilities and needs without distinguishing any social group;
2. Flexibility in use – the same object accommodates a wide range of individual needs, e.g. adjustable-height desk, scissors adapted for the left-handed, etc.;
3. Simple and intuitive use – use of the object is easy to understand regardless of the user's experience, knowledge, language skills or current concentration level;

4. Perceptible and suitable information – the necessary information is effectively communicated to the user through the design, regardless of surrounding conditions or the user's sensory abilities, with emphasis on such things as colours, lighting, sound, language, etc.;
5. Tolerance for error – minimal consequences even if the object is used inappropriately;
6. Low physical effort – the object can be used efficiently and comfortably with a minimum amount of exerted effort;
7. Size and space for approach and use – appropriate size, height and width of objects and surroundings, taking into account persons who use additional mobility aids, bikes, wheelchairs.



# Annex 3

## The EIDD Stockholm Declaration©, 2004.

“Good design enables, bad design disables”

Soon after its establishment in 1993, the European Institute for Design and Disability (EIDD) developed the mission statement: “Enhancing the quality of life through Design for All”.

After ten years as the European platform on Design for All, involving the development of external relations and an internal structure – national member organisations, corporate members and individual members now in sixteen European countries – EIDD believes that the time has come to issue a Design for All Declaration.

Design for All has roots both in Scandinavian functionalism in the 1950s and in ergonomic design from the 1960s.

There is also a socio-political background in Scandinavian welfare policies, which in Sweden in the late 1960s gave birth to the concept of “A society for all” referring primarily to accessibility. This ideological thinking was streamlined into the United Nations Standard Rules on the Equalization of Opportunities for Persons with Disabilities, adopted by the UN General Assembly in December 1993. The focus of the UN Standard Rules on accessibility in a clear equality context has inspired the development of the Design for All philosophy, which became a generally accepted concept in EIDD at its Annual General Meeting in Barcelona in 1995.



Comparable concepts have developed in parallel in other parts of the world. The Americans with Disabilities Act contributed to the evolution of Universal Design, while Inclusive Design has gained ground in the UK.

Today, Planning and Design for All are being recognised increasingly as necessary elements in pro-active strategies for sustainable development.

The European Institute for Design and Disability, on the occasion of its Annual General Meeting in Stockholm on 9 May 2004, therefore adopts the following Declaration:

Across Europe, human diversity in age, culture and ability is greater than ever. We now survive illness and injury and live with disability as never before. Although today's world is a complex place, it is one of our own making, one in which we therefore have the possibility – and the responsibility – to base our designs on the principle of inclusion.

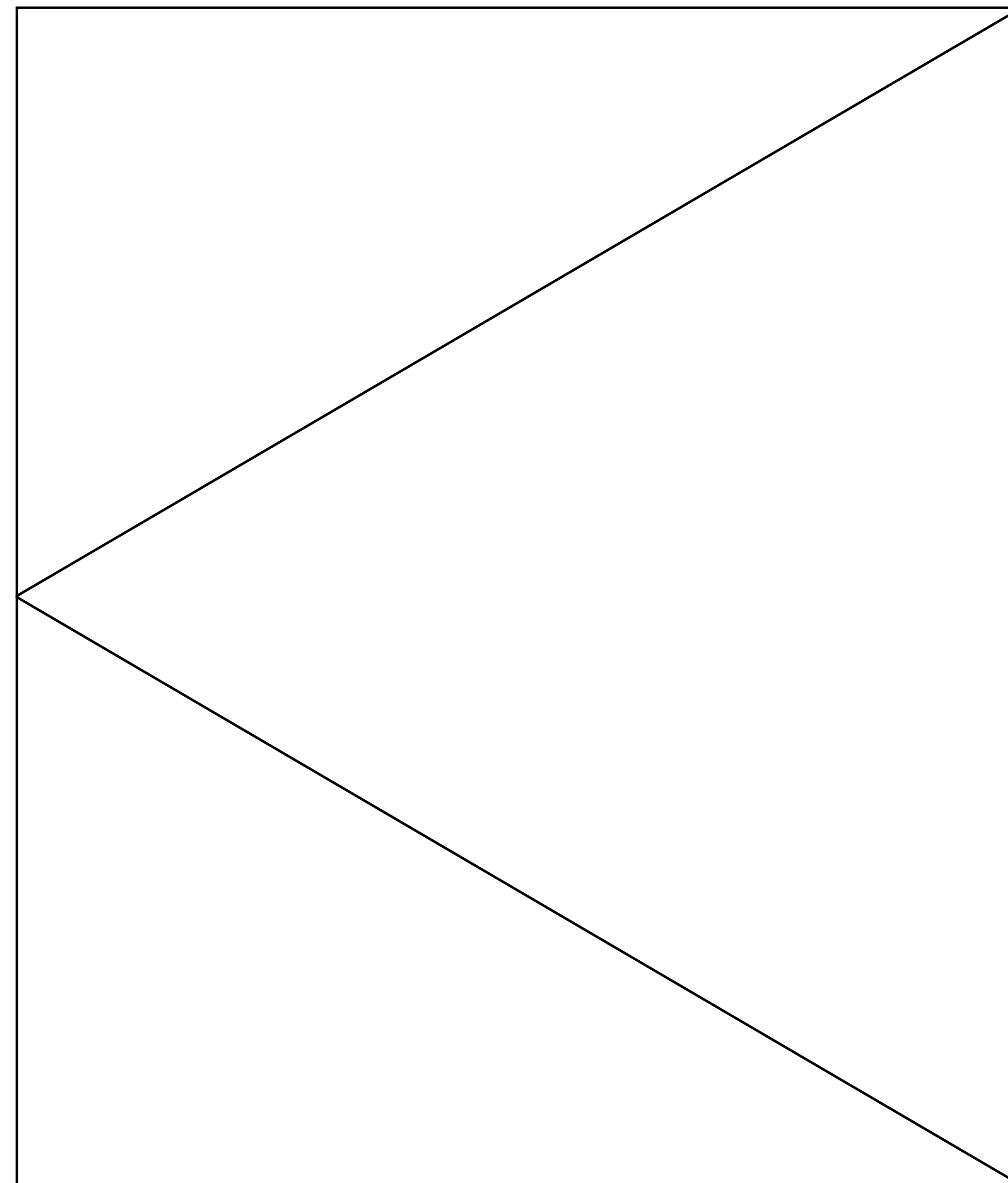
Design for All is design for human diversity, social inclusion and equality. This holistic and innovative approach constitutes a creative and ethical challenge for all planners, designers, entrepreneurs, administrators and political leaders. Design for All aims to enable all people to have equal opportunities to participate in every aspect of society. To achieve this, the built environment, everyday objects, services, culture and information – in short, everything that is designed and made by people to be used by people – must be accessible, convenient for everyone in society to use and responsive to evolving human diversity.

The practice of Design for All makes conscious use of the analysis of human needs and aspirations and requires the involvement of end users at every stage in the design process.



The European Institute for Design and Disability, therefore, calls on the European institutions, national, regional and local governments and professionals, businesses and social actors to take all appropriate measures to implement Design for All in their policies and actions.

Adopted on 9 May 2004, at the Annual General Meeting of the European Institute for Design and Disability in Stockholm.



# Annex 4

## Footnotes

1. Population Structure and Aging / Eurostat: statistics Explained.

Available at: [ec.europa.eu/eurostat/statistics-explained/index.php?title=Population\\_structure\\_and\\_ageing/lt](http://ec.europa.eu/eurostat/statistics-explained/index.php?title=Population_structure_and_ageing/lt)

2. A Double Challenge for the Labour Market: the Aging Society and Reduction of the Population / Lithuanian Confederation of Industrialists.

Available at: [www.lpk.lt/dvigubas-issukis-darbo-rinkai-visuomenes-senėjimas-ir-gyventoju-skaiciaus-mazejimas/](http://www.lpk.lt/dvigubas-issukis-darbo-rinkai-visuomenes-senėjimas-ir-gyventoju-skaiciaus-mazejimas/)

3. Convention on the Rights of Persons with Disabilities / The Department for the Affairs of the Disabled under the Ministry of Social Security and Labour.

Available at [www.ndt.lt/neigaliuju-teisiu-konvencija/](http://www.ndt.lt/neigaliuju-teisiu-konvencija/)

4. World Report on Disability: Summary, 2014.

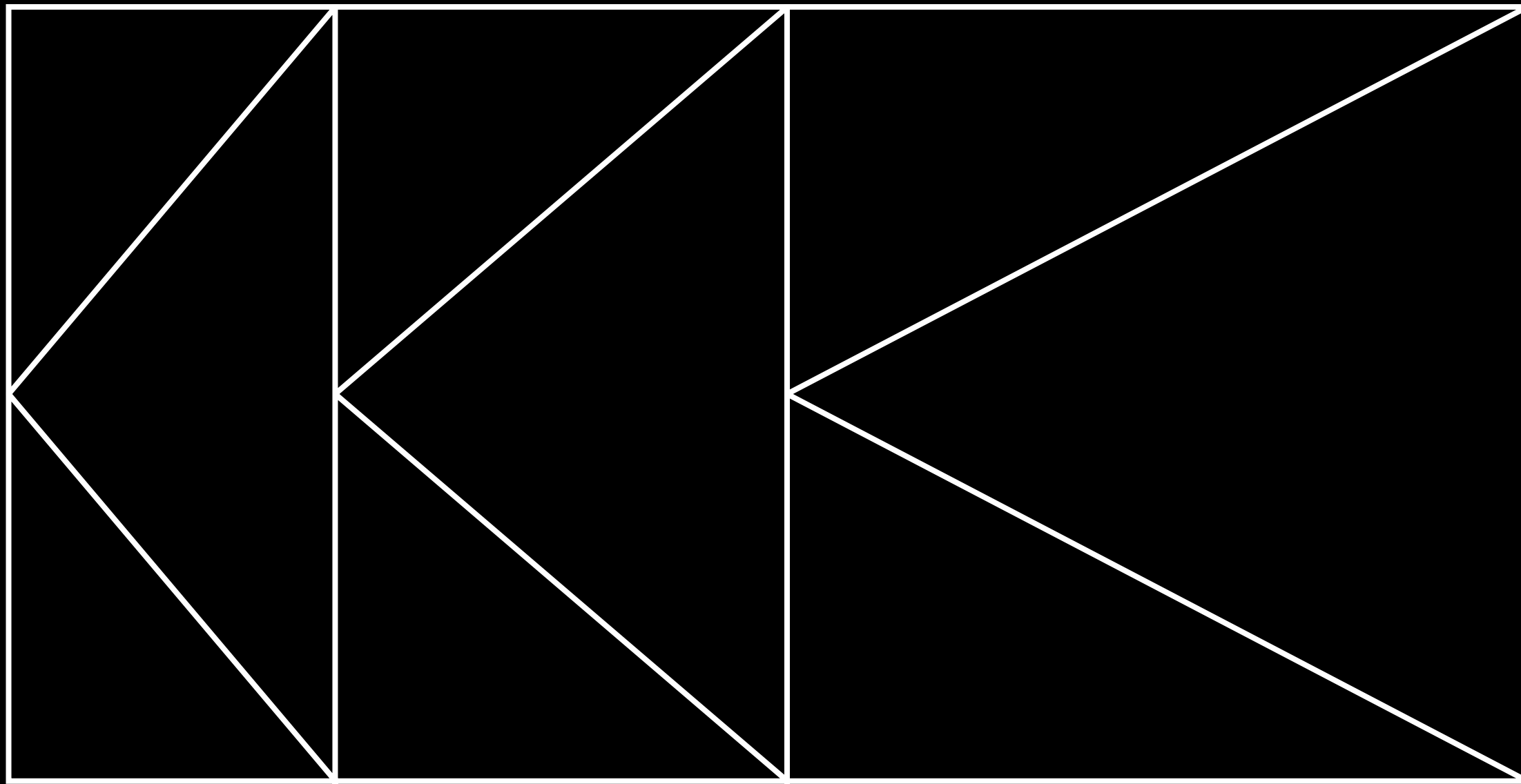
Available at: [apps.who.int/iris/bitstream/handle/10665/70670/WHO\\_NMH\\_VIP\\_11.01\\_lit.pdf;jsessionid=96934CE0BCDEBF56C21621ECA16D6CB0?sequence=64](http://apps.who.int/iris/bitstream/handle/10665/70670/WHO_NMH_VIP_11.01_lit.pdf;jsessionid=96934CE0BCDEBF56C21621ECA16D6CB0?sequence=64)

5. Viluckienė J. “Disembodied” Social Model Concept of Disability // Philosophy. Sociology. 4, 2008, 45-52.

Available at: [mokslozurnalai.lmaleidykla.lt/publ/0235-7186/2008/4/45-52.pdf](http://mokslozurnalai.lmaleidykla.lt/publ/0235-7186/2008/4/45-52.pdf)

# Recommendations for presenting public information

prepared in accordance with the information from the  
European Blind Union



1. Highest possible contrast between the text and the background. Light lettering on dark background or dark text on a light background:

a. black / dark blue font on a white / off-white / yellow background;

b. white / light yellow / yellow text on black / dark blue background;

c. avoid shiny surfaces;

d. use a single colour for the background and a single colour for the text;

e. Good:

A great example of high contrast between the text and the background. When possible, it is best to choose a dark background and light-coloured text, as it puts less strain on the eyes.

f. Bad:

When there is no contrast, the text becomes barely visible and the eyes get strained.

2. Clear font. Choose standard fonts with easily distinguishable upper and lower case characters and even letter stroke thickness.

a. Good fonts

Arial  
Verdana  
Calibri

b. Bad fonts:

Times New Roman  
(letter stroke thickness is not even)

*All Handwriting Fonts*

**Narrow ant “tall” fonts.**

**Decorative fonts**

## 3. Font size

- a. Good sizes for printed text: 14 Arial, 16 Arial.
- b. The size Arial 9 is too small.
- c. Text presenting public information (e.g. office numbers, titles of departments above entrance doors, etc.) should be as large as possible, although it is also important to maintain the letter stroke thickness and spacing proportions

## 4. Font style

- a. Use bold text to highlight important information or titles
- b. Avoid Italics and underlined text
- c. DO NOT WRITE LONG TEXTS IN CAPITAL LETTERS, AS THEY ARE MORE DIFFICULT TO READ

## 5. Tables should have visible bold borders:


## 6. Text Alignment:

It is difficult to read a text with the popular “Justified” alignment, because spaces pop up in the wrong places (especially when longer words are used), and the gaze might start “jumping around”.

It is difficult to read a text with the popular “Justified” alignment, because spaces pop up in the wrong places (especially when longer words are used), and the gaze might start “jumping around”. Although it is still not common practice to align with the left margin, such texts are far more pleasant to read and the eyes get less strained.