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Sustainable Accessible Future Environments

T 3.4

Develop training materials for businesses and target groups on how to develop accessible communities



SAFE

SUSTAINABLE, ACCESSIBLE FUTURE ENVIRONMENTS

The course is a collaboration between five European Universities

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T3.4 Develop training materials for businesses and target groups on how to develop accessible communities



PERSONS WITH ASPERGER'S SYNDROME
/ AUTISM SPECTRUM

04 - 07



PERSONS WITH DISABILITIES

08 - 12



FAMILIES WITH CHILDREN

13 - 18



MIGRANT WOMEN

19 - 22



SENIORS

23 - 28



PERSONS WITH ASPERGER'S SYNDROME / AUTISM SPECTRUM

Asperger's syndrome is a diagnostic label used to describe a neurodevelopmental disorder characterized by significant difficulties in social interaction and nonverbal communication, along with restricted, repetitive patterns of behavior and interests. The eleventh revision of the International Classification of Diseases (ICD-11), released in 2018, merged the syndrome with other conditions into Autism Spectrum Disorder (ASD). The syndrome is also considered part of the broader concept of neurodiversity, which recognizes and embraces differences in sensory processing, motor abilities, social comfort, cognition, and focus as neurobiological variations. Persons with Asperger's, as well as other types of ASD, often face challenges in human interaction, including in the service sector. The guidelines below will help your company or organization create an accessible, safe, inclusive, and welcoming community for them:

- ▶ **Clear information:** Provide detailed directions to your premises on your website, social media, and Google Maps, highlighting accessibility features, potential barriers, as well as key details (floor, room number, etc.)
- ▶ **Clear signage:** Use clear, simple, and high-contrast signage to help guests navigate your premises easily.
- ▶ **Predictable environment:** Maintain a consistent and predictable environment. Avoid sudden changes in layout, lighting, or noise levels, as these can be distressing for individuals with Asperger's syndrome.
- ▶ **Sensory considerations:** reduce background noise and excessive lighting, avoid strong scents, and provide a quiet area where guests/customers can retreat if they feel overwhelmed.
- ▶ **Mindful communication:** Use unambiguous language, avoid idioms, metaphors, and jargon that might be confusing.
- ▶ **Accessible communication:** Provide multiple ways for guests to communicate with you, such as email, phone, and in-person. Ensure these methods are accessible and easy to use.
- ▶ **Patience and understanding:** give guests time to process information and respond, do not interrupt or correct your interlocutor
- ▶ **Visual supports:** Provide visual supports such as maps, schedules, and instructions to help guests understand what to expect or reduce anxiety.
- ▶ **Quiet spaces:** Offer quiet spaces where guests/customers can take a break if they feel overwhelmed, like a designated room or a quiet corner with comfortable seating.
- ▶ **Quiet days/hours:** designate hours or days when your services are provided in less stimulating circumstances, such as reduced noise, quiet or no music, dimmed lights, special visual effects turned off.
- ▶ **Flexible policies:** Be flexible with policies and procedures to accommodate the needs of guests/customers with Asperger's syndrome (extra time for tasks, alternative ways to complete them, etc.).
- ▶ **Personal space:** Respect personal space and avoid unnecessary physical contact, as some individuals with Asperger's syndrome may be sensitive to touch or loud voice.

- ▶ **Routine and structure:** Provide a clear routine and structure of the services you provide; always inform guests/customers of any changes in advance to help them prepare.
- ▶ **Assistive technology:** Offer assistive technology such as noise-canceling headphones, communication devices, sensory tools to help guests feel more comfortable (or allow use of own devices of such kind).
- ▶ **Inclusive events:** When hosting events, consider the needs of guests with Asperger's syndrome by providing clear information, quiet spaces, or sensory-friendly options.
- ▶ **Staff training:** Train staff to understand Asperger's/ASD and communicate effectively and respectfully with guests who may have diverse needs.
- ▶ **Collaboration with Experts:** Collaborate with Asperger's/ASD organizations and experts to ensure your practices are up-to-date and effective.
- ▶ **Continuous Improvement:** Commit to continuous improvement by seeking feedback, staying informed about best practices, and making necessary adjustments to your services.



Figure 1
Designate hours or days when your services are provided in less stimulating circumstances, such as reduced noise, quiet or no music, dimmed lights, special visual effects turned off. Created with artificial intelligence based on a text prompt by [Magdalena Bergmann], 2025.



Figure 2
Offer assistive technology such as noise-canceling headphones, communication devices, sensory tools to help guests feel more comfortable (or allow use of own devices of such kind). Created with artificial intelligence based on a text prompt by [Magdalena Bergmann], 2025.

Check your knowledge on accessible and safety guidelines

1. What should be highlighted when providing detailed directions to your premises?
 - a. Nearby restaurants
 - b. Accessibility features and potential barriers (Correct)
 - c. Local tourist attractions
2. What type of signage should be used to help guests navigate your premises easily?
 - a. Clear, simple, and high-contrast signage (Correct)
 - b. Colorful and artistic signage
 - c. Small and intricate signage

3. Why is it important to maintain a consistent and predictable environment?
 - a. To save on decoration costs
 - b. To impress guests with frequent changes
 - c. To avoid distressing individuals with Asperger's syndrome (Correct)
4. Which sensory considerations should be taken into account?
 - a. Reduce background noise and excessive lighting (Correct)
 - b. Increase background noise and lighting
 - c. Use strong scents to create a pleasant atmosphere
5. How should communication be conducted to avoid confusion?
 - a. Use unambiguous language (Correct)
 - b. Use idioms and metaphors
 - c. Use technical jargon
6. What should be provided to ensure accessible communication?
 - a. Only in-person communication
 - b. Only written communication
 - c. Multiple ways such as email, phone, and in-person (Correct)
7. What is important to remember when interacting with guests?
 - a. Interrupt and correct them frequently
 - b. Speak quickly to save time
 - c. Give them time to process information and respond (Correct)
8. What type of supports should be provided to help guests understand what to expect?
 - a. Visual supports such as maps, schedules, and instructions (Correct)
 - b. Verbal instructions only
 - c. No additional supports
9. What should be offered to guests who feel overwhelmed?
 - a. A busy and noisy area
 - b. Quiet spaces like a designated room or a quiet corner (Correct)
 - c. A brightly lit area
10. What should be designated to provide services in less stimulating circumstances?
 - a. Quiet days/hours with reduced noise and dimmed lights (Correct)
 - b. Busy hours with loud music
 - c. Peak hours with special visual effects



Accessibility checklist

Here is an accessibility checklist you can answer with your coworkers. Check together what your company or organization does in the right way, as well as what to improve. Even if there is a “no,” please remember that every shortcoming can be a starting point to change something!

1. Do you use clear, simple, and high-contrast signage to help guests navigate your premises easily?

YES / NO
2. Do you maintain a consistent and predictable environment, avoiding sudden changes in layout, lighting, or noise levels?

YES / NO
3. Are background noise and excessive lighting reduced, and strong scents avoided in your premises?

YES / NO
4. Do you provide a quiet area where guests/customers can retreat if they feel overwhelmed?

YES / NO
5. Do you use unambiguous language and avoid idioms, metaphors, and jargon in communication?

YES / NO
6. Are multiple ways for guests to communicate with you (such as email, phone, and in-person) provided and made accessible?

YES / NO
7. Do you offer quiet spaces where guests/customers can take a break if they feel overwhelmed?

YES / NO
8. Are there designated hours or days in your company/organization when services are provided in less stimulating circumstances ?

YES / NO
9. Do you respect personal space and avoid unnecessary physical contact with guests/customers?

YES / NO
10. Do you offer assistive technology such as noise-canceling headphones, communication devices, and sensory tools, or allow your guests/customers to use their own devices?

YES / NO



PERSONS WITH DISABILITIES

Disability and special needs of our guests, customers, students, patients, etc., form a broad and diverse category. The needs might differ depending on the type and degree of disability. The guidelines below will help your company or organization create an accessible, safe, inclusive, and welcoming community. No matter how advanced your company or organization is in accessibility, there are certain improvements that can be done instantly, without major investments:

- ▶ Provide clear information on how to get to your premises on your website, social media, and Google Maps profile, including elements that improve accessibility and safety (like lifts, ramps), as well as those that can be barriers (stairs, heavy doors).
- ▶ If your premises are temporarily inaccessible or less accessible (e.g., lift out of service), also provide appropriate information plus a visible note at the entrance.
- ▶ If you think a person with a disability may need your assistance, always ask if they do and how you can help.
- ▶ Let your guests/customers know that they can ask your staff members for help regarding their special needs (e.g., by hanging a poster on the premises).
- ▶ Keep in mind that equipment used by persons with disabilities (e.g., a wheelchair) is a part of their personal space; do not touch it without the owner's consent.
- ▶ When approaching a person with hearing or vision impairment, make sure that you are close enough so that they can see and hear you or reach you if necessary (0.5-1m distance).
- ▶ If possible, sit next to a person who uses a wheelchair so that you can comfortably see, hear, and talk to each other.
- ▶ Focus on your guest's/customer's needs and the service you provide; avoid making comments on their health or personal life.
- ▶ Talk directly to the person with a disability, maintain eye contact, and treat them with dignity; only turn to their caregiver or companion if necessary (e.g., the person is unable to communicate at all).
- ▶ Whenever possible, reduce the factors in the surroundings that can distort your communication with the guest/customer: background noise, loud music, excessive light, etc.
- ▶ Check if you can provide an alternative space to have an individual conversation without distorting factors.
- ▶ People with hearing and speech impairments, as well as those with intellectual disabilities, may face difficulties in oral communication: make sure to speak slowly and clearly, maintain face-to-face contact when speaking, use simple language or written communication if necessary, and do not interrupt or correct your interlocutor.
- ▶ People using sign language as their first language may not always correctly use or understand the grammar of spoken/written language: answer their questions with simple sentences, avoid jargon.

- Feel encouraged to use common phrases existing in your language when talking to a person with hearing or vision impairment (e.g., see you later, great to hear from you).
- Use any further opportunity to train and raise awareness of your staff members through online resources, EU-funded projects, seminars and conferences, or cooperation with your local NGOs.
- Hiring candidates with disabilities may give your workplace the opportunity to learn and improve in practice by embracing the personal experience and needs of the co-workers.

Some improvements indeed take more time, work and money. Thinking about renovation, modernization, or refurbishing of your premises soon? Depending on the scope of planned works and budget available, these solutions will make your service space safer and more accessible:

- Lifts equipped with sliding doors, tactile buttons, and sound information systems.
- Ramps with a maximum 5% slope (also when installing a lift is not possible).
- Handrails and handles wherever necessary.
- Height-adjustable furniture.
- Reception/customer care desks with two alternative height levels.
- Simple, comfortable chairs easy to move to and from.
- Toilets with extra space and lowered or height-adjustable washbasins.
- Tactile paving in corridors or between multiple buildings.
- Simple, legible, high-contrast visual identification: signs, tables, arrows, etc.
- Automatic doors to facilitate easy entry and exit.
- Accessible parking spaces close to the entrance with ample space for wheelchair access.
- Braille signage on signs, directories, tables, or buttons.
- Hearing loops in reception areas and meeting rooms.
- Emergency alarms with both visual (flashing lights) and audible signals.
- Non-slip, comfortable flooring suitable for walking and wheelchair use.
- Wide, unobstructed doorways and corridors to accommodate wheelchairs and mobility aids.
- Adjustable lighting options to accommodate individuals with visual impairments or sensitivity.



Figure 3
If you think a person with a disability may need your assistance, always ask if they do and how you can help. Created with artificial intelligence based on a text prompt by [Magdalena Bergmann], 2025.

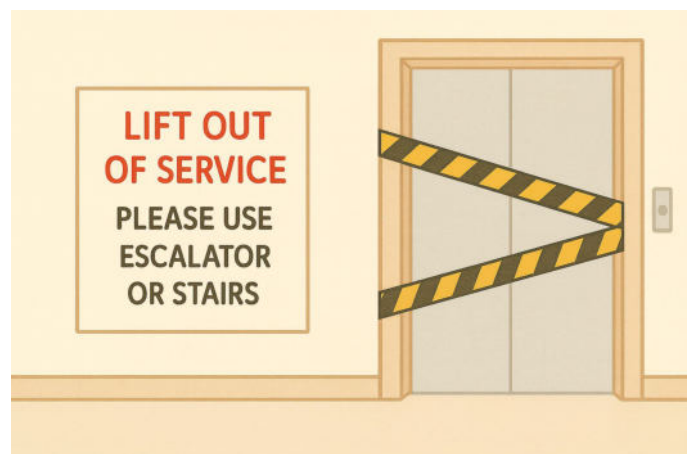


Figure 4
If your premises are temporarily inaccessible or less accessible (e.g., lift out of service), also provide appropriate information plus a visible note at the entrance. Created with artificial intelligence based on a text prompt by [Magdalena Bergmann], 2025.



Check your knowledge on accessibility and safety guidelines

1. What should be included in the information on how to get to your premises?
 - a. Only the address
 - b. Elements that improve accessibility and safety and barriers (Correct)
 - c. Only the contact number
2. What should you do if your premises are temporarily inaccessible?
 - a. Provide appropriate information plus a visible note at the entrance (Correct)
 - b. Ignore it
 - c. Only inform regular customers
3. How should you approach assisting a person with a disability?
 - a. Assume they need help and assist them immediately
 - b. Wait for them to ask for help
 - c. Always ask if they need assistance and how you can help (Correct)
4. How can you inform guests/customers that they can ask for help regarding their special needs?
 - a. By hanging a poster on the premises (Correct)
 - b. By sending them an email
 - c. By mentioning it in casual conversation
5. What should you keep in mind about equipment used by persons with disabilities?
 - a. It is public property
 - b. It can be moved without asking
 - c. It is a part of their personal space; do not touch it without consent (Correct)
6. When approaching a person with hearing or vision impairment, what should you ensure?
 - a. You are at least 2 meters away
 - b. You are close enough so they can see and hear you or reach you if necessary (0.5-1m distance) (Correct)
 - c. You are behind them
7. How should you communicate with a person who uses a wheelchair?
 - a. Stand over them
 - b. Sit next to them so you can comfortably see, hear, and talk to each other (Correct)
 - c. Talk to their caregiver
8. What should you avoid when focusing on your guest's/customer's needs?
 - a. Making comments on their health or personal life (Correct)
 - b. Asking about their preferences
 - c. Providing the service they requested

9. How should you talk to a person with a disability?
 - a. Talk directly to them, maintain eye contact, and treat them with dignity (Correct)
 - b. Talk to their caregiver
 - c. Avoid eye contact
10. What should you do to reduce factors that can distort communication with guests/customers?
 - a. Increase background noise
 - b. Add more lighting
 - c. Minimize background noise, loud music, and excessive light (Correct)



Accessibility checklist

Here is an accessibility checklist you can answer with your coworkers. Check together what your company or organization does in the right way, as well as what to improve. Even if there is a “no,” please remember that every shortcoming can be a starting point to change something!

1. Is there clear information on how to get to your premises available on your website, social media, and Google Maps profile?

YES / NO

2. Are accessibility and safety features (lifts, ramps, etc.) and barriers (stairs, heavy doors, etc.) clearly indicated in your info materials?

YES / NO

3. Do you provide appropriate information and/or a visible note at the entrance if your premises are temporarily inaccessible or less accessible?

YES / NO

4. Do your staff members ask if a person with a disability needs assistance and how they can help?

YES / NO

5. Is there a visible notice informing guests/customers that they can ask staff members for help regarding their special needs?

YES / NO

6. Are there provisions for staff to sit next to a person who uses a wheelchair to comfortably see, hear, and talk to each other?

YES / NO

7. Do your staff members talk directly to the person with a disability, maintain eye contact, and treat them with dignity?

YES / NO

8. Are factors that can distort communication with guests/customers (background noise, loud music, excessive light) minimized whenever possible?

YES / NO

9. Is there an alternative space available for individual conversations without distorting factors?

YES / NO

10. Are common phrases used in your language when talking to a person with hearing or vision impairment (e.g., "see you later," "great to hear from you")?

YES / NO



FAMILIES WITH CHILDREN

Imagining a big family with children from the perspective of a company involves creating an environment that is accessible, safe, inclusive, and welcoming. Here are some key considerations and actions a company can take to achieve this:

Accessible Facilities

1. Entrance and Navigation:

- ▶ Ensure entrances are wide enough for strollers and wheelchairs.
- ▶ Provide ramps or elevators where necessary.
- ▶ Use clear, high-contrast signage to guide families to key areas such as restrooms, play areas, and customer service desks.

2. Restrooms:

- ▶ Equip restrooms with baby changing stations and family-friendly facilities.
- ▶ Ensure there are accessible restrooms for individuals with disabilities also.

3. Seating and Waiting Areas:

- ▶ Provide comfortable seating areas with enough space for strollers and mobility aids.
- ▶ Include seating options for children, such as high chairs or child-sized chairs.

Safety Measures

1. Childproofing:

- ▶ Install safety gates, corner protectors, and non-slip flooring to prevent accidents.
- ▶ Ensure play areas are enclosed and regularly inspected for safety.

2. Emergency Preparedness:

- ▶ Have clear evacuation plans that consider the needs of families with children.
- ▶ Install emergency alarms with both visual (flashing lights) and audible signals, floor signs.

Inclusive Services

1. Customer Service:

- ▶ Train staff to be attentive and responsive to the needs of families with children.
- ▶ Encourage staff to ask how they can assist and provide help as needed.

2. Activities and Entertainment:

- ▶ Offer child-friendly activities and entertainment options to keep children engaged (drawing, playing, games etc.).
- ▶ Provide quiet areas for families who may need a break from noise and crowds if possible.

Welcoming Environment

1. Communication:

- ▶ Use child-friendly language and visuals in communication materials.
- ▶ Ensure information is available in multiple formats (e.g., large print, braille) to accommodate different needs.

2. Community Engagement:

- ▶ Host family-friendly events and activities that promote inclusivity.
- ▶ Partner with local family support organizations to better understand and meet the needs of families.

Long-term Improvements

1. Facility Upgrades:

- ▶ Plan for renovations that enhance accessibility, such as installing automatic doors and tactile paving.
- ▶ Consider creating dedicated family areas with amenities like nursing rooms and play zones.

2. Feedback and Continuous Improvement:

- ▶ Regularly seek feedback from families to identify areas for improvement.
- ▶ Implement changes based on feedback to continually enhance the family-friendly environment.

By focusing on these aspects, a company can create a space that is not only accessible and safe but also inclusive and welcoming for big families with children. This approach helps build a positive reputation and fosters a loyal customer base.



Figure 5
Offer child-friendly activities and entertainment options to keep children engaged (drawing, playing, games etc.). Created with artificial intelligence based on a text prompt by [Magdalena Bergmann], 2025.



Figure 6
Ensure entrances are wide enough for strollers and wheelchairs. Created with artificial intelligence based on a text prompt by [Magdalena Bergmann], 2025.



Check your knowledge on accessibility and safety guidelines

1. What should be ensured about entrances to accommodate families with children?
 - a. They are decorated with colorful signs.
 - b. They are wide enough for strollers and wheelchairs. (Correct)
 - c. They have automatic doors.

2. What facilities should restrooms be equipped with for families with children?
 - a. Baby changing stations and family-friendly facilities. (Correct)
 - b. Extra mirrors and sinks.
 - c. Vending machines.
3. What type of seating should be provided in waiting areas for families with children?
 - a. Only adult-sized chairs.
 - b. Comfortable seating with space for strollers and mobility aids. (Correct)
 - c. Bean bags and floor cushions.
4. What safety measures should be installed to prevent accidents in play areas?
 - a. Decorative plants and flowers.
 - b. Safety gates, corner protectors, and non-slip flooring. (Correct)
 - c. Extra lighting and mirrors.
5. What should emergency preparedness plans consider?
 - a. The needs of families with children. (Correct)
 - b. The color scheme of the building.
 - c. The number of parking spaces available.
6. How should staff be trained to assist families with children?
 - a. To be attentive and responsive to their needs. (Correct)
 - b. To offer discounts on products.
 - c. To provide free snacks.
7. What type of activities should be offered to keep children engaged?
 - a. Watching TV shows.
 - b. Child-friendly activities and entertainment options like drawing and playing. (Correct)
 - c. Shopping for toys.
8. What should be used in communication materials to make them child-friendly?
 - a. Complex language and technical terms.
 - b. Child-friendly language and visuals. (Correct)
 - c. Only text without images.
9. How can a company engage with the community to support families with children?
 - a. Host family-friendly events and activities. (Correct)
 - b. Only focus on adult-oriented events.
 - c. Avoid community engagement.
10. What should be done to continually enhance the family-friendly environment?
 - a. Ignore feedback from families.
 - b. Regularly seek feedback and implement changes based on it. (Correct)
 - c. Make changes without consulting families.

Accessibility checklist

Here is an accessibility checklist you can answer with your coworkers. Check together what your company or organization does in the right way, as well as what to improve. Even if there is a “no,” please remember that every shortcoming can be a starting point to change something to be more accessible and safe for families with children.

Accessible Facilities

1. Entrance and Navigation:

Are entrances wide enough for strollers and wheelchairs?

YES / NO

Are ramps or elevators provided where necessary?

YES / NO

Is there clear, high-contrast signage to guide families to key areas such as restrooms, play areas, and customer service desks?

YES / NO

2. Restrooms:

Are restrooms equipped with baby changing stations and family-friendly facilities?

YES / NO

Are there accessible restrooms for individuals with disabilities?

YES / NO

3. Seating and Waiting Areas:

Are there comfortable seating areas with enough space for strollers and mobility aids?

YES / NO

Are there seating options for children, such as high chairs or child-sized chairs?

YES / NO

Safety Measures

1. Childproofing:

Are safety gates, corner protectors, and non-slip flooring installed to prevent accidents?

YES / NO

Are play areas enclosed and regularly inspected for safety?

YES / NO

2. Emergency Preparedness:

Are there clear evacuation plans that consider the needs of families with children?

YES / NO

Are emergency alarms with both visual (flashing lights) and audible signals installed?

YES / NO

Inclusive Services

1. Customer Service:

Are staff trained to be attentive and responsive to the needs of families with children?

YES / NO

Do staff ask how they can assist and provide help as needed?

YES / NO

2. Activities and Entertainment:

Are child-friendly activities and entertainment options offered to keep children engaged?

YES / NO

Are there quiet areas for families who may need a break from noise and crowds?

YES / NO

Welcoming Environment

1. Communication:

Is child-friendly language and visuals used in communication materials?

YES / NO

Is information available in multiple formats (e.g., large print, braille) to accommodate different needs?

YES / NO

2. Community Engagement:

Are family-friendly events and activities hosted to promote inclusivity?

YES / NO

Does the company partner with local family support organizations to better understand and meet the needs of families?

YES / NO

Long-term Improvements

1. Facility Upgrades:

Are there plans for renovations that enhance accessibility, such as installing automatic doors and tactile paving?

YES / NO

Are dedicated family areas with amenities like nursing rooms and play zones considered?

YES / NO

2. Feedback and Continuous Improvement:

Is feedback from families regularly sought to identify areas for improvement?

YES / NO

Are changes implemented based on feedback to continually enhance the family-friendly environment?

YES / NO

4 MIGRANT WOMEN

Creating a safe, inclusive, and accessible environment for migrant women in the service sector is crucial for fostering a welcoming community. The guidelines below will help your company or organization create friendly spaces that girls and women from different cultures and traditions will appreciate as guests, customers, students, patients, etc. No matter how advanced your company or organization is in diversity and accessibility, there are certain improvements that can be done without major effort:

- ▶ Women, particularly in the migrant communities, use public transport more often than men, and share major part of household and care responsibilities. Usually women also have longer life expectancy. Make sure the design of your premises is accessible and comfortable for women as those who walk a lot on a daily basis, assist their children and dependant persons, carry heavy shopping bags or trolleys, and face health and mobility issues while they grow old. Amenities like lifts, ramps, handrails, automatic sliding doors, seats in waiting areas will improve the comfort and safety.
- ▶ Offer multilingual services, including translated materials, signs, interpreters, to assist non-native speakers. Display information about foreign languages that can be spoken by your staff members (website, e-mail footers, name badges, etc.). In case of doubt, do not hesitate to ask how to pronounce your interlocutor's name or surname. Check and proofread the translated materials and signs, preferably with native speakers, to avoid confusing or embarrassing mistakes.
- ▶ Create safe and private areas for women to try on clothes, or attend to personal needs. Make sure the signage of these areas is clear and understood also for non-native women.
- ▶ If services in non-native languages are not available at your premises, or are limited, be aware that your customers or guests from foreign/migrant communities may resort to alternative means of communication: mobile apps, automatic translators or company of another person who speaks the language. Whenever possible and not contrary to your organization's policy, allow them to facilitate their interaction with your staff.
- ▶ Depending on space and resources available, create safe and welcoming areas for children of your guests and customers, like toy box, playing corner, table for drawing, etc. Mothers visiting your premises with toddlers and infants will appreciate baby care spaces for breastfeeding or changing.
- ▶ Train staff to handle language barriers and cultural differences with patience and respect. Provide information on cultural awareness and sensitivity to understand and respect diverse backgrounds, as well as gender relations in various cultures. Existing online resources may provide much needed information.
- ▶ Whenever possible and appropriate, allow your coworkers of migrant background to discuss and give feedback on inclusivity and accessibility in your company or organization. As persons who have knowledge and experience of living in different traditions, they can be good mentors to other staff members and explain details that are sometimes difficult to comprehend.
- ▶ Develop and enforce policies that promote inclusivity and prohibit discrimination based on gender, ethnicity, or immigration status. Establish anonymous feedback systems to allow your staff members, customers, students, patients, etc. to report issues and suggest improvements without fear of retaliation.

- Check facts, verify sources and prevent spreading fake news. Migrant women might be a target of organized disinformation campaigns that exploit negative stereotypes and cliches, particularly “boyfriend/husband snatchers” or “welfare queens”, and aim to ignite prejudice against certain national or ethnic groups.
- When serving food and beverages, include products that cater to different cultural and dietary practices.

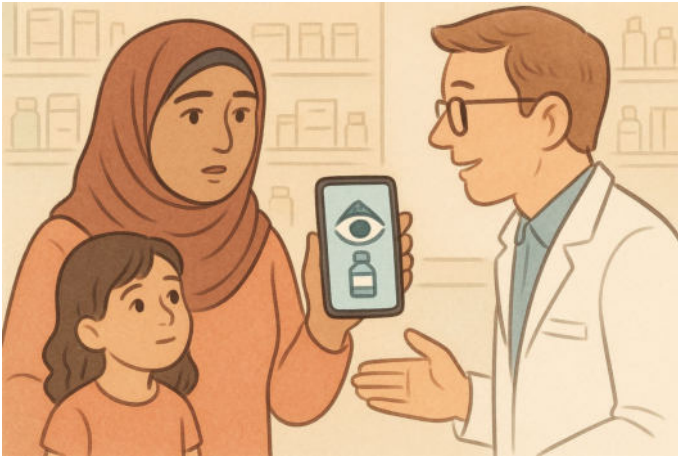


Figure 7
Your customers or guests from foreign/migrant communities may resort to alternative means of communication: mobile apps, automatic translators or company of another person who speaks the language. Created with artificial intelligence based on a text prompt by [Magdalena Bergmann], 2025.



Figure 8
Make sure the design of your premises is accessible and comfortable for migrant women as those who often walk a lot, do physically demanding jobs, assist their children and dependant persons, carry heavy shopping bags or trolleys, and face health and mobility issues while they grow old. Created with artificial intelligence based on a text prompt by [Magdalena Bergmann], 2025.

Check your knowledge on accessibility and safety guidelines

1. Why is it important to make premises accessible and comfortable for women, particularly in migrant communities?
 - a. Women have shorter life expectancy
 - b. Women often use public transport more and share household responsibilities (Correct)
 - c. Women prefer modern designs
2. What amenities can improve comfort and safety for women in service sector premises?
 - a. Decorative plants
 - b. Expensive artwork
 - c. Lifts, ramps, handrails, automatic sliding doors, seats in waiting areas (Correct)
3. How can you assist nonnative speakers in your premises?
 - a. Offer multilingual services, including translated materials and interpreters (Correct)
 - b. Only speak in the local language
 - c. Use complex jargon

3. How can you assist nonnative speakers in your premises?
 - a. Offer multilingual services, including translated materials and interpreters (Correct)
 - b. Only speak in the local language
 - c. Use complex jargon
4. What should you do if you are unsure how to pronounce a guest's name?
 - a. Avoid using their name
 - b. Ask how to pronounce it (Correct)
 - c. Guess the pronunciation
5. What should be created for women to attend to personal needs?
 - a. Open areas
 - b. Public spaces
 - c. Safe and private areas (Correct)
6. What should you allow if services in nonnative languages are limited?
 - a. Only use inperson communication
 - b. Allow alternative means of communication like mobile apps or translators (Correct)
 - c. Prohibit any alternative communication methods
6. What should you allow if services in nonnative languages are limited?
 - a. Only use inperson communication
 - b. Allow alternative means of communication like mobile apps or translators (Correct)
 - c. Prohibit any alternative communication methods
7. What can be provided for children of guests and customers?
 - a. Safe and welcoming areas like a toy box or playing corner (Correct)
 - b. A quiet reading area
 - c. A study room
8. How should staff handle language barriers and cultural differences?
 - a. With impatience and strict rules
 - b. With patience and respect (Correct)
 - c. By ignoring them
9. What should be developed to promote inclusivity and prohibit discrimination?
 - a. Strict dress codes
 - b. Exclusive membership programs
 - c. Policies that promote inclusivity and prohibit discrimination (Correct)



Accessibility checklist

Here is an accessibility checklist you can answer with your coworkers. Check together what your company or organization does in the right way, as well as what to improve. Even if there is a “no,” please remember that every shortcoming can be a starting point to change something.

1. Are there lifts, ramps, and handrails available for easy access?

YES / NO

2. Are there seats available in waiting areas?

YES / NO

3. Do you offer multilingual services, including translated materials and signs?

YES / NO

4. Is information about foreign languages spoken by staff members displayed?

YES / NO

5. Are there safe and private areas for women to try on clothes or attend to personal needs?

YES / NO

6. Is the signage for private areas clear and understandable for non-native women?

YES / NO

7. Do you allow customers to use mobile apps or automatic translators for communication?

YES / NO

8. Are there safe and welcoming areas for children or care spaces for infants?

YES / NO

9. Is staff trained to handle language barriers and cultural differences with patience and respect?

YES / NO

10. Do you have policies that promote inclusivity and prohibit discrimination based on gender, ethnicity, or immigration status?

YES / NO

Have you ever thought about how a senior feels in different places or situations?

Imagining the experiences and emotions of seniors can help us understand their needs and challenges better. Seniors often face unique physical, emotional, and social changes that can impact their daily lives.

Now, look at senior's needs from the perspective of a company involves creating an environment that is accessible, safe, inclusive, and welcoming. Here are some key considerations and actions a company can take

Accessible Facilities

1. Entrance and Navigation:

- ▶ Ensure entrances are wide enough for wheelchairs and walkers.
- ▶ Provide ramps or elevators where necessary.
- ▶ Use clear, high-contrast signage to guide seniors to key areas such as restrooms, seating areas, and customer service desks.

2. Restrooms:

- ▶ Equip restrooms with grab bars and non-slip flooring.
- ▶ Ensure there are accessible restrooms for individuals with disabilities.

3. Seating and Waiting Areas:

- ▶ Provide comfortable seating areas with armrests and back support.
- ▶ Include seating options that are easy to get in and out of.

Safety Measures

1. Fall Prevention:

- ▶ Install non-slip flooring and ensure walkways are free of obstacles.
- ▶ Provide adequate lighting in all areas to prevent falls.

2. Emergency Preparedness:

- ▶ Have clear evacuation plans that consider the needs of seniors.
- ▶ Install emergency alarms with both visual (flashing lights) and audible signals.

Inclusive Services

1. Customer Service:

- ▶ Train staff to be attentive and responsive to the needs of seniors.
- ▶ Encourage staff to ask how they can assist and provide help as needed.

2. Activities and Engagement:

- ▶ Offer activities and engagement options that cater to seniors' interests and abilities.
- ▶ Provide quiet areas for seniors who may need a break from noise and crowds.

Welcoming Environment

1. Communication:

- ▶ Use senior-friendly language and visuals in communication materials.
- ▶ Ensure information is available in multiple formats (e.g., large print, braille) to accommodate different needs.

2. Community Engagement:

- ▶ Host senior-friendly events and activities that promote inclusivity.
- ▶ Partner with local senior support organizations to better understand and meet the needs of seniors.

Long-term Improvements

1. Facility Upgrades:

- ▶ Plan for renovations that enhance accessibility, such as installing automatic doors and tactile paving.
- ▶ Consider creating dedicated areas with amenities like comfortable seating and quiet zones.

2. Feedback and Continuous Improvement:

- ▶ Regularly seek feedback from seniors to identify areas for improvement.
- ▶ Implement changes based on feedback to continually enhance the senior-friendly environment.

By focusing on these aspects, a company can create a space that is not only accessible and safe, but also inclusive and welcoming for big families with children. This approach helps build a positive reputation and fosters a loyal customer base.



Figure 9
Use clear, high-contrast signage to guide seniors to key areas such as restrooms, seating areas, and customer service desks. Created with artificial intelligence based on a text prompt by [Magdalena Bergmann], 2025.



Figure 9
Use senior-friendly language and visuals in communication materials. Ensure information is available in multiple formats to accommodate different needs. Created with artificial intelligence based on a text prompt by [Magdalena Bergmann], 2025.



Check your knowledge on accessibility and safety guidelines

1. What should be ensured about entrances to accommodate seniors?
 - a. They are decorated with colorful signs.
 - b. They are wide enough for wheelchairs and walkers. (Correct)
 - c. They have automatic doors.
2. What facilities should restrooms be equipped with for seniors?
 - a. Grab bars and non-slip flooring. (Correct)
 - b. Extra mirrors and sinks.
 - c. Vending machines.
3. What type of seating should be provided in waiting areas for seniors?
 - a. Only adult-sized chairs.
 - b. Comfortable seating with armrests and back support. (Correct)
 - c. Bean bags and floor cushions.
4. What safety measures should be installed to prevent falls?
 - a. Decorative plants and flowers.
 - b. Non-slip flooring and adequate lighting. (Correct)
 - c. Extra lighting and mirrors.
5. What should emergency preparedness plans consider?
 - a. The needs of seniors. (Correct)
 - b. The color scheme of the building.
 - c. The number of parking spaces available.
6. How should staff be trained to assist seniors?
 - a. To be attentive and responsive to their needs. (Correct)
 - b. To offer discounts on products.
 - c. To provide free snacks.
7. What type of activities should be offered to engage seniors?
 - a. Watching TV shows.
 - b. Activities that cater to their interests and abilities. (Correct)
 - c. Shopping for toys.
8. What should be used in communication materials to make them senior-friendly?
 - a. Complex language and technical terms.
 - b. Senior-friendly language and visuals. (Correct)
 - c. Only text without images.

9. How can a company engage with the community to support seniors?
 - a. Host senior-friendly events and activities. (Correct)
 - b. Only focus on adult-oriented events.
 - c. Avoid community engagement.
10. What should be done to continually enhance the senior-friendly environment?
 - a. Ignore feedback from seniors.
 - b. Regularly seek feedback and implement changes based on it. (Correct)
 - c. Make changes without consulting seniors.

These questions can help assess understanding and ensure that the guidelines for creating an accessible, safe, inclusive, and welcoming environment for seniors are effectively implemented.

Accessibility checklist

Here is an accessibility checklist you can answer with your coworkers. Check together what your company or organization does in the right way, as well as what to improve. Even if there is a “no,” please remember that every shortcoming can be a starting point to change something to be more accessible and safe for seniors.

1. Entrance and Navigation:

Are entrances wide enough for wheelchairs and walkers?

YES / NO

Are ramps or elevators provided where necessary?

YES / NO

Is there clear, high-contrast signage to guide seniors to key areas such as restrooms, seating areas, and customer service desks?

YES / NO

2. Restrooms:

Are restrooms equipped with grab bars and non-slip flooring?

YES / NO

Are there accessible restrooms for individuals with disabilities?

YES / NO

3. Seating and Waiting Areas:

Are there comfortable seating areas with armrests and back support?

YES / NO

Are there seating options that are easy to get in and out of?

YES / NO

4. Safety Measures:

Are non-slip flooring and adequate lighting installed to prevent falls?

YES / NO

Are emergency alarms with both visual (flashing lights) and audible signals installed?

YES / NO

5. Customer Service:

Are staff trained to be attentive and responsive to the needs of seniors?

YES / NO

Do staff ask how they can assist and provide help as needed?

YES / NO

6. Activities and Engagement:

Are activities and engagement options offered that cater to seniors' interests and abilities?

YES / NO

Are there quiet areas for seniors who may need a break from noise and crowds?

YES / NO

7. Communication:

Is senior-friendly language and visuals used in communication materials?

YES / NO

Is information available in multiple formats (e.g., large print, braille) to accommodate different needs?

YES / NO

8. Community Engagement:

Are senior-friendly events and activities hosted to promote inclusivity?

YES / NO

Does the company partner with local senior support organizations to better understand and meet the needs of seniors?

YES / NO

9. Facility Upgrades:

Are there plans for renovations that enhance accessibility, such as installing automatic doors and tactile paving?

YES / NO

Are dedicated areas with amenities like comfortable seating and quiet zones considered?

YES / NO

10. Feedback and Continuous Improvement:

Is feedback from seniors regularly sought to identify areas for improvement?

YES / NO

Are changes implemented based on feedback to continually enhance the senior-friendly environment?

YES / NO

Use this checklist with your coworkers to assess and improve the accessibility and inclusivity of your company for seniors.



T3.4 Develop training materials for businesses and target groups on how to develop accessible communities