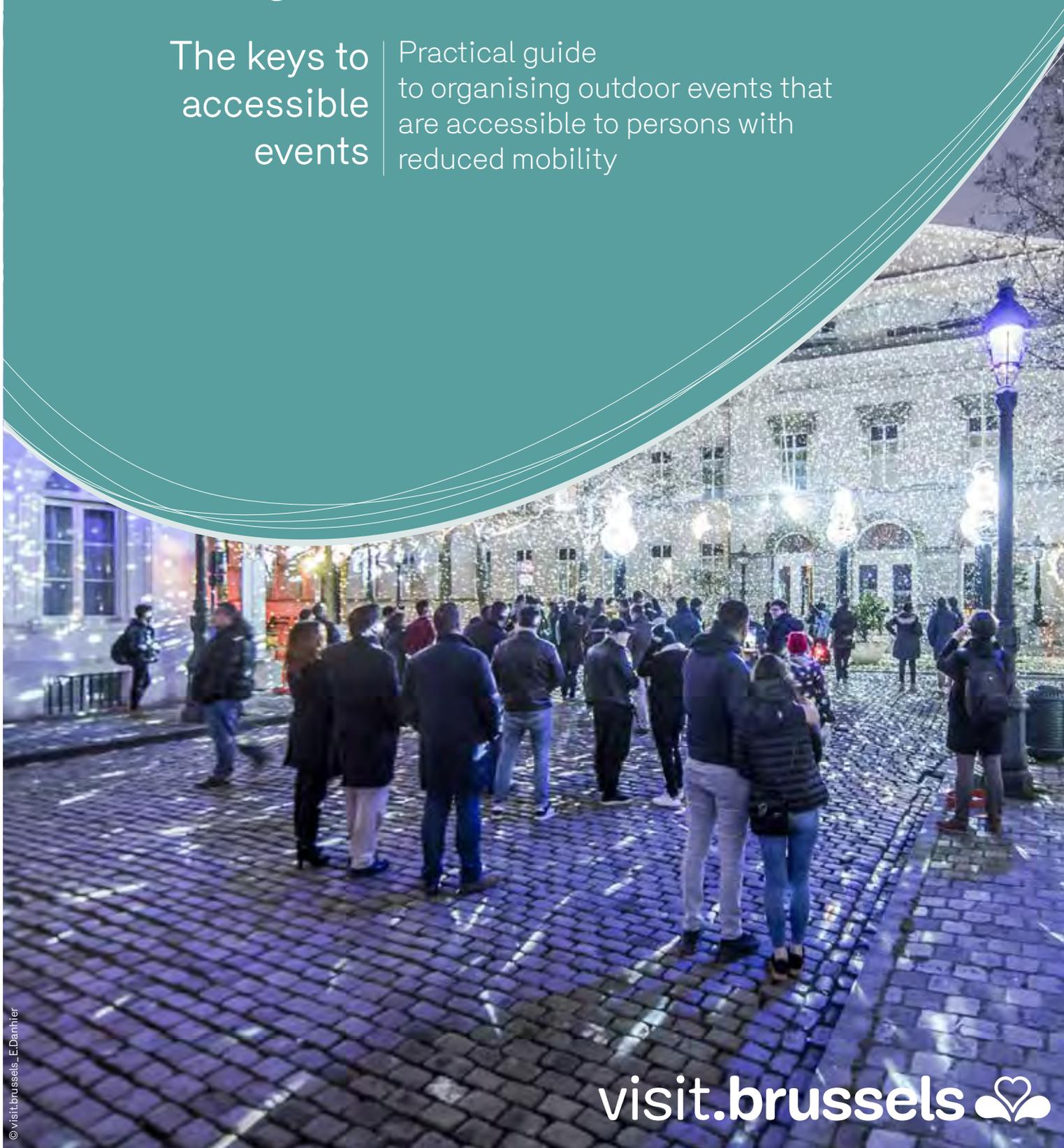be accessible
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Handy Events Guide

The keys to accessible events

Practical guide
to organising outdoor events that
are accessible to persons with
reduced mobility

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INTRODUCTION

CONTEXT

For several years now, the Brussels-Capital Region has entrusted visit.brussels, the Brussels tourism agency, with organising several annual events to promote Brussels locally, nationally and internationally. They include the I Love Sciences Festival, Bright Brussels, the Iris Festival, Belgian Pride, the Comic Strip Festival and eat! BRUSSELS, Drink! BORDEAUX, etc.

There has been a growing interest and a change in mentalities over the last few years with regards to event accessibility for persons with reduced mobility. On 21 October 2016, the Brussels Parliament unanimously adopted the Order on the integration of disability in the policies of the Brussels-Capital Region. This Order requires disability and the promotion of the human rights of persons with disabilities to be included in all policies, by the people responsible for their drafting, implementation and evaluation. This is the concept of disability mainstreaming.

But this sensitivity is often still theoretical or in principle, and there are still a lot of questions, hesitations and errors when it comes to implementing concrete measures. This is particularly true for events taking place over only several days or several weeks and sometimes in unusual places without permanent facilities.

How to set up an accessible event? How to instil the correct reflexes in organisers when they are subject to a multitude of constraints, often within extremely tight deadlines? How to make venues accessible to as many people as possible? The specialised equipment (ramps, toilets, etc.) needed for different disabilities?

To do everything possible to welcome people with reduced mobility to these events, visit.brussels has produced this guide in the form of a practical check-list, to be used for any events organised in a public space in the future. For visit.brussels, this involves guaranteeing optimal accessibility in accordance with the concept of disability mainstreaming.

This handbook is aimed primarily at the key stakeholders in the events field, advertisers, organisers, events agencies and site managers and owners.

WHY MAKE AN EVENT ACCESSIBLE?

An event for everyone must not be perceived as one-upmanship, but rather as adapting the event to include every section of the public. Accessibility, conceived as a process for ensuring public security, then has the advantage of becoming non-negotiable and easier to defend to everyone involved.

But the accessibility of an event must also be understood as an opportunity to innovate and improve the overall provision. This is a cross-functional process which must involve all the stakeholders, in an economic, social and ethical context.

The objective is to guarantee that the event is accessible by improving user comfort for all participants and throughout the chain of access. This involves allowing organisers to control the methodology of an accessibility process and ensure visitors have a perceptible experience when discovering the event and its venues.

Promoting the accessibility of events and urban activities means allowing people with disabilities to take part in social and cultural life. It means improving the experience of the city for everyone. It also involves anticipating the future demographic challenges of our ageing society.

More specifically, in the current context, allowing organisers to offer the best possible welcome to their public and allowing the integration of different workers, in particular those with a disability, also means improving the city's economic dynamism.

PECU-E CONCEPT

The goal of accessibility is to allow the entire population, particularly persons with reduced mobility[1], to perform the following actions with as much autonomy, security and comfort as possible: access and leave an area or a given infrastructure, move through it horizontally and vertically, find their way around, find and effectively use the functions and facilities at the venue, which also means being able to communicate and find their bearings in the space.

In concrete terms, this means the application of a design principle in five consecutive steps. These five steps are the five links in the movement chain and are:

P PARK
E ENTER
C CIRCULATE
U USE
–
E EVACUATE

Throughout this movement chain persons with reduced mobility, whatever their disability, and able-bodied people, must be able to move around completely independently and constantly progress through the chain without it breaking. This chain is set up to consider the accessibility of a building or a site comprising several buildings. With a few adaptations, it can also apply to an outdoor event. By taking account of this principle of movement, organisers ensure:

- that all the needs of persons with reduced mobility are correctly taken into account.

- the coherence of the layout; this makes it possible to avoid incongruous situations in which adaptations are made for PRM but are not accessible. For example, an adapted toilet in a building that has to be entered using steps.

OVERVIEW OF THE FIVE LINKS IN THE MOBILITY CHAIN APPLIED TO AN EVENT

- PARK: be able to get to the event and find a parking space

- ENTER: be able to find and reach the entrance and enter the event venue

- CIRCULATE: be able to move around inside the site

- USE: be able to use all the facilities present at the event

- EVACUATE: be able to leave the site in the event of danger

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1   Persons with reduced mobility should not be understood to mean only wheelchair-users, but anyone experiencing problems walking, blind and visually-impaired people, deaf and hearing-impaired people and people with learning difficulties.

PRACTICAL INFORMATION

To prepare to welcome the public - both able-bodied and less able-bodied - in the best possible way, a series of questions must be anticipated when creating the event and choosing the site. The accessibility of an event must be considered in terms of:

- the information provided to the participants;
- access and transport;
- their welcome and movement;
- activities and participation in exchanges.

Accessibility must therefore be considered:

- before the event (choice, concept, information);
- during the event (access by participants, security, etc.);
- at the end of the event (dissemination of content, satisfaction survey, etc.).

In concrete terms, this document contains a series of recommendations, actions to be implemented, stage by stage, as part of a progressive approach, so that persons with specific needs wanting to take part in an event can, fully independently:

- obtain information in advance
- access the event and circulate
- be safe on the site of the event
- find their way around and get their bearings
- have access to information (exhibitions/events)
- take part
- rest
- evacuate the site

It is mainly a question of adopting good habits to tackle the different situations. There are different types of measure. They cover the organisation of the event, the personnel working during the event and the availability and implementation of the appropriate equipment. In addition to the five criteria of the PECU-E approach, organisers will also have to be involved throughout the process. The keywords of a fully accessible event are planning accessibility, organising implementation, informing future participants, distributing materials and assessing the results!

The next chapter covers a number of recommendations, as an aide-mémoire. These recommendations, set out firstly on the basis of ten fundamental principles, are then presented as a check-list, with the main focal points. This roadmap provides an overview of all the requirements and acts as a useful reminder for organisers.

Lastly, each focal point is explained and illustrated through areas for action. A number of ideas and additional information that can guide organisers or further increase the level of accessibility are included with this logo.

Please note that this check-list does not replace the other current obligations, standards, inspections (fire brigade, police, etc.). It is an initial step in raising awareness. Nor does it replace a thorough certification process, which can also assess other accessibility criteria and allow the best solutions to be found for each situation or event.

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ACCESSIBILITY HANDBOOK

1
PRM Manager

2
Team of trained volunteers

3
Prior distribution of information

4
Signage around and at the site

5
Continuous pathways

6
Stable (hard) terrain

7
No edges but single level and gentle slopes

8
Adapted height of services

9
Specific reserved areas

10
Specific equipment

Top 10 for an accessible event

✓ CHECK-LIST

Warning. This check-list is not a substitute for the other current obligations, standards, inspections (fire brigade, police, etc.). Nor does it replace a thorough certification process, which can also assess other accessibility criteria and allow the best solutions to be found for each situation or event.

		ACTIONS	SPECIFIC POINTS	✓
		BEFORE THE EVENT		
PLAN	1.	Make an assessment of the site		
	2.	Define the target audience	Number of people expected	
			Types of specific needs to be accommodated	
	3.	Design the route and the layouts	Entrance(s)	
			Activities	
			Evacuation (+ risk assessment)	
	4.	Budget and plan		
ORGANISE	5.	Appoint a PRM Manager	Call number	
			Permanent presence during the event	
	6.	Recruit a team of volunteers	To welcome (different types of disability)	
			To help, guide and assist with mobility	
			To communicate (sign language)	
			To keep the infrastructures in working order	
	7.	Train the personnel	Reception personnel	
			Exhibitors, vendors, mobile sellers	
			Security personnel	
	8.	Buy or rent the equipment		
INFORM	9.	Produce an access plan	Distance scale	
			Large print and contrasts	
			Mode of transport and access (entrances)	
			Accessible services & reserved areas	
	10.	Adapt the programme	Specific page or simple phrases	
			Name of spaces, stages	
			Types and lists of accessible activities	
			Timing of the event	
			General atmosphere (noise, lighting, etc.)	
	11.	Complete the website	"Accessibility" page	
	12.	Create specific materials	Photos, videos	
			Audio description	
			In Braille, embossed	
	13.	Obtain certification/a label from a recognised body	Check before opening	

	ACTIONS	SPECIFIC POINTS	✓
	DURING THE EVENT		
14.	Offer reserved parking spaces	Number:	
		Authorisation if public area	
		Larger size than standard spaces	
		Surfacing: horizontal	
		Surfacing: hard, no obstacles	
		As close as possible to the entrance	
		Presence of volunteers	
		Bicycle parking away from pathways	
15.	Create a Kiss & Ride area	Drop-off surfacing: same as for parking spaces	
16.	Provide a specific shuttle	Adapted vehicles	
17.	Check public transport stops		
18.	Ensure there is a path to the entrance	Optimum free width: 1.5 m	
		Slope: max. 5% (max. camber 2%)	
		Surfacing: hard, no obstacles	
		Free height without obstacles	
		Rest area	
19.	Guarantee signage and lighting	Flags, panels, floor colours	
		Parking: international pictogram	
		Entrances	
		Sufficiently bright lighting	
20.	Provide an information point	Location: near the (main) entrance	
		Identifiable volunteers	
		Distribution of information materials	
		Loan of equipment	
		Specific times	
		Magnetic induction loop	
		Lower height with free space underneath	
21.	Equip the ticket offices and payment points	Sufficient width for queuing or specific queue	
		Mobile bank card reader	
		Alternative registration	
		If automated kiosk: accessible	
		Magnetic induction loop	
22.	Organise entrance gates	Sufficient width for queuing or VIP line	
		Wheelchair-accessible scanner height	
23.	Guarantee signage and lighting	Mobile number of the PRM Manager	
		Notice stating that guide dogs are permitted	
		Large-scale site map	
		Tactile site map	
		Sufficiently bright lighting	

PARK

ENTER

	ACTIONS	SPECIFIC POINTS	✓
	DURING THE EVENT		
24.	Allow horizontal movement	Logical and direct	
		Marked out	
		Optimum free width: 1.5 m	
		Slope: max. 5% (max. camber 2%)	
		Surfacing: hard, no obstacles	
		Free height without obstacles	
		Rest area	
25.	Avoid obstacles	Removal of edges, steps, etc.	
		Introduction of cables	
		Cobblestones, lawns, gravel	
		Contrast	
		Make gaps and holes safe	
		Make protruding objects safe	
26.	Allow vertical movement	Contrasting floor markings	
		Indicator strips	
		Handrail if more than three steps	
		Ramp if difference in level	
		Independent ramp: max. 5% over 10 m	
		Ramp: guard rail and double handrail	
27.	Guarantee signage and lighting	Signposting of activities and services	
		Guide lines (natural or strips)	
28.	Provide access to the stage/rostrum	If PRM participants	
		Sufficient number of spaces reserved	
		Sufficient distance if raised stage	
		Broadcasting on giant screen	
29.	Provide a riser/podium	At least at the same height as the stage	
		Number of spaces % of size of event	
		Access via slope (see vertical movement)	
		Dimensions: for wheelchair	
		Turning circle	
		Chairs for accompanying persons	
		Railing	
		Presence of volunteers	
		Space for guard dogs	
30.	Provide adapted toilets	Throughout the site	
		Stable, single-storey	
		Otherwise access ramp (vertical movement)	
		Larger size than standard toilets	
		Room to transfer to the toilet seat	
		Support rails	
		Easy to lock	
		Dispensers within reach at accessible height	
		Periodic cleaning	

CIRCULATE

USE

	ACTIONS	SPECIFIC POINTS	✓
DURING THE EVENT			
31.	Provide a breastfeeding/assistance area	Seats and beds	
		Loan of equipment	
		Battery charging	
		Drinking water	
		Water dish for dogs	
32.	Equip the food areas	Lower counter with free space underneath	
		Accessible means of payment	
		Menu and price list in large contrasting characters	
		Adapted table heights	
		Mobile seats	
33.	Adapt exhibition stands	Registration table and desk (see counter)	
		Stable, single-level	
		Otherwise access ramp (vertical movement)	
		Sufficient door width	
		Accessible display stands	
		Adapted table heights	
		Matt, non-reflective information materials	
34.	Create a quiet area	Comfortable furniture	
		Area < 85 dB(A)	
		Distribution of earplugs and headsets	
35.	Install specific equipment	BIM and headsets	
		Shows with sign language	
		Audio-description	
		Subtitles	
36.	Guarantee signage and lighting	Gradual dimming of lights	
		Illumination in accordance with the activity	
37.	Define emergency exits	Check SIAMU (emergency services) standards and authorisations	
38.	Provide an evacuation route	Direct, fast	
		Wide and without crowds	
		Sheltered refuge areas	
		Presence of volunteers	
39.	Guarantee signage and lighting	Visual and sound alerts	
AFTER THE EVENT			
DISSEMINATE			
40.	Offer accessible content		
EVALUATE			
41.	Hold a debriefing with the teams		
42.	Conduct a public Survey		

USE

EVACUATE

COURSES OF ACTION

1. Plan

1. Make an assessment of the site

- Assess current accessibility at every stage of the access chain, listing the equipment and resources available on the site and within the perimeter of the event: access, usable areas means of transport, etc.

2. Define the target public

- Get to know your public and identify the needs of the participants.
- Examine and/or ask the organiser about the possible disabilities of the participants.
- Anticipate facilities for disabilities when the public is not known.
- Plan accessibility for participants with specific needs (transport and stage access, adapted microphone stand, desks or stands, etc.).
- Define the conditions for hosting one or more persons accompanying someone with a disability (free entry, discount, special reception, etc.).
- Manage the size of the accessible areas to ensure that spaces are actually available for people with disabilities.

It is possible to get a better idea of the public, for example by adding the following question to registration forms: Do you require specific adaptations? And also by offering a choice of possible solutions.

3. Design the route and the layouts

- Perform a quantitative and qualitative assessment of the desired user satisfaction level.
- Perform or commission a quantified evaluation.
- Consider the timing of the event (day, evening, several days, etc.).

It is useful to meet associations for persons with disabilities and the different bodies involved in this area to get a better idea of the problems and the possible solutions. Certain associations and consultancy firms specialising in accessibility offer specific support and services (see references and useful links).

COURSES OF ACTION

BEFORE THE EVENT

4. Budget and plan

- Plan and prioritise the necessary measures, anticipating the human and financial investment.

- Allocate a specific budget for managing every section of the public. Some items have a budgetary implication (e.g. presence of specialised personnel or specific equipment), while others only have an organisational impact (e.g. adapted paths).

- Consider a specific pricing policy for groups from care institutions and for accompanying persons, to compensate for the fact that not everywhere is accessible, etc.

2. Organise

5. Appoint a PRM Manager

- Appoint a PRM Manager with decision-making powers or able to call on the appropriate people. They must ensure that all participants are informed of the adaptations and procedures in place to support PRM (security personnel, ticket office, etc.).

- Communicate the contact details of the PRM Manager to all team members; this person must be contactable throughout the event (ability to find solutions to problems during the event).

- Appoint and state the name of the people to be contacted by persons with reduced mobility before and during the event for registration and information, as well as the possible contact methods (telephone, email, address, working hours).

6. Recruit a team of volunteers

- Organise a team of volunteers or stewards who can welcome, advise and guide persons with specific needs.

- Have enough of these volunteers and place them at strategic points (car parks, ticket offices, toilets, risers, etc.).

- Inform them of the specific adaptations for PRM at the event so they can then provide information of the available accessibility facilities.

- Also make them responsible for keeping the infrastructures in the appropriate condition (cleanliness of the toilets, quality of the pathways, etc.).

7. Train the personnel

- Train the volunteers so they can identify the different types of disability. They must be able to offer assistance tactfully and support people while respecting their individual level of independence.

- Inform and advise the reception staff (ticket office, doors).

- Inform security officials and notify the police of the presence of persons with specific needs.

- Inform exhibitors, vendors, etc.

- When training the volunteers, partnerships can be formed with associations specialising in disability to ensure the presence of specialised personnel, whether or not they are volunteers, and experts in hosting people with disabilities.

- The presence at the event of people who know or have some knowledge of sign language is an advantage.

8. Buy or rent the equipment

- Compliance with accessibility needs requires the provision of specific equipment, such as surfacing, ramps and adapted toilets. Please note that it must be possible to store the equipment if it is being bought.

3. Inform

Communication should be considered, generally in advance of the event. How to provide information about the accessibility of the event? How to present information in an accessible way? How to make the paper, digital, audio and video materials accessible?

9. Produce an access plan

- Add an access plan to the different event communication documents, identifying the accessible entrances and routes, so that people can plan their itinerary.
- Indicate the parking and Kiss & Ride areas, public transport stops, adapted entrances, location of reserved spaces, accessible toilets, rest areas, risers, etc.
- Indicate a distance scale on maps.
- Think about font sizes and presentation contrasts on visual materials.
- Alternative: have a specific large-print map handed out separately.

10. Adapt the programme

- Draft a simple, easily-to-understand programme with clear messages.
- Inform people that the venue is accessible and make a list of adapted activities (e.g. concerts with simultaneous sign-language translation).
- Have clear, simple names for the different spaces (stages, shows, interior streets, etc.)
- Provide information on the general atmosphere of the event: relatively high sound levels, strobe effects, darkness, very large crowds, etc.

11. Complete the website

- Ideally have a specific page on accessibility.
- Produce a short description of the services and functionalities for each type of disability.
- Provide information on the accessible means of transport or adapted transport.
- Provide information on the ways of obtaining specific materials before the event.

12. Create specific materials

- Provide documentation and individual information materials that is in Braille or embossed.
- Offer an embossed map and key on the site.
- Provide a picture or video tour of the venue on the website.
- Provide a virtual tour of the venue on the website.

Creating a communication plan on the accessibility of the event is a plus.
Where applicable, it might be useful to identify and provide information on the ways of accessing peripheral facilities (hotels, restaurants, etc.), suggesting an adapted hotel.

13. Obtain certification/a label from a recognised body

- Perform a last check of the entire route and all the sequences of the event before opening to the public.
- Obtain certification/a label from a recognised body (such as Access-i certification from the Wallonia-Brussels Federation or the Inter.events label in Flanders). This validates the process and increases visibility among a specific section of the public.

For example, the Access-i image allows the instant identification of the event's accessibility level for each specific need. This logo is granted after an Access-i auditor has checked the accessibility of the event (see references and useful links).

© Jam in Jette

DRAGAN MARKOVIC

4. Park

Site access and transport. How to offer accessible transport? How to adapt the accesses and areas around the event site?

14. Offer reserved parking spaces

- Provide a number of reserved parking spaces according to the size of the event.
- Request police authorisation if using temporary spaces on a public road.
- Sizes appropriate for side-by-side and diagonal parking and for end-to-end parking (if no lateral obstacles).
- Provide longer parking spaces for minibuses (groups, institutions, etc.).
- Provide spaces with a hard (not loose), flat, non-slippery surface with no camber or slopes and no obstacles at the bottom and by the wheels (cobblestones and grass are not recommended, edges and gutters must be offset and cracks and holes must be eliminated). Otherwise, find different spaces or temporarily change the surfacing.
- Position the reserved spaces as close as possible to the entrance in quiet streets that are not too busy or provide shuttles from the parking area.
- Make the reserved spaces secure through the presence of volunteers who can check that they are only used by PRM and provide guidance.
- Organise and announce sufficient specific parking spaces for bicycles, away from pedestrian paths to avoid blocking them and to leave them free.

15. Create a Kiss & Ride area

- Provide a drop-off point for vehicles (private, taxis, specialist shuttles, etc.) near the entrances and a vehicle waiting area in the event of heavy traffic.
- Position the drop-off point as close as possible to the site entrance.
- Provide a drop-off area with a hard (not loose), flat, non-slippery surface with no camber or slops and no obstacles at the bottom and by the wheels (cobblestones and grass are not recommended, edges and gutters must be offset and cracks and holes must be eliminated). Otherwise, find different spaces or temporarily change the surfacing.

16. Provide a specific shuttle

- Provide specific shuttles for persons with reduced mobility and persons who need support, with adapted vehicles, running from meeting points (car park, public transport station etc.)
- Contact the STIB and/or adapted taxi companies.

The shuttle system can be extended to all visitors if the parking spaces or public transport stops are a long way from the site entrance.

17. Check public transport stops

- Ensure accessible public transport is available (bus/metro/tram/train).
- Find and suggest the closest public transport stops to the site entrance or those with an adapted drop-off area.
- Provide a route plan (and the relevant signage) for travelling easily from the transport stops to the site entrance, or offer a shuttle service.

18. Ensure there is a path to the entrance

- Provide a safe, signposted and easy-to-use route between the car park, the drop-off points (Kiss & Ride, public transport and shuttle) and the site entrance.
- Dimensions: ideal free width 1.5 m for changing direction.
- Please remove any obstacles at face height.
- Ensure slopes are less than 5% over short distances and cambers less than 2%. Otherwise see vertical movement.
- Provide a route with a hard (not loose), flat, non-slippery surface and no obstacles at the bottom and by the wheels (cobblestones and grass are not recommended, edges and gutters must be offset and cracks and holes must be eliminated). Otherwise circumvent obstacles or temporarily change the surfacing.
- Provide rest areas for people with walking difficulties or provide wheelchairs if the reserved spaces are not immediately next to the entrance.

19. Guarantee signage and lighting

- Use the international accessibility symbol (person in a wheelchair) to indicate reserved parking spaces, either with the regulatory horizontal and vertical signage (ground markings) or with any other system (panels, banners or pictograms).
- Identify and clearly signal the entrance(s).
- Mark out the route from the parking and drop-off areas and the public transport stops.
- Find and indicate the natural guide lines or equip the path with a system of marker strips (tactile paths).
- Ensure sufficient, uniform, non-dazzling, safe, non-intimidating lighting (avoid shaded areas) throughout the route and the points of interest (parking, change of direction, etc.).

It is possible to install audio beacons that can be triggered remotely from the public road (car park, bus, etc.) to the entrance; these can broadcast customised messages (timetables, information on the route, the presence of stairs, the layout of reception, etc.) on approach or at the request of the user.

5. Enter

Reception. How to facilitate registrations and visits to the event site? How to welcome visitors and make them feel understood?

20. Provide an information point

- Ensure that the reception is in a practical location, near the main entrance but also in a quieter environment without too many people.

- Position a sufficiently large team of trained volunteers/stewards there who are easy to identify and find (e.g. with clothing bearing a specific pictogram), at strategic points and available from the information point.

- Ensure all the essential services are there, to avoid long journeys.

- Distribute visual information materials (map, programme, prices, timetables).

- Provide an appropriate response to the different specific needs, in particular a pencil and paper so that visitors can communicate in writing.

- Provide a stock of mobility equipment, such as wheelchairs, walking sticks and walking frames.

- Allow people with specific needs to visit at times that take account of their constraints.

- If there is a reception desk, ensure it has the same characteristics as under point 21.

21. Equip the ticket offices and payment points

- Provide one or more adapted ticket desks depending on specific needs.

- Provide a ticket office or desk with a low table and empty space underneath so that a wheelchair user can fit.

- Mark out sufficiently wide queuing lines or one wider dedicated line for PRM, as well as an obstacle-free turning circle in front of the ticket office so that wheelchair users can continue along the route.

- Alternative: presence of volunteers acting accordingly if necessary.

- If payment is required, provide an accessible and user-friendly card-reader.

- If the payment process is lengthy, provide rest areas and perhaps toilets. Alternative: provide specific ticket counters.

- Offer a range of registration methods: on site, online, by telephone or by post.

- Manage the size of the accessible areas to ensure that spaces are actually available for people with disabilities.

- Think about having a specific pricing policy (for groups, institutions and accompanying persons in view of the limited accessibility of certain locations, etc.).

- Offer terminals and machines that are accessible and easy-to-use (intercom, automated ticket machine, automatic distributors, etc.) or provide additional human assistance, in particular for visually-impaired people, so they can be guided towards a traditional ticket desk.

- Equip the sound-assisted reception with an acoustic signal transmission system (magnetic induction loop or BIM) and communicate this with the specific logo (crossed through ear +T).

Miniature BIM in the form of a mat are available. The magnetic field is limited in scope but very useful for a ticket office.

22. Organise entrance gates

- Provide a sufficiently wide queuing space (often marked out with a crowd control barrier) or a specific, wider entry gate for PRM.

- Locate these on the logical route or signpost them clearly.

- At non-adapted entrances, provide signalling redirecting PRM to the adapted entrances.

- If the security gate process is lengthy or complex, provide rest areas and perhaps toilets. Alternative: provide an Express or VIP route or a special pass.

- Place the scanner-type ticket recognition system at an accessible height for wheelchair users.

23. Guarantee signage and lighting

- Provide the contact details of the PRM Manager (mobile) at different points, including the information point.

- Mention the fact that guide dogs are allowed (specific pictogram).

- Introduce directional signage by repeating the written material in the form of pictograms or photos if possible.

- Display the site map in large format and in various strategic positions (including the entrance), mentioning the location of the main services (info point, aids, accessible toilets, magnetic loop, etc.) using pictograms and distinguish the different spaces used for the event with a key and colour codes. Indicate the location on the map: "You are here"; and include a distance scale if the site is very large.

- Provide a tactile site map or a model for visually-impaired people. Alternative: oral explanation (recorded on audio support or live) or guided visit.

- Ensure sufficient, uniform, non-dazzling, safe, non-intimidating lighting (avoid shaded areas) at the entrance.

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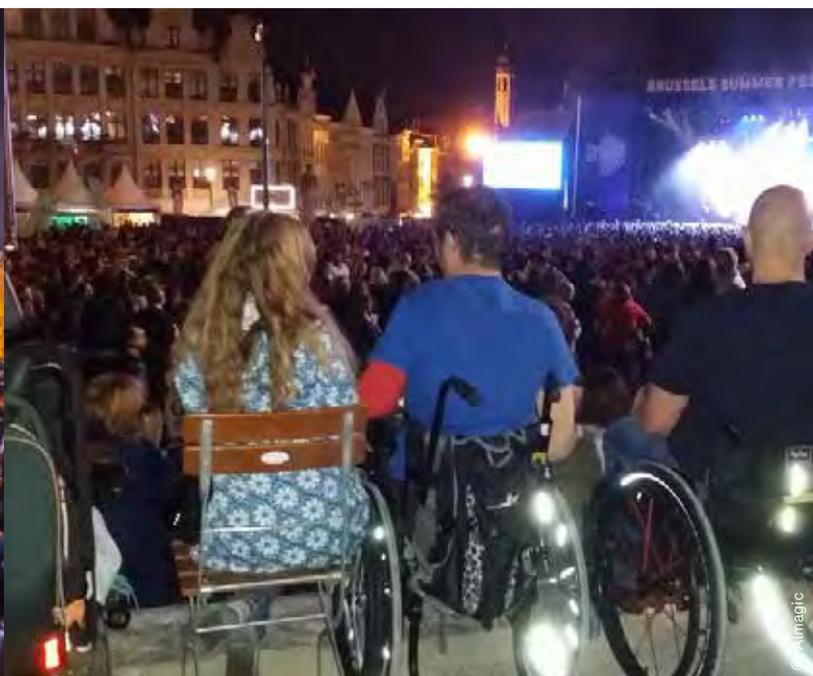
6. Circulate

Moving around the site. How to make it easy to find your way around the site and provide signage? How to move around safely? How to create a pleasant, reassuring environment that offers comfort, calm and the ability to listen? How to guarantee the mobility chain?

24. Allow horizontal movement

- Choose an intelligent route with a logical and linear direction of movement.
- Clearly mark out the circulation space, in accordance with its complexity, in particular if there are a lot of changes of direction, provide guide lines, closed or secure spaces, etc.
- Dimensions: ideal free width 1.5 m for changing direction or manoeuvring in front of equipment.
- Please remove any obstacles at face height.
- Ensure slopes are less than 5% over short distances and cambers less than 2%. Otherwise see vertical movement.
- Provide a route with a hard (not loose), flat, non-slippery surface and no obstacles at the bottom and by the wheels (cobblestones and grass are not recommended, edges and gutters must be offset and cracks and holes must be eliminated). Otherwise circumvent obstacles or temporarily change the surfacing.
- Provide rest areas for people with difficulties walking.

25. Avoid obstacles

- Correct all the differences in level (edges, steps, cables, gutters, paving on streets not suitable for vehicles), by adding slabs, rubber matting, grommets or access ramps that are solidly attached to each other and the ground. Otherwise, bypass obstacles and put cables at a height.
- Avoid as many obstacles as possible.
- Make gaps and hazards (holes, etc.) safe, by filling them or using safety barriers.
- Avoid protruding objects at face height or make them safe.

26. Allow vertical movement

- Provide specific contrasting markings on the ground to indicate any differences in level.
- Place contrasting indicator strips in front of each flight of stairs (difference in level, first and last step of each flight of stairs).
- Provide a hand rail if there are more than three steps.
- Offset differences in level with ramps for short distances, with horizontal bearings and turning circles at each end.
- Make ramps secure with wheel guards (raised edges) one each side and with a continuous, solid double handrail on both sides of the ramp and along corridors, and contrasting surfacing for visually-impaired persons.

27. Guarantee signage and lighting

- Indicate the routes to different activities, stages, service areas, etc.

- Find and indicate the natural guide lines or equip the path with a system of marker strips (tactile paths).

- Inform and reassure people with specific needs about aspects such as crowd density, reserved rest areas, the distances on a site and the slope percentage if there are differences in level.

- Ensure sufficient, uniform, non-dazzling, safe, non-intimidating lighting (avoid shaded areas) to allow access to all the activities on the event site.

7. Use

Content and interactions. How to make event-related activities accessible to the different sections of the public? How to make the event-related facilities and services accessible (toilets, picnic areas, etc.)? How to ensure that discussions during the event are audible and understandable and make interaction possible between all participants?

28. Provide access to the stage/rostrum

- Provide access to the stage or rostrum (ramps, etc.) for participants with specific needs or accompany them.

- Notify speaker to ensure their contributions are accessible to everyone (use of microphone, speed of interventions, preparation of interventions with interpreters, etc.).

- Reserve places for people with specific needs in different parts of the public area and near the stage or rostrum, particularly if there is no sound amplification or to ensure they can see the sign language interpreter.

- Ensure there is sufficient distance if the stage is raised, to avoid people having to raise their head throughout the activity.

- Broadcast the stage on a giant screen if there are large numbers of people.

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29. Provide a riser/podium

- Alternative: have a reserved raised area at stage height to provide the correct viewing height (riser).
- Have a sufficient number of places for the event.
- Dimensions: minimum space for wheelchairs with access via a an easily-accessible route, with chairs for accompanying persons or those with walking difficulties.
- Provide an access ramp with a gentle slope (see vertical movement), fitted with wheel guards and handrails and with turning circles at each end.
- Secure the riser with railings.
- Make the reserved spaces secure through the presence of volunteers who can check that they are only used by PRM and help them to get settled.
- Ensure that there is space under the seats for a guide dog or service dog to lie down.

The ideal solution is to allow people with specific needs to choose their own seat. All spaces are accessible and these people can easily sit where they want, anywhere in the event site.

Depending on the type of event, subtitles may be provided or the interpreter may be projected onto a large screen.

30. Provide adapted toilets

- Provide adapted toilet cubicles that are reserved (for use only by PRM), accessible and signposted in the public toilet areas.
- Spread them throughout the site, for example near the risers (if large crowds).
- Ensure that the cubicles are stable.
- Ensure there are no steps or rises; if there are, provide an access ramp (see vertical movement).
- Internal dimensions larger than standard cubicles with free door access and an adapted turning circle.
- Provide a wall-mounted toilet, a transfer space and strong, foldable support bars so that wheelchair users can position themselves.
- Place an easy-to-use bolt on the inside.
- Ensure that toilet paper distributors, soap and paper towels are easy to reach.
- Periodically check the cleanliness of the cubicles.
- If there is a washbasin, it should preferably be a curved, wall-mounted model, with free space underneath, the U-bend moved to the side and with a lever- or shift-operated tap.

31. Provide a breastfeeding and/or assistance area

- Provide beds, tables, chairs and perhaps also a sink and refrigerator.
- Make wheelchairs and crutches available.
- Allow people to charge the batteries of their electric wheelchairs and mobile phones.
- Allow people to take their medication, rest, change a nappy, etc.
- Provide access to drinking water.
- Provide bowls of water for guide dogs and support dogs.

32. Equip the food areas

- Ensure that people with specific needs can access a large number of food and drink stands.
- Make mobile vendors aware of the accessibility issue.
- Provide lower bars and counters, including for payment methods (see ticket desks).
- Alternative: presence of volunteers or offer assistance.
- Ensure that menus and price lists are clearly visible and in large, contrasting print.
- Offer (and provide information on) specific dishes for food restrictions (allergies, diets, etc.).
- Provide bowls of water for guide dogs and support dogs.
- Provide accessible furniture, not just standing tables.
- Provide mobile seats or tables partially without benches so that wheelchair users can sit there.
- Provide tables that are stable and heavy enough to not be moved by wheelchair users.

33. Adapt exhibition stands

- Provide accessible registration tables or desks (see ticket desks).
- Ensure that there is a sufficiently wide and step-free entrance (see horizontal movement and vertical movement).
- Set up a single-level stand. In the event of a mezzanine stand or one with steps, provide an identical stand on the ground floor.
- Provide display stands at an adapted height so they are accessible to wheelchair users with outstretched arms, free space underneath that can accommodate wheelchairs facing forwards despite their footrests and with a sufficiently large turning circle.
- Provide accessible furniture, in particular exhibition and information tables with an adapted height.
- Ensure that information materials are matt and non-reflective.

Depending on the type of event or the target public, offer specific content, embossed information media, explanations in Braille, with contrasting colours, audio information (via a button that activates the audio description or presence-detection that activates the voice function automatically).

34. Create a quiet area

- Adapt and control the audio volume in accordance with the types of activity taking place on the site (power, effects of transmission and reverberation, buffer zone, etc.).
- Provide quieter areas, especially for events such as festivals and concerts. In accordance with Brussels legislation setting out the conditions for the broadcasting of amplified sound in establishments open to the public (DGBCR) of 26/01/2017), for broadcast between 95 and 100 dB(A), a rest area of a maximum of 85 dB(A) must be made available for the public.
- Distribute earplugs, headphones for children or sensitive persons (address of bodies/mutual funds).

35. Install specific equipment

- If the event has sound content (concerts, conferences, cinema, etc.), provide one or more magnetic induction loops (BIM) and advertise this fact using the specific logo (crossed through ear +T). This temporary or permanent system allows people with hearing devices or headsets to hear a pure sound without background noise. Like a microphone, this system captures the sound at its source and amplifies it. But amplification occurs through magnetic induction via an electrical wire placed around the area covered.

- Make headsets available if the event is equipped with magnetic induction loops.

- Offer sign-language interpretation for all or part of the concerts, conferences and shows.

- Offer an audio-description of the activities, exhibitions, etc. (in advance on a website or on site via a web application, for example).

- If the event is broadcast on a screen, provide subtitles or a simultaneous written transcription.

If there is a musical event, offer specific facilities for people with a hearing impairment (inflated balloon, wooden floor, seats, proximity to speakers).

Portable BIM are available in the form of boxes with mains or battery operation; the loop can be activated at the request of users. These systems can be moved from the meeting room, for example.

Subject to reservation, it may be possible to obtain specific "Blind Date" support, in which people specially trained for this purpose describe the projects and the venue.

For some types of event, cultural mediators present on the route can provide explanations of the artistic process and the concept of the different projects.

36. Guarantee signage and lighting

- Install clear signage, using easy-to-understand pictograms, that makes it easy to find the different activities, stages, seat numbers, catering areas, etc.

- Use illuminated universal pictograms to indicate accessible toilets.

- Ensure the gradual dimming of the stage or activity areas.

- Be increasingly vigilant regarding light effects, avoiding aggressive lighting.

- Provide sufficient lighting for each activity.

8. Evacuate

How to ensure evacuation? How to ensure that security and evacuation plans and processes take account of all sections of the public?

37. Define the emergency exits

- Identify the emergency exits and the routes.

- Apply firefighting standards to events.

- Obtain authorisation from the fire service.

38. Provide an evacuation route

- Provide a fast, safe evacuation route from the site or protected refuge areas exclusively for PRM.
- Provide routes that are sufficiently wide or separate from the crowd (these provisions will reassure persons with a physical disability).
- The personnel responsible for the security of the different spaces for PRM must be able to evacuate these spaces in the event of a problem.
- Stewards and security personnel nearby to provide assistance.
- Control the movements of the crowd.

39. Guarantee signage and lighting

- Provide clear, precise signage, particularly emergency exits, by using universal pictograms.
- Provide visual alert systems for deaf or hearing-impaired persons.
- Ensure that emergency exits are sufficiently illuminated.

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COURSES OF ACTION

9. Disseminate

40. Offer accessible content

Ensure that the content distributed during the event, retranscriptions, photos, etc. are accessible after the event and in adapted formats for persons with specific needs (downloadable, website, etc.).

10.   Evaluate

41. Hold a debriefing with the teams

If the event is held annually or the site is frequently used, it is advisable to perform an assessment of the positive and negative points in terms of accessibility, in particular with the PRM Manager, but also with the teams of volunteers and all the personnel working on the event; this will help to improve future events.

42. Conduct a public Survey

Perform a quantitative and qualitative assessment of user satisfaction levels, either via a survey during the event, by asking people to respond via email or social networks, or via meetings with associations and stakeholders.

DRAGAN MARKOVIC

REFERENCES AND USEFUL LINKS

- "Guide d'aide à la conception d'un bâtiment accessible", 3 books, CAWaB, Brussels-Wallonia, October 2017 edition
  In FR: https://cawab.be/IMG/pdf/170903_ref-cawab_3cahiers_ensemble_171005_interactif.pdf
  In NL: https://cawab.be/IMG/pdf/170909_nl_ref-cawab_3boeken_samen_171007_interactief.pdf

- Charte Promotion de l'accessibilité des événements ouverts au public, AViq, Access-I partnership
  https://www.aviq.be/handicap/AWIPH/projets_nationaux/accessibilite/charte-accessibilite.html

- "Toutes les clés de l'accessibilité événementielle", Association Aditus, France, 2011
  http://www.aditus.fr/fichiers/cles-accessibilite-evenementielle.pdf

- "Toegankelijke evenementen en inclusieve projecten", intro vzw, Zellik, 2011
  http://gelijkekansen.be/Portals/GelijkeKansen/intro%20brochure%20toeg%20evenementen.pdf

- The concept of disability mainstreaming (at Federal, regional and local level)
  https://socialsecurity.belgium.be/fr/handistreaming
  https://phare.irisnet.be/espace-pro/réglementation-applicable-en-région-bruxelloise/
  http://pouvoirs-locaux.brussels/theme/egalite-des-chances/handistreaming

- The PHARE (Autonomy for Persons with Disabilities) Service is an administration of the Brussels French-speaking Community Service (French Community Committee); it provides information, advice, and financial interventions for persons with disabilities in the Brussels Capital Region. It also approves and subsidises different categories of institution that contribute to the inclusion of persons with disabilities. info.phare@spfb.brussels   www.phare.irisnet.be

- CAWaB, the Wallonia-Brussels Accessibility Collective, brings together 18 associations that represent persons with disabilities and accessibility experts. It acts, informs and raises awareness regarding the consideration of the needs of persons with reduced mobility and the problems they encounter. info@cawab.be   www.cawab.be

- **Grants.**

Every year, the Brussels Capital Region launches a call for projects to support initiatives that promote the accessibility of events. The grant pays for all the expenses incurred in making the event accessible (reserved parking, toilets, signage, sign-language interpreter, induction loops, inclines, etc.). These expenses also cover the involvement of accessibility professionals (e.g. opinions, audit, specific equipment, etc.).
 equal@sprb.brussels   www.equal.brussels

- **Certification.**

The non-profit association Access-i aims to promote information on the accessibility of goods and services for persons with specific needs. It comprises 13 member associations, six of which are approved to perform audits. The website of the non-profit association lists each audited event, with a logo corresponding to the level of accessibility for seven categories of person with specific needs: wheelchair users, persons with walking difficulties, blind people, visually-impaired people, deaf people, hearing-impaired people and people with learning difficulties.
info@access-i.be   www.access-i.be/en

- **Label.**
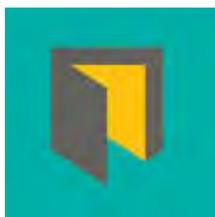
The Inter-events label is for organisers who want to allow persons with disabilities to take part in their event. The label is obtained on the basis of six accessibility conditions: information, parking, access to activities, reserved areas, adapted toilets and service dogs. The non-profit association Inter supports organisers and checks that these conditions have been met.
info@inter.vlaanderen
www.inter.vlaanderen/evenementen/diensten/intereventslabel

- **Guide.**

Handy Brussels is a web application that contains several hundred descriptive files on the accessibility of accommodation, restaurants, cafes, shops and leisure venues (sport, cinemas, museums, theatres, parks, etc.) in the Brussels-Capital Region. It is a valuable tool, not only for visitors with specific needs in the capital, but also for the people accompanying them and for tourist operators.
info@bruxellespourtous.be   www.handy.brussels

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