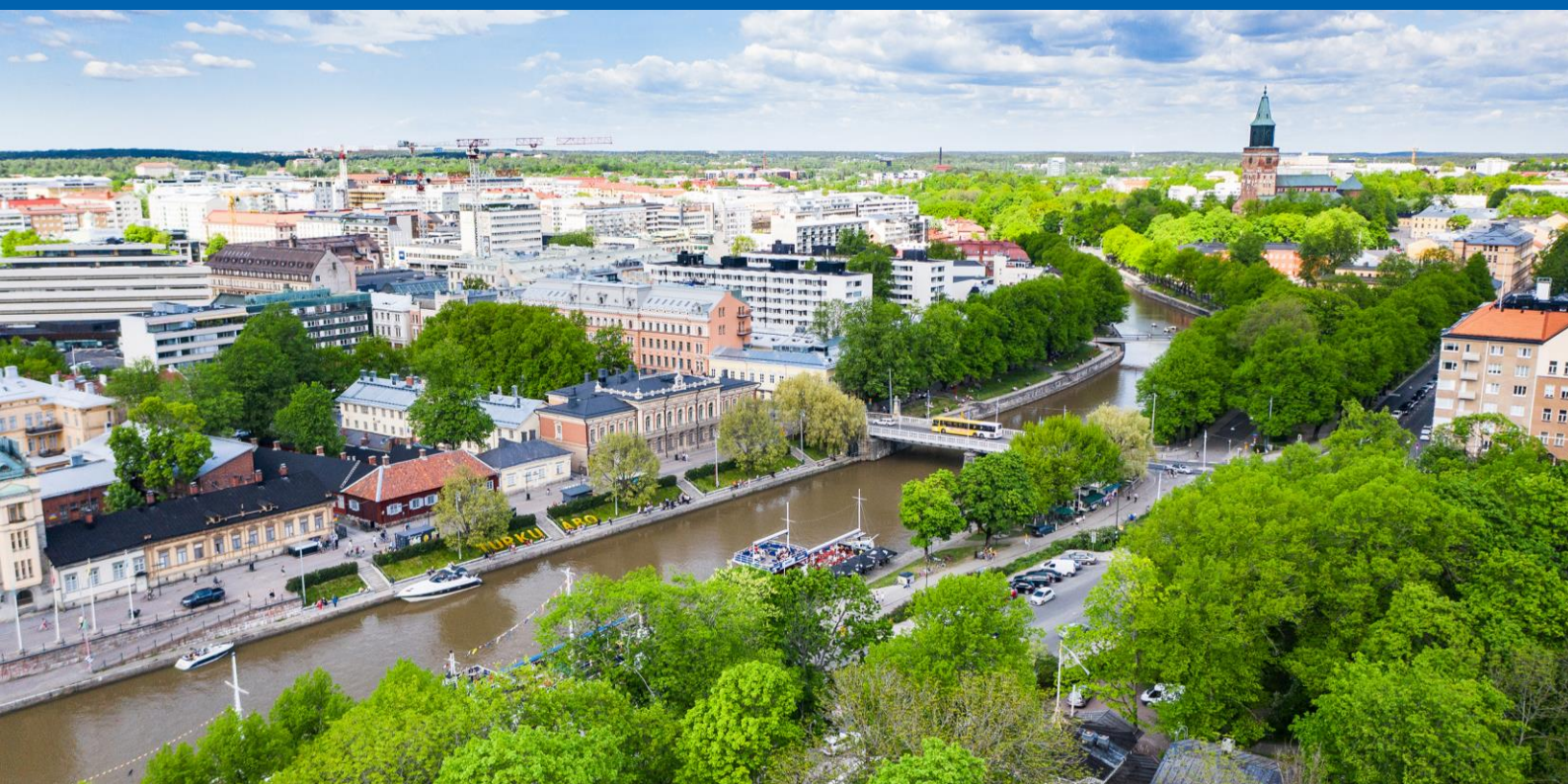




Accessibility guide for events



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Accessibility guide for events

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1 Introduction

This event guide is designed for the City of Turku to support the consideration of accessibility at different stages of event planning. The event guide helps to ensure that accessibility is taken into account as a natural part of the planning and implementation of an event.

This event guide discusses the consideration of accessibility from the entire service path of the event, from the communication of the event and advance information to the event itself and its arrangements. The event guide includes checklists to ensure that the most important accessibility needs are taken into account.

2 Checklists

2.1. Instructions for reading the event guide

Checklists support the consideration and improvement of accessibility of events. Important issues have been highlighted in the checklists concerning event instructions, and the checklists can be used to ensure that the most important accessibility needs are taken into account.

The checklists are designed for a small events and a large event. A small event refers to an event of less than 30 people, such as meetings or team gatherings. A large event, on the other hand, refers to an event in which the number of participants is significantly larger and in which case accessibility must be taken into account more extensively.

When using the checklists, it is important to note that even if the requirements of all sections are not met, the accessibility of the event may be at a good level. Some of the accessibility needs are also individual, which means that it is not possible to take everything into account in advance, and in this case it must be possible to make adjustments according to the different needs of the users. Potential accessibility challenges are communicated in advance.

Accessibility can be developed in a long-term and systematic manner by following the event guide and checklists, and by training employees.

2.2. Large event

2.2.1. General accessibility considerations

Advance information contains information on the accessibility of the event.

Presentation material:

The presentation material is clear (no text on top of an image, the text stands out in dark contrast from the background, and the font size is large).

The material to be distributed is available in different formats, including websites, Braille and plain text.

If necessary, the presentation material can be obtained in advance.

If videos are displayed, the event will also include intralingual subtitles and, if necessary, audio description.

The presenters are prepared to describe visual material such as images and videos.

An accessibility contact person has been appointed and their contact details are easily accessible. Any contact information should also be displayed through multiple channels.

Accessibility is part of communication.

Accessibility needs have been taken into account in the registration.

Employees have been trained and informed about accessibility.

Accessible parking spaces and the pick-up and drop-off areas are near the entrance.

The entrance is accessible or there is an accessible detour.

2.2.2. Accessibility of the access areas

The access lanes are sufficiently wide (min. 1200 mm), special attention is given to entrances.

There is enough free space for turning with an aid (min. 1500 mm turning circle).

Access to all functions and meeting points is accessible.

There is an accessible toilet at the venue. The dimensioning and outfitting of the accessible toilet is available in the City of Turku accessibility guidelines.

<https://www.turku.fi/esteettomyys>

The audience has accessible seating spaces next to which there is also enough space for assistants and/or working dogs (1 seat per accessible seating).

2.2.3. Accessibility of the hearing and visual environment

Facilities with an audio system have an induction loop, an audibility map and an induction loop symbol.

The accessible seats should have good visibility to the centre of the event.

The functionality of the induction loop has been verified.

The event site has clear signs and symbols have also been used (e.g. ISA symbol).

2.3. Small event

2.3.1. General accessibility considerations

Advance information contains information on the accessibility of the event.

Presentation material:

The presentation material is clear (no text on top of an image, the text stands out in dark contrast from the background, and the font size is large).

The material to be distributed is available in different formats, including websites, Braille and plain text.

If necessary, the presentation material can be obtained in advance.

If videos are displayed, the event will also include intralingual subtitles and, if necessary, audio description.

The presenters are prepared to describe visual material such as images and videos.

An accessibility contact person has been appointed and their contact details are easily accessible. Any contact information should also be displayed through multiple channels.

Accessible parking spaces and the pick-up and drop-off areas are near the entrance.

The entrance is accessible or there is an accessible detour.

2.3.2. Accessibility of the access areas

The access lanes are sufficiently wide (min. 1200 mm), special attention is given to entrances.

There is enough free space for turning with an aid (min. 1500 mm turning circle).

Access to all functions and meeting points is accessible.

There is an accessible toilet at the venue. The dimensioning and outfitting of the accessible toilet is available in the City of Turku accessibility guidelines.

<https://www.turku.fi/esteettomyys>

2.3.3. Accessibility of the hearing and visual environment

Facilities with an audio system have an induction loop, an audibility map and an induction loop symbol.

The functionality of the induction loop has been verified.

The event site has the best possible and clear lighting.

3 Preliminary information

3.1. Accessibility information and communication

It is important to include accessibility as part of all event communications. When accessibility is a visible part of communication, it is also a message that everyone is welcome to the event. Equal and respectful customer service is also part of the event and its communications. In addition, separate signs and instructions can be used to indicate that discrimination and harassment are prohibited.

Producing accessibility information is a central and important part of communication about accessibility. Accessibility information is information provided in advance on the accessibility of the event. Accessibility information includes information on the accessibility of the physical environment and general accessibility practices. This information allows the person arriving at the event to prepare for the event in advance.

Accessibility information in its entirety is published on the event's website. Other communications at the event can briefly describe accessibility and provide guidance on how to view more information on the website. If a map of the event area or facilities is available, the accessible routes and toilet facilities must be marked with clear symbols.

Accessibility information must be clearly categorised and labelled so that the information can be easily found. Instead of saying, for example, that a service is accessible or not accessible, we focus on describing what accessibility means in that particular service. In addition to symbols and written information, we recommend using photographs, as they clarify accessibility information specifically for the space or event in question and help to understand the current level of accessibility.

Accessibility information describes the accessibility of the arrival, entrance, event and event area, as well as accessible toilet facilities. In addition to this information, you should also provide information on practices regarding the purchase of wheelchair spaces and tickets for assistants.

We recommend appointing an accessibility contact person for the event, who is responsible for ensuring accessibility within the organisation, but is also able to provide customers with additional information on the accessibility of the event if necessary. We recommend adding information to the accessibility communication about who to turn to for more information if necessary. Contacting this person should be possible by phone and email. The appointment of a discrimination and harassment officer, or the combination of these roles, is also part of the event. In general, the event should also be communicated in sign language and plain language as far as possible.

It is also important for the participant to know about potential accessibility challenges, which might affect their participation. When communication also directly discusses obstacles or shortcomings in accessibility, it provides the participant with tools for planning the visit according to their individual needs. Sometimes participation is possible, for example, with the help of an assistant or assistive equipment, regardless of obstacles, if the obstacles are known in advance and it is possible to prepare for them.

Accessibility information

- Where are the accessible parking spaces located, and where is the pick-up and drop-off point?
- Is the main entrance accessible or is there a separate accessible entrance?
Are the access routes to the entrance accessible?
- Are there any sections or areas in the facilities/event location which are not accessible?
- Is there an accessible toilet in the facility/event location?
- What are the practices with regard to wheelchair space and tickets for assistants/interpreters/guides?
- Is there an induction loop or interpretation in the facility/event location?
- If the facility/event provides aids that can be borrowed, it is important to mention them in the accessibility information.
- Who can you contact to get more information about accessibility?

3.2. Registration

Events that send out invitations and have separate registrations, should include information about the accessibility of the facilities in the invitation, and the invitation should also include any questions about potential accessibility needs of the participant. If a separate registration form is created for the event, a separate question is dedicated to accessibility needs.

The form can include a question about accessibility needs at a general level, but in some situations it is also necessary to ask more detailed questions. This may be the case, for example, when booking accommodation, in which case the number of accessible rooms to be booked must be made clear. Accessibility needs may include, for example, the need for an accessible room, the possibility to obtain the presentation material in advance for a

screen reader programme, a wheelchair space in the audience or a notification of the accompanying assistant/guide/sign language interpreter.

Asking about accessibility needs in advance sends a message that the event organiser wants to take into account different needs and make reasonable adjustments to enable participation in the event. Reasonable adjustments refer to appropriate adjustments in accordance with the Non-Discrimination Act so that a person with a disability can participate in the event and activities on an equal basis with others.

Examples of asking for accessibility needs

- Do you have needs related to accessibility?
- Do you need accessible accommodation?
- Do you need an accessible transport?
- Should the arrangements take into account an assistant/interpreter/guide?

3.3. Ticket sales

The wheelchair spaces of the event and the related ticket practices must be clearly stated on the website. Booking/purchasing wheelchair spaces should be possible using the same channels as all other tickets. Reserving/purchasing wheelchair spaces shall not cause any additional difficulty or costs to the disabled person.

It is recommended that accessible spaces are available in different ticket categories, if the facilities allow it. At events where an event area is built and accessible spaces are made, it should be noted that not all persons with disabilities may want to use separately designated accessible spaces. A person with a disability has an equal right to choose their place among the public, for example.

The assistant's ticket (interpreter, support person) should be free of charge, as the assistant works for a disabled person at the event. In ticket sales, it must be clearly stated whether the assistant needs a free ticket or whether the assistant can attend the event without a ticket.

3.4. Assistant practice and service dogs

Some persons with disabilities need an assistant, interpreter or support person in order to cope equally in various environments. If the event is subject to a fee, the assistant must be able to attend the event free of charge.

In practice, the person with a disability is the only person who has precise information about the need for an assistant, which is why it must be possible to trust their word on the need for an assistant. Not all disabilities are clearly visible outwards, but the persons in question may still have a need for an assistant. The EU Disability Card helps to prove the need for an assistant, but since it is subject to a fee, it should not be required from the customer either.

A disabled person may have an assistance dog or a guide dog at the event. Assistance and guide dogs are so-called working dogs. The task of dogs is either to assist a person with physical disabilities in their physical performance or to guide a person with visual impairments in travelling. Assistance and guide dogs are officially aids. In other words, persons travelling with them must be treated as users of assistive devices, and the dog's access to the event, for example, cannot be denied.

The premise for working with dogs is that people other than the person being assisted or the person being guided should not pay any attention to the dog. The best advice for working with assistance dogs or guide dogs can be obtained directly from the dog user.

3.5. Collecting accessibility feedback

In order to improve accessibility, it is essential to collect feedback on accessibility solutions from those participating in the event. This helps to find out how accessibility has been realised at different stages of the service path from the participants' perspective. Accessibility is a very central part of the service experience of a person with disabilities, which is why it is important to intervene in potential problem areas and to work systematically to promote accessibility. It should be noted that this can often be a minor but very significant change. Feedback can also be used to identify whether the development needs are in the physical facilities or, for example, in service situations and encounters. It must be possible to give feedback through different channels, such as an online form, by e-mail and by telephone.

4 Arriving and leaving

4.1. Public transport

When planning an event and selecting the venue, ensure that arriving at the venue accessibly by public transport is also possible. Accessible arrival is facilitated if the venue is close to public transport stops, such as a train station. Rail transport is the most accessible alternative to public transport. In Turku, it is also possible to organise the event by water bus. The water bus runs from Martinsilta Bridge (Itäinen Rantakatu) in Turku city centre to Ruissalo National Park. Along the way, it calls at Forum Marinum, Ruissalo Shipyard and

the Pikisaari stop in Hirvensalo. Unfortunately, not all stops and vessels are completely accessible and they require an assistant. All stops and both ships operating on this route are accessible.

If joint transport is arranged for events, for example by bus, preparations must also be made for accessible transport. Accessible transport can be arranged by means of an accessible bus, which gives all participants access to the same transport. An accessible bus has a lift and space for assistive devices. This is a good option, for example, for longer distances. A separate disabled taxi can be arranged for shorter journeys for those who need it.

4.2. Parking

The possibility of parking is taken into account in event planning. Parking places must be located close to the venue, and there must be accessible parking spaces in the immediate vicinity of the entrance. The location of accessible parking spaces is important because it may be difficult for some people to walk longer distances, and weather conditions may also make it difficult to walk outdoors. Accessible parking spaces are also larger, allowing enough space for moving and assisting next to the car.

Accessible parking spaces are marked with an international ISA symbol, i.e. a wheelchair symbol. The accessible parking space must be at least 3600 mm wide and 5000 mm long. A parking space on the street must be at least 6500 mm long.

When it comes to the number of accessible parking spaces, the larger the event, the greater the need for accessible parking spaces. It is recommended that there are two accessible parking spaces for 50 parking spaces, and one more accessible parking space for each of the following 50 parking spaces.

Accessibility information explains where accessible parking spaces are located and how many parking spaces are available.

4.3. Pick-up and drop-off traffic

Pick-up and drop-off traffic refers to taxis and charter services. Some people with disabilities have transport service trips, allowing them to use a taxi for transport.

It is important that a separate stopping point is marked for pick-up and drop-off traffic near the main entrance. If the pick-up and drop-off location is not already marked, a suitable area for pick-up and drop-off traffic will be designated at the event location. In large events, it may be necessary to have several stopping points for pick-up and drop-off traffic, for example at the entrance and near the exit route.

Information on the stopping point and address of pick-up and drop-off traffic is provided in the accessibility information.

4.4. Entrance/registration

At the entrance to the venue, it must be ensured that all functions are accessible and also accessible by means of an aid. If there is a separate accessible entrance, instructions are given with clear directional signs that also use the international ISA logo (Image 1).



Image 1: International wheelchair symbol (ISA symbol)

People working at the entrance to the venue are instructed on accessibility so that they have information on accessible routes and accessible toilets, for example. If necessary, preparations will also be made for providing guidance in walking around the premises and moving to the activities of the venue. Those working in the lobby are informed of the agreed assistant and guide practices and assistance dogs.

4.5. Exit

If exiting the event is different from the entrance, the accessibility of the exit is ensured in the same way as the entrance route. In addition, it is important that the exit is clearly sign-posted and easily understood and accessible by signs and potential guidance by personnel. It is also important to highlight, for example, in the advance information if, for example, pick-up and drop-off traffic must use a different route or entrance when leaving.

5 Venue

5.1. General information on accessibility

In event planning, accessibility consists of different areas, including the built environment and the accessibility of communications, encounters and services.

The accessibility of the built environment enables equal participation in events for persons with disabilities. The accessibility of the built environment is examined in these guidelines from the perspective of the accessibility of the hearing, vision and mobility environment.

The starting point is that accessibility is taken into account in event planning in accordance with the general service path. In some situations, the accessibility challenges of the built environment may require, for example, separate detours to achieve an accessible service path. In fact, the best possible level of accessibility can be achieved when accessibility is already taken into account as a matter affecting the venue or area itself, which reduces the need for special measures.

The following sections examine at a general level what is meant by the accessibility of the hearing, visual and mobility environment in events.

5.1.1. Mobility environment

When talking about the mobility environment, this refers to the physical environment in which the movement takes place. The accessibility of the mobility environment is affected by both the structural solutions of the selected venue, such as thresholds and stairs, as well as the choices made afterwards, for example with regard to furniture.

Simplified, accessibility of the mobility environment is about accessible access to the venue, accessible access routes to all functions and services, and ensuring that accessible toilets are available.

A handrail increases safety when moving along stairs or ramps. A handrail is needed on both sides of the stairs and the ramp and along the entire length. It must also continue uninterrupted along the landing.

The height of the handrail from the front edge of the step or the surface of the ramp is 900 mm. There must be handrails at two different heights, of which the upper one is 900 mm and the lower one is 700 mm. The lower handrail is suitable for children and short people on the stairs and also for wheelchair users on the ramp.

According to the Safety Regulation, in public outdoor and indoor spaces and commercial and service spaces, the handrail must continue at least 300 mm past the beginning and

end of the elevation. Continuation of the handrail horizontally 300 mm past the end of the staircase, helps the visually impaired person walk along the staircase, makes it easier to detect the end point and reduces the risk of tripping.

Tips for considering accessibility in the mobility environment

- The entrance is at street level or there is a ramp at the entrance (sufficiently gentle and handrails on both sides).
- The access lanes are sufficiently wide (min. 1200 mm) and have hard surfaces and no goods or other obstacles on the routes (e.g. cables across the passage).
- There is enough space for turning with an aid (min. 1500 mm turning circle).
- There is an accessible toilet at the venue.
- All parts of the event are accessible throughout the event.
- Small level differences, such as individual staircases, can be ascended with assistance, for example by means of a travel ramp.
- There are resting places in the corridors and near the queues.

Important dimensions:

- Ramp slope max. 5 %
- Width of access routes min. 1200 mm
- Room for turning with an assistive device min. 1500 mm
- Maximum threshold height 20 mm
- Wheelchair space with minimum depth 2300 mm

5.1.2. Hearing environment

The hearing environment means the surrounding sound environment and the conditions in which we use our sense of hearing. Ensuring that the hearing environment is as accessible as possible is particularly important in events where a large part of the information and interaction takes place through speech or voice.

An essential part of the accessibility of the hearing environment is the induction loop, which transfers the voice spoken in the microphone to the hearing aid. Facilities with induction loops must be marked with the induction loop symbol and on the coverage map. The hearing aid user can use the coverage map to select a suitable location. When choosing an event venue, it is important to ensure that facilities with an audio system also have a functional induction loop (Image 2).



Image 2: International standard induction loop symbol

An induction loop is always the primary option also in outdoor events.

An alternative is to insert a radio transmitter into the audio system, which transmits radio waves and picks them up with a neck loop (receiver) into a hearing aid or headphones.

Induction loops are not necessarily needed for listening to music at festivals; the majority can listen to music without these aids. What cause problems with hearing are host speeches and other spoken interludes.

Mobile sound transfer will increase in the future. It uses a smartphone QR code to connect to the audio broadcast of the event. The problem with this is that there is enough delay to prevent the user from following the event by lip reading. For further information on the upcoming mobile audio transfer technology, see, for example, <https://en-fi.sennheiser.com/mobile-connect>. The development of the product has begun, so it is worth keeping up with the development of technology, as this could be the solution for induction loops in certain events.

An effort should also be made to organise print and sign language interpretation whenever possible, and to ensure that the facilities and equipment required for interpreters are available.

Tips for considering accessibility in the hearing environment

- Facilities with an audio system also have a functional induction loop.
- The facility with the induction loop is marked with the induction loop symbol and on the coverage map.
- Sound is set to appropriate volume to enable conversation in a speaking voice.
- Sufficient illumination is provided to enable lip reading.
- Noisy spaces and echoes are avoided.

5.1.3. Visual environment

A visual environment refers to everything related to observing the environment by means of a sense of sight. Accessible visual environments include spaces that are easy to perceive and clear guidance. These are also things that support the mobility of all participants in the event. An accessible visual environment goes very much hand-in-hand with the accessible mobility environment of the venue. With regard to the visual environment, the possibility of adjustable lighting and limiting glare must also be taken into account. Any bright or blinking lights must also be communicated about in advance.

Tips for considering accessibility in the visual environment

- General moving around the event is clear and consistent.
- The passageways are safe and there are no objects on the passageways that hamper access (e.g. cables across the passageway).
- Signs stand out from the environment and are clear.
- Level differences are clearly marked (e.g. with contrast tape).

5.2. Related activities

Instructions related to meals, accommodation and travel have been listed in the related activities.

Instructions on how to organise the accessibility of meals can also be utilised for employees' meals in events that are very large.

For each additional activity, the principles have been discussed at a general level and adapted to the event.

5.2.1. Meals

The accessibility of possible mealtimes means accessible routes and sufficient space for moving about, but also that the food on the serving tables is set at a suitable height. The height of serving surface should be approximately 900-1100 mm, but foods are often placed higher than this. It should be noted that in some situations a person with visual or physical impairments may need help in taking food and transporting it to the table. From the perspective of accessibility, table service is a good option.

In the best case, the dining area is furnished with tables and chairs of different heights and trays are available for transporting food and cutlery.

If possible, it should also be ensured that the dining table in the room is high enough for a wheelchair, for example, to fit well by the table. The recommended dimension for a table height is 700-800 mm from the lower edge of the table top.

5.2.2. Accommodation

If the event involves accommodating participants in a hotel, make sure that the hotel has accessible rooms.

If accommodation is arranged in somewhere other than a hotel, such as a rental cottage, it must be ensured that it is possible to use an assistive device in the yard area, i.e. there are no large differences in levels or steep hills in the yard. In the accessibility of the building itself, it is important to ensure that the building is accessible and that there is an accessible toilet and shower, sleeping areas downstairs and sufficient space for moving around with the aid.

It is important for the organiser to ensure at least these aspects in terms of the accommodation:

- How many accessible rooms are there at the accommodation?
- What is the level of equipment in accessible rooms? (Is there, e.g. an electric bed and a shower chair)
- Can you use an aid to move around in the yard?
- Is the entrance on ground level or is there a ramp at the entrance?
- Is there an accessible toilet and shower in the building?
- Is there accessible access and enough space for moving around with an aid?
- Are there beds also downstairs?

5.2.3. Travel

This chapter applies to events organised by the City of Turku that include travelling from one place to another.

When we consider travelling in Finland in general, rail transport is the most accessible option. It is possible to book an accessible seat separately on trains, and the ticket for an assistant is free of charge. Reserving an accessible seat is possible from VR's online shop, and VR's website also contains good information on the accessibility of stations and trains. However, it should be noted that there are still railway sections that do not carry accessible railway carriages.

When travelling by plane, the need for assistance may be related to moving around the airport or moving to the aircraft itself. In some situations, you must give up your own aid (e.g. an electric wheelchair) at check-in, in which case moving around the airport will be done with the airport wheelchair. The airports have an assistant service that provides assistance for transfers if necessary. There is a carrying chair for moving to the aircraft itself if you cannot walk the stairs/go from the door to your seat. The assistance service must be booked in advance.

If the person uses aids (e.g. electric wheelchair, walker), the airline must be informed of them in advance (length, width, height and weight).

The aforementioned issues are key facts related to travel, and it should also be remembered that a person with a disability knows best what special needs they have in connection with travelling and what kind of advance preparations are required for travelling.

5.3. Signs and symbols

In event planning, attention should be paid to signage. The signage must be clear, consistent and uninterrupted. Clear signs refer to signs with a sufficiently large text and a sufficiently dark contrast between the background and the text. The signs must be consistent and stand out from the other colours of the location. The easiest to read is the combination of black and white. The guests must be able to view signs at viewing height safely from up close.

Accessible parking spaces, entrances, routes and toilets are marked with clear signs using the ISA symbol.

Below is an example sign (Image 3), which uses a combination of black and white and also uses the ISA ID.



Image 3: Example of a sign

5.4. Accessible toilet and quiet room

The organiser of the event must ensure that there is also an accessible toilet at the venue. The location of the accessible toilet must be clearly signposted and the organiser and staff must know its location. The number of accessible toilets must correspond to the size of the event. As a rule, the event cannot be organised in a place where there is no accessible toilet. If such a situation arises, the participants must be informed of it in advance.

In the case of a short-term event with a maximum duration of 5 days to which portable toilets are leased, it must be ensured that at least one of them is accessible and its location is clearly guided and known to the organiser and staff.

In an accessible toilet, it is essential that both sides of the toilet seat have a minimum of 800 mm of free space for moving about and handrails on both sides of the toilet seat. An accessible toilet should always be designed so that it can be used from two sides, i.e. there must be at least 800 mm of free space on both sides of the toilet seat. This must be taken into account to ensure that a person with reduced mobility can place a wheelchair next to the toilet to allow lateral movement. Free space means free space from obstacles

up to 2000 mm above floor level. The measurement of the specified 800 mm free space is started at the outer edge of the toilet seat support handle and focused on the nearest fixed point, i.e. the nearest wall/structure or other installation, e.g. a radiator or toilet paper holder. All free space measurements for accessible toilets are always performed with the hand supports in the lowered position. The measurement of the specified 800 mm free space is started at the outer edge of the toilet seat support handle and focused on the nearest fixed point, i.e. the nearest wall/structure or other installation, e.g. a radiator or toilet paper holder. The free space between the hand supports of the accessible toilet seat is at least 600 mm. In this case, the measurement of free space is performed from the inner edge of the hand rest to the inner edge of the second hand rest. If, for any reason, the accessible toilet is intended to be used to move from a wheelchair to a toilet from one side only, it shall be so designed as to provide at least 800 mm of free space on the other side of the toilet from the outer edge of the support handle for the wheelchair and a wheeled walker. If the toilet is designed to be one-sided, there must be another toilet near the toilet that can be used from the opposite side. The signs must show the handedness of the toilet. The sink must be accessible with an assistive device. The toilet must have enough free space for moving with an aid, so there must be no extra items in storage. For a long-term event, we recommend using an accessible indoor toilet that meets the standards. The pictures below (Image 4 and Image 5) contain more detailed recommendations for the construction of toilet facilities in the City of Turku. The dimensioning and outfitting of an accessible toilet is available in the City of Turku accessibility guidelines at

<https://www.turku.fi/esteettomyys>. **In addition, more detailed instructions for designing toilets can be found through this link.**

If possible, it should also be examined whether there is a quiet room at the venue. A quiet room can be used by anyone who feels that they need it, for example, for resting, during temporary functional impairment, for calming down or dressing with assistance. The purpose of the room should not be questioned.

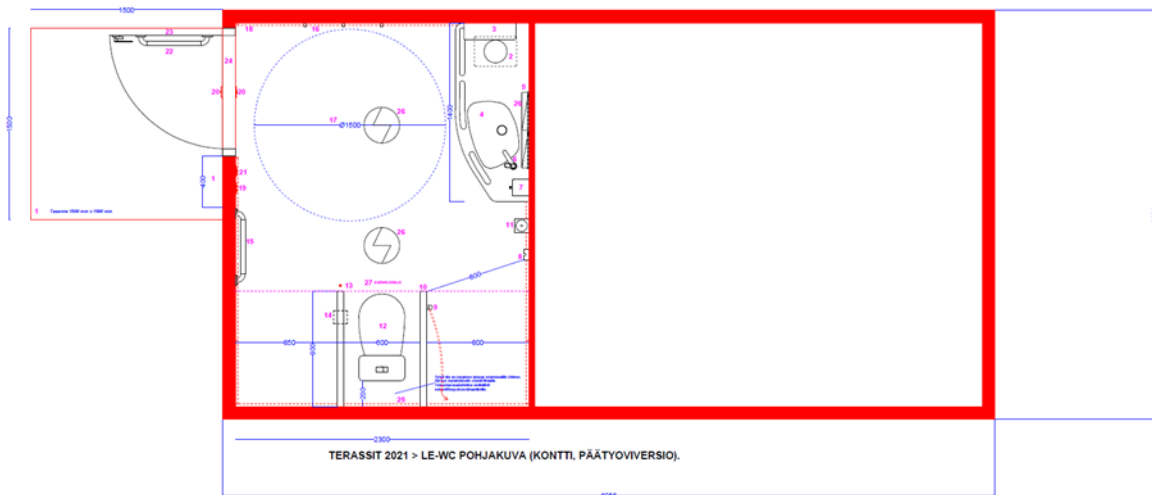


Image 4 [Toilet facility instructions for the City of Turku](#)

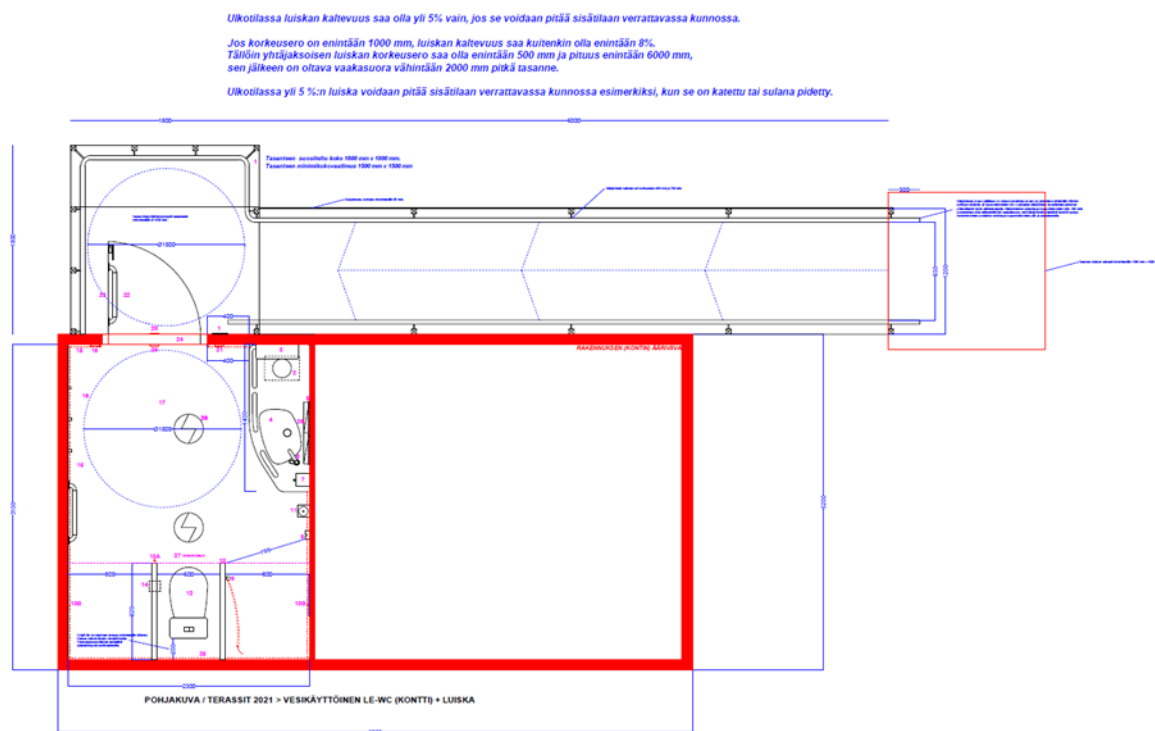


Image 5 [Toilet facility instructions for the City of Turku](#)

5.5. Core activities

5.5.1. Meetings

The accessibility arrangements of meetings must pay particular attention to the possibility of a person with a disability to participate in not only in the meeting itself, but above all in the discussion of the agenda and decision-making at the meeting in question. In other

words, it is not enough to provide participants with accessible access to the meeting venue, but to make the meeting situation as accessible as possible.

Accessibility of the visible and hearing environment plays a particularly important role in the meetings. In other words, the organiser must ensure that the information is presented in a clear format and in such a way that the participants have a clear visual connection not only to the speakers but also to presentation graphics. The accessibility of the visible environment is supported by good general lighting. The organisers must prepare to deliver the materials presented at the meeting in advance.

Accessibility of the hearing environment must also be ensured. Before the meeting, the organiser is responsible for ensuring that the room has a sufficient sound system and an induction loop. For smaller but permanent meeting rooms, it might be advisable to purchase a conference table loop, for example.

With regard to the environment of mobility at meetings, it is important that you can access the conference table/stage/speaker podium easily with an aid. It is important to note that if accessible access is arranged with a ramp, the slope of the ramp must be gentle enough to be safe. It should also be ensured that there is a sufficient turning circle behind the table / on the platform / on the podium (min. 1500 mm) to give the user sufficient space for safe movement. Accessibility is also taken into account in the table height (700-800 mm) and in the placement of accessories (max. at 1100 mm).

5.5.2. Workshops

The accessibility of the facilities reserved for workshops must be ensured, just like other events and parts of the event. In principle, we recommend selecting a room that is large enough for the workshop in proportion to the number of participants so that there is enough space for physical activity and the space is still easily perceived.

In addition, the organiser of the workshop must be prepared to take into account the special needs of the participants. We recommend planning the workshops so that the participant can choose an alternative that best suits their functional capacity.

If the workshops require writing, you can offer the opportunity to write on a computer or tablet or give additional time for writing if necessary. All equipment of the workshops must be easily accessible and the instructions must be distributed in writing and orally as far as possible.

When selecting the operating methods, it is also worth considering any potential accessibility needs expressed in advance information. For example, if a participant has informed the organisers of a hearing impairment, the material can be delivered to them in writing.

Or, if a participant has informed the organisers of difficulties with speech, when considering the operating method, the organisers should consider how participants can participate as much as possible, for example by writing. If the operating method requires presentation, it is ensured that everyone has clear visibility, easy mobility and an opportunity to participate.

We recommend asking about any necessary special arrangements at the registration stage of the workshop so that the organiser can obtain as accurate advance information as possible on the needs of each participant.

5.5.3. Public event

In a larger public event, advance information on the accessibility arrangements of the event plays a particularly important role in terms of accessibility. Sufficient advance information enables the potential participant to make a decision to participate in advance.

It is important to ensure that accessibility arrangements have been made so that accessibility is taken into account at the planning stage of the event. It is also important that, in larger events, not only the contact person but also the entire staff have been informed and, where possible, trained in the accessibility practices of the event.

IF THE PUBLIC EVENT TAKES PLACE INDOORS:

The placement of accessible seating spaces for the public is also an important factor in the accessibility of public events. Sufficient accessible spaces must be available, and the organiser must ensure that the places have unobstructed visual contact with the stage or speaker and that space is also reserved next to these spaces for assistants and other companions. Where possible, the organisers should also take into account situations in which a person with a disability will take part in the event with an assistant and, for example, with their family.

If the event has no seating, it is advisable to ensure that space and safe access for those using aids are ensured in the vicinity of the centre of the event.

Accessible access to the event's presentation area must also be ensured.

IF THE PUBLIC EVENT IS OUTSIDE:

In the accessibility of a public event, the organiser must ensure that the event environment is well managed and that the event is organised in a location that is already as accessible as possible. This means that level and flat areas should be favoured as locations for outdoor events, rather than areas that are hilly or otherwise difficult to navigate. In addition, various movable carpets can be used to cover difficult or soft terrain areas.

Broadly speaking, the same accessibility requirements apply to both indoor and outdoor events. When organising outdoor events, it is advisable to avoid rough terrains, such as cobbled streets. In winter conditions, consideration should be given to clearing the streets and walkways of snow, and the ease and safety of access routes.

If possible, the seating areas should have several optional wheelchair spaces in different sections, as well as seats in connection with wheelchair spaces for assistants and other companions.

It is also important to ensure that the routes are accessible in an outdoor event and set up the event so that, for example, electric cables or protective casings do not pass across passageways.

5.5.4. Accessible viewing platform

An accessible viewing platform must be arranged for the event in the vicinity of each stage.

The size of the accessible viewing platform depends on the size of the event and the stage. It must be proportional to the need. The slope of the ramp onto the platform shall not exceed 8%. The ramp must always be equipped with handrails, as required by the Material Safety Decree 1007/2017. [More instructions on how to dimension ramps and handrails are available via this link.](#) The platform should be located at an altitude of approximately 600 mm if it is surrounded by other audience members, and the assumption is that there are many people around.

The accessible platform must be located in a place where there is an unobstructed visual contact to the stage itself. The surface material must be firm and non-slip to allow easy movement with an aid. For safety reasons, the entire platform must always be equipped with a protective fence (height min. 50 mm from the audience's operating level). There must also always be a handrail on the platform when the falling height exceeds half a metre and there is a risk of falling or accidentally stepping off the platform, and the nature of the operation does not require the absence of a handrail. The handrail must be safe and withstand the loads it will need to bear. The rail can be a guard rail or an open railing.

It is important that guidance for an accessible viewing platform is in order throughout the event area. The audience area must have rules that enable participation in the event also as part of a group. Those who need accessibility take priority in the use of the viewing platform, but space permitting, other members of the participant's party besides an assistant can also be on the platform.

5.6. Related activities at public events

5.6.1. Eating at public events

In addition to the accessibility of the facilities, it should be ensured during meals that a person with reduced physical activity or a visual impairment is provided with table service or assistance for taking food.

In the best case, the dining area is furnished with tables and chairs of different heights and trays are available for transporting food and cutlery.

If possible, it should also be ensured that the dining table in the room is high enough for a wheelchair, for example, to fit well by the table. The recommended dimension for a table height is 700-800 mm from the lower edge of the table top.

In general, a space arranged in a clear and sufficiently roomy manner makes it easier for all participants to operate at the venue. We recommend placing various food and bar stalls in such a way that there is a level area in front of them where moving with an aid is possible. It is advisable to avoid placing services on an uneven surface or in front of a threshold. In an ideal situation, there is room in each service point to operate and turn in a area of 1,300 or 1,500 mm. It is also recommended to instruct all partners involved in the events to favour movable payment terminals and to provide assistance in operating at the counter if necessary. If it is possible to influence the height of the service counters, the appropriate height for wheelchair users is 750-800 mm.

5.6.2. Performers

It should be remembered that there may also be people in need of accessibility among the performers. It is important to ensure that accessibility is also ensured on the performers' side of the premises.

The issues discussed above concerning accessibility also apply to the performer's premises. Accessible routes enable access to and from the stage. It is also important to ensure that an accessible toilet is available for performers.

Access to any furnishings should be accessible. The stage should also be accessible.

The performers can be asked in advance about potential accessibility needs. The necessary reasonable adjustments can then be made in advance.