

DefenceArch – kick-off meeting 7.-8.11.2016

Accessibility observation: Bomarsund



Accessibility at Bomarsund

This is a summarized report of the accessibility observation at Bomarsund on 7.–8.11.2016. The observation and the report were made by physiotherapy student Anni Peltola (TUAS). There has also been an earlier observation on 10/2015 made by Lilian Muller, Access Sweden. The previous report and its' recommendations for the development have taken into account in this report.

This report is intended for DefenceArch project partners for accessibility review and development. Accessibility promotes the profile of the site as well as the usability of services. An accessible environment does not sort people based on their physical functionality and everyone is able to operate and move around safely.

This report is focused on the accessibility of communication and safe passage at the site. It is said on the previous report that the accessibility of the Bomarsund can be improved from many perspectives. According to Muller, it is recommended to improve physical accessibility to several visiting points at the site. Other important point of view is to improve information and signposting and to provide information in several different format.

When observing Bomarsund website beforehand, it is mentionable that the website is mostly in Swedish and only partly in Finnish and in English. In addition there is no mention of accessible routes or services on the website.

As it was mentioned in previous report, when arriving from every direction, there should be a noteworthy welcoming sign and a clear information board of the area. Also, clear direction signs are needed from the road to the important visiting points. Each point of interest should have an information board with several languages as it mostly was fulfilled at Bomarsund. In this project, it is also planned to develop a mobile guide for different target groups in several languages. Audio guidance improves accessibility especially among vision impaired individuals.

Many of the main points, for example Notvikstornet, are reachable by car and there are parking spaces close to sights. The accessible parking space/spaces should be defined and marked with the ISA-symbols. However, there are inaccessible roads to several visiting points. In addition, the trails are described on the signboards from the perspective of accessibility. The descriptions could be added on the website as well as future mobile guide.

Everyone is able to function and move around on the main routes. However, the terrain is quite hilly and partially inaccessible. The physical environment is not totally barrier-free for everyone as people with disabilities (functional, visual etc.) would not be able to manage independently at the site. There are some stairs to the sights and most of them have handrails. Proper handrails on both sides could be needed. In addition, there are some seats for resting.

The main recommendations for the development of information and safe passage at Bomarsund:

- **Websites:** Descriptions of the accessible services as well as transport routes should be added to the websites with several languages.
- **Signs:** Welcoming sign and a clear information board of the area and the clear direction signs should be added from the road to the important visiting points.
- **Mobile guide:** Audio guidance should be included.
- **ISA-symbol:** Accessible ISA-symbol should be added in all information sources.

- **Safe passage:** Handrails should be added to all the stairs in area.

SOURCES:

Lilian Muller, Access Sweden: Rapport från tillgänglighetsinventering Bomarsund (Oktober 2015)

Helsinki for all, <http://www.hel.fi/www/helsinkikaikille/en/accessibility-guidelines/>

Luonto-ESKEH – Luontoliikunnan kartoituslomakkeet ja opas kartoittajille,
http://www.esteeton.fi/portal/fi/linkit/esteettomyshankkeet/esken_esteettomyshankkeet/luonto-eskeh_2014/

DefenceArch – kick-off meeting 12.10.2016

Accessibility observation: Gålö seal station



Accessibility at Gålö seal station

This is a report of the accessibility observation at Gålö seal station on 12.10.2016. The observation and the report were made by lecturer Hannele Lampo and physiotherapy student Anni Peltola (TUAS).

The report is intended for project partners for accessibility review and development. Accessibility promotes the profile of the site as well as the usability of services. An accessible environment does not sort people based on their physical functionality.

The report is focused on the accessibility of communication and safe passage at the site. The sources used were the Helsinki for all -website and especially SuRaKu (Design, Construction and Maintenance) instruction cards and criteria tables. Accessibility criteria and design guidelines to increase the knowledge of accessibility were also added to conclude the report.

Accessibility of information and communication includes all facilitation of understanding and information supply, such as the language used, information gained through different senses, different ways of understanding information, use of various communication methods and channels as well as a diverse services selection. The information that has been produced in different ways and can be consumed individually is available to the tourists.

On arrival at Gålö, guidance and some parking facilities are needed. The parking space is best to be planned near the road. The accessible parking space/spaces should be defined and marked with the ISA-symbols. A prominent and illuminated signboard should be placed at the beginning of the route. In addition, the signs to the toilet facilities, cooking place and accommodation could be placed near every facility. The facilities should also be mentioned at the signboard. Information boards can be used at the sights. The boards must be located in direct contact with the subject. The surface material should be non-reflective and there should be a clear contrast between both the background and text / images.

In an accessible environment everyone is able to operate and move around safely. Paying attention to accessibility removes the barriers to usability and improves the comfort of use of destination. At this destination, the terrain is varying and there are height differences. The physical environment is not totally barrier-free for everyone as people with disabilities (functional, visual etc.) would not be able to manage independently at the site.

Due to the terrain and height differences, stairs are needed at the transport routes. Taking safety issues in to consideration, the stairs must be wide enough and have proper handrails. Lighting would improve the safety at the site. The lighting fixtures should be placed on one side of the path. Also, a few benches for sitting would be needed .

SOURCE

SuRaKu, Accessibility Guidelines <http://www.hel.fi/www/helsinkikaikille/en/planning-guidelines/>

The guidelines form the basis for the City of Helsinki Accessibility Plan. They are also freely available for use by other municipalities, corporations and planners. The guidelines contain criteria for evaluating the accessibility of outdoor locations and instruction cards for applying them.

The cards are broad in content therefor suitable parts could be utilized. Precise comparison between the Finnish country-specific criteria and guidelines of Sweden has not been made in this connection.

SuRaKu Accessibility Criteria:

- 2 Outdoor staircase http://www.hel.fi/static/hki4all/ohjeet/02_Outdoor%20staircases_060208.pdf
- 10 Handrails http://www.hel.fi/static/hki4all/ohjeet/10_Handrails_060208.pdf
- 11 Railings http://www.hel.fi/static/hki4all/ohjeet/11_Railings_060208.pdf
- 14 Seating http://www.hel.fi/static/hki4all/ohjeet/14_Seating_060208.pdf
- 17 Tactile maps and information signboards
http://www.hel.fi/static/hki4all/ohjeet/17_Tactile%20maps%20and%20information%20signboards_060208.pdf
- 18 Warning areas http://www.hel.fi/static/hki4all/ohjeet/18_Warning%20areas_060208.pdf

SuRaKu Instruction Cards:

- 1 Pedestrian crossings and pavements http://www.hel.fi/static/hki4all/ohjeet/Suraku_Card-1_060208.pdf
- 2 Pedestrian streets and squares http://www.hel.fi/static/hki4all/ohjeet/Suraku_Card-2_060208.pdf
- 3 Differences in elevation http://www.hel.fi/static/hki4all/ohjeet/Suraku_Card-3_060208.pdf
- 4 Public courtyards http://www.hel.fi/static/hki4all/ohjeet/Suraku_Card-4_060208.pdf
- 5 Park paths and resting places http://www.hel.fi/static/hki4all/ohjeet/Suraku_Card-5_060208.pdf
- 6 Public playgrounds http://www.hel.fi/static/hki4all/ohjeet/Suraku_Card-6_060208.pdf

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Hannele Lampo & Anni Peltola

DefenceArch — Kick-off meeting 20.- 22.9.2016

— Accessibility in Korpoström & Örö



This is a summary report of the accessibility observation at Korpoström Archipelago Center and Örö island 20.9.-22.9.2016

In the DefenceArch project, accessibility observation is carried out at each pilot destination. Accessibility in tourism services gives visitors the opportunity to use products and services and participate to the extent desired by each visitor. Accessibility in the context of the visitor's journey consist of pre-visit, on-site-visit and post-visit phases.

An accessible environment does not sort people based on their physical functionality. In an accessible environment everyone is able to operate and move around safely. This type of environment supports the independent operation of people with disabilities, enabling them to participate in the society as equals. Paying attention to accessibility removes the barriers to usability and improves the comfort of use of different services.

Accessibility of information and communication includes all facilitation of understanding and information supply, such as the language used, information gained through different senses, different ways of understanding information, use of various communication methods and channels as well as a diverse services selection. Information that has been produced in different ways and can be consumed individually is available to tourists.

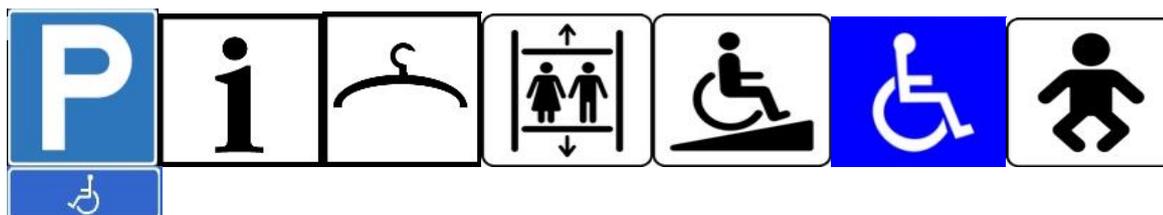
Korpoström Archipelago Centre is a Centre for science, art and culture alike, united by the archipelago and its nature. There is an exhibition, a restaurant and accommodation facilities at the centre. The centre can be reached by land and by sea. Arrival by car is possible for all. There is an information board and signs at the destination, but some of them are partly hidden. In addition, the guidance does not contain a mention of barrier-free services or accessible routes.

All in all, the physical environment is not totally barrier-free for everyone as people with disabilities would not be able to manage independently at the site. There are a lot of stairs at the destination and there are no parking spaces for disabled people near the entrance of the restaurant and the exhibition area. Furthermore, there is no option for barrier-free accommodation. However, the exhibition areas and the restaurant space are suitable for everyone. There is a toilet for disabled individuals, the usability of which can be improved with small changes. However, there is a danger of falling into the sea in front of the restaurant area due to missing handrails.

The centre has brochures in several languages: Finnish, Swedish and English. However it would be more informative if key information for the disabled people was available on the website, information board and brochures.

The main recommendations for the development of accessibility at Korpoström:

- Descriptions of the accessible services as well as transport routes to the websites.
- Accessible path and signaling services to be added to the signboard.
- An accessible toilet: automatic lighting, open area on either side of the toilet seat and checking the alarm device.
- Handrails (height 90 cm) on the trail in front of the restaurant area



Örö is a nature tourism destination in the Archipelago National Park. Arrival to destination is possible only by sea. Guidance at the destination is quite inclusive. All in all, the nature trails are fully guided and signs are placed accessibly directly to the route. Everyone is able to function and move around on the main routes. The distances are however quite long. Therefore some seats for resting would be needed along the routes. The visitors' safety is taken notice of. For example, steel cables and warning signs warn of the risk of falling at the historical sights.

There is a restaurant and accommodation facilities at Örö. Hotel rooms are not suitable for people in a wheelchair. However, there is a nearly accessible toilet at the hotel and also a spacious meeting room. The sauna and shower rooms are barrier-free and there is an accessible toilet, which is marked with an ISA symbol.

Key information is easy to find and available in several languages (Finnish, Swedish and English). Communication and information is not targeted at minorities and special groups (for example, the vision impaired). In addition there is no mention of accessible routes on the signs or on the website.

The main recommendations for the development of accessibility at Örö:

- Description of the accessible services (as well as transport routes) to the websites.
- Description of routes from the perspective of accessibility.
- More resting places and seats of different heights, with backs and armrests.
- Handrails to the stairs, especially to stairs which lead to observation posts.
- Changes at the nearly accessible WC: Removal of the threshold, automatic lighting, checking the alarm system and adding the ISA symbol to the door.

