

Universal Accessibility in Meetings



“Universal Accessibility in Meetings,” is a research study by three project partners - BestCities Global Alliance (BestCities), GainingEdge and Rehabilitation International (RI Global). The goal of this research project is to promote awareness among meeting organizers and the supplier community on the need to remove barriers in meetings and conventions for delegates with disabilities. The study also includes some recommendations on how destinations can make the business events they host more inclusive.

SCOPE

Although the subject of universal accessibility and inclusiveness is broad, for this project we consider ‘disability’ to cover the following:



SENSES



MOBILITY



COGNITIVE/
DEVELOPMENTAL



MEDICAL

BARRIERS

Barriers to universal accessibility can include obstacles in the physical environment as well as communication or attitudinal obstacles in the broader environment:



ATTITUDINAL
MINDSETS



LEGAL
ISSUES



ARCHITECTURAL
OBSTACLES



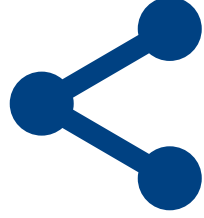
TECHNOLOGICAL
INEFFICIENCIES



Supplier Community

WHAT THE SUPPLIER COMMUNITY CAN DO

BEST PRACTICES



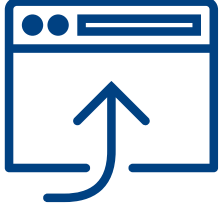
Develop and share Best Practices. The compilation of such case studies will spread practical advice on how to make meetings and events more accessible to people with disabilities.

ACCESSIBILITY INFORMATION



Provide information on accessibility in your city. Destination marketing organisations (DMOs) and convention bureaus are usually the first point of reference for such information.

UNIVERSAL ACCESSIBILITY GUIDE



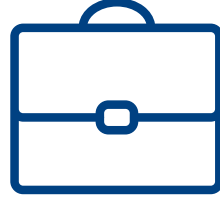
This guide will help people understand what provisions you have made for those with special needs. Having such a guide is usually a minimum requirement in destinations where there is a quality assessment programme.

VENUE CERTIFICATION



Develop a “Universal Access Friendly” certification for venues. To define the minimum requirements, seek help from experts in this field.

SPECIAL ADVISORS



Seek guidance from people with disabilities in an advisory capacity to identify areas of improvement in meetings and events. It is important to use a cross sectional group of disabilities.



Planner Community

WHAT THE PLANNER COMMUNITY CAN DO

IDENTIFY ENABLERS



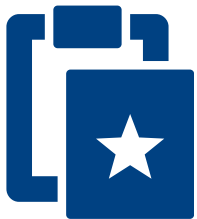
Identify and understand what enablers are required to promote and encourage universally accessible meetings in our industry.

ACCESS AUDIT



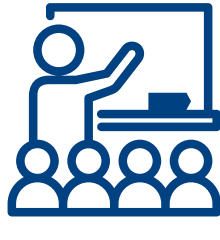
Develop a universal access audit checklist and minimum recommended standards for meeting organisers and destination suppliers.

BID SPECIFICATIONS



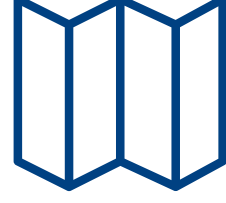
Address issues of universal accessibility within your bid specifications and bid evaluations.

TRAINING AND OPPORTUNITIES



Develop disability awareness and sensitivity training programmes for different disabilities. Engaging, through employment or volunteer programmes, people with disabilities in the workplace.

ACCESSIBILITY GUIDELINES



Develop an Event Management Guide that incorporates universal accessibility guidelines in order to cater for people of all abilities. Rehabilitation International has prepared some guidelines in the Full Report which can be downloaded below.

[Download Executive Summary](#)

BestCities
GLOBAL ALLIANCE
BestCities Global Alliance
14 Robinson Road #08-01A
Far East Finance Building
Singapore 048545

info@bestcities.net
www.bestcities.net

GainingEdge
30A Eliza Street
Black Rock, VIC 3193
Australia

info@gainingedge.com
www.gainingedge.com

Rehabilitation International
866 United Nations Plaza
Office 422
New York, NY 10017
USA

info@riglobal.org
www.riglobal.org