

# Tricentenaire 321 Vakanz





321 Vakanz Tricentenaire



### **Tricentenaire group**

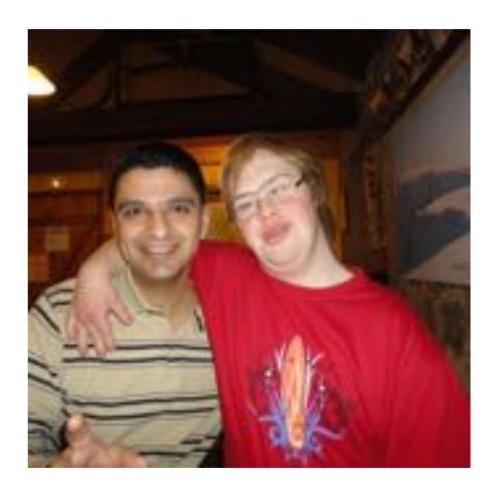
The Tricentenaire regroups various services for people with disabilities in the Grand-Duchy of Luxembourg:

- 5 Accommodation Services (93 residents)
- 2 Day Care Centers (54 users)
- Network for assistance and care (> 250 persons under contract)
- 3 Sheltered Workshops (32 workers with disabilities)
- 1 Vocational Training Center
- 1 Travel and leisure service

## The travel and leisure service 321 Vakanz



- Group trips
- Individual accompaniment by volunteers
- Support, advice and guidance in the organization of travels
- Provision of adapted equipment







This agreement also defines

the Right on holidays and leisure activities on an equal basis with others



# The situations of intellectual disability and difficulties in learning



- According to WHO approximately 3 % of the population are concerned. This calculation includes all the people in the broad sense who are reached by a mental, cerebral handicap and\or by difficulties in learning.
- The levels of achievement are very variable: between Trisomy 21, problems in learning or pervasive developmental disorders, every person is different.

# The situations of intellectual disability and difficulties in learning



- This big diversity, this individuality is going to constitute the biggest challenge!
- The communication will have to be adapted at the level of understanding of every group of individuals, even individually to every member of a group.
- COMMUNICATION = THE CHALLENGE !!!!!

#### What must we be aware of?





- Communication
- Customers interests
- Specific needs
- Associate the 5 senses

#### Communication



- Do not speak too fast
- Speak clearly and in high voice
- Look at the customers when you speak to them
- Use the principles of the easy language
- Use supports such as photos, pictograms and drawings
- Facilitate the understanding with hand-outs or flyers

# Communication - Easy-to-read language





The easy-to-read language is a concept used frequently in the field of the intellectual disability

- One idea by sentence,
- Use simple words, explain the difficult words
- Use a simple structure of sentence
- Use direct speech (avoid the indirect speech)
- (Text with photos / images)

#### **Communication - Hand-outs**



- Show details on a photo rather than a big façade (house front)
- A flyer with some photos and information in easy-to-read language helps to memorize the information better
- Space to draw or to take personal notes on this flyer is also recommended



## Communication – Example of good practice







- Heidelberg (Germany) People with mental disability offer guided tours of their city by themselves in easy language.
- This is a project of "Lebenshilfe Heidelberg" in association with the educational college of Heidelberg

## Communication – Example of good practice





#### Stadt-Führungen in leichter Sprache

Die Offenen Hitfen bieten Stadt-Führungen an. Die Stadt-Führer sind Beschäftigte der Heidelberger Werkstätten. Sie führen die Gäste durch Heidelberg.

Die Führung geht durch die Altstadt. Das ist der älteste Teil von Heidelberg.

Die Führung dauert 1 Stunde und 30 Minuten. Der Weg ist 3 Kilometer lang.

Gruppen können zur Führung kommen. Es müssen mindestens 3 Leute milkommen. Es können höchstens 15 Leute milkommen.

Die Stadt-Führer bitten um Trink-Geld.



70 Euro pro Gruppe



1 Stunde und 30 Minuten



Länge: 3 Kilometer



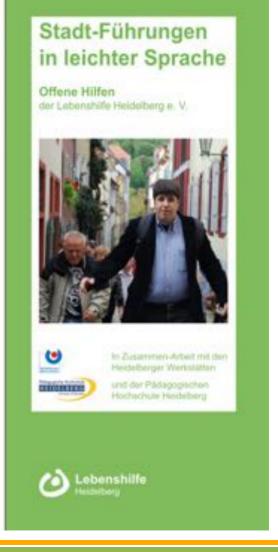
Gruppen-Größe: 3 bis 15 Teilnehmer



Barriere-Freiheit: Geeignet für Rollstuhl-Fahrer



Den Termin suchen Sie bei der Anmeldung aus



Termin:

#### Communication





- The distribution of information by using headphones is used frequently to inform tourists.
- We can choose our language, but we can imagine as well a version in easy language, many people would take advantage of it.

# Communication- Example of good practice



- A " city guide for all " in easy language
- Available also as "App " for iPhones and iPads.







What are the interests of this specific clientele?

- They are not necessarily the same as for another clientele!
- Probably not the historical facts are interesting to them, nor the political issues of the past.

#### Interests of the customers



- Think differently and go out of the usual paths!
- Are there important characters, counts, or an animal which is representing your city?
- Are there any specialties, manufacturers, buildings, or an extraordinary statue?



#### Interests of the customers







### Interests of the customers Example : thematic visits



Many cities already offer thematic visits for children, among others Brussels

The big challenge will be to create thematic visits for people with an intellectual disability or with difficulties in learning!

### Specific needs



- Inform yourself on the specific needs of the group before visiting (with the responsible person)
- Watch out the accessibility of buildings and the structure of the soil
- Choose a short route
- ➤ The concentration is limited → 3 or 4 points of interests may be enough
- Have a break (benches, WC), integrate possibly food and drinks





#### **Associate 5 senses**



- > The taste: taste local specialties
- > The smell: smell a flavour, a plant
- The touch: touch an object, an imitation of a statue
- > The view: show closely on a photo or an image
- The hearing: listen to a melody, the sound of bells

#### **Put in situation**









#### **Put in situation**



### The Touch - Example







#### **General recommendations**



- Address to the people themselves and not to their assistant
- Treat every person with respect
- Never speak in a childish way with adult people



#### **General recommendations**



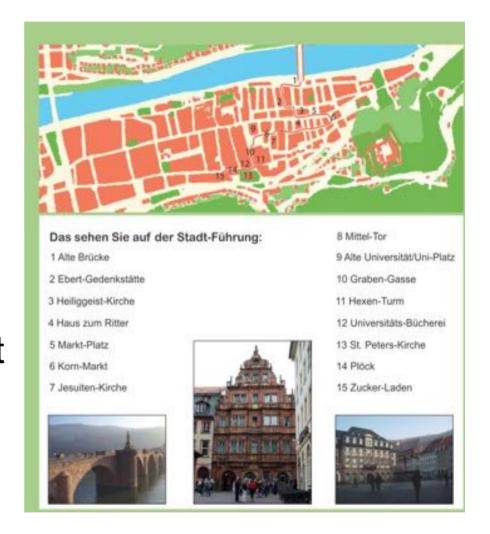
- Adapt your communication to the client needs
- Be empathic
- Arouse the interaction e.g. by asking open questions or by giving a choice of buildings or monuments to be visited



#### **General recommandations**



- Be visible and make speak about you!
- Inform in detail (with route, duration, specialties) via internet and the tourist information services or the specialized services about your offer





"Creating a sensibility for this clientele with an intellectual disability can only work if we manage to consider the experiences and expectations of the concerned people.

In this way, it is close to themselves that we should find out, they are the only real experts of their needs.

Eva Moser, educator 321 Vakanz









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### Thank you

www.t-guide.eu