



to support EU eInclusion and eAccessibility

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# WORKSHOP

**Proposal no.: 004111**

International Design for All Conference, Rovaniemi, Finland 2006  
Parallel Session: DfA Strategies and Inclusive Public Services

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Information Society  
Technologies

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<b>Contributors</b>	<b>Cristina Rodriguez-Porrero, CEAPAT, Marjo Mäenpää UIAH</b>
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# 1 EXECUTIVE SUMMARY

## Background

The workshop Design for All Strategies and Inclusive Public Services was organised as one of the four parallel sessions at the International Design for All Conference on 13-15 September 2006 in Rovaniemi, Finland. The conference was the first EDeAN conference.

## Participants and presentations

The conference had a total of 150 participants from 17 countries of which 30 participated in the workshop DfA Strategies and Inclusive Public Services. All parallel sessions participants also attended the plenary sessions. The workshop included 6 expert presentations. Workshop results, presentations and discussion were presented to the conference audience at the closing plenary. The workshop had an invited chairperson and a rapporteur.

Workshop presentations, conclusions and highlights produced during the conference can all be found at the conference website <http://dfasuomi.stakes.fi/EN/dfa2006/rovaniemi/index.htm>. Abstracts and full presentations were also available at the website prior to the conference.

## Venue

The Faculty of Art and Design at the University of Lapland in Rovaniemi, Finland was accessible and all lecture rooms used were provided with an induction loop system. Speech to text interpretation and sign language service was provided during the workshop and plenary sessions.

## Organisers

The event was organised by EDeAN and the Finnish Design for All Network with STAKES and the University of Lapland as key actors.

## Financial outcome

Financially the event proved to be a success. This would not have been possible without the key sponsors: KONE Corporation, Lappset Group, City of Rovaniemi, University of Jyväskylä and CWST. STAKES support was both financial and human resource based. University of Lapland provided the venue and venue related services free of charge as well as human resource for content development.

## Results

As a strategy workshop within the first EDeAN Conference the workshop brought up valuable aspects of Design for All strategies and inclusive public services. It was especially noted that to develop DfA strategies active participation of all stakeholders in society is necessary. It was also noted that concrete case studies would have been needed more. Participants reported on valuable new contacts for future collaboration but stated also that the programme was scheduled too tight.

## **PREPARING AND RUNNING THE WORKSHOP**

The workshop was prepared as an integral part of the International Design for All Conference held at Rovaniemi, Finland in September 2006. The concept was largely defined and developed in leadership of Päivi Tahkokallio from the Finnish Design for All Network in collaboration with Finnish network members, EDeAN representatives and input from STAKES the National R&D Centre from Welfare and Health, Finland and other stakeholders.

Planning and organising of the event during 2005 and 2006 was done by the coordinators of Finnish Design for All Network, Päivi Tahkokallio and Mira Koivusilta with assistance from experts in STAKES, the University of Lapland and other Finnish DfA Network's and EDeAN's representatives.

During the event in Rovaniemi the programme was led and managed by the STAKES team (EDeAN Secretariat 2006). The logistics at the conference venue were run by the Lapland Congresses.

### ***1.1 Invitation / Nomination / Decision for a chair***

Ms. Christina Rodriguez-Porrero is a renowned DfA and disability specialist who has built an influential career at CEAPAT, Reference Centre for Accessibility, Design for All and Assistive Technologies which is located in Madrid, Spain. Considering her vast experience in DfA relates issues and themes as the chair of the session she was both able to draw together relevant conclusions and bring new points of view to the discussion.

Christina Rodriguez-Porrero's DfA profile:

<http://dfasuomi.stakes.fi/EN/dfa2006/profiles/cristina/index.htm>

The organisers were delighted that Ms Rodriguez-Porrero chose to accept the invitation to chair the session.

### ***1.2 Agreement with CWST***

Cooperation with CWST was initiated by Mr Harry Knops via email in April 2006 (email below). The issue was later discussed with Mr Knops in person at ICCHP conference in July 2006 and details were specified in email conversation with Ms Enid Reichrath and Mr Marlou Beumers during summer and autumn 2006.

Lähetettävä: Harry Knops [<mailto:h.knops@irv.nl>]  
Lähetetty: 11. huhtikuuta 2006 11:05  
Vastaanottaja: Tahkokallio Päivi  
Aihe: edean workshop

Dear Paivi Tahkokallio,

In the spring of 2007, we would like to organise a workshop concerning Design for All. This workshop will be organised in the scope of the CWST project (Conferences, Workshops, Seminars and Tutorials).

CWST is a European project supporting eInclusion. In CWST several partners cooperate in organising events for the exchange of knowledge on Assistive Technology, Information systems and Design for All.

The objective is to further initiate developments to achieve equal access for all, universal usability of mainstream technologies and to increase accessibility of the information society on assistive devices en technology.

With developments we mean encouragement of (scientific) research and support of interdisciplinary collaboration.

Concerning this workshop on Design for All in the spring of 2007 we have a few questions:

1. Can you tell us what topics of interest would fit in this workshop?

2. Can you or other people from the network organise this workshop, i.e. inviting speakers, registration, etc.?

For organising the workshop there is a budget of EUR 3,500 out of the CWST project.

The location of the workshop is open for discussion.

I surely hope we can cooperate on this and I hope to hear form you!

Best regards,

Harry Knops  
AAATE/ iRv

### **1.3 Seminar / Workshop Office**

Finnish Design for All Network  
EDeAN Secretariat 2006

Päivi Tahkokallio, Secretariat Manager  
Email: [paivi.tahkokallio@stakes.fi](mailto:paivi.tahkokallio@stakes.fi)  
Gsm: +358 50 324 3517

Mira Koivusilta, Communications Officer  
Email: [mira.koivusilta@stakes.fi](mailto:mira.koivusilta@stakes.fi)  
Gsm: +358 40 822 6999

STAKES, National Research and Development Centre for Welfare and Health  
PO BOX 220  
00531 Helsinki, Finland

During the event conference office on-location was manned by Lapland Congresses headed by Ms Marja-Leena Porsanger with support from her team.  
Email: [marja-leena.porsanger@ulapland.fi](mailto:marja-leena.porsanger@ulapland.fi)  
Gsm: +358 40 721 8260

### **1.3.1 Information, Invitation, Flyer**

The conference was systematically promoted in newsletters, email/ bulletin board communication, and in other publicity material (e.g. flyer, programme) produced by the Conference team (during 2006 the EDeAN Secretariat) at STAKES between summer 2004 and September 2006. The event was also mentioned in all presentations done by the secretariat.

In particular, as the primary source for information the website address for the conference was actively marketed to the public.

The main targets of conference marketing were the EDeAN network and the Finnish DfA Network and their identified stakeholder groups, representing i.e. public sector actors and industry.

Within EDeAN the promotion of the event was started already in summer 2004. The most active period for promotion was from January 2006 to June 2006.

Website: <http://dfasuomi.stakes.fi/EN/dfa2006/rovaniemi/index.htm>

### **1.3.2 Registration**

Event registration could be done by an online form. All registration procedures were taken care by Lapland Congresses.

### **1.3.3 Contributions: Keynote Invitations, Submissions**

For a list of contributions to the DfA Strategies and Inclusive Public Services please see section 3.1. All abstracts submitted in the call for papers can be found at: <http://dfasuomi.stakes.fi/EN/dfa2006/rovaniemi/programme/parallel/index.htm#ips>

In addition to parallel workshops the conference included plenary sessions to which workshop participants participated.

Plenary session keynotes were presented by prolific speakers such as Minister Ina Gudele from Latvia, director Alexandre Sidorenko from United Nations, director Paul Timmers from the European Commission DG Information Society and Media, director Pier Luigi Emiliani from NCR in Italy, director Inge Ovesen from Nordic Council on Disability and Professor Pekka Himanen, a well-recognised researcher on Information Society.

### **1.3.4 WWW tools and WWW page**

A special conference website was the focus of activities and the first conference page was set up in January 2006. The site was developed as part of the Finnish Design for All Network's website, to the DfA2006 section which was dedicated to STAKES' EDeAN coordination year. Design for All Network's website is a specific site under the STAKES web portal. Till January 2006 the conference promotion took place in the DfA Network's site.

Aim was to create an easy-to-use, informative and up-to-date one-stop-shop for anybody interested in the conference and its content. Relevance and human interest point of view were also considered crucial to its success. It was to serve both delegates as a focal point for conference materials, speakers profiles and practical issues, including registration, as well as those who were not able to attend but were interested in the Design for All themes by offering wide range of materials from poster session abstracts to key note speakers' full texts.

After the conference the site features news and pictures as well as highlights from the event. Highlights - news, interviews, profiles - were produced online during the conference with support from the University of Lapland and its New Media Design Department. Conference delegates could also provide feedback online via the site.

### **1.4 Budget: Sponsoring, Accounting**

The conference was supported financially by STAKES National Research and Development Centre for Welfare and Health, Finland; KONE Corporation, with headquarters in Finland; Lappset Group from Finland, University of Jyväskylä, City of Rovaniemi and CWST. University of Lapland provided the use of the conference venue and accompanying services free of charge. The allocation of funding from CWST was agreed on 3,500 EUR (see 2.2).

A participation fee of 220 EUR (early bird) and 280 EUR (late comer), and 50 EUR for students (early bird) and 70 EUR (late comer) was agreed for participants.

### **1.5 Local Facilities**

The conference was held in the Arts and Design Faculty of University of Lapland, Rovaniemi, Finland. The new faculty building was opened a week before the conference and has been built to high accessibility standards.

### **1.5.1 Workshop Rooms**

Room for the DfA Strategies and Inclusive Public Services session was an accessible lecture room. See also section 2.7.

### **1.5.2 Presentation Technology**

All presenters used power point slides which were shown using a standard data projector.

### **1.5.3 PCs, Internet Access**

The session room had a PC with Internet access. Conference venue also had PC for the delegates to use.

## ***1.6 Hotel: Reservation, Booking, Co-operation***

### **1.6.1 Pre-reservation**

There was an opportunity to book hotels via the conference online registration form. Most delegates booked their accommodation via this route. Staff at the conference office could also be contacted via email or telephone in case of enquiries or questions.

### **1.6.2 Special conditions**

On the registration form delegate could request e.g. an accessible or non-smoking room or accessible transport facility. All efforts were made that these requests could be fulfilled.

### **1.6.3 Tourist and local information**

Tourist and local information was given on the conference website prior to the conference with links to further information. All delegates were also informed via email about visiting the Rovaniemi region. Conference folders included a map of Rovaniemi and staff on-site was happy responds to any queries delegates might have.

#### **1.6.4 Transport**

Organisers did not provide transport from hotels to the conference. Information on local travel at Rovaniemi was clearly provided on the conference website prior to the conference. Staff was also at all times available for assistance on-conference venue.

However, bus transport was provided from the conference venue to the city reception on Wednesday evening and to Conference concert and dinner on Thursday evening and back to hotels on both occasions.

Accessible transport was provided to those who requested it free of charge on all conference related travel.

### **1.7 *Special needs arrangements***

#### **1.7.1 Sign language and induction loop**

The session room had both induction loop system and sign language interpretation. One of the speakers in the workshop, Ms. Riitta Vivolin-Karen presented in Finnish sign language and the presentation was interpreted to spoken English.

Induction loop was a standard feature in two Conference rooms: the main auditorium and the small auditorium. In lecture rooms such as the one workshop was held temporary loop system was installed by the local branch of the Finnish Federation of the Hard of Hearing.

#### **1.7.2 Braille print**

Braille print was not available on-site.

#### **1.7.3 Accessible PCs**

There was an accessible PC in the session room.

#### **1.7.4 Guidance**

No special guidance was available.

### **1.7.5 Support staff**

Session room had support staff (two persons) present at all times.

### **1.7.6 Accompanying persons**

Accompanying persons were able to participate in the social programme free of charge with delegates. All accessibility services provided were also at their use.

## **1.8 Evaluation, Quality Control**

Quality control for conference and workshop preparations was based on regular meetings of the conference organising team in STAKES and at the University of Lapland.

Feedback from the conference was collected via printed questionnaires, which were included in all delegates' conference packs. The questionnaire was also uploaded online directly after the event:

<http://dfasuomi.stakes.fi/EN/dfa2006/rovaniemi/feedback/index.htm>.

The final conference report includes a section for evaluation and quality control.

### **1.8.1 Questionnaire for participants (print/online)**

Feedback was collected via printed questionnaires, which were included in all delegates' conference packs. The questionnaire was also uploaded online directly after the event: <http://dfasuomi.stakes.fi/EN/dfa2006/rovaniemi/feedback/index.htm>

Participants were able to provide feedback on workshops on the feedback form.

### **1.8.2 Evaluation Report**

The workshop was prepared as an integral part of the International Design for Conference. Concept was largely defined and developed by Päivi Tahkokallio from Finnish Design for All Network in collaboration with network members, EDeAN representatives and input from STAKES the National R&D Centre from Welfare and Health, Finland and other stakeholders.

Planning and organising of the event during 2006 was done by the coordinators of Finnish Design for All Network, Päivi Tahkokallio and Mira Koivusilta with assistance from Finnish DfA Network's and EDeAN representatives and supported by the conference organising teams at STAKES and at the University of Lapland.

On location at the University of Lapland practical details including registration, site logistic and technology was handled by Lapland Congresses. Conference programme was at all times managed by the STAKES team: EDeAN Secretariat 2006.

#### Conference programme

- plenary sessions
- workshops (parallel sessions) - 4 in total
- conclusions
- future challenges

Social programme was open to all participants.

The conference and workshop organising proved to be a success both content wise and financially. Some critical points can however be identified:

- human resources in organising the event were fairly limited
- slow decision chain in the organisation responsible for the conference put pressure on effective planning of the event

#### Feed back from the conference delegates:

- + networking
- + new contacts
- + new ideas, more knowledge
- + organisation of the event
- + welcoming and friendly atmosphere
  
- schedule too tight
- too much policy discussion in plenary sessions
- more concrete examples of DfA work needed

## **FINAL REPORT: Programme and Content**

### **1.9 Final Programme**

**Chair:** Christina Rodriguez-Porrero (CEAPAT, Spain)

**Rapporteur:** Marjo Mäenpää, University of Art and Design UIAH, Finland

#### **Thursday 14<sup>th</sup> September:**

16:45 - 17:05: Ekroos, Timo (Development Centre for Innovation and Independent Living, Finland):

Innovations for independent living - how to increase the possibilities for independent living for elderly and disabled people

17:05 - 17:25: Hiltunen, Mirja (University of Lapland, Finland):

Community- based art education in Lapland Towards empowerment through Art

#### **Friday 15<sup>th</sup> September:**

08:30 - 08:50: Vivolin-Karen, Riitta and Mikko Palo (Finnish Association for the Deaf):  
The Centaur-project - networking the sign language using community in the Web

08:50 - 09:10: Mäenpää, Marjo and Antti Raike (University of Art and Design UIAH, Finland):

Design-for-All studies of future designers

09:10 - 09:30: Hoadley, Suzanne and Kristin Joergensen (POLIS, France, SIFTEF Health Research, Norway):

Universally accessible public transport

09:30 - 09: 50: Sainio, Tapani (National Board of Antiquities, Finland):

From a project into an everyday practice. Towards a Design for All strategy for the National Board of Antiquities of Finland

## **1.10 Proceedings: Minutes, Reports, Handouts, Slides, Materials**

### **1.10.1 Printed Version**

To support ecological sustainability it was decided to keep the conference paper free. All materials could be downloaded from the conference website prior to the conference. Only a brief conference pack including printed programme, list of delegates, and local info was handed out on location.

All presentations, conclusions and highlights of the conference can be downloaded from the website. Highlights were produced online on each conference day: brief conclusions, interviews of participants etc.

Conference proceedings will be published on a DVD during spring 2007.

### **1.10.2 WWW Version**

All abstracts and full papers for presentations can be found online at: <http://dfasuomi.stakes.fi/EN/dfa2006/rovaniemi/programme/parallel/index.htm#ips>. Abstracts are in HTML format and full papers in PDF.

Abstracts were uploaded to the website as soon as the call for papers process was finished. All full papers were also available online prior to the conference.

PowerPoint presentations are also available for most of the presentations.

Accessibility guidelines were provided by the organisers for call for papers as well as for preparing power point presentations.

Online version of the conference proceedings will be published in conjunction with the DVD.

### **1.10.3 Alternative Formats**

Organisers did not print copies of all presentations to delegates as full papers and abstracts were freely available online prior to the event.

Accessibility guidelines were provided by the organisers for call for papers as well as for preparing power point presentations.

Delegates were also able to download material during the conference on public PCs on location.

Alternative formats to PDFs and PowerPoints are available on request as is clearly stated on the webpages.

## **2 FINAL REPORT: Policy Support Paper**

### ***2.1 The Most Important Results***

- Both the workshop in question and the conference supported international networking in the field of DfA and sharing of knowledge and good practice.
- The event supported strengthening of EDeAN identity: feedback from participants shows that face-to-face events are necessary for identity creation
- Participants report of new contacts for future collaboration in research and development

However,

- Multi disciplinary collaboration and active participation of all stakeholders is necessary to enhance DfA - in the event in question the presence of industry could have been stronger
- The event should have been more practice-led
- In the context of i2010 and the role eInclusion has in it, the window of opportunity for DfA is wide open but will not stay open for long. The opportunity should be used now.

### ***2.2 The workshop results in detail***

The main points of the session were the following (based on concluding remarks by the session chair and the report from the rapporteur):

- Design for All has been proved to be good for all: users in different situations, industry, professionals etc. DfA facilitates innovation, market, inclusion, and the personal satisfaction of all the agents that have worked on DfA.
- DfA has not yet been 100% achieved in any field.
- In DfA efficient and enthusiastic participation of different agents is needed: administration, users, industry. Legislation, standards, and social action also play a coordinated role.

However, one must not wait for the other to do things, for example an enterprise must not say "I do not apply Design for All" because there is not a standard or because there is no legislation: legislation must not wait for standards to be ready and vice versa, standardisation bodies must not wait until there is legislation. All these agents must work with coordination and with responsibility to DfA,

With regard to sustainability and inclusion, accessibility does not only mean that one can enter, for example a museum, but also that the working places are accessible for all, including actual or future workers with disabilities.