2.10 Luxembourg

ADAPT

2 rue Albert Borchette

L-1246 Luxembourg – Kirchberg

Phone No: + 352 43 95 58

Fax No: + 352 42 53 05

2.10.1 Methods of approach in carrying out the inventory

The ADAPTH asbl is non-profit organization working in the field of new technologies for disabled and elderly people financed by the Ministry of Health. The association is located in the campus of the public research center Henri Tudor, and can therefore have recourse to the man-power and informatic resources of the center. The cooperation with this center led to the development of a communication device, to the creation of a technical resource center for disabled and elderly, and since five years to the development of a sectorial telematic service in the psycho-medical-social field.

To realize the concept of the "one knocking door" the ADAPTH joined the "Fédération Luxembourgeoise des Services Techniques (FLSTH)". This federation is now made of three resources centers (ADAPTH, CERETEPEM, SMA). This allows to cover a large domain in the field of disability (physical and sensorial).

The ADAPTH is also member of Info-Handicap. This association has for mission to coordinate the actions undertaken in the domain of the disability.

The development of the SocialNet Luxembourg in 1996, sets also a new milestone in the activities of the ADAPTH. One of the goals is to give the associations working in the psycho-medical-social field the opportunity to be present on the Internet with a www presentation. These activities permits to establish new relations with associations.

All these ramifications allow the ADAPTH to be aware of the actions and projects launched in Luxembourg.

The active R&D sector in Luxembourg in the domain of disability and elderly persons is mainly carried on by two actors, the ADAPTH asbl and the Public Research Center Henri Tudor. In fact most of the R&D projects in this domain are the result of a collaboration between the two organizations. Their first project was carried on in 1986 with the development of a communication aid.

Other research centers, the main centers for disabled persons and the different resource centers of Luxembourg had been contacted. We did directly speak to the representatives or at least consult the annual reports of the centers.
We then arranged a meeting with the responsible of the projects which matched the criteria for the Fortune inventory.

2.10.2 Institutions, organizations, actors

ADAPTH asbl

The ADAPTH (Association pour le développement et la propagation des aides techniques pour personnes handicapées) has been founded the 4th October 1985 by professionals in the field of disability and by a team of researchers of the technical institute of Luxembourg (IST) on the initiative of M. Armand Wagner. The association is financed by the Health Ministry.

The purpose of the association has been defined as follow:

- to develop or to further the development of technical aids for disabled people
- to adapt the technical aids to the skills and social possibilities of the concerned people
- to collect a documentation on the existing technical aids
- to increase public awareness to the advantages and limitations of the use of technical aids by disabled people.

Address:

2 rue Albert Borschette
L-1246 Luxembourg - Kirchberg
Tel: (+352) 43 95 58
Fax: (+352) 42 53 05
Email: adapth@crpht.lu
Internet: http://www.socialnet.lu/org/adapth/

Centre de Recherche Public Henri Tudor

The CRP Henri Tudor, founded in 1987 as public research center was created to promote innovation and technological development in Luxembourg. The Center's goal is to improve the innovation capabilities of the private and public sectors by providing support services across the main technology-critical areas: information and communication technologies, industrial technologies and environmental technologies. It is assisted in its mission by a diversified network of industrial and institutional partners.

Among the many resource centers of the CRP Henri Tudor is the "Technological Resource Center for Handicapped". This resource center is operated by the ADAPTH asbl.

Their department for training courses is SITec. It can set up any course presented in their catalogue or build more specific training on demand.

Address:

6 rue Coudenhove - Kalergi
L-1359 Luxembourg - Kirchberg

Tel: (+352) 42 59 91 - 1

Fax: (+352) 43 65 23

Internet: http://www.crpht.lu/
http://www.sitel.lu/ (SITec)
http://www.mediatel.lu/ (Multi-Media)

Centre de Recherche Public Centre Universitaire (no suitable project found for the inventory)

The CRP-CU is a public establishment which mission is the applied scientific research, the technological development, the technology transfer and the high level training.

The activities aim to reinforce the economical fabric of the country through the creation of new technological competencies within the CRP-CU and through the transfer of this know-how to the enterprises.

Address:

162a, avenue de la Faïencerie
L-1511 Luxembourg
Tel: (+352) 47 02 61-1
Fax : (+352) 47 02 64
Internet: http://www.crpcu.lu/

Centre de Recherche Public de la Santé (no suitable project found for the inventory)

The CRP-Santé aim it is to undertake and to coordinate the research and development activities, the development and technology transfer in order to promote the scientific progress and innovation in the domains concerning the different divisions of the "Laboratoire National de Santé et du Centre Hospitalier de Luxembourg"

Moreover it is in charge of the development and the technology transfer in all domains concerning the medical sciences, the treatments and the prevention in human diseases.

Address:

120, route d'Arlon
L-1150 Luxembourg
Tel: (+352) 45 32 13
Fax: (+352) 45 32 19
Email: secretariat@crp-sante.lu
Internet: http://www.crp-sante.lu/

CERETEPEM asbl

The CERETEPEM, a technological resource center for sensorial disabled or hearing disabled (Centre de Ressources Technologiques pour Personnes Sensoriellement Handicapés ou Troublées de la Communication) pursues following aims:

- Hearing aid fitting

- Adaptation of existing technical aids to the needs of hearing impaired persons
- Development of technical aids for hearing impaired persons
- Information on advantages and limits of technical aids
- Technological assistance for professionals in the domain of rehabilitation of hearing impaired persons
- Technical education for concerned persons

Address:

48, rue Charles Arendt
L-1134 Luxembourg

Tel: (+352) 44 15 75
Fax: (+352) 44 15 78
E-mail: jacques.bruch@crpht.lu
Internet: www.socialnet.lu/org/crtpm/

Fondation Kräizbierg

The foundation has a school (the Centre Emile Mayrisch) for disabled children and a workshop (the Centre d'Aide par le Travail) where disabled adults are trained in different jobs, in order to integrate the disabled in the working environment.

Address

Route de Zoufftgen
L - 3598 Dudelange

Tel: (+352) 52 43 52-1
Fax: (+352) 51 77 21

Institut pour Déficients Visuels

First, the IDV exclusively functioned as a residential school, but it rapidly extended its field of the activities from the primary level to the vocational training of visually impaired persons. New needs and requirements proved the necessity to the creation of other services and for the extension of the range of activities concerning the early education and assistance of visually handicapped adults.

Address:

9 rue Pierre Federspiel
L-1512 Luxembourg

Tel: (+352) 44 54 55

Fax: (+352) 45 74 88

Internet: http://www.socialnet.lu/org/idv/

Centre de Logopédie

The center is a school for hearing impaired pupils.

Address:

Val St. André
L-1128 Luxembourg

Tel: (+352) 44 55 65 - 1

Fax: (+352) 25 09 08

Info-Handicap

Info-Handicap is a non-profit organization which was founded in 1993 by 16 organizations of and for disabled people. Since June 1997 Info-Handicap a.s.b.l. counts 32 associations as active members and 2 coopted associations, regardless of the type of handicap. Info-Handicap represents the Grand-Duchy of Luxembourg at the European Disability Forum as a National Council.

Info-Handicap benefits of an agreement with the Ministry of Family regarding the management of a national information and encounter center in the field of disability.

Missions of Info-Handicap:

- systematic collection and centralizing of data concerning the field of disability
- to guide any demander
- sensibilization of the public
- to promote evaluation and concertation
- to create a house of encounter, exchange and training.

Address:

20 route de Contern
L- 5955 Itzig

Tel: (+352) 36 64 66

Fax: (+352) 36 08 85

Email: silvio.sagramola@handitel.lu

Internet: http://www.socialnet.lu/org/info-handicap/

Service Moyens Accessoires (SMA)

The aim of the SMA is to improve the living conditions of people with reduced mobility and to facilitate their staying at home. The SMA offers consulting and information services, lending of special equipment and technical aids, ...

Address:

25A, rue Fort Wedell
L-2718 Luxembourg

Tel: (+352) 40 57 33

Fax: (+352) 40 95 17

Internet: http://www.socialnet.lu/org/sma/

2.10.3 Methods and experiences

2.10.3.1 User participation in R&D, anad related issues

From the projects including disabled and elderly people listed below, it appears that whenever it was possible the end-users were asked to take part in the projects from the beginning of the R&D stages. The end-users are mostly recruited in centers, organisation or institutes. Those centers welcome the participation in R&D projects even if the work is done on voluntary base (as seen in the listed projects). Luxembourg is a small country and there is a little potential of centers/user groups/users which can take part in a R&D project. So there is no really need to set up user selection strategies when the project focuses on a certain user group.

The end-users (disabled/ elderly) are generally recruited through organizations or centers, and in this case the centers are generally the link between the developers and

the end-users. The end-user selection is done by the staff working in these centers, as they have the best possible acquaintance of the users. The recourse to private people (those not member of an association, or patient in a center,...) is low.

There have been no special organizational frameworks set up for user participation in R&D projects. However the Minister for the Disabled and the life-injured has set a national program in favour of the disabled persons (Plan d'action en faveur de personnes handicapées). This program aims at establishing a politics for the integration of disabled people. One of the goals is to set up a co-ordination and interaction between all the intervening parties in the field of disability. The creation of the governmental non-profit organization Info-Handicap was a first step for the coordination of activities in the disability sector. With its 32 organization members Info-Handicap has the potential to set up organizational frameworks in the disability field (see project accessibility).

The user involvement in all the analyzed projects is seen as an important issue. Therefore the user involvement is present in most stages of the projects. The selected usergroups are present in the same stages. The main activity of the users is the analyse of user requirements and the validation of the demonstrators.

The end-users are if possible trained by the staff of their center. This allows a more personnel approach. To do this the staff gets (if needed) a training by the project developers. Here some research centers as the CRP-Henri Tudor can rely on a department specialized in the organization of training courses (SITec).

What is striking in all the analyzed projects is the lack of standardized/written procedures in the different stages involving the users. Often the staff in charge of the users are free to use their methodologies of work. This is changing in the last years, in part through the involvement in European R&D projects (e.g. TIDE, HEART) were a more strict approach is needed, or even through the Internet, where it is easier to find relevant documents (e.g. ICIDH classification from the WHO, ISO classifications, ...) which can help to set up procedures.

Description of Projects

SocialNet

Project leader: ADAPTH asbl

Partners: CRP Henri Tudor

open to all organizations working in the social field

Users: open to all

Info: http://www.socialnet.lu/

Abstract of project

The aim of the project SocialNet Luxembourg is to set up a telematic sectorial network in the psycho-medical-social domain. The aim is to propose an information and communication system accessible to all on the Internet and to give the professionals working in this field a modern working tool. The project starts in 1998.

The information system

The information system consists of www pages with the following information:

- a list of all the national organizations working in the social field
- a list of the available assistive technology in the different national resource centers
- general information

Communication system

The network allows people to directly communicate with the centers or organizations working in the social field, as well as to share experiences between people.

Modern working tool

Telematic applications can be developed to further communication and work between services. Special features have to be set up to guarantee data integrity.

Population target

- To all: the www pages with the information in the psycho-medical-social sector are open to all

- Disabled and elderly: telematic services may give them new opportunities to take part more actively into the daily life
- The professionals: they have access to the www pages but new services with closed user groups can be developed

Concept of the SocialNet

- Common politics: A common politic is necessary to create a structured information system. The guidelines will be set up by the structures issued from the partners.
- Strong partners: Basically the idea is that every institution, association is directly responsible of the presentation and maintenance of their www pages and services on the net. The advantages of such a solution are:
- Reliability and up to date information
- Active partners
- Minimal informatic and administrative service: To support the partners in their work, one has to offer training facilities, technical support and basic services by the technical and administrative service.

User involvement

SocialNet is not a pure R&D project. What the ADAPTH is trying to do is to give the disabled population the opportunity to take part in the information society, by considering and integrating them as active partners into the project. By the way the project aims at giving the different associations or groups the possibility to present themselves on the Net. End-users participating to the project get free Internet and mail service access.

User selection

Although the project is lead by the ADAPTH, a director committee will be created, which will set the development directions. This committee is made of the different

representatives of the ministries and main stream organizations in charge of the disabled and elderly people.
Once a development phase is started, working groups are created to set up the specifications and to validate the results. This working groups are open to all organizations or user groups which are directly linked to the social field and to the different tasks.

The user groups should guarantee that their specific needs will be tackeled within the project, for example the accessibility to all the www pages and services. Different user groups (centers, associations, private people) are going to test the pages on their accessibility (e.g. for the blind, ...) In order to allow them to take part in the project, free training sessions will be organized for trainers and end-users. Today the Institut pour Déficients Visuels (IDV) is doing the training for the blind persons who already got an Internet access through the SocialNet project. The same is done by the CERETEPEM, for the Deaf persons. The "recruitment" of the end-users is done by the associations/user groups.

Participation in the different stages

As mentioned before, part of the SocialNet project is user driven. The input form the users and user groups is of great importance through all the project stages.

- Problem definition: The different user groups are asked to participate in the definition of the project contents and direction. The user groups will be integrated in the working groups.
- Testing: The different user groups should test the applications in respect of their user friendliness and accessibility.
- Maintenance: One of the ideas of the project is to develop a distributed service and information system. The users and organizations should feed the system with data, and keep the information up to date. Private disabled people are also welcome to create their own www home page, in order to share their experiences.

Methods

To heighten the awareness on the possibilities of telematic services for disabled and elderly some actions are planned:

- Awareness campaign
- publication and distribution of information material
- organization of seminars
- advertising campaign
- Training courses
- for disabled and elderly: give an overview of the information society technologies and services so that the users can use this new tools and occasionally give an input in the project. The courses are going to be organized by the user groups which are in charge of the end users. If there is an interest, web design training's can be organized.
- for the professionals: training on the possibilities that telematics applications can offer in the work.
- Individual assistance
- The disabled persons who need an adaptation of their informatics equipment in order to take part to the project are assisted by the different resource centers of the associations taking part in the project. If needed each person can get a personalized training.

Eurotalk

Project leader: ADAPTH asbl
Partner: CRP Henri Tudor
Users: CETD Bruxelles
IMC Kräizbierg

Abstract of project

In 1985 the ADAPTH a.s.b.l. intended to work out a communication aid for speech disabled people. These works had been finalized in 1988 with a first prototype, the prototype 1, which was later evaluated in various national and international centers. Encouraged by the positive echo the ADAPTH defined in 1989 a new project of communication aid called EUROTALK®.

EUROTALK® is a multilingual communication aid for speech disabled persons. The device is portable, offers a 48-keyboard and two liquid crystal displays. Words and sentences are easily recorded with a microphone. The disabled person may then recall the message using the keyboard. The keyboard offers also the possibility to write and display sentences not present in the vocabulary.

User involvement:

User selection

Various centers collaborated in the development phase, but we focused mainly on two centers:

- The CETD in Brussels, a Centre for specialized education for cerebral disabled children. EUROTALK® was given to these children and their educators, for their objective and concrete evaluation of the capacities of the equipment.
- The IMC Kräizbierg Foundation is a day Center for adult "motoric disabled people". Same as for the CETD a EUROTALK® was offered for demonstration and due to the frequent relations with this foundation it was possible to detect practical problems, which had to be solved.

The centers were chosen because of the potential of end-users, and because of their knowledge in assistive technology. The choice of the end-users involved was done by the therapists in charge of the assessment. There was no real need for a user selection strategy as the number of potential users in the centers was very low.

Participation in the different stages

This two centers took part to the project from the beginning, that means from the problem definition to the test phase.

- Problem definition: In this phase the therapists of the two centers were asked to clearly define the needs and the expectations of the speech disabled persons with severe physical handicap. This work was used as a base for the specifications of the communication aid. Various meetings where needed to fully understand the needs of the targeted population.
- Analyses / specification: The technical specification was done by the engineers working in the CRP Henri Tudor and in the ADAPTH, the functional specification was done by the occupational therapists of the two centers with the help of the occupational therapists working for the ADAPTH.
- Testing: For the testing four prototypes were given to the centers for assessment. The results were used to define the definitive design of the device, and to debug the software. New ideas on how to make the device easier to use lead to new software versions. The testing methods were left to the therapists. The speech disabled users who could write wrote themselves their remarks on paper. A therapist in charge of the person collected the ideas of those who could not write by means of communication boards.
- Post-product development: The development of the device (software) continued for at least four years, where new functionalities could be added on demand. The demands from the disabled persons using the Eurotalk where registered, and when the number of similar needed improvements was sufficient, a new development phase was launched. In these years, the development was totally driven by the end-users.

Methods

The problem definition and analysis phase was done via group discussions with the therapists of the involved centers.

There were no clear defined assessment methodologies during the development phase. In the post-product development a multiple choice question paper was given to each user trying out the device.

SALEA - Speech trainer for deaf people

Project leader: CRP Henri Tudor
Partners: ADAPTH asbl
Service Audiophonologique
Users: Centre de Logopédie
Service Audiophonologique
Info: http://www.socialnet.lu/salea/

Abstract of project

The SALEA software (Système d'Aide à la Lecture labiale et d'Entraînement Auditif) was initially dedicated to lip-reading training of deaf pupils and to hear training of people who have a hearing loss, but its use can be extended to any educational purpose.
The software is made of an outstanding and easy to use authoring system which allows the therapist or teacher to create exercises including video sequences, sounds, picture and text.

The authoring system allows the user to create a library of exercise layouts (templates) that can be reused for different exercises. The user can easily use exercises by selecting an exercise layout and complete them with the appropriate media.

The software allows the user to observe the evolution of the tested person, by recording information concerning this person and saving his results.

User involvement

User selection

The user selection was obvious as there is only one school for deaf and only one service for hearing impaired persons in Luxembourg. Both institutes agreed to participate in the project as evaluators of the software application.

Participation in the different stages

- Analyses / specification: Part of the functionalities of the software had been set-up by the engineer in charge of the project who is himself hearing impaired and has so a good understanding of the problematic. As the software had also to be used by young pupils at school the teachers of the Centre de Logopédie were asked to set up the functionalities of the software for the lip-reading. The Service Audiophonologique which deals with people with hearing loss was asked to set up the hearing training functionalities.
- Testing: The software was tested all through the development phase by the pupils. Their remarks and proposals were immediately considered and included into new specifications of the software. The debugging of the software was done by other engineers and therapists cooperating in the project in order not to upset the users.

Methods

The assessment was done by direct observation of the pupils by the engineer in charge of the development and by the teacher responsible for the project for the center.

CitizenNet

Project leader:	CRP Henri Tudor - Centre de Ressources Multi-Média
Partners:	Commune de Rosport
Users:	The citizens of Rosport
Info:	http://www.citizenet.lu/
	http://rosport.citizenet.lu/

Abstract of project

A citizen network is a computer system that offers the citizens of a village or a town an easy access to local information. The new technologies allow to implement new channels of communication in social, economical, political and cultural areas. This will play an important role in our society. It is essential to offer the access to this information to every member of the society, if he or she desires it.

Objectives

The primary objective of a citizen network is to offer electronic communication ways to its members to strengthen the community and its social life, to increase the participation in the democratic process and to offer all citizens the possibility to participate in the information society.

Such a system can be implemented with the help of computer systems that are connected with the help of telephone lines to a central computer.

The present project CITIZENET® Rosport aims to implement a citizen network in the Grand-Duchy of Luxembourg. This first preparatory phase of the project has the objectives:

- to make a study of citizen networks;
- to define a concept for a such system;
- to implement a model of demonstration.

A second phase aims to exploit these results to define a project which will implement a full-working network in real-life.

User involvement:

User selection

First the municipality where to realize the project had to be chosen. Rosport was chosen for some practical , political and historical reasons. The municipality showed an interest in the project since the beginning, and was willing to support it. The municipality is made of seven small villages spread on a quite broad area and has a population of 1800 inhabitants. The small population makes the project easy to manage, and the dispersal of the villages makes the network a good tool for communication. From an historical point of view, Rosport was the first town with electrical street lighting, and with this project they want to carry on the innovative mind of the municipality. Furthermore Rosport is the birthplace of Henri Tudor, the name after which the public research center in charge of the project has been named.

A non profit organization was created, which should serve as interface between the users of the villages and the development team of the CRP Henri Tudor. This was

needed to be closer to the citizens, to better understand their needs. By the way the "club des jeunes" (young people club) proposed their services as a central help point where the citizens can ask for help when problems occur or to get advise on how to create new services or www presentations.

From a more practical view, the first phase of the project should set up a functional prototype with telematic services. The contents of the services should be feed by the citizens. In a meeting where all citizens were invited (mailing to all citizens) the project was explained and a call was made to set up a working group of 30 people. This 30 should have minimal knowledge in informatics. This was needed to be able to quickly set up the first services.
From this call nearly 30 people asked to take part in the project, so that no recruitment criteria was needed.
The 30 users were asked to take part in one or more of the 4 working groups. These working groups concerned the associations, the administration, the school and the commercial services. regular meeting are organized where the people come together and discuss about the contents, functionalities and design of the www pages.

In the third phase of the project the whole population is asked to take part in the project. Every one is then free to propose new services or improvements.

Participation in the different stages

The project relies on the participation of the citizens of Rosport. The citizens are responsible for the creation of services, and for feeding the system with information. The software development is made by the CRP Henri Tudor (electronic payment, data security...).
The citizens are also asked to test the system and to give their opinion and improvements. Training courses will be organized to give the users the needed know-how to take actively part in the maintenance of the system. They can also get assistance at any time from the "Club des Jeunes".

Methods

Structures had to be created to carry on the project. The non profit organization was created to serve as interface between the developers and the end-users. The "Club des Jeunes" offers assistance to the citizen regarding the informatic problems or on how

to create www pages. The 30 users in charge of the first development phase were asked to take part in 4 working groups. Decisions were made in these groups by discussions. This people were the only responsible for the developments to follow. The CRP Henri Tudor (project leader) takes no decision in relation to the contents of the Rosport pages.

At the time there only one group of users that are getting trained, it is the youth club "Club des Jeunes". This people should get full knowledge about Internet applications and on how to create www pages. It is not yet known if other training will be needed for the citizens. The training is organized by the CRP Henri Tudor. The center is fully equipped and has a department (SITEC) which is specialized in organizing trainings.

From an economical point of view, the telecommunication service provider (P&T) are converting the analogue telephone lines to ISDN technology. The CRP Henri Tudor is providing free Internet DialUp for the Citizen. The Citizen has so only to pay the normal local telephone fees.

Concurrently to the first phase of the project, a study on the needs of the elderly and disabled population of Rosport is going to be started as part of a "travail de fin d'études" from a student in informatics of a high school. This study has a duration of six month. The study consists of a theoretical part and a practical part, where prototype applications have to be developed.

Teo (Text Editor Oral)

Project leader:	CRP Henri Tudor - Centre de Ressources Multi-Média
Partners:	Ministry of education
	SIRP: Service d'Innovation et de Recherche pédagogique
	ISERP: Institut Supérieur d'Etudes et de Recherches Pédagogiques0
Users:	8 schools
Info:	http://www.mediatel.lu/crmm/projects/h_teo.html

Abstract of project

The R&D Project TEO covers the development and evaluation of an oral word processor for children.

The objectives of TEO are :

- examination and development of a user interface applied by children generating oral documents
- examination of the integration of such a tool for learning languages
- study of the impact of computers in education

The results of this research project will allow to conceive teaching systems which use the best multimedia technologies. It should be avoided to make the computer nothing more than a digital version of the black board, which would not improve the level of teaching.

Function principles:

The children work with TEO by recording their voices with a microphone. Every recording is represented visually by an icon on the screen. The children can attach small texts to the icons. Every icon can be moved, replaced, and deleted by the children. By creating a set of recordings the children create a story which can be stored and reloaded.

User involvement

User selection

As the first prototype software was only running on Macintosh computers, the selection criterion was that the school should possess at least one Macintosh and that a teacher was willing to take part in the project. No special criteria was needed for the end users (pupils aged 6-10 years).

Participation in the different stages

- Analyses / specification: The specification for the software was done by a teacher who wrote himself the first prototype. The experiences acquired with the pupils was used to set up the specifications for the new developed software.

- Testing: The software was tested all through the development phase by the pupils of different schools. The results of the testings were collected by the teachers, by watching the pupils while playing around with the software.

Methods

There were no clear methods for the training of the pupils, nor were there specifications on how to test the software. The teachers could use their own methods. The assessment had been done by direct observation of the pupils.

2.10.3.2 User participation in standardization work, and in comparative testing by testing agencies

There are no testing agencies in Luxembourg, but in a more modest scale, testing of technical aids is done through the different resource centers in Luxembourg (ADAPTH, CERETEPEM, IDV and SMA). The resource centers from the ADAPTH, CERETEPEM and SMA have a free lending service of technical aids for the disabled and elderly. In the case of the ADAPTH the lending is made for a short period (1 month) so that the user can test the equipment before buying it. In return the user is asked to make an assessment of the equipment. For some equipment there are questionnaires to fill out.

Examples of good practice

Accessibility Working Group

Project leader: Ministry of Family / Handicap

Partners: Associations in the disability field

Abstract of project

The Minister for the disabled and the life-injured has set up a working group which should propose minimal accessibility guidelines in order to create a legislative text related to the accessibility of public places and buildings.

User involvement

User selection

The 32 associations which are part of Info-Handicap had been asked to take part in this project. The different user groups among the associations cover the whole disability field. Furtehrmore the working group can rely on external experts in order to get supplementary advice. This allows to take in account the whole range of accessibility problems encountered by people in real situations.

Participation in the different stages

- Working procedures: Meetings were organized in a reduced working group, in order to define the working procedures and tools to be applied through the project.
- Problem definition: The problem definition was discussed with the whole group in accordance with the fixed working procedures.
- Analyses / specification: The practical problems concerning the accessibility of buildings and places are being analyzed by the different user groups according to their Impairments, Activities, and Participation in the society.

Methods

Info-Handicap is responsible of the project and is going to coordinate and lead the work done by the associations representing the user groups. A common working method and a standardized procedure had been set up. Different meetings were needed to choose the methods and standards.

In order to set up the minimal accessibility guidelines in buildings for each usergroup, the ICIDH classification (International Classification of Impairments, Activities, and Participation) from the World Health Organizations is used as reference document.

The user groups have to establish a list of the problems (in relation with their handicap) concerning the participation and activity in the different categories of buildings (private, public). A synthesis of the collected data is done by the project leader. The final document will then be discussed by the different user groups.

Apart from the ICIDH classification and the ISO9999 there are no other standards used. No training or exhaustive explanation on this classification had been done. The success of the project lies in the ability of the user groups to well circle their problems and those encountered by their disability population. Only a few groups have a in-depth knowledge of accessibility guidelines.
The work of the user groups is not remunerative.

An Internet site has been created where the different user-organizations can find the description of the project, the working documents, and all kind of documents related to the project. The users can communicate with email. Free Internet access had been given the users (from the ADAPTH).

2.10.4 Overview about user training

Reference is made to the listed project descriptions.

2.10.5 Overview of organizational frameworks for user participation

The Minister for the Disabled and the life-injured has set a national program in favour of the disabled persons (Plan d'action en faveur de personnes handicapées). This program aims at establishing a politics for the integration of disabled people. One of the goals is to set up a co-ordination and interaction between all the intervening parties in the field of disability. The creation of the governmental non-profit organization Info-Handicap was a first step for the coordination of activities in the disability sector. Through its 32 organization members Info-Handicap is what can be considered as an organizational framework in the disability field (see project accessibility).

2.10.6 Summary of findings

Published material: Plan d'action en faveur des personnes handicapées (ask Info-Handicap for the brochure)