



ICOM CECA-Special Interest Group (SIG)

Universal Accessibility, the Inclusive Museum

2024-2025 Online Season Agenda

Co-coordinators

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Program

The ICOM CECA Special Interest Group (SIG) “Universal Accessibility, the Inclusive Museum” is launching a new season of online meetings starting in December 2024. This season will focus on a gradual introduction to the challenges of museum accessibility: from evaluation to planning, strategy to research, and engagement to experience. How can museum professionals address inclusion and accessibility within their institutions? The program will cover key topics related to museum accessibility, with expert-led discussions held monthly. Each session will include time for discussion and the sharing of best practices following the speakers’ presentation. The meetings will take place one Friday afternoon per month, from 5:00 pm to 6:00 pm (CET).

Agenda

#1 December 13th 2024, 5pm (CET) Evaluation

with Lauren Trainer, author of the book “Evaluating Accessibility in Museums” (Rowman & Littlefield Publishers, 2024)

Link Zoom:

<https://us02web.zoom.us/j/85047670671?pwd=le5RdQA9rT62a0YNai1LCBMGQj38Xx.1>

Meeting ID: 850 4767 0671

Secret Code: 371173

#2 January 10th 2025, 5pm (CET) Planification and Strategy

with Maria Chiara Ciaccheri, author of the book “Musei e Accessibilità. Progettare l’Esperienza e le strategie” (Editrice Bibliografica, 2024)

Link Zoom:

<https://us02web.zoom.us/j/86273431588?pwd=EHlhmzcTOkxx8GT3kNMmTc8UQld90a.1>

Meeting ID: 862 7343 1588

Secret Code: 857677

#3 February 7th 2025, 5pm (CET) Policy

with Delphine Harmel (Centre des Monuments Nationaux-France)

Link Zoom:

[https://us02web.zoom.us/j/89327885936?pwd==vCz21T5LNPXfz9wiIHmKr6yygNpV3B.1](https://us02web.zoom.us/j/89327885936?pwd=<u>=vCz21T5LNPXfz9wiIHmKr6yygNpV3B.1</u>)

Meeting ID: 893 2788 5936

Secret Code: 758595

#4 March 14th 2025, 5pm (CET) Research

with James Hutson and Piper Hutson, authors of the book “Inclusive Smart Museums. Engaging Neurodiverse Audiences and Enhancing Cultural Heritage” (Palgrave Macmillan, 2024)

Link Zoom:

[https://us02web.zoom.us/j/89528729945?pwd==JEebtGtCChbvhrBOLM6QzavhKPiWHp.1](https://us02web.zoom.us/j/89528729945?pwd=<u>=JEebtGtCChbvhrBOLM6QzavhKPiWHp.1</u>)

Meeting ID: 895 2872 9945

Secret Code: 338535

#5 April 25th 2025, 5pm (CET) Engaging

with Julie Bérubé, Marie-Laure Dioh and Antonio C. Cuyler, authors of the book “Accessibility, Diversity, Equity and Inclusion in the Cultural Sector” (Emerald Publishing, 2024)

Link Zoom:

[https://us02web.zoom.us/j/84332109694?pwd==lryIlx5D7kCkPJnaSHGAbk4ZRLbe4a.1](https://us02web.zoom.us/j/84332109694?pwd=<u>=lryIlx5D7kCkPJnaSHGAbk4ZRLbe4a.1</u>)

Meeting ID: 843 3210 9694

Secret Code: 029712

#6 May 30th 2025, 5pm (CET) Experiencing

with Laura L. Lott, co-author of the book “Diversity, Equity, Accessibility and Inclusion in Museums” (American Alliance Of Museums, 2019)

Link Zoom:

[https://us02web.zoom.us/j/84372692659?pwd==rzJbW3V6bg2dxu6sia7rIWkzodtH9r.1](https://us02web.zoom.us/j/84372692659?pwd=<u>=rzJbW3V6bg2dxu6sia7rIWkzodtH9r.1</u>)

Meeting ID: 843 7269 2659

Secret Code: 368553

#7 June 20th 2025, 5pm (CET) Designing a Tool

with Raffaella Russo-Ricci, Co-coordinator of the SIG

Link Zoom:

[https://us02web.zoom.us/j/86951757208?pwd==psMSvbXeZn8PSIJwuk5hQqiQMrAwL9.1](https://us02web.zoom.us/j/86951757208?pwd=<u>=psMSvbXeZn8PSIJwuk5hQqiQMrAwL9.1</u>)

Meeting ID: 869 5175 7208

Secret Code: 365602

Museum for everyone!

This poster aims to share practical advice on accessibility and inclusion in museums. Ideas gathered from a survey of museum professionals around the world, who were asked to provide suggestions for improving museum experiences based on their experience. Access and inclusion are essential to answer the needs of as many people as possible, are often seen as difficult disciplines, especially by those not directly involved.

This tool is meant to inspire curators, conservators, museum directors, museum guards, audience development managers, mediators and anyone working in a museum. It is a product developed within the Special Interest Group (SIG) Inclusive Museums, global accessibility created within ICOM CECA. Website of ICOM CECA: ceca.icom.museum



Entrance

1. Make sure the reception desk always has a pen and paper to communicate with deaf people.
2. Provide portable chairs and wheelchairs.
3. Offer baby nappies so that parents can leave pushchairs behind.
4. Write Welcome to the entrance in multiple languages.
5. Create a sign for the entrance for the audience who may need it.
6. Define protocols and policies for welcoming all audiences.
7. Provide an amplifying glass for anyone who asks for it.
8. Offer a kit with some support materials for the visit (map, educational activities...)

Staff

9. Ask staff to smile.
10. Have all the staff informed and trained on the existing accessibility facilities.
11. Create partnerships with local organizations to improve the design of look and accessible proposals.
12. Accompany visitors in difficulty along the route, even if it is intuitive.
13. Subscribe to an online sign language interpreter platform.

Signage and communication

14. Make the texts easy to read and use high contrast colors, left-hand alignment, concise and simple vocabulary.
15. Ask feedback from the visitors.
16. Describe the equipment and all the existing services on your website.

Environment

17. Provide picnic area.
18. Provide break area.
19. Provide storage space for luggage, strollers or other bulky items.
20. Offer the consultation, interpretation and assistance of previous exhibitions.
21. Place the products for sale or for consultation on shelves accessible to all.
22. Equip non-gender specific restrooms with changing tables.
23. Provide the bookshop with a selection of titles in foreign languages.
24. Think about a water fountain and/or a hot drinks machine.

Graphic design and illustrations: www.cobdesign.com

CHARTER

SPECIAL INTEREST GROUP (SIG)

“UNIVERSAL ACCESSIBILITY, THE INCLUSIVE MUSEUM”

- 1. Trusting the Process:** All participants agree to trust the process and adhere to the scope of action defined by the GIS at each stage.
- 2. Plurality of Opinions, Perspectives and Feedback:** All participants are encouraged to express their views and opinions freely, ensuring that everyone’s voice is heard and respected. We value the diversity of experience and viewpoints within the group. Constructive comments are welcome and encouraged. However, it must be formulated constructively, with the aim of fostering growth and improvement.
- 3. Active Listening:** We emphasize the importance of active listening, wherein participants attentively engage with the perspectives shared by others, fostering an environment of mutual understanding and collaboration.
- 4. Solution-oriented Approach:** Our focus is on finding innovative solutions and strategies to promote accessibility and inclusivity within museums. Participants are encouraged to adopt a proactive stance, actively contributing to the identification and implementation of practical solutions.
- 5. Open-mindedness:** Participants are urged to maintain an open-minded approach, remaining receptive to new ideas, perspectives, and suggestions. Embracing diversity of thought fosters creativity and enhances problem-solving capabilities.
- 6. Commitment to Collaboration:** By participating in this group, individuals affirm their commitment to collaborative efforts aimed at advancing the cause of accessibility and inclusivity in museums. Together, we strive to create positive change and meaningful impact within our respective spheres of influence.

This charter serves as a guiding framework for all participants, fostering a culture of respect, collaboration, and innovation as we work towards our shared goal of creating accessible and inclusive museums for all.