

City of Athens that engages citizens in problem-solving and reform. The synAthina platform has been the first model of inclusive government in Greece and a systematic mechanism to collect and facilitate the participation of residents and visitors in developing sustainable solutions for the City of Athens. One of its more relevant initiatives is Co-Athens, an additional framework for refugees who have received asylum to collaborate with other residents, citizens' initiatives, and local authorities in the design and implementation of small-scale urban interventions. Selected groups receive funding and support to carry out activities that will have a meaningful and positive impact for the city, and an investment in human capacity that builds from the bottom-up to resolve city challenges and empower refugees.

Find out more at: <https://www.synathina.gr/en/synathina/about-us.html> and <https://oecd-opsi.org/innovations/synathina-platform/>

#### **ReThinkers volunteer programme;**

**Aarhus:** Aarhus' commitment to enhance its citizens' engagement plays an important role in the city's development. One of the unique and significant programmes in Aarhus is the 'ReThinkers', a project in which volunteers perform hospitality tasks, support the city's cultural organisations, events, and projects with different tasks. Thanks to private and public donations, 'ReThinkers' could continue to prosper as a permanent concept and today it makes up an invaluable resource for the city, a strong brand for Aarhus and source of great local pride.



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Find out more at: <https://www.visitaarhus.com/corporate/volunteer-aarhus/become-volunteer>

#### **4.1.2.4 Accessible tourist information offices; Braga; València**

**Tourist Office; Braga:** Mobile devices are available for the visually impaired, hard of hearing, those with motor, touch, and cognitive issues, allowing for access to tourist

information, so that everyone can enjoy their stay in Braga independently. The Tourist Office also has tourist brochures in Braille to cater for the visually impaired.

Find out more at: <https://www.tur4all.com/resources/posto-de-turismo-de-braga>

**Hearing is believing; València:** The main tourist information office offers the modern Visualfy system for people with hearing loss. This innovative AI system detects relevant alerts in the environments and sends visual notifications to the user's smartphone, smartwatch or smartband through sound. By taking this step forward, València is not only going the extra step to ensure that all visitors are afforded the same degree of accommodation but in doing so is implementing a smart approach to making its tourist information services more accessible.

Find out more at: <https://www.visualfy.com/visualfy-public-admins/>

#### 4.1.2.5 Accessibility through digitalisation; Porto; Florence; Gaziantep

**Innovative Signage makes world of colour accessible to colour blind, Porto:** Born in Porto, the ColourADD has reached worldwide acclaim as an innovation in helping people who are colour-blind participate in the colour dominated world of signage. Here in the city, it appears on tourist maps, flags and Ecopoints on the beaches and on car parks to help everyone navigate, understand, and feel welcome to an accessible experience of the city.

Find out more at: [http://www.coloradd.net/imgs/ColorADD-About-Us\\_0315.pdf](http://www.coloradd.net/imgs/ColorADD-About-Us_0315.pdf)

**KIMAP - navigation app for disabled people; Florence:** The historic centre of Florence presents some objective difficulties for visitors with reduced mobility (especially in the oldest area of the city: narrow pavements, cobblestone pavements, uneven surfaces). In recent years the city has provided a kit (IT/EN) to facilitate and encourage tourism for disabled people which also includes the Kimap APP, which can be downloaded for free. Kimap allows users with mobility difficulties to find the most accessible and suitable path to reach destinations. The app provides 4 tour guides with historical-artistic itineraries connected to city mapping in open data for barrier-free tourism to explore the city in