

**Accessibility as comprehensive as never before; València:** The València Accessible Guide features all the information on the accessibility of hotels, restaurants, museums, monuments and touristic services throughout all of València. The guide has been assembled in an easy to access and understand manner so that all visitors have the opportunity to discover and plan their trip to València that best suits their needs and ensures that their visit to the city is as comprehensive as it should be. The guide is available online and free to download for anyone who is interested and/or planning a trip to València. The guide is a bit step towards offering a detailed assortment of information for potential visitors and goes a long way in collecting the relevant information to ensure an accessible visit to the city.

Find out more at: <https://www.visitvalencia.com/en/valencia-accessible>

#### 4.1.2.2 Accessible tours; Florence

**Inclusive touristic tours for people with disabilities; Florence:** People with disabilities can access Civic Museums for free and find a tailored cultural offer carefully designed in collaboration with key stakeholders. For instance, multi-sensory visit routes are designed conjointly with the Blind Union, allowing blind people to enjoy cultural heritage wonders through touch, smell, sound, and spatial dimension sensorial experiences. For hearing-impaired individuals, IS language tours are organised in collaboration with Deaf Organisation. Virtual routes of physically inaccessible sites are offered to those with reduced mobility and special project for Alzheimer's or cognitive impairment with narrative and interactive paths in the museums ("Museum in a suitcase") is accessible. Similarly, four itineraries have been designed, from 2 to 8 km along the Arno River with Sup4All project, that brings together tourism, accessibility, and sport, and which can be modulated according to the participants' needs to make them accessible to all.

Find out more at: <https://www.visittuscany.com/en/ideas/accessible-museums-in-florence/>

#### 4.1.2.3 Accessible citizens engagement; Athens; Aarhus

**Enhancing citizens' engagement for better policy-making: Athens:** A vibrant civil society has emerged in the city, with an increasing number of community groups taking the initiative to improve their neighbourhoods and solve pressing issues on the ground. In those circumstances, many projects in Athens have been supported by enhanced stakeholder and resident engagement that was pioneered by synAthina, the social innovation platform of the

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.



© Per Bille

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