



Project

***“Entrepreneurship in rural tourism sector
for youth with disabilities/ ERTSYD “***

**Peculiarities in providing of services for
people with disabilities**

Andrii Matseliuch
Head of Lviv Tourist Board

Yavoriv (Turka district, Lviv region)

2018



Recommendations on providing of services for people with speech impairments

- If you want to help – just ask first
- Your speech should be clear
- Use icons (tables)
- Your position during the conversation is of great importance
- Address your speech to the collocutor
- If necessary adapt yourself to collocutor
- Don't turn off the light



Recommendations on providing of services for people with hearing impairments

- **Communication with the use of normal language** (people with severe types of hearing disorders can be able to distinguish loud speech due to hearing aid or lip-reading)
- **Communication with the use of gestures** (sign (gestural) language, fingerspelling, dactyl alphabet)
- **Other communication methods** (sign language – using of eight combinations of hand gestures and four gestures around your face; writing language; textphone)



Recommendation on providing of services for people with mental retardation and mental disorders

- Make everything clear
- Treat with respect
- Admit individual restrictions
- Give the choice
- Ask experts for assistance and support
- Establish clear behaviour rules
- Take care of safety
- Keep order in the surrounding environment



Recommendations on providing of services for people with movement disorders

- If you want to help – just ask first
- Respect the differences of a person
- Don't make a decision for someone, ask them
- Assess properly your skills and challenges
- If necessary provide adjustments
- Remove the barriers





Recommendations on providing of services for people with visual impairments

- When you are talking to a person who has visual impairments address to this person directly but not to those who are accompanying him/her.
- When meeting a person who has visual impairments you want to shake hands you need to say it
- When you meet people with visual impairments or blind person you should certainly introduce yourself and those people who came with you





- If you have a conversation in the group don't forget to mention who you are talking to at the moment and introduce yourself.
- You should offer your help by asking. Maybe this person doesn't need it.
- When you offer help, wait until your proposal is accepted and then ask what and how to do it.
- Treat children with disabilities as you treat adults.
- When you are talking to a person who has problems with communication, listen to him/her very attentively. Have patience, wait until this person finishes talking. Don't make corrections and additions to their conversation. Don't pretend that you understand everything if it's not clear to you. Ask them for clarification, it will facilitate communication.



- Make sure of accessibility in places, where the events are to take place.
- Think in advance what problems or barriers may arise and how they can be addressed.
- When you change your position during a conversation, let your collocutor know.
- Try to convey facial expression or gestures into words





Providing of services for blind people in museums

- When visiting museums blind people are allowed to carefully touch exhibits which are not under the glass but of course under the control of the accompanying person or the museum worker. The personnel of the museum is not always aware of the special legal regulation which allows to do so, that's why they can make you some comments. In this case you should explain the situation, that the person who you accompany is blind and that you will be very careful while observing exhibits. As usual, the museums differ from each other, so familiarity with a particular museum must begin with orientation in the premises.





Recommendations for personnel on providing of services

- Personnel must be well prepared to provide services for people with disabilities
- Personnel shouldn't be afraid to offer assistance for the disabled.
- Personnel should be ready to have a conversation with the disabled and treat them as any other person.



Natural factors, which have influence on tourists with disabilities

- Bright sunlight usually has a negative impact on people with visual impairments, causing headaches. Therefore it's better to take this factor in consideration while organizing services for such tourists.
- Bad lighting as well as evening and night excursions are not recommended for people who have hearing impairments and use gestural language for communication. Full darkness often makes them panic.



- When it's raining blind people almost never use umbrellas because they hold a walking stick in their hands. Take it into consideration to provide comfortable conditions for blind tourists.
- Take care about the height of vegetation and branches of trees which may hang down and cause damage to the blind person walking by. All blind people are able to control only the space under their feet, so such unpleasant situation may happen.
- Most of blind people don't know about such plants as nettle or others which can cause irritation of the skin, so try to avoid them or warn of their presence.



- Most people with disabilities from urban areas don't have contact with domestic animals. That's why they can accidentally cause harm both to themselves and these animals.
- To provide appropriate service for people with different disabilities and their safety it's reasonably to involve accompanying persons, for example during the walks in the unknown area and so on.

ERTSYD

ENTREPRENEURSHIP
IN THE RURAL TOURISM SECTOR
FOR YOUTH WITH DISABILITIES

Co-funded by the
Erasmus+ Programme
of the European Union



**Thank You
for Your attention!**