

CITIZENS WITH A DISABILITY: DIGITAL DIVIDE AND OPPORTUNITIES

a collection of best practices
from the EUDIGIT partner cities



**E-book dedicated to the fourth
EUDIGIT webinar, hosted by the
Municipality of Rotterdam
on 10-11 March 2022**



The content for this e-book was prepared under the framework of EUDIGIT – European Digital Citizens project, funded by Europe for Citizens programme under grant agreement 614897-CITIZ-1-2019-2-FR-CITIZ-NT.

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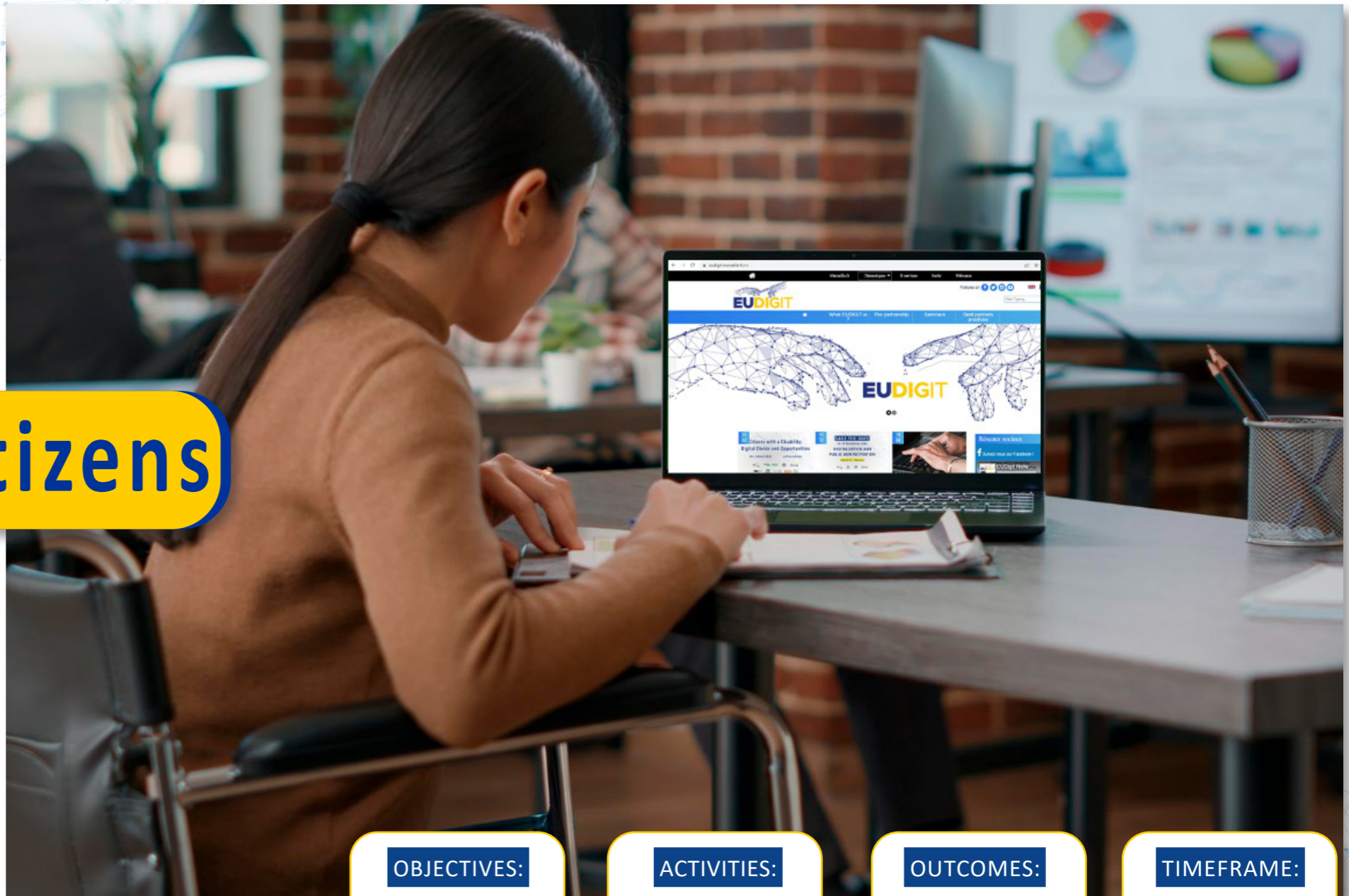
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EUDIGIT

European Digital Citizens



The facts are alarming: 169 million Europeans do not have even basic computer skills. This presents itself as a real brake, not only in the professional sphere but also in the fight against social exclusion. This gap also creates differences in development among citizens, and between cities and villages, it endangers the principle of regional cohesion and may damage the feeling of belonging to the EU and having a broader European identity.

This fact has been noted by all EUDIGIT partner cities, which have expressed their concerns about the link between digital exclusion and European Union citizenship, especially among disadvantaged groups of people.

The digital divide, as a contemporary phenomenon, actually acts as an accelerator of social exclusion for those who are not connected enough, not skilled enough and not informed enough – in other words, those who missed boarding “the boat of progress”. Even when they are digitally connected, many citizens show poor interest in European matters. These are pertinent issues since communication stemming from the EU institutions and Member States flows mainly through online channels.

The stakes are therefore high since it involves a battle for the hearts and minds of all EU citizens. On the ground level, EUDIGIT explores how cities, as the government level closest and most accessible to people, can become actively involved in reducing the digital divide through the adoption of policies and an evolution of public services tailored with a “with and for all citizens” approach, coupled with better communication strategies.

OBJECTIVES:

- Strengthening EU citizenship and citizens' awareness
- Contributing to reduce the digital gap in cities
- Co-building digital policies with citizens

ACTIVITIES:

- 7 events
- 30 workshops with civic society
- Co-build policies with citizens and stakeholders in all partner cities

OUTCOMES:

- 5 e-books
- A declaration for cooperation between partner cities
- Digital participation surveys
- Involvement of 520 people directly and 30 000 indirectly

TIMEFRAME:

May 2020 to March 2023

BUDGET:

126,000 EUR



PARTNERS

- CITY OF MARSEILLE
- EVRO ADVANS ASSOCIATION /
THEMAYOR.EU
- CLUJ METROPOLITAN AREA
- MUNICIPALITY OF GENOA
- MUNICIPALITY OF ROTTERDAM
- FREE AND HANSEATIC CITY OF HAMBURG
- MUNICIPALITY OF VARNA





ABOUT THE WEBINAR

The Municipality of Rotterdam, in collaboration with the City of Marseille and 'TheMayor.EU – the European Portal for Cities and Citizens' organized the fourth EUDIGIT webinar: 'Citizens with a Disability: Digital Divide and Opportunities' on 10-11 March 2022.

The two-day event explored the challenges that persons with disabilities face in an increasingly digitalised world and what our cities can do to

overcome them and become truly inclusive. As in previous webinars under the EUDIGIT project, the event offered an inspiring mix of successful stories from the partner cities, noteworthy examples from all corners of Europe, as well as an introduction to the policy context at the EU level.

The first day featured examples of how stakeholders can bridge the digital gap as experienced by people with disabilities or chronic illnesses.

These examples were demonstrated by the cities of **Marseille, Cluj-Napoca, Genoa, Rotterdam, Hamburg and Varna.**

Consecutive sessions focused on inclusive communication, where citizens who suffer from a disability or a chronic illness talked about their experiences with local administrations.

The afternoon sessions focused on inclusive digital education and healthcare tools.

The second day started with an overview on the EU legislation and policy context in the field of digital rights. It then continued with sessions on how to make the workplace, and sport and leisure facilities accessible and inclusive to persons with disabilities and chronic illnesses by using digital solutions.

The hosts from Rotterdam surprised the audience with several key novelties, which are sure to leave a lasting impression on the

audience. In a theatre play, performed by IkBenWij (which translates as 'I am We'), actors suffering from a disability portrayed their daily challenges in their social and professional worlds and how something simple like a non-functioning escalator could break their day. A concluding rap performance by Darryl from IkBenWij depicted the need for equal participation of persons with disabilities in the digital life.

IN THE NEXT FEW PAGES, WE WILL TAKE YOU THROUGH THE MOST INSIGHTFUL PROJECTS THAT WERE PRESENTED AT OUR LATEST EVENT. A FULL VIDEO, TOGETHER WITH ALL SLIDES, ARE AVAILABLE ONLINE AT EUDIGIT.MARSEILLE.FR

THE EU STRATEGY

for the Rights of Persons with Disabilities 2021-2030

In March 2021, the European Commission adopted the Strategy for the rights of persons with disabilities 2021-2030. The document builds upon the previous strategy (2010-2020) and addresses the remaining barriers and risk facing persons with disabilities at the start of the new decade.

It aims to ensure that persons with disabilities can experience full social and economic inclusion on an equal basis with others and live free from discrimination, in line with the UN Convention on the Rights of Persons with Disabilities. The document takes into account the diversity of disabilities (long-term physical, mental and intellectual or sensory impairments), addresses invisible disabilities, and promotes an intersectional perspective (multiple disadvantages, e.g. refugee children with disabilities).



50.8% of persons with disabilities are in employment compared to **75%** without disabilities.



28.4% of persons with disabilities are at risk of poverty or social exclusion compared to **17.8%** of persons without disabilities.



Only **29.4%** of persons with disabilities attain a tertiary degree compared to **43.8%** of those without disabilities.



52% of persons with disabilities feel discriminated against.

The situation concerning people with disabilities by March 2021. Source: European Commission

What does the Strategy do?

The Strategy combines disability specific actions and disability mainstreaming for a total of 87 actions and 7 Flagship initiatives:

- European resource centre **AccessibleEU** (2022);
- **European Disability Card** (by end of 2023);
- Guidance (2023) on **independent living and inclusion** in the community;
- European Quality Framework for **Social Services of Excellence** for persons with disabilities (2024);
- Package to **improve labour market** outcomes for persons with disabilities (2022);
- Disability **Platform** (2021);
- A renewed **HR strategy** to promote diversity and inclusion.

What does European Commission do?

The Commission will:

- provide a practical guidance to member states to support the implementation of the accessibility obligations under the public procurement Directives;
- include accessibility and inclusiveness in the reinforced EU digital government strategy;
- review the passenger rights regulatory framework;
- launch an Inventory of Assets on rail infrastructure;
- review the Regulation on Union Guidelines for the development of the Trans-European transport network;
- revise the Urban Mobility Package to strengthen Sustainable Mobility Planning.

ACCESSIBILITY IS CONSIDERED A WIDE CONCEPT, WHICH INCLUDES THE PREVENTION AND ELIMINATION OF OBSTACLES THAT POSE PROBLEMS FOR PERSONS WITH DISABILITIES IN USING PRODUCTS, SERVICES AND INFRASTRUCTURES.



HANDI4CHANGE

trains persons with disabilities for digital jobs in Marseille



WebForce3 is a network of 50 schools for digital professions, approved as socially useful, throughout France (metropolitan and overseas) and internationally (Belgium, Luxembourg, Morocco).

In a world where jobs and technologies are evolving rapidly, WebForce3's mission is to allow everyone to acquire new skills throughout their professional career, and thus meet the needs of companies.

What is Handi4Change?

This project carried by the WebForce3 school responds to an emergency: half a million people with disabilities do not have access to employment because of their difficulties in accessing adapted training. The goal? To train 1,000 people with disabilities in high-volume digital jobs, with appropriate support to help them find employment.

Beyond the objective of integrating persons with disabilities into its training sessions, WebForce3 works with a specific logic from:

- the point of view of disability (autism, Asperger's syndrome, etc.),
- the pace of learning and teaching methods (schedules, rest time, replay of courses, telepresence, etc.),
- the ergonomics of the classroom, computer equipment, accessibility of tools, support, awareness-raising of its teaching teams, or professional integration.

Each school has a "trained and aware" disability person in charge.





STEP-HEAR: your phone becomes a guide in the city of Cluj-Napoca

Since March 2021, persons with visual impairments in Cluj-Napoca have had at their disposal the Step-Hear application - a smart solution that facilitates their orientation in the surrounding

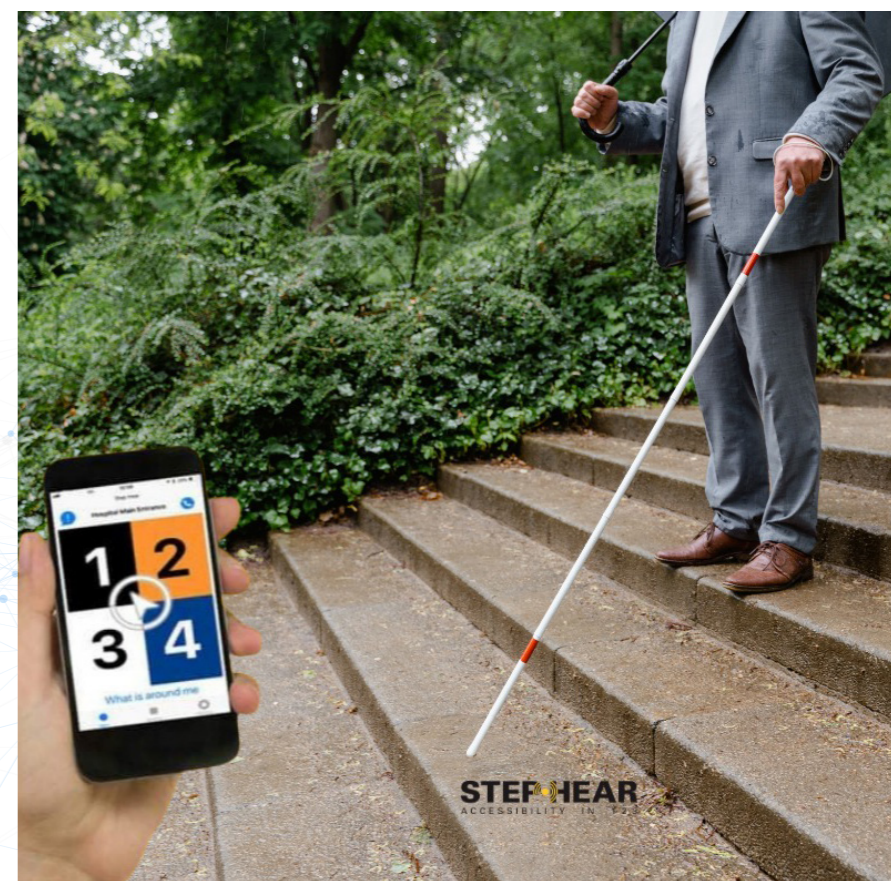
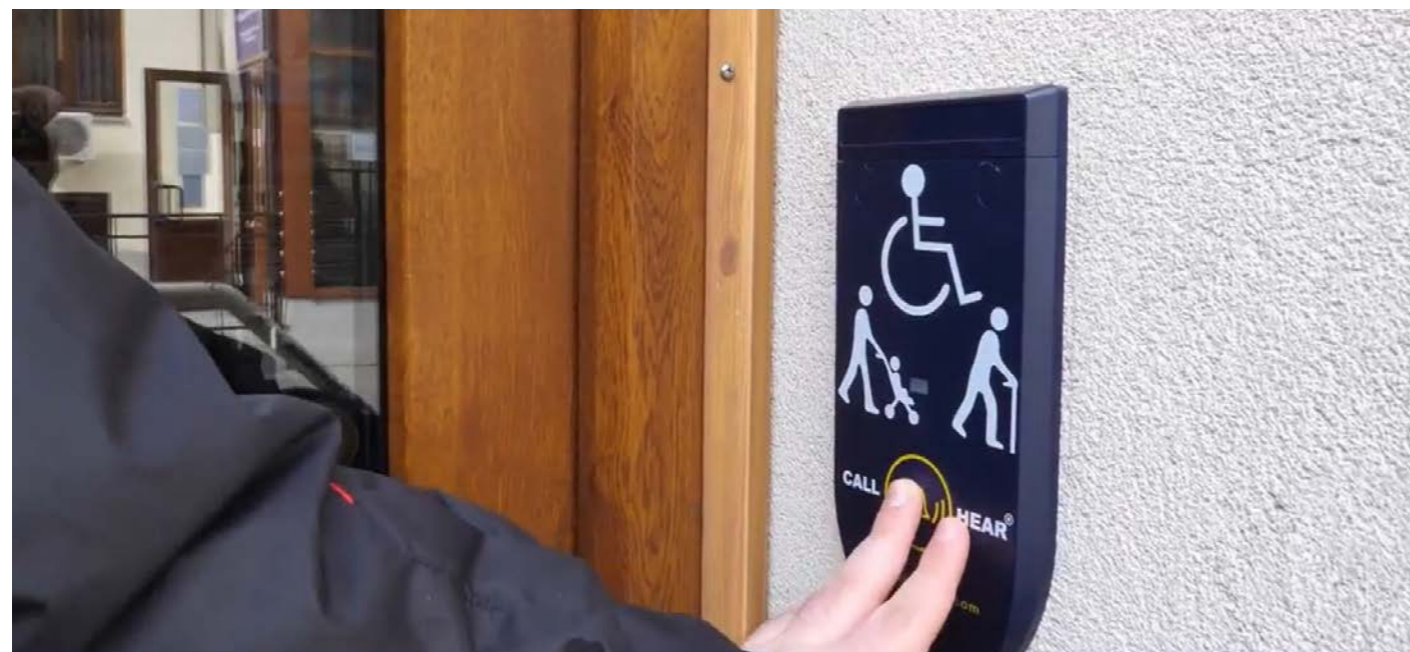
space. Cluj-Napoca City Hall used it to implement a pilot project at the headquarters of the Citizen Information Centre and other city locations.

The app is based on proximity sensors and Bluetooth technology. They generate information in audio format, useful for visually impaired people, so that they can more

easily explore the space around them. The central building of Cluj-Napoca City Hall now has a network of sensors which help guide the blind by orienting them in the urban space. During a trial period, the city made one of the main urban corridors accessible through the intelligent Step-Hear solution.

The app can be downloaded from Google Play or Apple App store. Visually impaired people thus have, directly on their mobile phones, a reliable source of information for the best possible orientation in the city.

After testing the functionality of Step-Hear, local authorities consider making other areas and buildings in the city accessible in the same way.



GENOVA DIGITALE

Fascicolo del Cittadino



Il tuo Fascicolo personale il modo più comodo per usare i servizi online e avere sempre i tuoi dati a disposizione

Servizi online



Tutti i servizi online del comune

SegnalaCi



Collabora al miglioramento dei servizi dell'ente segnala un disservizio o suggerisci un miglioramento

Agenda servizi demografici



Prenota online un appuntamento per recarti in uno degli uffici demografici distribuiti sul territorio

INCLUSIVE

digitalisation in Genoa

In recent years many municipal services in Genoa have been reconsidered as part of a new integrated plan, with the aim of making them as inclusive as possible. For this reason, a round table composed of local authorities, associations and stakeholders has been organised to discuss topics related to disability in all areas of life. A Disability Manager is tasked with the coordination of this round table and with the task of giving input from stakeholders to the local administration.

One of the changes this has brought about in the digital realm is accessibility features of the municipal website, which was designed and developed to comply as much as possible with the principles enshrined in national and European laws.

The introduced changes concern contrast, and differences in brightness of the information content and the background. They include an increased readability function that applies an alternative style to the texts of media articles. The latter makes use of the highly readable EasyReading® font, which was designed especially with dyslexic people in mind.

Thus, the website of the municipality of Genoa was found to be adequate for colourblind people.

The main objective of these and other actions identified as part of the round table is to meet the needs of the largest possible number of users, making sure that each of them can easily read the information contained on the municipal website of Genoa.

Mobility as a Service: parte a Genova la mobilità del futuro

Comune di Genova / Genova Web News / Mobility as a Service: parte a Genova la mobilità del futuro

Articolo del 28/04/2022

Comune di Genova, AMT e Hitachi Rail presentano la piattaforma MaaS che integra e rende disponibili diverse soluzioni di spostamento per una mobilità sempre più smart e sostenibile

Parte a Genova la sperimentazione di un innovativo Mobility-as-a-Service (MaaS). Il progetto, nato dalla sinergia tra Comune di Genova, AMT e Hitachi Rail, ha come obiettivo di massimizzare i benefici di una mobilità sempre più ad alto contenuto tecnologico e sostenibile.

Il MaaS è la nuova frontiera della mobilità; si basa su una tecnologia capace di integrare diverse modalità di trasporto mettendole a disposizione del passeggero in un'unica piattaforma in cui sia possibile **pianificare il viaggio**, integrando diversi servizi pubblici e privati e il pagamento per il loro utilizzo.

Tutto ciò presuppone la trasformazione della rete di trasporto di una città in un ecosistema che abbia al centro un'unità di controllo capace di coordinare tutti i servizi: l'**Operatore MaaS**. Ma dalla teoria occorre passare alla pratica: capire le reali esigenze dei cittadini, che caratteristiche debba avere la **piattaforma tecnologica** e le problematiche di gestione di tutto l'ecosistema dei fornitori dei servizi coinvolti.

Hitachi Rail, Comune di Genova e AMT hanno voluto mettersi insieme e progettare la sperimentazione di un sistema con caratteristiche fortemente innovative, che darà indicazioni fondamentali per la mobilità sostenibile del futuro. Genova Parcheggi, Elettra Car Sharing e MiMoto hanno creduto fin da subito nel progetto.

È nata così la **nuova App MaaS GoGoGe** che dal 9 maggio Hitachi Rail, AMT e il Comune di Genova, in via sperimentale, metteranno a disposizione di un gruppo pilota composto da mille utenti. Questa nuova App MaaS consentirà di **accedere a più servizi di mobilità attraverso un unico strumento** che metterà in collegamento il cittadino, che ha l'esigenza di spostarsi, con i soggetti presenti sul territorio che soddisfano questa sua esigenza.

Gli operatori di mobilità che fanno parte di questo innovativo progetto sono: **AMT** con tutto il proprio sistema multi modale, **Genova Parcheggi** con l'articolata offerta di sosta cittadina, la flotta elettrica di **car sharing Elettra** e gli **scooter elettrici di MiMoto**.

La **tecnologia di riferimento è la cosiddetta BIBO** (BE-IN-BE-OUT). Attivando l'App e il sistema Bluetooth sarà la App stessa a connettersi con i sistemi installati a bordo di bus, metropolitana, ascensori, funicolari ed a memorizzare il viaggio.



A CONSULTATIVE approach to inclusive services in Rotterdam



Since 2016, the Municipality of Rotterdam has been working with MEE Rotterdam Rijnmond foundation to improve the lives of persons with disabilities by making its services and communication more accessible. The organisation works with volunteer experts who have disabilities of different kinds like a mild intellectual disability, a physical disability or a visual impairment.

As part of this cooperation, they tested various materials for accessibility. These included the letters and flyers that the municipality sends out to residents, websites, and the Dutch Covid-19 mobile application. The volunteers were asked if the communication was clear enough in terms of text, layout, content and functionalities. In other words, whether it was immediately clear to everyone who read it.

Usually, the tests are conducted in person as this gives a better understanding of how volunteers interact with the communication received and which parts they find the most challenging. This proves more insightful than simply checking whether the services are compliant with the existing rules.

However, in this case the coronavirus-induced lockdowns enforced the need for home testing and consultations via digital conferencing tools. Thus, volunteers received sealed letters in their home mailboxes to test in their own personal setting and with their own devices. This gave a good additional insight into what happens to people at home.

The testing sessions led to new documents being issued featuring an improved design and including images, inclusive language and the launch of a national website to share this knowledge.



Gemeente Rotterdam

Postadres: Postbus 70012
3000 KR Rotterdam
Website: Rotterdam.nl
Datum: 10 mei 2017

H.J. van Dalen
2^e IJzerstraat 2
3024CX Rotterdam

Vernieuw uw paspoort
Beste H.J. van Dalen,
Uw paspoort is vanaf 7 november 2017 niet meer geldig. Vraag daarom op tijd een nieuw paspoort of identiteitskaart aan. Nog geen 18 jaar? Kijk dan eerst op Rotterdam.nl/paspoort of bel naar 14 010 hoe u de aanvraag moet doen.

Maak een afspraak bij één van onze stadswinkels

 Via de website Ga naar Rotterdam.nl/paspoort	 Per telefoon Bel naar 14 010 om een afspraak te maken.
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Meenemen naar de afspraak

 Pasfoto Laat deze bij een fotograaf maken. U heeft één pasfoto nodig.	 Pinpas Bij de meeste stadswinkels kunt u alleen met uw pinpas betalen.	 Uw huidige paspoort Heeft u een paspoort én een identiteitskaart? Neem deze allebei mee.
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Na aanvraag ligt uw nieuwe identiteitsbewijs na ongeveer vijf werkdagen voor u klaar. Heeft u nog vragen? Ga naar Rotterdam.nl/paspoort of bel naar 14 010.

Met vriendelijke groet,
A.M.C. de Rotte
Directeur Publiekszaken



HAMBURG:

Digital accessibility for people with cognitive impairments



With increasing digitization, digital media has become more and more important, and it now represents an essential component of social participation. However, those who cannot handle digital media well are increasingly left behind in this process. The digital gap is widening and entails glaring grievances for people with cognitive disabilities. In relevant areas of life such as education, work, and mobility, they are

excluded and consequently discriminated against.

The project #LeichtOnline (which translates to as 'Easy Online') gives highlights to and meets the needs of people with cognitive disabilities in the digital world. The project uses usability tests and user surveys to find out how websites and apps need to be designed to make them accessible to this user group.

The aims of the project are:

- providing guidelines and recommendations on accessible websites and apps for web designers and other professionals.
- raising awareness for the specific needs of people with cognitive disabilities in the field of online activities.

- achieving that people with cognitive disabilities or learning disabilities are considered a user group by the providers of web-based services.
- guaranteeing greater digital accessibility and therefore greater inclusion and participation for people with cognitive disabilities.

The project is implemented by Lebenshilfe Hamburg.





НОВИНИТЕ, КОИТО ТРЯБВА
ДА ЗНАЕШ СА ТУК

COVID-19

ПОЛИТИКА

ИКОНОМИКА

ОБРАЗОВАНИЕ

КУЛТУРА

ЗДРАВЕ

ТЕХНОЛОГИИ

ИНЦИДЕНТИ

КРИМИНАЛНО

СПОРТ

ЛЮБОПИТНО

Търсене ...

ТЪРСЕНЕ

ПРОГНОЗА ЗА ВРЕМЕТО В
ТВОЯ ГРАД

Новините от Варна и региона

Новините от твоя квартал, информация за града и цялата област Варна. Ексклузивно за работата на общината, общинския съвет и областна администрация.



ВАРНА

МАРИНЕЛА НИНЕВА И ОМЕР АЛКАНОГЛУ СПЕЧЕЛИХА МАРАТОНА ВЪВ ВАРНА

МАЙ 9, 2022

COVID-19



БЛИЗО 6.3%
НОВОЗАРАЗЕНИ ОТ COVID-19 У НАС



6,3% СА ПОЛОЖИТЕЛНИТЕ
ПРОБИ ЗА ДЕНОНОЩИЕ НА
COVID-19



156 СА НОВИТЕ СЛУЧАИ НА
COVID-19



ГЪРЦИЯ ПРЕМАХВА
ОПАШКИТЕ ПО ГРАНИЦАТА
СИ



САЩ ОГРАНИЧАВАТ COVID
ВАКСИНАТА НА J&J ЗАРАДИ
ТРОМБОЗИ

INFOTEKA.BG:

Sustainable jobs for persons with disabilities in Varna

As part of a EU-funded project, the Varna-based Nikolaevka Foundation created the social enterprise Infoteka.bg. It employs 6 people with disabilities and involves them in several activities – the creation and maintenance of an information website for local news (www.infoteka.bg), advertising and digitizing various documents, and diagrams in the municipalities of Dolni Chiflik and Byala in Varna region. Their slogan is *The news you need to know is here.*

People can always work from home, which helps them to feel comfortable and satisfied with their work. The foundation provides training, and work equipment.



The website was created within the project “Innovative, intelligent, diverse and social” (2019-2021) financed by the Human resources development operational programme. In line with the European Union’s project sustainability goals, the activities were maintained beyond the project’s lifetime.

In particular, the employees continued to work, since the media had signed advertising contracts and was able to guarantee an income. Despite being a relatively new media outlet, Infoteka.bg has managed to establish itself, to attract readers’ attention and to cultivate a loyal audience.



Insights from local committees of

EUDIGIT PARTNER CITIES



Did you know that:

- Persons with disabilities are digitally skilled in their own individual ways?
- For some people with intellectual disabilities communication through a computer can be easier than in person?
- New technologies can facilitate the lives of persons with disabilities considerably? Yet, they are still expensive for them, and funding is a problem.

Best use of technologies:

- Citizens with disabilities from Cluj-Napoca identified the need for a new generation traffic lights, which can communicate through Bluetooth technology with the smartphones of the sightless and guide them accordingly.
- A similar system could connect people with disabilities (visual, auditive, or other) to the bus drivers who can help them.
- Video messages on public buses and in public institutions can be of great use to deaf people.

EU DID IT

Digital Citizenship, my passport is written in STEM
Science, Technology, Engineering & Math.

Fingerprints hidden within a code, instead of ink from the pen
All these applications got my admiration,

I dance on the algorithm, but never step back when it comes to my education
Not everybody has access to the same information
the innovation will come to fruition in the essence of participation

Share your experience, so we can adapt and improve,
Your voice needs to be heard as an example, never on mute
The message is 'truth' can we get this message approved?
It is not always loud and clear when we share it with you

A disadvantage can also come with advantage, but never ride it with glory.
Because it may seem 'cool' at first sight, but there is always another side to the story
Not everybody likes to ask for help in this modern Day
If the elevator and escalator are not working, it is not okay

All these questions about my situation, every day, what is the difference?
Honestly, it is inappropriate and none of your business,
- My apologies, I'm programmed like THAT so I'm working THIS way -
But you don't need to navigate through my personal space

Ask about me, my passion, my vision, my dreams and my goals
Those are the actual things for a friendship, that you need to know
I'm a full human being and not a deviate show,
I'll plant seeds in the unknown, because we need to grow

Digital inclusion or is it illusion?

Make room for diversity within our community
If these tools are more accessible, it creates opportunities,
Drive and ambition, is my assistance
We try to stay connected, but we are wired different

The Dutch language can be very difficult, every syllable
Food for Thought is hard to digest, especially when the text is political, very subliminal
Not every disability can be seen from the outside

Many people keep their pain on the inside, you will never see the outcry
So, the challenge goes further than the development of a digital app
This is more about building, living labs and bridging the digital gap.
Every citizen is stuck in traffic within this digital land, scape
We can only connect with the system, when the system connects
There is no need to explain

What is the usage of subtitles when it doesn't even translate?
My apologies, I got lost in translation and haven't found my words
It is part of my image, but this picture says more than a thousand words

Acknowledge that every benefit, comes with its necessary challenges
Who gets the short end of the stick? it is difficult to measure it.
The digital progress by itself is very accurate
You all deserve a spot, because your insight is immaculate

Time weights for no men, this is the part where we're tipping the scale
Every word touches you, like it was written in braille
I can write multiple perspectives, personally I'm not visually impaired
But I can make you see every line double, that is visually in pair

We went from more civilized to more digitized
Let's transform from more ill-advised to more in advice.
From digital divided to a digital device
Only when no one is LEFT behind we can say: "We did it RIGHT.

Basic human rights are a part of the law
But the mother of social justice has a father of flaws
The framework of every project is like art that we draw
It puts more hands together than round of applause

From interaction, into action, we make changes.
Create more safe spaces instead of trying to save spaces.
So, we can say: "Eudigit, you did it!"
We move through criticism, but it will take a few digits

And to be quite honest it is not about the quantity
Because without quality, you can't spell equality
Provide services and platforms that thrive on progression
Create a network to fight isolation and Inspire connection

You may have a disability, and less accessibility
but you'll always have the ability to use creativity as an entity,
Life is a puzzle, every piece that gets to me is a mystery
The only way to build a solid future is by learning from history

Let's Embrace the fact that we are actually different,
You are special, but that has nothing to do with all the special equipment
I want to thank you. These two days gave me insights I hadn't found yet
And if you came from rock bottom, your story can move mountains

- Darryl, IkBenWij 2022



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