## OUTPUT FACT SHEET

**Pilot actions (including investment, if applicable)**

<table>
<thead>
<tr>
<th>Project index number and acronym</th>
<th>CE187 - COME-IN!</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lead partner</td>
<td>CEI - Central European Initiative Executive Secretariat, Italy</td>
</tr>
<tr>
<td>Output number and title</td>
<td>O.T2.2 PILOT INTERVENTIONS</td>
</tr>
<tr>
<td>Investment number and title (if applicable)</td>
<td>O.T2.2 Testing the COME-IN! approach: training the operators and pilot investments</td>
</tr>
<tr>
<td>Responsible partner (PP name and number)</td>
<td>PP2 Civic Museum and Galleries of History and Art of Udine, Italy</td>
</tr>
<tr>
<td>Delivery date</td>
<td>30.09.2019</td>
</tr>
</tbody>
</table>

**Summary description of the pilot action (including investment, if applicable) explaining its experimental nature and demonstration character**

...
PP2 carried out the rivasitation of the signs outside and inside the building (in Italian, English, Italian Sign Language and by using pictograms) and the orientation of visitors inside the building by introducing paper maps and tactile maps located on every floor. The Service Charter, available in Italian, English and Italian Sign Language on the website of the Museums of the Castle and the creation of a multisensory exhibition supported by the app which provides a brief guide in Italian, English and French in audible and readable formats. There are also paper guides in English, Italian, Slovenian, German, Italian Braille (tactile writing system) and a comic guide in Italian for children.

PP5 provided the permanent exhibition with copies of the selected museum artefacts with modern 3D-technology and selected captions in Braille, a tactile catalogue of the exhibition in Slovenian, Italian and English language as well as in Braille, the trilingual tactile orientation plans with an induction loop and suitable headphones for hearing-impaired persons. The entrance door thresholds were adapted and wheelchair ramps installed, while on the staircase special handrails were added to enable the users safer ascending and descending. The temporary exhibition “Stone by Stone - Roman Architecture of North-western Istria” was conceived as an inclusive exhibition, intended for all was provided with tactile plans, drawings, photos and copies of the objects, experiential corner, a summary of the exhibition contents translated into sign language.

PP6 implemented the following accessible parts of the Museums: Website, Parking lot, Entrance, Induction loop, free of charge lockers, magnifying glasses, mobile stools as well as a wheelchair and a walking frame for free during the visit, Guidance system, Tactile orientation plan, Tactile stations, Multisensory stations, Educational program and The exhibition at all.

PP7 provided the installation of a platform ramp, an accessible ramp and small platforms to overcome, the wheelchair lift, the accessible showcases, the tactile map, the dark room to raise awareness of sighted people towards blind people, replicas of museum objects, braille catalogue with tactile drawings of exhibited objects paired with an audio catalogue with the contents of the written part and with explanation of the drawings.

PP11 carried out in the Museum of Prehistory and Early History of Thuringia: Inclusive and multisensory stations with tactile options, Braille text, conveyed acoustically or with the sense of smell and replicas, information material in simple language – website, brochure, audio-guide, a new information leaflet in simple language, a web subpage was elaborated and designed in simple language, an audio-guide in simple language, audio-description with orientation hints for people with visual disabilities, a new museum educational offers.

PP13 provided the permanent exhibition with new multisensory and interactive elements, tactile plans provide orientation and tactile paving leads to the different spaces with tactile copies with a description in Polish and in English as well as in Braille (in Polish and English). The museum also prepared a new website according to the W3C standards, with a module of the application connected with the exhibition that includes 3D-visualisations, descriptions of the exhibits in simplified language, audio description (Polish and English) and Polish Sign Language.

PP14 carried out the installation of a platform ramp, an accessible ramp, to get some parts of the city which was completely inaccessible.

NUTS region(s) concerned by the pilot action (relevant NUTS level)

Nuts0: IT, Italy; HR, Croatia; AT, Austria; SI, Slovenia; DE, Germany; PL, Poland
Nuts 1: ITH, Nord-Est; HR0, Hrvatska; AT3, WestÖsterreich; SLO, Slovenija; DEG, Thüringen; PL2, Region Poludniowy
Nuts 2: ITH4, Friuli Venezia Giúlia; HR03, Jadranska Hravatska; AT31, Oberösterreich; SLO2, Zahodna-Slovenija; DEG0, Thüringen; PL21, Malopolskie
Nuts 3: ITH42, Udine; HR036, Istarska Zupanija; AT314, Steyr-Kirchdorf; SLO024, Obalno-Kraška; DEGOG, Weimarer land; PL214, Krakowski

Investment costs (EUR), if applicable
Expected impact and benefits of the pilot action for the concerned territory and target groups and leverage of additional funds (if applicable)

The pilot actions were appreciated by most visitors, demonstrating an excellent understanding and appreciation of the accessibility process, which is related to the awareness and inclusion of people with disabilities of all kinds. That has profoundly changed the visit to the museum for all visitors and has consequently enlarged the visitor target. Given those results together with the dissemination activities made it possible to transfer the COME-IN! practices to the other regional and national museums and the involvement of the association for people with disabilities has also pushed public institutions to make new funding available to adapt museum services. Particular efforts should be made to use the brand at national and international level with the establishment of a standing committee, the creation of a web portal and a promotional campaign to be developed at all levels. The committee should involve leading figures from the heritage world and the intensive promotion of the label in the national and international press would greatly contribute to awareness and thus the availability of funds.

Sustainability of the pilot action results and transferability to other territories and stakeholders.

All the investments were carried out on the permanent exhibitions, therefore they will be usable even after the end of the project and they could be improved. These interventions are carried out on the layout of the various museums and for many of them there is no need for maintenance. With regard to transferability, thanks to the COME-IN! project the partners now constitute a point of reference for the museums of their countries and are consequently contacted by curators of the other museums to gather ideas for the application of the COME-IN! guidelines. The dissemination of the COME-IN! Label will be improved the awareness of the COME-IN! best practices. This is the reason why we propose, as mentioned in the previous section, the constitution of a permanent committee that also includes people of great visibility in the heritage world, able, together with a promotional campaign in the press and television to convey the message COME-IN!

Lessons learned and added value of transnational cooperation of the pilot action implementation (including investment, if applicable)

The main lesson is that the accessibility is a process that must be shared with stakeholders and visitors. Museums must be more flexible and must also be ready for major changes such as the one brought by the COME-IN project! the exchange of ideas and good practices between museums and partners of different states of Central Europe that brings such different values was the added value of this project, which made the results homogeneous in their differences.
Contribution to/ compliance with:

- relevant regulatory requirements
- sustainable development - environmental effects. In case of risk of negative effects, mitigation measures introduced
- horizontal principles such as equal opportunities and non-discrimination

- The partners of each country involved are still working to bring their COME-IN! project experience in modifying the legislation in force at local and national level. Many results have been achieved, but these do not always relate to the integration of legislation, which in some countries is already at the forefront, but to its real and concrete implementation. COME-IN! has focused attention and developed awareness of the problem and has also indicated the rules already in place to remedy it.
- The development, as we have said, is sustainable and replicable, there is no real risk of negative effects.
- The COME-IN project! has eliminated all types of barriers to visiting museums, offering a culture for all and contributing to non-discriminatory principles of access to culture. Precisely for this reason and by its very nature the project has achieved the aim of being non-discriminatory, giving everyone the same opportunities.

References to relevant deliverables (e.g. pilot action report, studies), investment factsheet and web-links
If applicable, additional documentation, pictures or images to be provided as annex
Deliverables:
- The COME_IN! guideline

- papers in scientific reviews:
  Musei verso l’accessibilità: proposta di un modello centroeuropéo. In: I MUSEI AL TEMPO DELLA CRISI PROBLEMI,
  SOLUZIONI, OPPORTUNITÀ. MUSEOLOGIA SCIENTIFICA. MEMORIE, ANMS Associazione Nazionale Musei Scientifici, 18,

  Funtek M, Gobić Bravar (2019)
  Prapovijest U rukama – muzejki predmeti kroz replike I taktilne creteže. Primjer pilot-izložbe, Annal for the History of
  Education, vol. 17 (41), 117-128.

  Berding J., Gather M. (eds.) (2018)
  the inclusive museum - Challenges and Solutions, State of the Art and Perspectives, Proceedings of the 1st and 2nd COME-
  IN!-Thematic Conferences (9th November 2017 in Udine / Italy and 26th June 2018 in Erfurt / Germany). ISSN 1868-8586

  (2017)
  L’applicazione delle “Linee guida” del progetto europeo COME-IN! Cooperazione per una piena accessibilità ai musei - verso
  una maggiore inclusione. L’esempio del Museo Archeologico di Udine/Implementing the “Guidelines” of the European
  project COME-IN! Cooperating for Open Access to Museums-towards a widEr Inclusion. The example of the Archaeological
  Museum of Udine. MUSEOLOGIA SCIENTIFICA, vol. 11, p. 31-59, ISSN: 1123-265X

Web sites

Some examples of Museum network interventions

PP02 Archaeological Museum, Udine/Italy

PP2 - The signs outside the building
PP05 Maritime Museum “Sergej Mašera”, Piran/Slovenia

PP5 - Tactile copies
PP06 Museum of the Working World, Steyr/Austria

PP6 - Multisensory stations

PP6 - The accessible display cases
PP6 - Guidance system for people with seeing impairment

PP07 Archaeological Museum of Istria, Pula/Croatia

PP7 - Wheelchair lift at gallery
PP7 - Accessible showcase

PP7 - A view of the exhibition with tactile guiding system
PP11 Museum of Prehistory and Early History of Thuringia, Weimar/Germany

PP11 - Inclusive Station - Welcome Room

PP11 - Inclusive Station Climate Course of the Ice Age
PP13 Archaeological Museum in Krakow, Krakow/Poland

Stone Age

PP13 - Tactile paving on the ground and orientation plan on the left wall
PP13 - Tactile stations with copies

PP13 - Accessible web site