INVESTMENT FACT SHEET

WP I1 Accessibility Pilot in Udine

<table>
<thead>
<tr>
<th>Project index number and acronym</th>
<th>CE 187 - COME-IN!</th>
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<tbody>
<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>Linked to pilot action (number and title)</td>
<td>WP Investment 1 T2.1.2. pilot actions</td>
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<tr>
<td>Delivery date</td>
<td>30.09.2019</td>
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Description and technical characteristics of the investment
With the European project COME-IN!, started in 2016, we have chosen the most possibly inclusive design for all sections of the Archaeological Museum Udine in order to move away from an organisation based on categories, which are extremely discriminatory in our opinion. This setting has been applied first to the building where the collections are stored, a 16th Century edifice built on the foundations of a castle. The actions did not involve the construction of a ramp - as of now only the project has been designed, but the creation of “cognitive and sensory ramps”, in order to be able to present a welcoming structure open to everybody. Accordingly, we have revisited the signs outside and inside the building (in Italian, English, Italian Sign Language and by using pictograms), we ergonomically modified the ticket counter, we promoted the autonomous use of the lift and created an accessible restroom which we called “Toilet for all” enhancing the aim of our project. We specifically paid attention to the orientation of visitors inside the building by introducing paper maps and tactile maps located on every floor. Visitors may also plan their visit by consulting the information included in the Service Charter, available in Italian, English and Italian Sign Language on the website of the Museums of the Castle. All those actions improve the experience of the different Museums in the Castle, and they particularly help to visit the Archaeological Museum, which was extensively revisited within the COME-IN! project in order to create a multisensory exhibition. The application methods and the materials were chosen according to the types of materials to be displayed and the existing set-up.

At the Archaeological Museum, visitors may explore the perfumes from the Roman world, follow a tactile itinerary with high-reliefs, 3D-objects and original artefacts, also with the help of multimedia available in Italian Sign Language and simplified language (in addition to the subtitles in Italian, English and Slovenian). Visitors can also be guided along the entire itinerary, right from the entrance with the help of an app based on the beacon technology, which allows visitors to move autonomously. The app 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. The captions have been completely renewed by enlarging the font and increasing the contrast between the text and the background. The pre-spaced texts previously applied on the glass of the display cases have been removed as they could not be easily read. In the “temporary exhibition” section of the Museum, the above mentioned actions have been introduced in different ways, especially according to the exhibited materials and the way in which they can be used in a multisensory itinerary. In order to develop skills of the museum educators and staff in terms of welcoming reception and project awareness, they all attended a course aiming at enhancing their relational skills. In fact, the staff is trained on how to deal with various problems interacting with people.

### Investment costs (EUR) including a break-down of main cost items

67.709,59 euro

### Investment location

| NUTS 3: ITH42, Udine | Archaeological Museum of Udine, Piazza Patria del Friuli, 1 33100 Udine, Italy | GPS coordinates  
Lat 46.06478350000004  
Long 13.235658804884393 |

### Duration and process of investment implementation
<table>
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<th>Start date 1/07/2019</th>
<th>End date 11/11/2019</th>
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**Major milestones of investment implementation**

Rivisitation 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.

These investments increased the visibility of the museum: 38.805 visitors, 30 Associations for people with disabilities (2619 persons involved).

**Ownership and durability of the investment (e.g. maintenance, financing)**

All the investments carried out with the COME-IN! project will be part of the permanent exhibition, and all the services will be upgrading with Museum budget. All the interventions carried out at the Archaeological Museum of Udine are the property of the municipal administration which will also take care of their maintenance and implementation.

The exhibitions that are held annually at the Archaeological Museum are and will be accessible and therefore provide extra costs supported by the Municipality. It should also be remembered that the recent renovation of the Gallery of Fine arts and the Museum of photography host in the same building of the Archaeological Museum (Udine Castle) were made according to COME-IN! accessibility criteria.

**References to related pilot action (output fact sheet) and relevant deliverables (e.g. pilot action report, studies) and web-links.**

If applicable, additional documentation, pictures or images to be provided as annex
Deliverables:
- The COME_IN! guideline
- papers in scientific reviews:


Berding J., Gather M. (eds.) (2018)
the inclusive museum - Challenges and Solutions, State of the Art and Perspectives. Proceeding 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

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
http://www.civicimuseiu dine.it/it/?option=com_content&view=category&id=19&Itemid=171

The signs inside and outside the building.
Ergonomically modified the ticket counter.
Tactile maps located on every floor.

A tactile itinerary with high-reliefs, 3D objects and original artefacts.
A tactile itinerary with high-reliefs, 3D objects and original artefacts.

The visitors may explore the perfumes from the Roman world.
Paper guides in English, Italian, Slovenian, German, Braille and a comic guide in Italian for children.