



# Inclusive guided tours at the ALBA Synchrotron



## Communication across Borders

27-29 Nov 2024  
CUBE in Morges, Switzerland

#PAERI24 PAERI24.EU



hosted by SKACH In partnership with ERF-AISBL SKAO



# ALBA Synchrotron

- A large research infrastructure in Spain, aimed at generating synchrotron light.
- 2,500 users come to our facility every year to analyse the inner details of matter in a wide variety of fields.
- A complex of electron accelerators 3GeV
- 11 operational beamlines and 3 under construction / in commissioning. Joint-electron microscopy center with 3 microscopes
- A public consortium funded in equal parts by the Spanish and Catalan governments.



# ALBA Visits Program

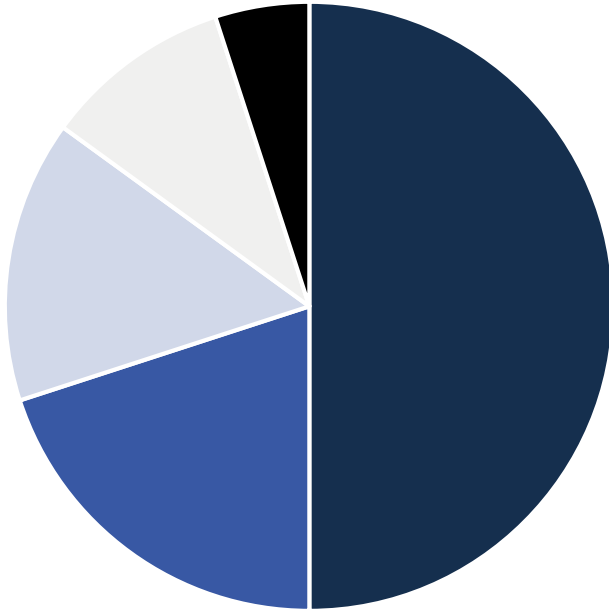


56,000 visitors since 2012

5,000 visitors and 200 groups per year



# Visitors' profile



- secondary schools
- university students
- cultural associations
- researchers
- institutional visits



# Inclusive guided tours

Inclusion has become an emerging concern in science communication

# WHY

**I CONGRESO DE**  
**CIENCIA INCLUSIVA**

**2-3 OCT**

**Sede Central del CSIC**  
C/ Serrano, 117  
Madrid

**MINISTERIO DE CIENCIA E INNOVACION** **CSIC** **Universidad de Alcalá**

$F_v = \pi v$   
 $R = \sqrt{\frac{L}{4\pi \mu_0 k_s}}$



# WHOM

# ALBA

# Inclusive guided tours

Everyone has the right to access to culture, which includes scientific culture.

Research facilities must ensure to reach **everyone** and facilitate the best experience for them.

Interest in science is compatible with disability or social exclusion.



# WHY

# WHOM

# ALBA

# WHY



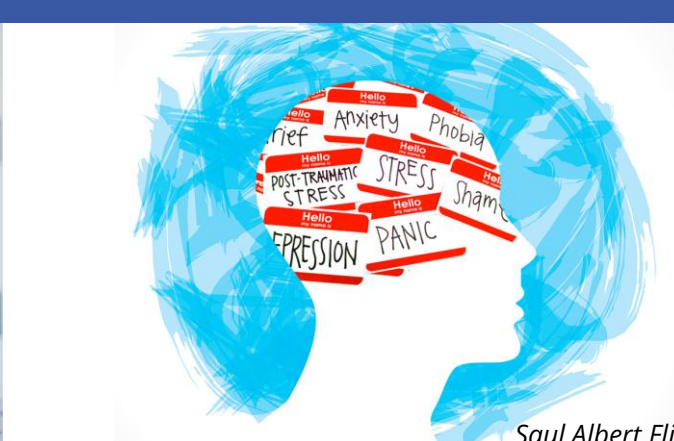
*Apropa Cultura*



Almost 10% of people living in Spain have a disability

*Apropa Cultura*

# WHOM



*Saul Albert Flickr*



# ALBA Inclusive Guided Tours

## The beginnings...

- How to get expert knowledge on accessibility and treating diversity?

➔ TRAININGS



Associations who work on social issues



Spanish society of blind people

- Where to find your target audience?

➔ EXPERT PARTNERS





# Collaboration with Apropa Cultura

A platform that connects cultural installations with disability or vulnerable groups

Their catalogue includes more than 160 cultural institutions: theatres, museums...

ALBA is the unique research center offered

ALBA



**apropa cultura** una porta a la inclusió

BARCELONA

CATALÀ

REGISTRAT

INICIAR SESSIÓ

apropa cultura

programació

formació

entitats socials

promotors culturals

contacte

Sincrotró ALBA, Cerdanyola del Vallès

5

15/01/2024 al 20/12/2024

dilluns, dimarts, dimecres, dijous, divendres

HORARI: matí, tarda

DURADA: 1h 30min

LLENGÜES: Castellà, Català

Places per a grups

Gratuit

RESERVAR

Visita comentada

Museus i exposicions

Ciència

L'ALBA és un tipus d'instal·lació científica que s'anomena **sincrotró**. Gràcies a un accelerador d'electrons, produeix **llum de sincrotró**. Aquesta llum és recollida a les línies de llum: els laboratoris on els **equips de recerca fan experiments**.

Rebem cada any més de 2.200 visites de **personal investigador** de tot el món que **ve a usar la llum de sincrotró**. La llum de sincrotró són, principalment, raigs X molt brillants i les seves propietats **permeten visualitzar i analitzar la matèria** a escala atòmica i molecular. Així, **obtenim informació de gran qualitat sobre les mostres** que analitzen els científics.

veure +

ON ES FA

**Sincrotró ALBA**

Carrer de la Llum 2-26, Cerdanyola del Vallès

08290

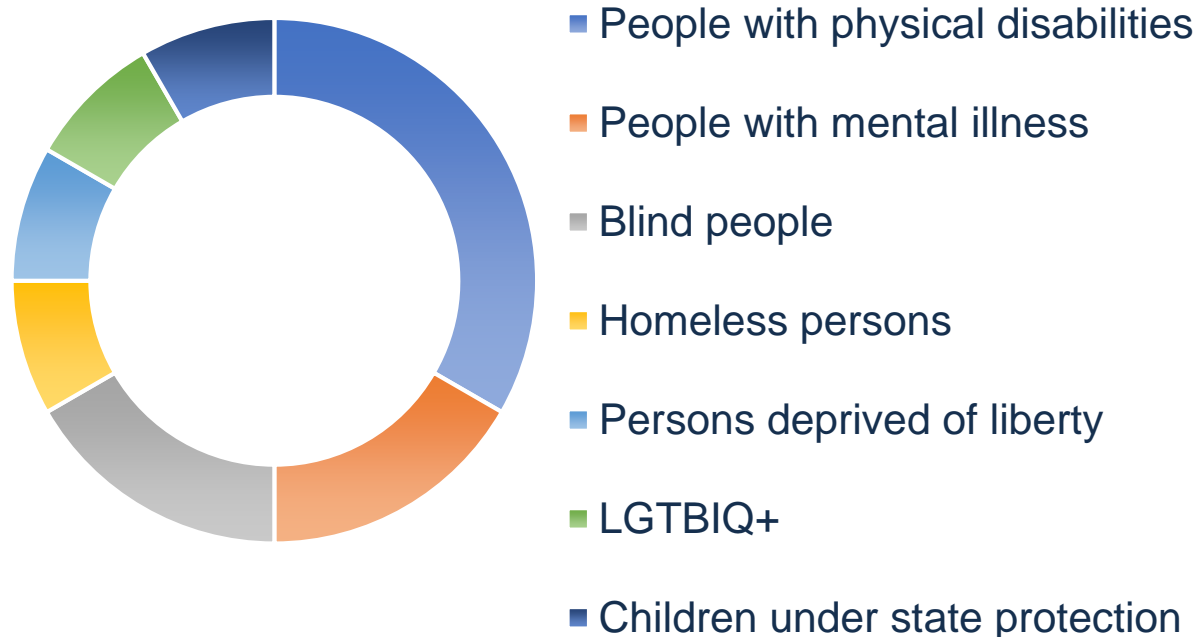
Cerdanyola del Vallès

935924300

+ info de l'espai i l'accessibilitat →

# ... and the results

Guided tours at ALBA during 2024 in the frame of Apropa Cultura inclusive program:



Guidelines for ALBA staff to guide these specific groups:



The objective of the guided tour and its itinerary is the same as other standard visits!!

# Tips when hosting people with functional diversity

1. The guided tour requires more **time** and **less number of visitors** per group
2. Use **multisensorial** materials
3. Write materials in **easy read style & pictograms**
4. Naturalness, **respect** and avoid prejudices:
  - Always **talk directly** to the people with functional diversity, not to their care giver/guide
  - Ask before help, they **may not need your help**
  - In case of doubt, **just ask**
5. Don't show compassion or sadness. No overprotection
6. They have **rights...** but also **duties!** Demand them the same as the rest of visitors
7. Make **simple and clear** explanations, but not treat them like kids!
8. Encourage **participation** creating a **comfortable atmosphere**
9. Before the visit, get all **information** you can about visitors' profile and needs



# Tips when hosting people with functional diversity



## WHEELCHAIR USERS REDUCED MOBILITY

- Walk **slowly**
- Pay attention on the **itinerary**
- **Seats** to have a rest
- Posters & elements at a **suitable height** for wheelchairs



## DEAF PEOPLE

- **Visual** materials
- Speak **clear** to enable speechreading
- Use **non-verbal language**
- **Leaflet** of the itinerary



## BLIND PEOPLE

- **Audio and palpable** materials
- **Describe precisely** the place you are and **avoid** use **non-verbal** language and **indefinite** words: *there, that...*
- Don't worry about **taboo words**: *look, as you can see...*
- Talk **looking at them** even though they may don't see you



## DIFFICULTY SPEAKING AND INTELLECTUAL DISABILITY

- **Clear** messages and support materials: **pictograms...**
- Give visitors **time** to understand the message
- **Let them finish** their question
- Don't pretend to understand what their are saying, **just ask to repeat.**

# Lessons learned

- **Universal design**

Don't try to design a specific tour for each profile. Diversity is huge and every single person is unique!

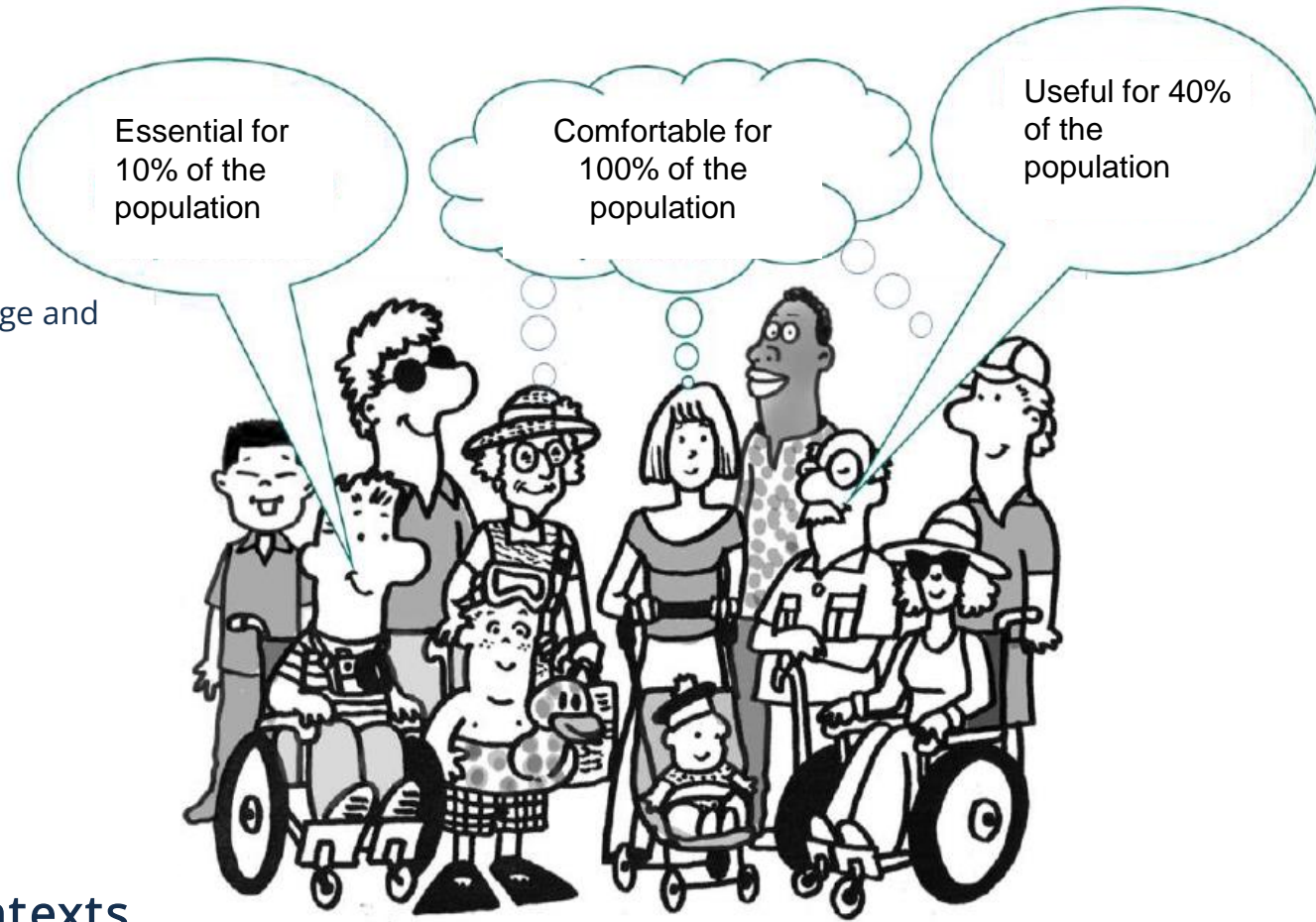
- **Adaptation**

Be flexible during the tour. Observe & listen to adapt on the go

- **Experience**

Enjoying the visit is more important than the academic content transmission

- **An opportunity to know other social contexts**



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