

# Museum for everyone!

This poster aims to share practical advice on accessibility and inclusion in museums; ideas gathered from a survey of museum professionals around the world, who were asked to provide effective, low-cost and easy to execute solutions based on their experience. Access and inclusion, essential to answer the needs of as many people as possible, are often seen as difficult disciplines, especially by those not directly involved.

This poster, in contrast, seeks to demonstrate how museums can become welcoming places through simple strategies. The list is the result of a selection of 132 ideas collected through an online survey answered by 72 museum professionals working on 4 continents primarily in the field of accessibility and museum education.

This tool is meant to inspire curators, conservators, museum directors, museum guards, audience development managers, mediators and anyone working in a museum. It is a product developed within the Special Interest Group (SIG) *Inclusive Museum*, *global accessibility* created within ICOM CECA. The poster can be downloaded from the website of ICOM CECA: [ceca.mini.icom.museum](http://ceca.mini.icom.museum)

**ICOM CECA**  
International Committee for Education and Cultural Action



## Entrance

- 1 Make sure the reception desk always has a pen and paper to communicate with deaf people.
- 2 Provide portable chairs and wheelchairs.
- 3 Offer baby marsupiums so that parents can leave pushchairs in the cloakroom.
- 4 Write *Welcome* next to the entrance in multiple languages.
- 5 Create priority entry for those audiences who may need it.
- 6 Define protocols and policies for welcoming all audiences.
- 7 Provide a magnifying glass for anyone who asks for it.
- 8 Offer a kit with some support materials for the visit (map, educational activities...).

## Staff

- 9 Ask staff to smile.
- 10 Have all the staff informed and trained on the existing accessibility facilities.
- 11 Create partnerships with local organizations and involve them in the design of tools and accessible proposals.
- 12 Accompany visitors in difficulty along the route, even if it is intuitive.
- 13 Subscribe to an online sign language interpreter platform.

## Signage and communication

- 14 Make the texts easy to read and accessible: large print, contrasting colors, left-hand alignment, concise and simple vocabulary.
- 15 Ask feedbacks from the visitors.
- 16 Describe the equipment and all the existing services on your website.

## Environment

- 17 Provide picnic areas.
- 18 Provide break areas.
- 19 Provide storage space for luggage, strollers or other bulky items.
- 20 Offer the consultation, free of charge, of the catalogs of previous exhibitions.
- 21 Place the products for sale or for consultation on shelves accessible to all.
- 22 Equip non-gender specific restrooms with changing tables.
- 23 Provide the bookshop with a selection of titles in foreign languages.
- 24 Think about a water fountain and/or a hot drinks machine.