



Before...

- ✓ Inclusion of persons with disability – an isolated issue;
- ✓ Family and specialized organizations had the responsibility to include persons with disabilities.

Meanwhile...

- ✓ Institutions and groups - include persons with disabilities.



1976

ARCIL - Associação para a Recuperação de Cidadãos Inadaptados (Recovery of Unadapted Citizens Association) - a father faced several difficulties raising his children with disabilities. ARCIL was born because this father and a social assistant wanted the best resources for these citizens.



Private Social Solidarity Organization, without profit goals, known as a public utility service for the social inclusion of persons with disability and other special needs. Its aim is to promote a change on the way society looks at disability and difference, working side by side with **CML – Câmara Municipal da Lousã (Louzan City Council)**.

Louzan starts to be an answer and a choice for families with special children and special youngsters.

Social School support for Inclusion, given by CML:

- **School transports** with zero cost for all students, including those who have special needs (partnership with ARCIL).
- **Special classrooms** supplied with didactic and pedagogical materials.
- Financial support for **human resources**.



Last decade:

- ✓ Tourism – more critical and concerned about **inclusion**;
- ✓ Persons with disabilities struggle for an **equal treatment** on several touristic activities;
- ✓ The touristic services are a **differential element of success** when compared with other existent and competitive advantages;

“The adaptation of the offer as a touristic destiny to receive also people with incapacities (elderly, sick people, persons with disabilities, children, and others) is nowadays considered to be an opportunity when compared with other city councils.”

(Fontes & Monteiro, 2008:68).

City Council activities



Founded on December 3rd, 2005, by Louzan City Council

“Watch for the fulfillment of laws and good practices related to Disability as a social area.” (Competências, CML)

Pilot experience of the hallmark “Lousã Acessível” (Accessible Louzan), that belongs to **Provedoria Municipal das Pessoas com Incapacidade da Lousã (Lousã Municipal Office for persons with disabilities)**.

This hallmark nowadays recognizes that more than 100 stores and entities in Lousã have minimal accessibility conditions.





LOUZAN

A national example of inclusion





Louzan City Council occupies an highlight place on Accessible Tourism

The only city council in Portugal to embrace a project of Accessible Tourism.

- **Project development:**

First steps on the National Congress of Accessible Tourism

Congresso Nacional de Turismo Acessível (April 20th, 2007)

Bet to become the:

First Accessible Tourism Destiny of Portugal

First Apply to POPH* - Programa Operacional de Potencial Humano
(Operational Programme for Human Potential)

* Economically supported by
European Funds (2008-2011)





ACTION PLAN



A partnership was proposed to several local agents



Project agreement signed by several local agents:

Protocolo de cooperação no âmbito da estrutura de Missão do Projeto (17th, May, 2009)



Strategic colaboration network, with different local agents



MISSION STRUCTURE



- Accommodation;
- Restaurants;
- Social support;
- Animation.

Project agreement signed by CML and ARCIL (taking the role of *Incoming* for the Louzan Accessible Tourism);

- Partnerships with:

PROASOLUTIONS (expert on Accessibility for all);

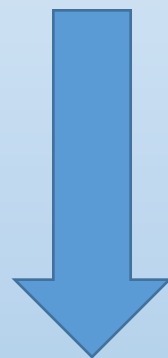
ACCESSIBLE PORTUGAL (Travel Agency);

ESSENTIA (Project management).



We promoted...

Incorporated Architecture and Urbanistic Solutions



Urbanistic Requalification



Viscondessa do Espinhal Street – Lousã



Dr. António Lemos Street - Lousã

Senhora da Graça River Beach - Serpins





Senhora da Piedade River Beach - Lousã



Theatre - Lousã





Several studies are accomplished...

Achievement

LOUSÃ: CERTIFIED ACCESSIBLE TOURISM DESTINY



Recommendation Manual about Accessibility

Document with suggestions for touristic local agents.

Cycle of Workshops

Once a year

Award

CERTIFICATE OF ACCESSIBLE TOURISM DESTINY

June, 30th, 2011



Other awards attributed to the Municipality of Lousã

Eco XXI (Blue Flag Association - Europe)

Award – Green flag as a Sustainable City Council

2013, 2014

- Inclusion of all children in school activities related to Environmental Education;
- Sustainable mobility;
- Sustainable tourism.



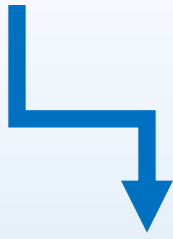
Observatory for the Familiarly Responsible City Councils

Award – Green flag for the Autarchy + Familiarly Responsible



2012, 2013, 2014

- Distinguished for the 3rd consecutive year by the Observatory for the Familiarly Responsible City Councils (*Observatório das Autarquias Familiarmente Responsáveis*);
- Green Flag ("*Bandeira Verde com Palma*");
- Good practices of family politics:



- Different water tax for big or disadvantaged families;
- Social sensibility:
 - Support to citizens with economic disadvantages;
 - Support to students with special needs;
 - Support to Institutions of Social Solidarity;
 - Financial support to Institutions, Clubs and Associations;
 - Elderly City council Plan;
 - School Transports and meals;
 - Support to purchase books and school material;
 - Activities for children and youngsters in school holidays.

Gender Equality

Reference - Live in equality

Committee for Citizenship and Gender Equality
2014



Integrated Horizons Project

The Gender equality in the Local Administration



- ✓Innovation in the work organization;
- ✓Family proactivity – organization of the personal and professional life;
- ✓Capacities and knowledges of CML – equality rights and gender opportunities.

INCLUSIVE EVENTS







Seminar Sexuality and Affections “Sexualidade e Afetos”

(January, 2014)

This seminar is part of the Action Plan of the Provedoria Municipal das Pessoas com Incapacidade and belongs to the inclusion and integration politics for persons with disability.



Seminar «e-Acessibilidade 2014» (March, 2014)

Interventions of entities that support citizens with special needs (ARCIL; SERVIIN – Portal do Cidadão Surdo – Deaf Citizen Portal); entities that use technologies and products as a way to promote Citizenship for all (Museu da Comunidade Concelhia da Batalha); interventions presented by technologies and support products users.



Cultural exchange (October, 2014)

The **Provedoria Municipal das Pessoas com Incapacidade da Lousã (Municipal Office for persons with disabilities)** and **Câmara Municipal da Lousã (Louzan City Council)** received a group of 46 young people from 4 countries (Italy, Netherlands, Spain and Portugal) on the 6th edition of “Buddy2Buddy Plus”.

THANK YOU FOR YOUR ATTENTION.