

"Barbados where you belong"

Presentation abstract

SITUATION

When the Fully Accessible Barbados Accessible Accreditation Program was introduced at the first Destinations For All Conference in Montreal in 2014, the program was just over four years old and had already begun to address the main component of the program, which was access to the physical structure of the environment and its related products offered to persons with a variety of needs. Having since launched Fully Accessible Barbados (FAB) at that international level, Barbados has since prided itself as the leading island in the Caribbean that caters to the multifaceted needs of persons with disabilities.

As recent as 2017, the Operations Manager of the Barbados Council for the Disabled, Roseanna Tudor was invited by the Bahamas government to make a presentation on FAB to their tourism planners. Other islands have also requested and been provided with the blueprint of the accreditation program.

Having spent the early developmental years of the Fully Accessible Barbados program encouraging and enticing tourism providers to recognize that if Barbados and the Caribbean is to continue to be one of the premier tourism destinations in the world...it must include a diverse clientele.

Following on from It's implementation we recognized that attitudinal changes must be addressed simultaneously as the physical environmental changes required in order to transform Barbados into the exciting and accessible destination we know is being demanded by the Universal Traveler.

The Barbados Tourism Product Authority (BTPA) and the Barbados Tourism Marketing Inc.(BTMI) have gotten onboard after having seen the resulting increase of travelers with universal needs visiting Barbados. This support has also been extended from the Ministry of Labour through the European Union, who in 2016 funded the Fully Accessible Barbados Disability Sensitivity Training (DST) Program. The DST has now become an integral part of the training program for all tourism personnel.

METHODOLOGY

TRAINING of TRAINERS

- To fully comply with the required training that was necessary for Trainers of the Disability Sensitivity Training to competently deliver this specialized training to all service providers; a core group of persons were trained by an overseas professional from North America. This provided the program with eight Certified Trainers.
- Mindful that this type of training is most effective when delivered by personnel with disabilities or working in the field of disability, 75% of the Trainers have a disability.

TRAINING MODULE

- Implementing the strategy to create a Fully Accessible Barbados, the quality of the service provided was just as important as ensuring that the physical environment did not present any barriers to the varied users with disabilities as well as the aged.

Though Barbados has developed a National Building Code which guides the physical structure of the built environment, it is still to become legislated. We do not have locally accredited standards for the provision of this type of DST and therefore the Disability Sensitivity Training (DST) Module was developed which incorporated internationally accepted standards.



- The DST addresses:

Communication

1. Identifying & Understanding Disabilities (Intellectual / Physical)
2. Myths/Facts
3. Brief Introduction to Sign Language Techniques

Handling

1. Guiding and reassuring persons who are blind
2. Basic guidelines on interacting with the intellectually challenged
3. Lifting and transferring Persons who are mobility challenged

Barriers to Access

1. The Importance of having a Fully Accessible Barbados (FAB)
2. Origins of the FAB Program
3. How FAB Impacts upon the citizens of Barbados
4. FAB and the Law

TRAINING MODULES

MODULE 1: IDENTIFYING DISABILITIES

COMPONENTS

What is a Disability

Disability as a Human Right Signs and symptoms

Pediatric Disabilities

Identifying different Disabilities Characteristics of Disabilities

Debunking the myths about the Disabled How to address Persons with Disabilities

MODULE 2: COMMUNICATION – AN INSIGHT INTO THE WORLD OF THE BLIND

COMPONENTS

Identifying different eye diseases which could lead to blindness Techniques in assisting (guiding, etc.) the Blind

MODULE 3: COMMUNICATION - INTRODUCTION TO SIGN LANGUAGE

COMPONENTS

-Theoretical Framework

Origins of Sign Language

A look into the Culture of the Deaf

Practical Framework

Communication through basic Sign Language

MODULE 4: LIFTING & HANDLING TECHNIQUES COMPONENTS

THEORETICAL FRAMEWORK

Environmental Assessment – Physical, Personal

Benefits of developing proper lifting techniques – Developing a comfort zone

PRACTICAL FRAMEWORK

Demonstrating lifting techniques

Transporting wheelchairs users - via ramps and steps. Maintaining a “Balancing Act”

MODULE 5: Expanding your Knowledge about Persons with Intellectual & Cognitive Disabilities

COMPONENTS

Calming your Fears towards Persons who are Mentally Ill Autism Around Us

MODULE 6: FULLY ACCESSIBLE BARBADOS (FAB) PROGRAM -

COMPONENTS

Why we need FAB

Breaking Barriers to Access

A Visitor’s Perspective on an Accessible Barbadian Holiday – A Video Presentation

- The categories are also aligned to the various levels of access that is accredited through the program’s physical assessment of properties.

A necessary criterion to acquiring FAB Standards is the Sensitivity Training; offered to the facility’s staff in addition to the physical recommendations.

FAB properties are then allowed to promote their businesses through various mediums and via FAB Website and Facebook page; an area keenly supported by the Barbados Ministry of Tourism.

RESULTS

The Disability Sensitivity Training (DST) has actually become an critical part of the training requirements for service providers in the Government and Private Sector driven entities. Having ratified the UN Convention on the Rights of Persons with Disabilities, the government of Barbados is mandated to ensure the inclusion of all its citizens and visitors.

The Council is consistently being requested by various business sectors to train their staff on how to meet the needs of their clients with disabilities; even though in many cases some of the businesses do not provide all the required levels of access

This type of result in itself is a measurable tool that gauges the success of the Disability Sensitivity Training (DST).

Not only are we making inroads in the tourism industry but we are very encouraged that FULLY ACCESSIBLE BARBADOS is on the growth path to achieve the results it was projected to achieve. The goal was intended to first and foremost create an environment in Barbados that would include the access that all its citizens with disabilities require and to extend this same access to its visitors.

Though FAB is still heavily focused on tourism, the program is expanding into schools and the environment. The program has outgrown its initial goals and is set to develop into an income generating business of the Barbados Council for the Disabled. Fully Accessible Barbados continues to be the catalyst that creates the new norm for accessible destinations in the Caribbean

Lead speaker : Roseanna Tudor

Organisation : Barbados Council for the Disabled

City (Country) : Bridgetown(BARBADOS)

Biography : Roseanna Tudor 10/22/2016 Bio Operations Manager Barbados Council for the Disabled Harambee House, Garrison Historic Area, St. Michael Born in Guyana, Roseanna came to Barbados when she was 25 years old. She grew up in an environment of many cultures and various social levels. This proved to be of great importance as it helped to define the character and personality of who Roseanna is today. She has one daughter, Dominique ROSEANA IS GUIDED BY THE FOLLOWING QUOTE- "What counts in life is not the mere fact that we have lived. It is what difference we have made to the lives of others that will determine the significance of the life we lead." — Nelson Mandela Roseanna's Primary and Tertiary education and employment experiences spanned Barbados and Guyana. Primary Education - Sacred Heart RC Primary School (Guyana) Secondary Education – St. Joseph High School (Guyana) (GCE: Eng/Literature/Biology/History/Spanish/Art). Further Education: Cert. Information Technology, Certificate in Airline Procedures, Principles in Accounts, Human Resource Basic. However her present position as Operations Manager was the one role that she needed a particular skill that couldn't be taught...empathy and passion for injustices. This she qualified for automatically. To adequately prepare her for a career of advocacy on behalf of persons with disabilities she attended various International and Local Training Programmes and UN International Conferences that strengthened her career path which has resulted in numerous successes in her organization's goals. One of her greatest achievements was her role in conceptualizing a number of disability awareness programmes for the Barbados Council for the Disabled especially the Disability Awareness Day (DAD) and Fully Accessible Barbados (FAB) Program among others. She sits on the Barbados National Committee on the Monitoring the Rights of Persons With Disabilities as well as the Vulnerable Persons Committee. Roseanna is certified in: - Organizational Change and Management – (Coady International Institute, St. Francis Xavier University, Canada - Project Cycle Management – (University of the West Indies, Mona School of Business). - Effective Presentation Skills Training Workshop - Leadership Challenge – (International Leadership Associates - International Certification – Disability Etiquette and Awareness: Train the Trainer - Certificate of Completion in Universal Design and Public Accommodation – University of Buffalo (Center for Inclusive Design and Environmental Access. - Certificate in Presentation Skills and Train-the-Trainers. - Certificate of Completion in Project Proposal Writing (HRD/IDB/EU) [?] Attended United Nations Conferences on The Rights of Persons with Disabilities (UNCRPD) in New York (2011/2012/2013/2016) [?] Prepared statement for 11th Annual Caribbean Conference on Sustainable Tourism Development Barbados, May 2010 [?] Participated in Promotional Tours on behalf of the BCD in London, Toronto and Miami. [?] Presented on "Accessibility of the Built Environment" at the CARICOM High Level Ministerial Meeting on Disabilities in Haiti in December 2013, resulting in the "Port-au-Prince



Declaration”. Presented FULLY ACCESSIBLE BARBADOS (FAB) at the first Destinations for All Conference in Montreal – October 2014. Promoted FAB at People in Motion, Canada’s largest Disability Exhibition in May 2016 (2 days) on behalf of the Barbados Tourism Marketing (Toronto) Presented the Fully Accessible Barbados Program to the government of the Bahamas at a presentation in th Bahamas in 2017 She currently leads the Fully Accessible Barbados Program within her organization and is the point person that conducts property assessments and is a Trainers in the FAB segment in the national Disability Sensitivity Training (DST) as well as with the Barbados National Tourism Host Programme Travelled extensively in Europe, USA, Canada, New Zealand and the Caribbean. To complete Roseanna is her devotion to her family and her passion for animal rights...especially dogs.

2nd speaker :

Organisation :

City (Country) : ()

Biography :