

Accommodating needs: What does ILGA-Europe offer? (May 2015)

ILGA-Europe's aim is to organise events that are inclusive and accessible to all. To this end, the organisation tries to accommodate the needs of participants to its events to the best of its ability.

Here are examples of measures and services that ILGA-Europe offers to participants to its events*:

Standard practice

- Meeting food and dietary requirements of participants
- Organising events at accessible venues (including lifts, accessible toilets, etc.)
- Offering adapted hotel rooms for persons with disabilities or with other specific needs
- Offering adapted transportation for participants with needs (e.g. paying for taxis, adapted vehicle, etc.)
- Gender- and sex-neutral toilets

Upon request

- Meeting food and dietary requirements of participants
 - including flexibility in schedule of meals
- Supporting costs for accompanying person and/or carer
- Accessible communication
 - Translation from English into other languages (*where funding available*)
 - Palantypist system (simultaneous transcription) (*where funding available*)
 - Sign language translation (*upon request and where funding is available*)
 - Documents available in large fonts/different formats (*upon request*)
- Supporting day care facilities for families
- Reflection/Quiet Room

**This is not an exhaustive list of measures available. Where justified, ILGA-Europe will do its best to accommodate needs of participants in other forms.*

Who to contact for more information about other forms of accommodation?

The administration & finance team

Who to contact if you are concerned that your needs are not being met

adequately? First, you can contact the event organiser. Should the issue not be resolved, you can contact the Executive Director (Evelyne Paradis – evelyne@ilga-europe.org)

PLEASE NOTE:

- ILGA-Europe may require medical certificates as supporting documents for some of the costs, where this is required by its funders
- Some of the measures are dependent on available funding and on internal capacity. Where ILGA-Europe is not able to accommodate specific needs because of financial implications, the organisation will do its best to find alternative solutions.
- ILGA-Europe shall seek for the service providers that act in line with the abovementioned measures. Where ILGA-Europe identifies that the provider is not accommodating the needs requested, the organisation will cease its cooperation with the provider.