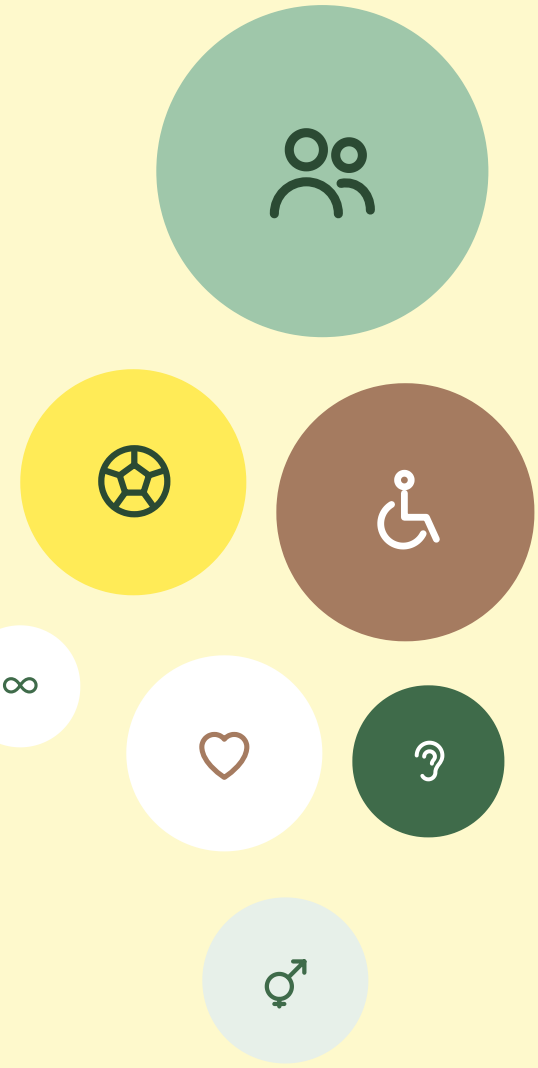
Creating inclusive activities and events

A practical guide for European grassroots sport clubs

Event organisers **Sport managers** **Staff**
Volunteers **Coaches**



Quick checklist
Everything on a few tick-box pages

7 practical sections
From planning to evaluation, with examples and tips

Ready-to-use templates
Registration, feedback, safeguarding and moderation

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Who is this guide for?

Everyone who plans or runs activities in European grassroots sport clubs

- Event organisers
- Sport managers
- Staff
- Volunteers
- Coaches

How to use it

✓ Short on time?

Start with the Quick checklist and tick off what you already do.

Planning an event?

Read the section you need. Each one ends with *Tips for organisers*.

Need a template?

The Appendix has forms and guides you can copy and adapt.

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BEFORE YOU START

Introduction

Creating inclusive activities and events goes beyond ensuring physical accessibility — it also means recognising and responding to individual needs. Many barriers are internal or invisible, such as specific health conditions or sensory sensitivities, and may not be immediately noticeable or easily categorised.

This guide focuses on reducing barriers related to:

- **Neurodivergence**
- **Physical disability**
- **Sensory needs**
- **Gender diversity**

...but it cannot address every potential barrier. Some factors are also important, but may require additional tools or local adaptation:

- **Difficulties with reading**
- **Limited financial resources**
- **Cultural differences**

> That's why it is essential to check in with participants in advance to understand their needs and ensure their comfort and safety throughout the event. No checklist replaces flexible planning and respectful communication.

While these guidelines are not mandatory, we strongly encourage all organisers to use them as a reference and integrate them into the planning and delivery of pilot activities. Doing so demonstrates a genuine commitment to inclusion, accessibility, and the well-being of all participants.

We also recommend that all partners read the project's sustainability policy and apply its principles throughout the project. By doing this, we contribute not only to more inclusive events, but also to lasting, positive change in our communities.

These guidelines are largely based on the ENGSO & EWS publication *Hosting Inclusive Events: Accessibility Guidelines for ENGSO Events* (2024) and have been adapted in collaboration with project partners to suit broader activities and local needs. Practical templates and tools are included in the Appendix for easy adaptation and use.

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AT A GLANCE

The inclusive event journey

Inclusion is not a single task on the day — it runs through every stage of your activity. The seven sections of this guide follow that journey.

Before
prepare

1
Planning & Registration
Pick inclusive dates and venues, ask about needs, share clear practical info.

2
Communication
Use plain, respectful language, diverse images and accessible formats.

3
Venue & Space
Check step-free access, restrooms, lighting, signage and a quiet room.

4
Online & Hybrid
Choose accessible platforms, test the tech, plan moderation and safety.

During
deliver

5
On-Site Delivery
Brief your team, welcome people, keep flow relaxed, food labelled, awards inclusive.

6
Activity Content
Set shared rules, share the floor fairly, offer many ways to take part.

After
learn

7
Evaluation
Ask about inclusion, safety and access — not just satisfaction. Share results and improve next time.

Key numbers to remember

14pt
minimum font size for materials

90–100 cm
doorway width for step-free access

10 min
informal "coffee chat" before online sessions

60–90 min
maximum length of an online session

5–10
key questions in a feedback survey

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PRINT IT · TICK IT

Quick checklist

Use this checklist to ensure your activity is welcoming, safe, and accessible for all participants.

1 Planning & Registration

- [ ] Ask for preferred names and pronouns
- [ ] Collect accessibility needs (mobility, vision, hearing, allergies, etc.) through the registration form
- [ ] Provide forms in multiple formats (online, phone, paper) and allow self-identification
- [ ] Allow participants to upload required documents for support needs (e.g. service animals, assistance)
- [ ] Share clear, accessible pre-event information, including:
  - [ ] Transport options and maps
  - [ ] Venue access (e.g. ramps, elevators, restrooms)
  - [ ] Event schedule and content overview
  - [ ] Contact person for support
- [ ] Provide meal options that reflect dietary restrictions
- [ ] Consider timing and location: avoid religious/school holidays, ensure public transport access, and minimise travel barriers
- [ ] Clarify whether the event is free and what's included; offer budget-friendly or subsidised options where possible
- [ ] If needed, translate materials or involve local communities to support cultural accessibility

2 Communication

- [ ] Use inclusive and respectful language across all materials (avoid slang, jargon, or gendered terms like “guys”; use “they/them” or “participants” for general reference)
- [ ] Ensure images and videos reflect diversity, showing people in active, meaningful roles
- [ ] Add alt text to all images and captions/subtitles to videos, including live sessions
- [ ] Write in clear, readable text using plain language, avoiding ALL CAPS or decorative fonts, and using a minimum 14pt font size
- [ ] Provide materials in accessible formats (e.g. tagged PDF, Word, audio, large print)
- [ ] Use CamelCase in hashtags and keep emojis minimal and meaningful
- [ ] Include clear and specific calls to action in communications (e.g. “Register via the link”)
- [ ] Offer easy-read versions with simple text and icons; consider audio or video summaries for those who prefer listening

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3 Venue & Space

- [ ] Venue has step-free access (ramps, elevators, wide and even pathways)
- [ ] Gender-neutral and accessible restrooms are clearly marked
- [ ] Provide baby-changing and breastfeeding areas that are private
- [ ] Badge tables, cloakrooms, and counters are accessible for people with different mobility needs
- [ ] Provide clear signs and wide, accessible paths for wheelchairs and mobility aids
- [ ] Offer a quiet/sensory-friendly room for anyone needing a break
- [ ] Ensure adequate lighting and strong colour contrast between walls, floors, and signage
- [ ] Avoid strobe or flashing lights unless communicated clearly in advance
- [ ] Tables, stages, and entrances are accessible at varying heights and with ramps
- [ ] Guide dogs are welcome, and staff are aware of how to interact respectfully
- [ ] Clearly communicate any clothing or equipment needs and keep expectations flexible
- [ ] Provide sign language or visual support where possible

4 Online & Hybrid Events

- [ ] Use platforms that are mobile-friendly, screen reader-compatible, and include live captions
- [ ] Share joining instructions and materials in advance, using accessible formats (e.g. PDF, Word, plain text)
- [ ] Offer a tech check session for participants unfamiliar with the platform
- [ ] Allow multiple ways to participate — chat, voice, polls, reactions, or anonymous input
- [ ] Keep sessions short (max 60–90 minutes) and include breaks and pauses
- [ ] Assign an online moderator in hybrid events to support remote participants and ensure their voices are heard
- [ ] Make remote participants feel included — repeat or summarise in-room comments for the online audience
- [ ] Start with informal connection time (e.g. “coffee chat”) or check-ins that work for all participants
- [ ] Use platform security features like password-protected links, waiting rooms, and screen sharing control
- [ ] Share a simple code of conduct and explain how to report concerns discreetly
- [ ] Avoid unauthorised AI note-takers or bots unless consent is given and tools are clearly introduced
- [ ] Record sessions (with consent) and share materials in accessible formats (e.g. slides, captions, transcripts)
- [ ] Include online-specific questions in your evaluation (e.g. “Was the tech easy to use?” “Did you feel included?”)
- [ ] Offer multiple ways to give feedback — chat, form, phone, or voice note

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5 On-site delivery

- [ ] Brief speakers and moderators on inclusive practices (e.g. clear language, describing visuals, respecting pronouns, avoiding strobe effects)
- [ ] Share slides and materials in advance, in accessible formats (digital or printed)
- [ ] Train staff and volunteers on inclusive behaviour, accessibility, and safeguarding
- [ ] Appoint a safeguarding officer and introduce them clearly to participants
- [ ] Inform speakers of participant access needs (e.g. interpreters, visual impairments)
- [ ] Check pronouns and name pronunciation with speakers in advance
- [ ] Communicate emergency procedures and exit locations verbally and through signage
- [ ] Set up a visible welcome desk or point of contact on-site
- [ ] Allow extra time between sessions and avoid last-minute room changes unless fully accessible
- [ ] Foster a low-pressure environment where participants can opt out of group activities
- [ ] Provide a clearly marked, accessible first-aid station
- [ ] Label all food and drinks with allergen and dietary info, and ensure staff can assist with food-related questions
- [ ] Use inclusive award practices: select diverse presenters, avoid assumptions, and celebrate effort and support networks

6 Activity Content

- [ ] Design activities that promote equal participation, respectful interaction, and shared decision-making
- [ ] Start with a welcome and shared ground rules; invite participants to share expectations or comfort levels
- [ ] Use simple facilitation tools to manage turn-taking (e.g. speaking object, hand signals, time limits)
- [ ] Offer multiple ways to participate — including writing, drawing, or anonymous feedback
- [ ] Choose informal, comfortable locations (e.g. parks, open spaces, relaxed indoor rooms) to support engagement
- [ ] Use music, visuals, or movement to break tension and create energy
- [ ] Ask open-ended questions and acknowledge all contributions positively
- [ ] Pay attention to non-verbal cues and check in with quieter participants
- [ ] Guide discussions with simple, inclusive themes (e.g. fairness, community, access)

7 Evaluation

- [ ] Design questions that go beyond satisfaction — include inclusion, safety, access, and areas for improvement
- [ ] Offer multiple feedback formats: paper, online, visual (e.g. smiley faces, dot voting), or verbal
- [ ] Use real-time tools during the event (e.g. post-it walls, one-word check-ins, comment boxes)

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- [ ] Keep surveys short and simple (5–10 key questions)
- [ ] Translate or adapt feedback tools for different languages or reading levels
- [ ] Summarise feedback and lessons learned in a short report
- [ ] Debrief with your team and agree on improvements for future events
- [ ] Share results publicly — use quotes, stories, and images to highlight inclusion outcomes
- [ ] Keep feedback channels open after the event for continued input
- [ ] Connect with other organisers or networks to share learning and good practices

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SECTION 1

Planning & Registration

Inclusive planning means starting early to understand and meet participants' needs — before they arrive. Transparent, flexible, and respectful processes increase trust and reduce barriers to participation.

Time & location | Inclusive registration | Practical details | Speakers & facilitators | Cultural accessibility

Planning is a key phase for creating events and activities that are truly inclusive and welcoming. The more you prepare for diversity in advance, the more likely participants will feel safe, seen, and able to fully engage.

Time & Location

- Avoid scheduling conflicts with major religious or cultural holidays — use tools like the Interfaith Calendar to check.
- Check school holidays or exam periods through local municipality or institutional calendars.
- Choose times that suit diverse routines, including people with part-time work, caregiving duties, or irregular schedules.
- Ensure access by public transport, especially for evening events — check local transit schedules for availability and safety.
- Keep the location close and easy to reach — a long or complicated journey can be a barrier for many participants. Choose venues that are centrally located or near key transport links.

Inclusive Registration

See Appendix A for a sample inclusive registration form template

- Ask for **preferred names and pronouns**, and use them on name badges and participant lists.
- Include a field for participants to indicate any **access needs**, such as:
  - Mobility, vision, or hearing support
  - Dietary restrictions or allergies
  - Support person, guide dog, or interpreter
- Provide a custom information space for specific needs (e.g. medical info, communication preferences, support staff).

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- Offer forms in **multiple formats** (online, phone, SMS, paper) to meet different communication needs.
- Use gender-neutral and adaptive categories, allowing participants to self-identify where relevant.
- Use individuals' chosen names and pronouns on name badges, forms, or profiles, unless legal names are required.
- Make it easy for participants to indicate if they need assistance (e.g. a support person or service animal) by allowing them to select an option and briefly describe their needs. If documentation is required, ensure there's an option to upload it directly without extra steps or separate communication.
- Clearly list a **contact person** for accessibility questions or follow-up.

Participant Information & Practical Details

- Include key details in a welcome message or info pack, such as:
  - Venue access (ramps, entrances, restrooms)
  - Parking and public transport options
  - Schedule, session start times, briefly about the content and meal info
  - Support person guidance or policies
- Provide information in accessible formats, such as tagged PDFs, Word documents, or plain text.
- Share maps and directions that show accessible routes to and between venues.

EXAMPLE

Participants receive a welcome email with:
– PDF of the agenda
– Venue access map
– Contact number for on-site accessibility help

- Include transport options, such as:
  - Nearby accessible taxis and public transport stops
  - Accessible parking spaces near the entrance.
- Indicate dog toileting areas for participants with support animals.
- Add links to accommodation options that reflect a range of budgets and access needs.
- Offer a ride-share or housing forum so participants can connect and plan together.
- Be transparent about inclusion policies — link to your anti-discrimination or safeguarding guidelines.
- List a contact person for follow-up questions about access, logistics, or accommodations.

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- Clearly state if the event is **free of charge**, and explain what's included (e.g. meals, transport, materials).
- If costs apply, offer subsidised options, or explain how to request support.
- Provide budget-friendly suggestions for travel and accommodation.
- Consider offering travel stipends or reimbursements for participants with limited means, if resources allow.

Speaker / Facilitator Selection & Presentation Practices

- Aim for diverse representation among speakers, including:
  - People from under-represented groups
  - Cultural and ethnic diversity
  - A mix of ages and experience levels
  - People of diverse abilities
  - People of diverse genders and sexualities
- Ensure inclusion is genuine, not symbolic — avoid assigning speakers from marginalised groups only limited or administrative roles.
- Ask speakers to use inclusive presentation practices:
  - Describe visual content instead of saying “as you can see”
  - Speak clearly, use a microphone, and maintain a steady pace
  - Share slides or materials in advance if possible
- Encourage sensitivity to participants with visual impairments or assistive tech needs.

Specific Cultural Accessibility Measures

- Translate essential materials if needed or provide an interpreter.
- Invite community members from different backgrounds to help shape inclusive practices.

Tips for organisers

- ✓ Use an online form that's mobile-friendly and screen-reader compatible
- ✓ Test the registration process with someone from the target group
- ✓ Have a couple of printed forms available on-site as a backup

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SECTION 2

Communication

2

Clear, respectful, and inclusive communication ensures all participants feel seen, heard, and valued. The way we speak and present our events sets the tone for inclusion from the very beginning.

Language | Images & representation | Accessibility in media | Social media | Printed & digital materials

Inclusive wording at a glance

✕ Instead of…	✓ Try…
~~"the disabled"~~	"people with disabilities"
~~"Hey guys!"~~	"Hi everyone" / "participants" / "they/them"
~~#inclusiveevents~~	#InclusiveEvents
~~"Click here."~~	"Register via the link"
~~ALL CAPS TEXT~~	Sentence case, plain language
~~Many emojis~~ 🎉🔥⚽🙌💯	Few, meaningful emojis
~~"As you can see..."~~	Describe what's on the slide

Language

- Use clear and simple language — avoid jargon, slang, or technical terms unless you explain them.
- Be gender-inclusive by using words like "participants" or "they/them" when referring to people in general.
- Use respectful terms for groups — say "people with disabilities" instead of "the disabled", and follow how people identify themselves.

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Images & Representation

- Use images that reflect real diversity, including gender, age, ethnicity, body types, and ability levels — where possible and relevant.
- Avoid stereotypes and box-ticking diversity by showing people in active, meaningful roles, not just as background figures or symbols.
- Show your target group participating fully — leading, collaborating, and enjoying the event — to reflect genuine inclusion and engagement.

EXAMPLE

A flyer featuring a diverse group with the text: *"Join our friendly sports day! All ages and abilities are welcome."*

Accessibility in Media

- Add short descriptions (alt-text) to every image used online or in documents (e.g., "Group of children playing football on grass").
- Include captions or subtitles in all videos, including live sessions, to support participants with hearing impairments.
- Avoid using ALL CAPS in posts or presentations, as it's hard to read and doesn't work well with screen readers.

Social Media & Promotion

- Use CamelCase in hashtags (e.g. #InclusiveEvents) to make them easier to read and accessible for screen readers.
- Keep emojis minimal and meaningful — screen readers read each one aloud, which can disrupt the message.
- Include a clear, specific call to action (e.g. "Register via the link") rather than vague phrases like "Click here."

EXAMPLE: AN INSTAGRAM POST

Image description: A young woman in a wheelchair playing basketball with teammates.

"Sign up now for our inclusive pilot event! #InclusiveSports #EveryoneIsWelcome"

Printed & Digital Materials

- Use accessible fonts (e.g. Arial, Calibri, Open Sans) at a **minimum of 14pt** for readability.
- Ensure strong contrast between text and background colours for better visibility.

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- Provide materials in accessible formats (e.g. tagged PDF, Word, or audio) and share them in advance to allow preparation.
- Offer easy-read versions of key documents using plain language, short sentences, and clear layouts.
- Use icons to support understanding, especially for participants with reading or cognitive difficulties.
- Consider short audio summaries or videos for those who prefer listening over reading.

Tips for organisers

- ✓ Appoint someone in your team to check all communications for accessibility and tone
- ✓ Involve your target group in reviewing promotional materials before publishing
- ✓ Consider creating easy-read versions of the event invitation or programme

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SECTION 3

Venue and Space

3

The environment — both physical and social — can include or exclude, often in ways we don't realise. A space that is easy to navigate, welcoming, and safe helps ensure that no one is left out due to mobility, sensory, emotional, or psychological barriers.

Step-free access | Restrooms & facilities | Visual & sensory environment | Information access | Online & hybrid

Quick venue scan



- Ramps, elevators & step-free stages
- Accessible & gender-neutral restrooms
- Good lighting, no glare, no strobes
- High-contrast signs at accessible heights
- Quiet / sensory-friendly room
- Private baby-changing & breastfeeding space
- Wide paths between tables & chairs
- Sign language or visual support

Step-Free and Physical Access

- Ensure the venue has step-free access, such as ramps, elevators, and doorways at least **90–100 cm wide**.
- Avoid uneven surfaces or narrow passages, and clearly mark any hazards (e.g. steps, sharp edges).
- Stages, entrances, and speaking areas must be ramp-accessible.
- Leave wide paths between tables and chairs to accommodate wheelchair users.

EXAMPLE

The event is held in a school gym with a side ramp, wide doors, and printed arrows at eye level leading to restrooms and a quiet space.

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Restrooms and Facilities

- Provide accessible and gender-neutral restrooms.
- Ensure baby-changing and breastfeeding spaces are available and private.
- Make cloakrooms, badge tables, and registration desks usable for people with different mobility needs.
- Allow guide dogs and make sure staff know their rights and how to respond respectfully.

EXAMPLE
Temporary signage covers standard labels to show all available facilities.

Visual and Sensory Environment

- Ensure sufficient lighting that avoids glare.
- Use high-contrast colours for doors, signage, and key objects.
- Avoid flashing or strobe effects. If unavoidable, clearly inform participants beforehand.
- Offer a quiet or sensory-friendly space for breaks, and communicate where it is and that anyone can use it.

Information and Communication Access

- Clearly inform participants in advance of any clothing or equipment requirements, but keep the requirements simple and flexible to avoid creating obstacles or the feeling of a strict dress code.
- Where possible, provide sign language interpretation or visual facilitation support.
- Use clear, readable signage at accessible heights.

Online and Hybrid Events

- For virtual or hybrid events, provide live captions and post-event recordings or transcripts.
- Ensure platforms work with screen readers and are mobile-accessible.

Tips for organisers

- ✓ Visit the venue in advance with this checklist
- ✓ If unsure, involve someone with lived experience of disability in the review
- ✓ For smaller or informal events (e.g. parks), set up portable accessible toilets and provide info on access in advance

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SECTION 4

Online & Hybrid Events

4

Inclusion in online and hybrid events involves ensuring all attendees, regardless of location or ability, can fully participate and feel welcome. This requires thoughtful planning and the use of technology to bridge the gap between in-person and virtual experiences.

Planning & accessibility | Participation & facilitation | Social connection | Safety online | After the event

Shape of an inclusive online session

Coffee chat	Session	Break	Breakouts	After
~10 min informal time before the start	Max 60–90 min · code of conduct at the start · chat, voice, polls, reactions	pauses & questions	clear instructions + a facilitator	recording, transcripts, feedback

Planning and Accessibility

- Make it easy for participants to join and engage, regardless of their device, internet access, or tech experience.
- Choose platforms that work on mobile, support screen readers, and include live captioning.
- Share joining instructions and materials in advance, using accessible formats (PDF, Word, plain text).
- Offer a tech check session for participants unfamiliar with the platform.
- Provide alternatives like dial-in by phone or recordings when live participation isn't possible.
- Make sure online registration allows participants to note digital access needs (e.g. captioning, visual support).

Participation and Facilitation

- Allow multiple ways to engage: speaking, chat, reactions, polls, or anonymous submissions.

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- Use hand-raising tools or simple questions in the chat to help make participation fair and organised.
- Keep sessions short (**60–90 minutes max**), with regular breaks and space for pauses or questions.
- For hybrid events, assign an **online moderator** to ensure digital participants are heard, supported, and that the conversation stays respectful and on-topic.

Social Connection and Inclusion

- Help participants feel part of the group, even when joining remotely, by:
  - Starting with informal time (e.g. "coffee chat" 10 minutes before the session).
  - Including warm-up or check-in activities that work for all formats (e.g. emoji check-ins, word clouds).
  - Using breakout rooms with clear instructions and a facilitator when possible.
  - Making sure online participants are included by repeating or summarising any questions or comments made in the room.

Safety and Behaviour Online

- Avoid unauthorised AI note-takers or bots. If note-taking tools are used (e.g. automatic transcription or summaries), ensure participants are clearly informed, consent is collected, and the tool is aligned with the event's safe space policy. Be mindful that AI bots may collect sensitive information or appear in place of real participants, which can confuse discussions or break trust. Avoid unnecessary AI tools that consume large computing and environmental resources.
- Create a respectful and safe digital space.
- Use platform security tools like password-protected links, waiting rooms, and moderation settings (e.g. muting, screen sharing control) to keep the online space safe and respectful.
- Only turn on chat or screen sharing for participants when it's needed for the session.
- Share a simple code of conduct at the start and explain how to report any issues.
- Assign someone to monitor chat and respond to concerns discreetly.

EXAMPLE CODE OF CONDUCT

"This is a shared, respectful space. Please use kind language, respect all identities, and contact [name] privately if you experience anything uncomfortable."

After the Event

- Record sessions (with consent) and share materials in accessible formats (transcripts, subtitles, slides).

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- Include online-specific questions in your evaluation (e.g. “Was the tech easy to use?” “Did you feel included?”).
- Offer multiple ways to give feedback — chat, form, phone, or voice note.

Tips for organisers

- ✓ Test the platform in advance with someone using assistive technology
- ✓ Provide slides with high contrast and large, clear fonts
- ✓ Include a tech support contact in your welcome email and on-screen
- ✓ Allow people to participate in their own time if they can't join the live session

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SECTION 5

On-Site Delivery

5

Even well-planned events can fall short if staff and moderators aren't ready to create a respectful and inclusive atmosphere. On-site delivery shapes how welcome and safe participants feel, especially those from vulnerable or underrepresented groups.

Team preparation | Presentations | Moderators & speakers | Flow | Emergencies | Food | Awards

Who does what on the day

Inclusion lead
Briefs moderators and speakers on inclusive practices

Safeguarding officer
Clearly identified (badge or coloured lanyard) and introduced to all

Staff & volunteers
Easy to recognise, trained, know the accessible routes

Access monitor
At least one person watching access and inclusion issues all day

Team Preparation

See Appendix C for a sample safeguarding checklist

- Appoint a person (e.g. event organiser or inclusion lead) to be responsible for briefing moderators and speakers on inclusive practices. This can be a short verbal session or written briefing covering things like respectful language, pronouns, describing visual content, and avoiding flashing lights.
- Train all staff and volunteers on inclusive behaviour, accessibility awareness, and the event's safe space principles to prevent harassment and discrimination.
- Appoint a clearly identified **safeguarding officer** (e.g. using a badge or coloured lanyard), and inform participants of who they are and how to find them.
- Make sure event staff are easy to recognise (e.g. vests, t-shirts, or lanyards).
- Ensure all team members are familiar with accessible routes and facilities and can assist participants as needed.
- Tables, counters, and service areas should be at a wheelchair-accessible height.

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Presentations and Materials

- Brief speakers to describe visual content in slides and media (e.g. “This photo shows a wheelchair basketball game”).
- Provide presentation materials in advance (digitally or printed) for participants who request them.
- Ask speakers to avoid jargon, fast speech, or flashing visuals like strobes or animations.
- Remind all speakers and moderators to use microphones, speak slowly and clearly, and check their slides for accessibility.

Moderators and Speakers

See Appendix D for an activity moderation template

- Ask for speakers' pronouns and check the pronunciation of names in advance.
- Inform speakers of any known access needs among participants (e.g. interpreters, visual impairments).
- Ensure adjustable microphones and quiet background conditions during presentations.
- During Q&A, ask all participants to use a microphone.
- Encourage direct communication with participants with disabilities, rather than speaking only to their assistants or interpreters.

Flow and Participant Experience

- Allow extra time between sessions for participants who may need longer to move, rest, or process.
- Avoid last-minute venue or room changes unless clearly communicated and fully accessible.
- Provide a welcome desk or point of contact for participants during arrival and departure.
- Foster a low-pressure environment where it's okay to opt out of high-energy activities or group tasks.

Emergency Preparedness

- Ensure all emergency exits are accessible.
- Communicate emergency procedures clearly, both verbally and in writing/signage.
- Set up a first-aid station that is both easy to find and physically accessible.

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Food and Dietary Inclusion

- Clearly label all food and drinks with ingredients, allergens, and dietary suitability (e.g. vegan, gluten-free).
- Ensure staff have the information to answer questions about food content and assist participants with allergies or restrictions.

Awards

- Celebrate effort and inclusion, not just winning. Consider participation certificates or inclusive recognitions.
- Use inclusive language when presenting awards. Avoid assumptions based on gender, age, or ability.
- Choose award presenters who reflect diversity and are prepared to use inclusive and respectful language when speaking or announcing names.
- Consider symbolic or inclusive designs in medals or trophies.
- Highlight personal stories of resilience and support (e.g. families, allies, coaches) in award speeches or materials.

Tips for organisers

- ✓ Hold a quick briefing with all staff before the event begins
- ✓ Assign at least one team member to monitor access and inclusion issues during the day
- ✓ Make it easy for participants to give real-time feedback if they encounter an issue on-site
- ✓ Remind volunteers to be proactive but respectful — don't assume someone wants help
- ✓ Consider a “buddy” system if helpful for nervous participants

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SECTION 6

Activity Content (Animation)

6

What happens during the activity itself — the tone, the structure, the way participation is encouraged — defines how truly inclusive the experience is. Good facilitation ensures everyone has a voice and feels like they belong.

Setting the tone | Moderation & participation | Space & atmosphere | Facilitation techniques

Setting the Tone

- Begin with a clear welcome and set of house rules, such as:

Everyone's voice matters

Respect different opinions

Discrimination or aggression will not be tolerated

- Invite participants to share their comfort levels or expectations at the start.

Moderation & Participation

- Use structured turn-taking methods, such as a talking stick, ball, hand signals, or timed rounds.
- Set time limits per speaker to avoid dominance and keep discussions balanced.
- Ensure equal opportunities to participate, even in informal settings.

EXAMPLE

In a roundtable, the facilitator uses a ball to indicate whose turn it is, keeping things relaxed but structured.

Space & Atmosphere

- Choose relaxed and welcoming spaces when possible — such as parks, open areas, or informal indoor rooms.
- Use music, visuals or movement to break tension and create a welcoming atmosphere.
- Offer low-pressure ways to contribute, like post-it notes, drawings, speaking, writing, visual prompts, or anonymous submissions.

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EXAMPLE

Outdoor activity begins with upbeat music, a group icebreaker, and a reminder of the shared values.

Facilitation Techniques

- Ask open-ended questions that invite diverse viewpoints.
- Acknowledge all contributions positively and respectfully.
- Pay attention to non-verbal signals and check in with quieter participants.
- Use guiding themes to structure the discussion (e.g. “community”, “fairness”, “access”).

Many ways to take part

Speaking | **Writing** | **Drawing & visual prompts** | **Post-it notes** | **Anonymous input**

Listening is just as valid as speaking.

Tips for organisers

- ✓ Consider having two facilitators: one to lead, one to observe or support participants as needed
- ✓ Emphasise that participation is voluntary — listening is just as valid as speaking
- ✓ Build in flexible timing to allow for slower pacing or unexpected needs

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SECTION 7

Evaluation

7

Evaluation is not just about counting participants. It's about understanding their experiences, learning what worked (or didn't), and capturing how inclusive and impactful the activity really was. Inclusive feedback methods help ensure everyone's voice is heard, especially those who might not normally speak up.

Design for impact | Accessible feedback tools | After the event | Reporting & legacy | Learning

The evaluation cycle

Design — Plan evaluation from the start

Collect — Many formats, during & after

Summarise — Short report & team debrief

Share — Quotes, stories, images, data

Improve — Shape your next activity

Repeat for every activity

Design for Impact

- Go beyond "Did you enjoy the event?" and ask:
  - "Did you feel welcomed and safe?"
  - "Were your access or support needs met?"
  - "Would you attend again or recommend this to others?"
- Include questions that explore barriers or what could be improved (e.g. "What would have made this event more accessible or welcoming for you?")
- Invite feedback on what barriers participants faced, if any.

Accessible Feedback Tools

See Appendix B for example evaluation questions and feedback formats

- Offer multiple ways to give feedback:
  - Paper forms with large fonts
  - Online forms that work on phones and screen readers
  - Visual feedback tools (e.g. smiley faces, colour dots)
  - Audio or verbal feedback if writing isn't accessible
  - Translated or simplified forms for different reading levels or languages

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- Clearly introduce feedback tools at the event and make them easy to find.
- Keep surveys short and simple (aim for **5–10 key questions**).

EXAMPLES



Feedback wall
Post-its at the exit under "Loved", "Okay" or "Could improve"



Online survey
Sent the next day with checkboxes and a few short questions



"One word" check-ins
or emoji reactions during group sessions



Dot voting
on posters to show what worked well or needs improvement



Anonymous cards
Comment cards or sticky notes placed in a dropbox

After the Event

- Summarise findings in a short report:
  - Participation breakdown (age, gender, other relevant diversity info if collected)
  - What worked well, challenges, and what can be improved
  - Feedback quotes (with consent) or anonymised themes
- Use findings to shape your next pilot or share insights with partners.

Reporting & Legacy

- Plan post-event communication to highlight inclusion outcomes.
- Host a closing session or press briefing to celebrate achievements.
- Prepare a simple communication package with:
  - Participation data and statistics
  - Images and quotes from diverse participants
  - Stories that reflect inclusion and community impact
- Keep your event website or social media updated with results, quotes, and outcomes.

Learning & Future Impact

- After the event, take time to review how well you included everyone, and use what you learn to do even better next time.
- Leave communication channels open (e.g. surveys, online forms) for continued feedback.
- Be transparent about lessons learned — sharing what didn't work is part of real progress.
- Explore ways to present your results at other events or forums.

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- Connect with other organisers to exchange good practices.

Tips for pilot organisers

- ✓ Respect participants' privacy by keeping feedback anonymous, unless they choose to be identified
- ✓ Involve participants or your target group in co-designing the feedback process
- ✓ Offer a small and sustainable thank-you or token for participation (e.g. snack)
- ✓ Don't wait until after the event. Think about evaluation from the start

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APPENDIX

Tools & Templates

The following tools support the application of the guidelines in real pilot activities. You can adapt them to suit local contexts and event formats.

A Inclusive Registration Form

Template

A sample form section you can adapt to your online or paper registration. **Suggested fields:**

Full name (as you wish to be called)

_____

Pronouns (optional)

☐ she/her ☐ he/him ☐ they/them ☐ other: _____

Do you have any access needs or disabilities we should be aware of?

_____

_____

Will you be attending with a support person or guide dog?

☐ Support person ☐ Guide dog ☐ No

Dietary needs / allergies

_____

Emergency contact (name + phone)

_____

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B Sample Evaluation Questions

Max 10 questions

These can be used in online or printed surveys, or translated into visual tools. Keep surveys short and simple (maximum 10 key questions).

Multiple choice or scale

I felt welcome and included in the event	☺ 😐 ☹
The venue was easy to access	☺ 😐 ☹
My support needs were met	☺ 😐 ☹
I felt safe and respected	☺ 😐 ☹

Scale: Strongly agree | Agree | Neutral | Disagree | Strongly disagree

Open-ended

- What did you enjoy the most?
- What could we improve next time?
- Anything you'd like to share about your experience?

Visual / interactive methods

- Smiley face scale
- Colour sticker boards
- "One word" wall

Optional questions for inclusion-focused evaluation

- Did you feel respected and included during the activity?
- Were there any barriers to your participation?
- Did the event meet your access needs?
- What could we do better next time to make the event more inclusive?

C Safeguarding Checklist

Checklist

A basic list to ensure your event has protection measures in place.

- [ ] A safeguarding contact person is assigned and visible
- [ ] Contact info shared at registration and opening
- [ ] Staff are briefed on how to respond to concerns
- [ ] Emergency procedures are clear and inclusive
- [ ] Clear behavioural expectations set and communicated

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See an example of safeguarding principles for events on page 10 of the Project Management Sustainability Policy (final version).

D Activity Moderation Template

Print & use

For group sessions or discussions, this template ensures inclusive facilitation. **Moderator quick guide:**

1. Start with a welcome and group rules (respect, no interruptions, safe space, presentation of safeguarding officer)
2. Use a talking object or timer if needed
3. Rotate speaking opportunities — don't let one person dominate
4. Remind people they can pass or write their input
5. Allow time for breaks and check energy levels
6. End with a reflection or “one word takeaway”

This template is included here for easy reference. You can also share it as a separate editable file (e.g. in Word or Google Docs) so partners can copy or adapt it to their own activities. If needed, print this page and use it as a moderation guide during group sessions.

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SURE

No checklist replaces flexible planning and respectful communication.

Check in with participants in advance, listen, and keep improving — every activity is a chance to include more people.

Based on the ENGSO & EWS publication *Hosting Inclusive Events: Accessibility Guidelines for ENGSO Events* (2024), adapted with SURE project partners.

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