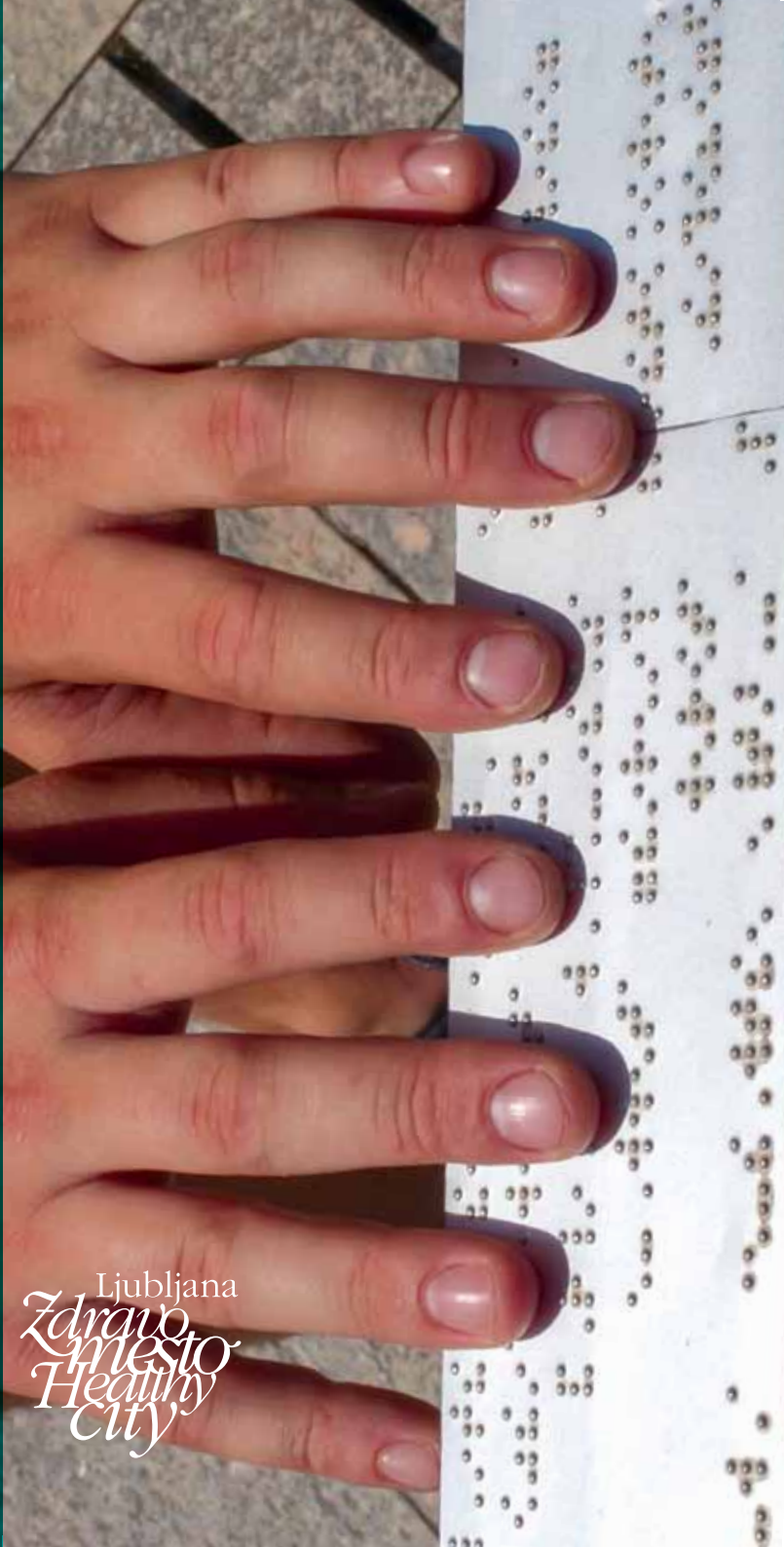


Accessible Ljubljana



Ljubljana
*Zdravo
mesto
Healthy
City*



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Ljubljana is a city of and for all

Ljubljana is a city on a human scale, in which diverse people live together in mutual respect while at the same time we create the conditions necessary for all to live full and quality lives.



Photo: Miha Fras

Zoran Janković,
Mayor of the
City of Ljubljana

Accessibility for all is one of the most important issues that we always have to consider as we redevelop the city. If the city is accessible to the most vulnerable groups, it is accessible and friendly to all.

Word that Ljubljana is a green, sustainable and open and accessible city has travelled far, as evidenced by our numerous awards and prizes, including the Access City Award, the European prize for making cities more accessible to people with disabilities and older people. A special place among the awards goes to the title Ljubljana, European Green Capital 2016, which gave us additional impetus on our journey into the future, whereupon we would like to leave our city and nature at least as well preserved as it is now.

I always emphasise that, to me, Ljubljana is the most beautiful city in the world. This is mainly because here people always come first, because we nurture solidarity, tolerance and accept differentness. I believe it will continue to be so in the future.



Photo: Jože Suhadolnik

Sašo Rink,
president of the
City of Ljubljana's
Council for the
Removal of
Architectural and
Communication
Barriers

The City of Ljubljana's Council for the Removal of Architectural and Communication Barriers (SOAKO) is a consultative body of the Mayor and mainly acts as a contact point between representatives of various groups for people with disabilities with the Mayor and the City Administration. SOAKO is also a forum where accessibility issues are addressed directly to policy makers in the city. In addition to people with disabilities and architectural representatives, SOAKO also comprises representatives of the Municipal Wardens and the Inspectorate, Ljubljana Passenger Transport, the Ljubljana Tourism Institute and the City Administration Departments for Health and Social Care, for Urban Planning and for Commercial Activities and Traffic.

SOAKO has no executive powers, and the conclusions it adopts at its meetings are primarily of a recommendatory nature, but it nevertheless represents an effective tool both for the direct implementation of actions on the ground and for the formulation of appropriate policies in the city. Direct contact with the real-life situations faced by people with disabilities and the solutions that contractors can access directly at SOAKO meetings increase the effectiveness of the City Administration in this area, while, most importantly, raising awareness in this direction. Years ago, SOAKO meetings were considered significant solely by representatives of people with disabilities, but today they are recognised and solutions suggested by representatives of city government and the profession, which I consider to be a significant added value of SOAKO's work.

Broader solutions, such as the tactile guidance system, ramps, or interpretation into Slovene sign language at events, enable the more equal and effective exercise of rights and meet the needs of people with disabilities, and at the same time, these solutions significantly highlight and raise awareness in society that people are diverse, that we have differing limitations and needs, and that among us are people whose perception of the environment or motor skills are different.

I believe that – due to the ageing of society – access to our surrounding environment will keep improving, and the City of Ljubljana with all other stakeholders will continue to play a prominent and important role in this.

On the next page:
Ljubljana
(photo: Primož
Hieng, source:
Tourism Ljubljana)





The ancient heart of the city (photo: STA)

The European Green Capital 2016 award (photo: Nik Rovani)

The Tivoli, Rožnik and Šiška Hill Landscape Park (photo: Branko Ček)

ABOUT LJUBLJANA

Ljubljana is the capital of Slovenia. By size, it is a medium-sized European city, but it offers all that major capitals have in common – it is the political and cultural heart of Slovenia, an important European commercial, business, congress and trade fair centre, as well as the transport, scientific and educational centre of the country.

Since 2007, we have implemented more than 2,100 larger and smaller projects to raise the quality of life in the city.

Traces of all periods of its rich history are preserved in Ljubljana: the remains of Roman Emona, the city centre featuring Renaissance, Baroque and Art Nouveau facades, romantic bridges across the Ljubljanica River, and a park which extends deep into the city.

Ljubljana is a city of short distances and diverse areas, tailored to human needs. We strive to make visitors and local people alike feel good in our green, clean, friendly and safe place.

Ljubljana was European Green Capital 2016.

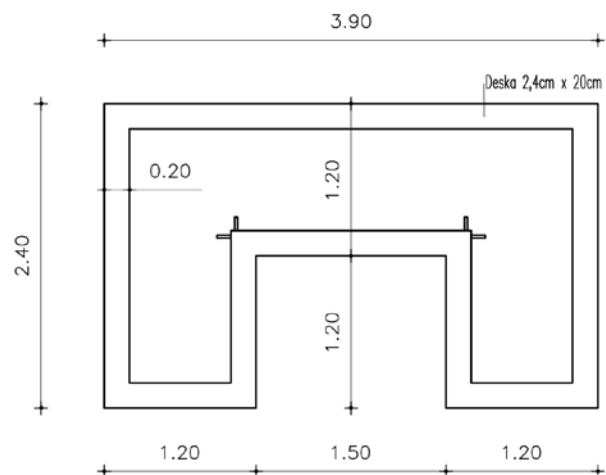


PREJ. *Before.*

DANES. *Now.*

The area of the Sava Recreational and Educational Centre then and now
(photos: Barbara Jakše Jeršič and Nik Rován)

Technical drawing of raised beds for those with restricted mobility



Allotments in Štepanjsko naselje (photo: Dunja Wedam)



PUBLIC GREEN SPACES

Ljubljana is a green city. Nearly three-quarters of land within the City boundary is green space.

There are now over 830 urban allotments in eight renovated areas.

More and more green spaces are being created from degraded urban areas and in recent years 100 hectares of green space have been created.

In the newly landscaped area, allotments are also being created to encourage people to grow vegetables for their own needs and to increase self-sufficiency.

The City rents out the allotments to interested citizens annually. In one of these new areas, the possibility to cultivate land will be especially adapted for those with restricted mobility.

In managing spaces, special attention is paid to the youngest – in this way, several children's playgrounds are renovated or newly created in public areas each year.

Of the public, accessible-to-all playgrounds that the City manages, there are ten largest and most visited ones that children from all over the city and elsewhere come to.

In Ljubljana, there are 220 public children's playgrounds managed by the City.



Children's playground in Šmartinski park (photo: Miha Fras)

Braille inscriptions on an information board in Šmartinski Park (photo: Miha Fras)



The newest include the playgrounds in Šmartinski park and Muste family park, and the playground at Kodeljevo Castle has had a facelift. All of them are suitable for children of all ages and accessible to people with disabilities, and the children's playground in Šmartinski park is also equipped with signs for the blind and partially sighted.

Play equipment in Muste Park (photo: Miha Fras)



Muste Park, an inclusive playground (photos: Nik Rovar)



Play equipment in Muste Park (photo: Miha Fras)





Children's playground in Kodeljevo Park (photos: Nik Rovani)



For outdoor recreation and exercise, the City has created and regularly maintains four trim trails with exercise stations, numerous trim islands, outdoor fitness facilities and street training islands.

The green and outdoor recreational areas that the City cares for are largely accessible to all, have no steps at the entrances, have hardened foundations, and the exercise equipment includes pieces that can be used safely by those with impaired mobility.

A multigenerational park near Koseze Pond features playgrounds, which are also suitable for people with disabilities, as well as gym equipment for the elderly (photo: Vita Kontić)



Tivoli Park is a true green oasis in the middle of the city with plenty of recreational opportunities (photo: Tomo Jeseničnik, Mostphotos)





Exercise facilities in Tivoli, the city's largest park are also suitable for movement-impaired people.
(photo: Miha Fras)



Tivoli Park
(photo: Miha Fras)

At the Phenological Observatory in Tivoli Park, information is also accessible by the blind and partially sighted.



Tree names written in braille at the Phenological Observatory
(photo: Nik Rován)

Information panels at the Phenological Observatory written in braille
(photo: Nik Rován)





Path of Remembrance
and Comradeship
(photo: Jaka Gasar)

(photo: Nik Rovar)

The Path of Remembrance and Comradeship, a mainly flat and well-established 35km recreational trail that encircles Ljubljana, combines a dedication to a healthy lifestyle and the preservation of historical memory as it follows the line of a barbed-wire military prison around the city during World War II.



Petkovškovo nabrežje then and now
(photos: Barbara Jakše Jeršič and Vita Kontić)



Public space in the old city centre is completely closed to motor vehicles (photo: Nea Culpa, source: Turizem Ljubljana)

Čopova ulica (photo: Nik Rován)

ECO ZONE IN THE CITY CENTRE

The city centre has been completely renovated in the last decade. There is a restricted traffic regime in the eco zone created by the renovation and private motor vehicles are prohibited.

Public space in the city centre is today shared mainly by pedestrians and cyclists, and through various preventive and awareness-raising activities the City constantly strives for their safe and friendly coexistence.



Čopova ulica with tactile guidance paving (photo: Nik Rován)



Novi trg then and now
(photos: Janez Bertoncej and Kristina Ina Novak)



A municipal warden by a sign in the pedestrian zone warning cyclists to respect the right of way of pedestrians (source: CoL Municipal Wardens' archive)

A sign *Cyclists, respect the right of way of pedestrians!* (photo: Miha Fras)



10 hectares in the city centre eco zone.

At the periphery of the pedestrian zone, instruction signs say *Cyclists, respect the right of way of pedestrians!*, which remind cyclists to slow down. Occurrences in these areas are closely monitored by municipal wardens.

Prešeren Square (photo: Blaž Pogačnik, source: Tourism Ljubljana)





Congress Square car park prior to renovation (photo: Dunja Wedam)

Congress Square today (photo: Dunja Wedam, source: Tourism Ljubljana)



Congress Square, once a car park, is now a key urban space and venue for numerous open-air events.

Public toilets adapted for people with disabilities in the underground car park below Congress Square are accessible by lift.

A children's event in Congress Square (photo: Miha Fras)



Lift for people with disabilities to access the toilets below Congress Square (photo: Miha Fras)



June in Ljubljana in Congress Square (photo: Dunja Wedam, source: Tourism Ljubljana)





PREJ. *Before.*

DANES. *Now.*

Slovenska cesta then and now
(photos: Miha Fras and Nik Rovar)



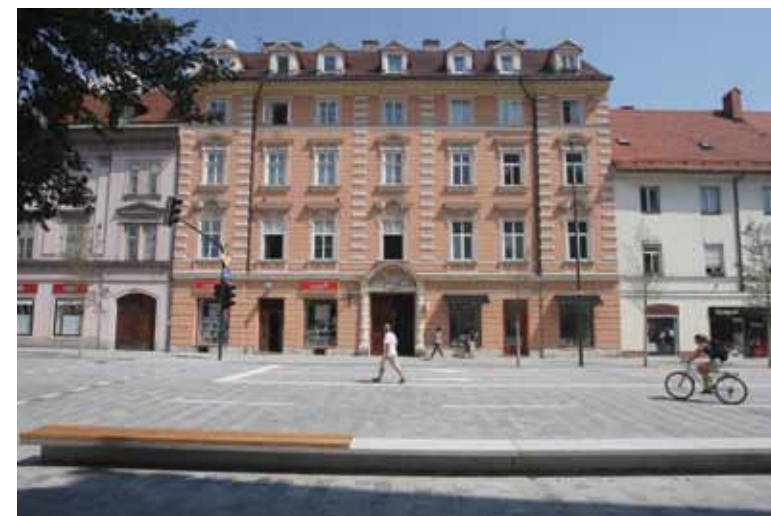
Slovenska and
Gospodsvetska cesta
(photo: Nik Rovani)

Slovenska cesta
(photo: Nik Rovani)



Following a complete overhaul, private motor traffic was prohibited on Slovenska cesta, once the city's main thoroughfare, and the area is now dedicated to pedestrians, cyclists and public transport.

Gospodsvetska cesta
(photo: Nik Rovani)



Dropped kerb access
and protruded
grip floor warning
markings at
pedestrian crossings
(photo: Nik Rovani)





Ciril-Metodov trg then and now
(photos: Miha Fras and Dunja Wedam)



Public toilets accessible to all on Hribarjevo nabrežje (photo: Miha Fras)

Eurokey locking system for access to public toilets (photo: Miha Fras)



Public toilets adapted for people with disabilities and a changing room in the central market (photo: Miha Fras)



The renovated public space in the eco zone is accessible obstacle-free, steps have been eliminated or road kerbs lowered and the paving is laid evenly and with filled gaps between paving units.

There are multiple accessible public toilets adapted for the mobility impaired available free of charge at seven locations in the eco zone.

For ease of mobility and orientation for the blind and visually impaired, public areas in the city centre are equipped with tactile guide paving (with longitudinal ribs), and floor warning markings (with studs) are installed at traffic intersections and pedestrian crossings and more widely across the city.



Tactile guiding path in the eco zone in Čopova ulica (photo: Nik Rován)



Tactile guiding path in the eco zone (photo: Vita Kontić)



Tactile guiding path with protruding warning markings in the city centre (photo: Miha Fras)



Ljubljana is much more accessible to the blind than it was ten years ago. This is mainly thanks to the tactile guiding system that the city centre is equipped with. We miss it elsewhere in the city, and the bumps that mark the cycle lanes are a problem moving around the city centre.

The public transport that we depend on is also accessible. The bus drivers consistently and clearly tell the bus route they are driving. Almost all intersections are equipped with audible traffic signals, and to have additional sound buttons installed we can contact the City of Ljubljana, where they arrange for them to be put up in the desired location.

Anja Hočevar

(photo: Miha Fras)



The River Ljubljanica in central Ljubljana (photo: Blaž Pogačnik, source: Tourism Ljubljana)



Gallusovo nabrežje (photo: Nik Rovar)

Bridges and footbridges across the River Ljubljanica, which goes through the city, significantly shorten distances in the city centre. The banks of the river feature many public social spaces, while there is access to the river in several places.



Petkovškovo nabrežje (photo: Vita Kontić)

Hribarjevo nabrežje (photo: Miha Fras)





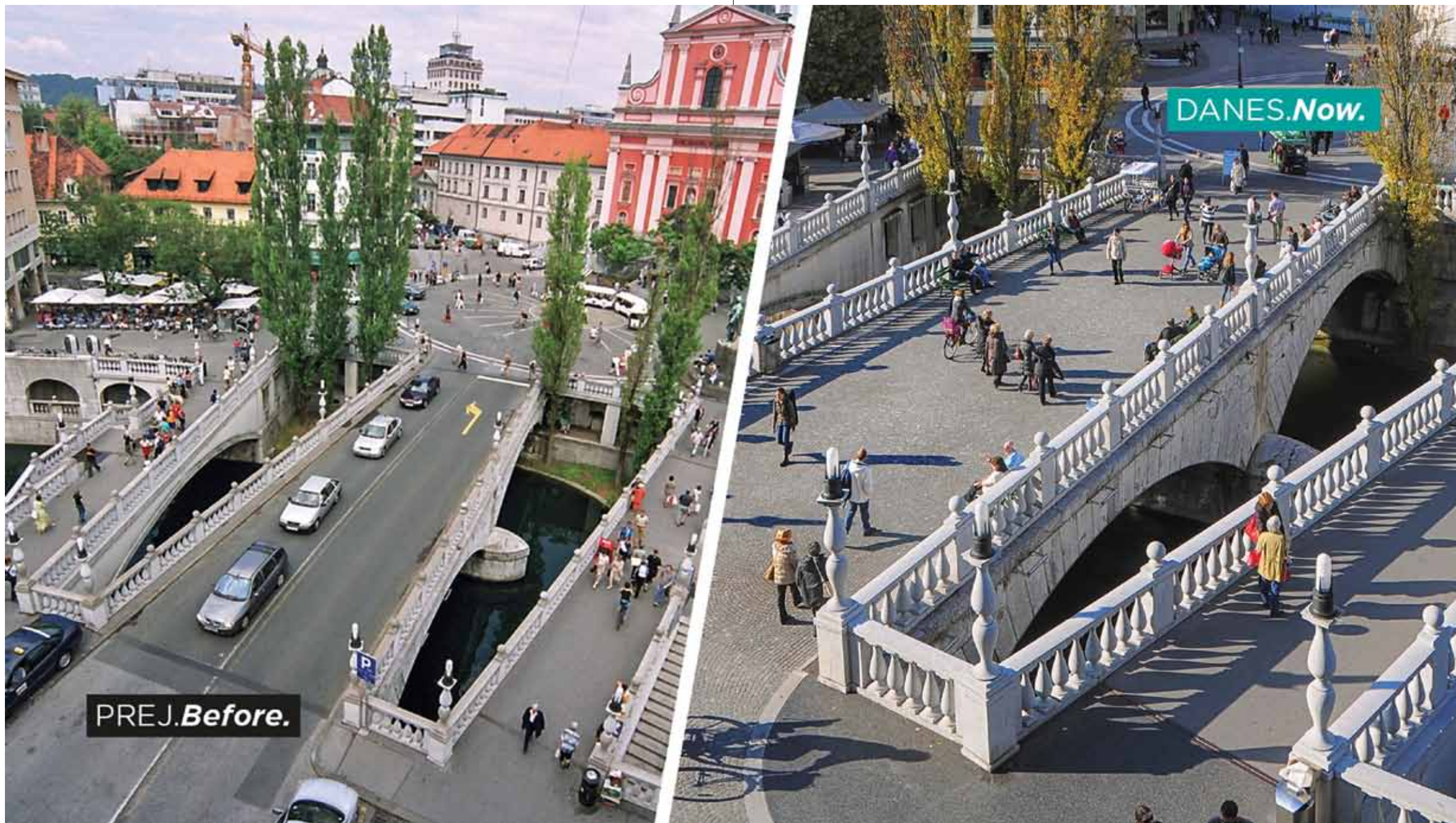
Novi trg with fountain; Breg and Hribarjevo nabrežje (source: Energetika Ljubljana)



Grudnovo nabrežje (photo: Dunja Wedam, source: Tourism Ljubljana)



Breg (photo: Alenka Rebec)



PREJ. *Before.*

DANES. *Now.*

Triple Bridge then and now
(photos: Dunja Wedam, source: Tourism Ljubljana)



Fabiani's bridge
(source: ATELIER Architects, d. o. o.)

Crossing for pedestrians and cyclists under Fabiani's bridge
(photo: Vita Kontić)

Lift below Fabiani's bridge
(photo: Vita Kontić)



Hradecky's bridge
(photo: Dunja Wedam, source: Tourism Ljubljana)



13 new and renovated bridges and footbridges link the banks of the River Ljubljana in the city centre.



Hradecky's bridge from a boat
(source: Association of Paraplegics of the Ljubljana Region archive)



Butcher's Bridge
(photo: Dunja Wedam,
source: Tourism
Ljubljana)

(photo: Vita Kontić)



Below the Butcher's Bridge, people with disabilities have access to public Eurokey toilets and managed access to boats on the Ljubljanica River.



Access to boats on
the River Ljubljanica
below Butcher's
Bridge via a stair lift
(source: Association
of Paraplegics of the
Ljubljana Region
archive)

(source: CoL archive)



The City public transport has greatly updated its lines around Ljubljana with new buses equipped with ramps. Access to public institutions (such as libraries or museums) is satisfactory except for Parliament, which is difficult to access because the lift is too small. Road infrastructure is also a problem; the pavements are still not all adapted and rebuilt. However, the situation has improved significantly compared to that of decades ago. This progress is very noticeable as Ljubljana moves in the right direction concerning architectural barriers.

Aleksander Praprotnik

(photo: Miha Fras)





THE BUILT ENVIRONMENT

Ensuring the accessibility of public monument-protected buildings in the Old Town is a special but not insurmountable challenge.

City Hall, also called Magistrat or Rotovž, which was built in the late 15th century, is the seat of the City of Ljubljana. Its premises are fully accessible to wheelchair users, as a lift is installed in the inner atrium, which is accessible by a lifting platform.

Lifting platform in City Hall
(source: Association of Paraplegics of the Ljubljana Region archive)



Lift in City Hall
(source: Association of Paraplegics of the Ljubljana Region archive)



On the previous page:
City Hall
(photo: Nik Rován)



4 million passengers travelled to Ljubljana Castle by funicular in just over 12 years of operation, from December 2006 to April 2019.



Ljubljana Castle (photo: Miha Mally)

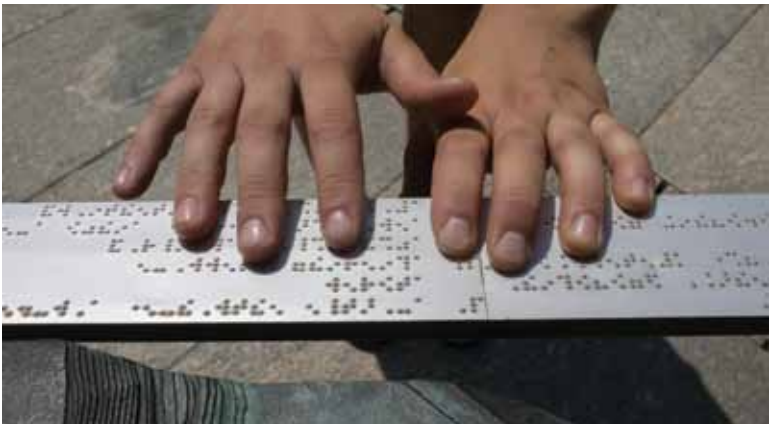
Funicular railway to Ljubljana Castle (photo: Dunja Wedam, source: Tourism Ljubljana)

Funicular station (source: Association of Paraplegics of the Ljubljana Region archive)

Ljubljana Castle, which is linked to the Old Town by a funicular railway, is the central and most visited tourist site in the city.

From the funicular's upper station on Castle Hill, a lift offers unobstructed access to the castle courtyard, where there is a touch model of Ljubljana Castle with annotations in braille.

Braille inscriptions on the touch model of Ljubljana Castle (photo: Miha Fras)



Castle courtyard and touch model (photo: Miha Fras)



Lift at Ljubljana Castle to access the castle courtyard (source: Association of Paraplegics of the Ljubljana Region archive)

Access to the castle courtyard (source: Association of Paraplegics of the Ljubljana Region archive)





Ljubljana City
Museum is accessible
to all
(photos: Miha Fras)



In many public buildings, such as cultural institutions, sports facilities, health centres, pharmacies, kindergartens and schools, adaptations have been made over the years for unobstructed access, such as reserved parking spaces, lifts and ramps. All newly constructed public buildings are obstacle-free.



A lift to access
the auditorium at
Ljubljana Puppet
Theatre
(photos: Miha Fras)





Šiška library
(photo: Simon Kržič,
source: Ljubljana City
Libraries archive)

A touch plan of Šiška
cinema Centre for
Urban Culture
(photo: Miha Fras)



Kolezija
swimming pools
(photo: Mare Mutić)

A lift to access the
pool at Kolezija
(photo: Miha Fras)





A built-in lift at the Ljubljana Health Centre unit in Črnuče (photo: Miha Fras)

A hearing loop at the Ljubljana Pharmacy unit at the Polyclinic (photo: Miha Fras)



The newly built Pedenjped kindergarten unit at Pedenjcarstvo (photo: Uroš Hočevar)



The interior of Pedenjcarstvo (photo: Uroš Hočevar)



Milan Šuštaršič primary school (photo: Blaž Zupančič, source: Curk Architecture archive)

Kolezija primary school (photo: Blaž Zupančič, source: Curk Architecture archive)





A non-profit rented flat adapted for wheelchair users
(photos: Klaudija Poropat)

In the period 2007 to 2017, via construction or purchase, we increased the City Housing Fund stock by almost 1,500 housing units.



In Ljubljana, adapted non-profit rented apartments are available to adults with disabilities who wish to live independently through the City Housing Fund, which manages a fund of thousands of not-for-profit rented apartments.

City Housing Fund flats and houses are also rented by non-profit disability organisations, where they provide their users with accommodation and support services and programmes.



People with mental health disorders live in a renovated building on Vodnikova cesta run by the CUDV Draga organisation
(photos: Nik Rován)



On Vinčarjeva ulica, the Sonček (Sunshine) House accommodates residents from the Association of Cerebral Palsy Societies – Sonček
(photo: Nik Rován)





A Cavalier with ramp for access by wheelchair (photo: Miha Fras)



Cavaliers are much used by the elderly (photo: Miha Fras)



Urban in Congress Square (photo: Doris Kordić)

For 10 years, the Cavalier has been delighting travellers in the pedestrian zone.

1.2 million passengers have taken a Cavalier in the city centre in the last eight years.

CITY PUBLIC TRANSPORT

Motor vehicles are banned in the city centre area, which is why the City has introduced the option of free transport by Cavalier electric vehicles.

The Cavalier fleet has six vehicles, three open and three closed. Open Cavalier vehicles are used in the warmer months, and closed vehicles operate all year round. Closed vehicles also have a low entry platform and sliding doors to facilitate wheelchair entry and exit.

Cavaliers run all year round, from 6am to 10pm in the pedestrian zone. You can phone to be picked up or flag one down in the street.

The Urban train also runs from Ljubljana city centre up to the castle, powered by electricity just like the Cavaliers. The Urban has a fixed city-centre route taking in major city sights. The train is also accessible to wheelchairs via a ramp.

To ease their mobility around the city, wheelchair users are able to borrow an electric attachment free of charge. This innovative offer is provided by the City's tourism institute, the first tourist information centre in Europe to do so.

Wheelchair electric attachment (source: RTS Medical)





As a citizen of Ljubljana, in recent years I have seen Ljubljana evolving daily as a modern European city, where - especially for us, hearing impaired people - better provision of visual information and signage offers more opportunities for safe living and integration into the urban living space.

Nikolaj Vogel

(photo: Miha Fras)

A ramp to access a city bus (source: Association of Paraplegics of the Ljubljana Region archive)



Inside a city bus (photo: Blaž Pogačar)



218 city buses transport up to 200,000 passengers a day, the most in winter.

Outside the eco zone, urban public transport is available on buses with modern equipment and access.

Environmentally-friendly low-floor buses are linked to a satellite tracking system, have an electronic payment system, air conditioning, internal and external displays, digital information screens with video announcements of bus arrivals at stops, audible announcements and are equipped for people with disabilities.

Screen inside a city bus (photo: Mediabus, source: LPP archive)





Display screen on bus arrivals at a stop (photo: Miha Fras)



Urbana, the contactless city card for travel by city bus (source: LPP archive)



A stop on Slovenska cesta with the timetable on e-paper (photo: Mediabus, source: LPP archive)

The busiest stops have screens showing the numbers and routes of buses arriving at the stop and the time until they arrive. At several stops, we plan to introduce audible information about bus arrivals.

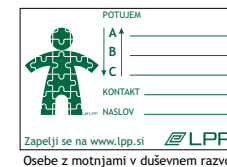
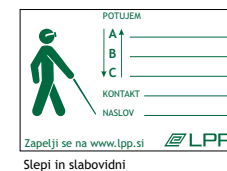
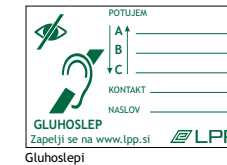
Under the terms of a city ordinance, those with disabilities and their companions are entitled to free public transport.

Wheelchair users are offered a Demand-Responsive Transport service that provides buses with ramps on desired routes at an agreed time.

ID cards (source: LPP archive)

The *Safe on the bus* publication with directions for older public transport users (photo: Tamara Deu)

To feel safer on city buses, people with disabilities and the elderly can also arrange to have a special ID card to quickly alert us when they need help during a journey.





Tourist bus with a lifting platform for wheelchair users (source: Association of Paraplegics of the Ljubljana Region archive)

For travel by organised groups, it is possible to hire a bus from the public transport company with modern equipment and a lifting platform, which can be used by a wheelchair user to enter the bus.

(photo: Matjaž Očko)





Children with special needs in a lesson (photo: Nada Žgank, source: Janez Levec Centre Ljubljana archive)

A home at the Janez Levec Centre Ljubljana (photo: Nada Žgank, source: Janez Levec Centre Ljubljana archive)



A room at the Pika Education Centre, part of the Janez Levec Centre Ljubljana (photo: Blaž Zupančič, source: Curk Architecture archive)

PROGRAMMES AND SERVICES TO ENCOURAGE THE INCLUSION OF PEOPLE WITH DISABILITIES IN THE CITY'S PULSE

Ljubljana is a people-friendly city full of content and events with support services there when people need them.

The field of protection of people with disabilities and their rights is regulated by the State by legislation, and on this basis and via numerous self-initiated measures and activities, we contribute at local level to a friendlier living environment with wider opportunities for education, independent living and a diverse social life in the city.

In public kindergartens and primary schools run by the City, about 5% of children have special needs and are eligible for supplementary professional assistance.

Children and adolescents with several or more severe special needs, especially those with intellectual disabilities, are enrolled in the City of Ljubljana's Janez Levec Centre, which is the largest institution of its kind in the country.

The Pika Education Centre provides additional training for experts in the field of educating children with special needs, and parents are offered counselling.



Personal assistance
(photo: Klaudija
Poropat)
(photo: Miha Fras)
(photo: Klaudija
Poropat)




Personal assistance enables people with disabilities to live independently and actively; under Slovenian legislation the payment for this comes directly from the State budget.

For those seeking independence, the City provides non-profit rental housing and co-finances personal assistance programmes for users who need it to a lesser extent than the legally-set lower limit.

Personal assistance
(photos: Klaudija
Poropat)





I love coming to Ljubljana because I can see people. There are many people in Ljubljana. Ljubljana Castle is beautiful. The bridge with the dragons is beautiful. Ljubljana has a large car park with spaces to park cars. I love coming to the Sožitje day care centre. I have friends here. I like reading, going for walks, riding in the van. I can come whenever I want and finish at 2pm. I'm happy on Tuesdays and Thursdays because that's when most of my friends come.

Blaž Kern

(photo: Miha Fras)

Wheelchair basketball in a sports hall (photo: Association of Paraplegics of the Ljubljana Region archive)



People with disabilities regularly participate in the design of Ljubljana City Museum exhibitions (photo: Andrej Peunik, source: MGML archive)



Theatre sign language interpreter (photo: Nejc Hafner)

The City's public institutes and many other providers whose programmes and activities the City co-finances through regular public tenders offer a diverse range of programmes and services for people with disabilities and the elderly in the city.



Tactile exhibits in a cultural institution (photo: Matevž Paternoster, source: CoL archive)



Multi-sensory guiding in a cultural institution (photo: Urška Boljkovač)



Activities for the elderly at the Povšetova, Vič and Rudnik Day centres of activities for older people (photos: Miha Fras)



For elderly-friendly home care, the City offers help at home that can be up to 20 hours of assistance per week. In addition, the City also strongly supports a diverse network of active ageing programmes by offering the use of its premises and via public tenders.



The City assures help at home mainly via the services of its Home Care Institute (photo: Nik Rován)



Carers from the City's Home Care Institute use bikes to reach users' homes. (photo: Nik Rován)



Druga violina
(photo: Miha Fras)

Skrbovin'ca
(photo: Miha Fras)



The City supports the inclusion of people with disabilities in the everyday life of the city through the spaces it rents out for use in their activities, which in turn significantly enhance the city and its tourist offer.

The Druga violina restaurant, which is open in the Old Town, employs people with mental health disorders.

At Skrbovin'ca, which is on the premises of the city Info Point 65+, creative works by adults with special needs from various disability organisations are for sale under the guidance of the Janez Levec Ljubljana Centre.



Ljubljana is a beautiful city. Since day one I have been a member of the DLAN Slovenian Association of the Deafblind. As I have the chance to use personal assistance services for several hours a day, everything is more accessible to me. As I am completely deaf-blind, with a simultaneous impediment to hearing and vision, I cannot go anywhere alone, nor can I communicate without the help of a human being. I rely on touch, smell and taste. With the help of a person trained to work and with understanding of the deafblind, certain things become accessible to me. I am grateful to the Association and Mayor for all the many years of support.

Vinko Trinkaus

(photo: Miha Fras)



The City's Info Point 65+ is in the city centre, near City Hall (photo: Miha Fras)

An event at Info Point 65+ at the opening of the (photo: Nik Rovani)



ADAPTED WAYS OF COMMUNICATING AND TRANSMITTING INFORMATION AND RAISING AWARENESS

The City's information point for the elderly and people with disabilities, *Info Point 65+*, offers information on programmes and services available for the elderly and people with disabilities in the city.

At *Info Point 65+*, there are regular exhibitions of creative works by adults with special needs and other vulnerable groups, and the space is also a *Safe point for victims of domestic and gender violence* and a *Dementia-friendly point*.

By law, deaf people in Slovenia have the right to a sign language interpreter in proceedings before public authorities, as well as in other life situations in which being deaf would be an obstacle to meeting their needs.

Tactile communication with a deafblind person (photo: Miha Fras)





Basic training for speakers and support staff within the project *Easy to read* - the project is co-financed by the Republic of Slovenia and the EU via the European Social Fund (source: RISA institute)



The Slovenian sign for *Easy to read* was created by the RISA Institute and partners (as part of the *Easy to read* project), while the European sign was produced by *Inclusion Europe*.

In addition, the City supports the use of sign language for the deaf and tactile communication for the deaf-blind through the funds it allocates via public tenders to co-finance NGO programmes for the deaf and the deaf-blind.

People who find it difficult to read and understand information in a standard format can use *Easy to read*. These can be lighter texts, illustrated texts, solely photographs or drawings, symbols, or videos and sound clips. *Easy to read* is usually needed by people with intellectual disabilities, people with head or stroke injuries, people with dementia, people who do not speak the language well, and so on. Part of this booklet is also written in *Easy to read*.

The City's official website www.ljubljana.si has recently been completely renovated and is now accessible to people with disabilities. The website also includes a dedicated portal for submitting initiatives and questions to the Mayor or City Administration and services.

A laptop with a braille bar, which replaces the screen for blind people (photo: Michel Arriens, source: societypix.com)



The City's website complies with the International Web Content Accessibility Guidelines (WCAG 2.0) of the World Wide Web Consortium and reaches the AA accessibility level.



(source: CoL Local Self-Government Office archive)

Since 2007, the City has run 1,580 free computer courses, attended by 15,800 older people.



The Lupa NGO festival in the city centre (source: Association of Paraplegics of the Ljubljana Region archive)

The City organises free classes on the premises of district authorities for older people who want to learn how to work and communicate via computer.

The City regularly implements, affiliates as a partner or otherwise supports campaigns to raise public awareness of the rights and needs of people with disabilities, thus promoting their safe and full integration into society.

For several consecutive years, the City's Council for the Elimination of Architectural and Communication Barriers has organised the annual OVIRANTlon in co-operation with disability NGOs as part of European Mobility Week.

Visitors have a three-part course as an opportunity to test the obstacles encountered by the movement impaired, the blind and visually impaired and the deaf and hard of hearing.



Trying out using a wheelchair (source: Association of Paraplegics of the Ljubljana Region archive)

The course at OVIRANTlon (photo: Benjamin Kovač)



Ljubljana za vse

Primeren pristop do vsakogar



An image from the booklet *Ljubljana for all, a suitable approach to everyone*



Logo of the project *Park your excuses elsewhere! Not in places reserved for disabled people*



Ljubljana
11 June

Ljubljana reiterates its commitment to a more social Europe and signs a strong pledge to the European Pillar of Social Rights

(source: EUROCITIES)

In the booklet *Ljubljana for all*, which has been reprinted twice and is also available in e-format, there are guidelines for the proper approach to and communication with people with disabilities.

With the Slovenian Traffic Safety Agency and the University of Maribor Faculty of Criminal Justice and Security, the City of Ljubljana participated in a project called *Park your excuses elsewhere! Not in places reserved for disabled people*. Among other things, the project included a high-profile media campaign aimed at raising awareness and educating the general public about parking issues at sites reserved for people with disabilities.

Last but not least, in June 2019, Ljubljana hosted a high-profile international workshop entitled *Building cities accessible to all ages*, where experiences and cases of good practice in accessibility were shared by the EUROCITIES Working Groups on Urban Ageing and Barrier-Free Cities.

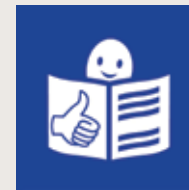
On this occasion, as part of the EUROCITIES initiative, Mayor Zoran Janković signed a commitment to Principle 17 of the European Pillar of Social Rights on the inclusion of people with disabilities.

The commitment specifically highlights the fields of education, employment, housing and conditions for independent living for people with disabilities, defines competences and anticipates investments by the City in these areas over the next few years.

In Ljubljana, we will certainly continue to work on accessibility in the city and the general social inclusion of people with disabilities in the city heartbeat in the future, as it is an important segment of realising our common vision of a sustainable and people-friendly city.

Ljubljana 2019

Accessible Ljubljana



Ljubljana
*Zdravo
mesto
Healthy
City*

LJUBLJANA IS A CITY FOR ALL

Ljubljana is the capital city of Slovenia.
Ljubljana is also the biggest city in Slovenia.
Many people live in Ljubljana.

People have individual needs.
We may all need something special
to live a good life.
Ljubljana is a city for all people.
Mayor Zoran Janković says so, too.
The mayor says that Ljubljana must be
accessible and friendly to all people.
Ljubljana must be friendly for people with
special needs and elderly people.

Ljubljana got a special award.
It was given to Ljubljana for being friendly
to all people.



Ljubljana, photo: Primož Hieng,
Tourism Ljubljana

GREEN LJUBLJANA

Ljubljana is a green city.
It has a lot of green plants.
Ljubljana got another special award.
It was called the Green Capital of Europe 2016.
Ljubljana can be a role model to other cities.

In Ljubljana, there are fitness trails where people can **walk**, run and **exercise**.
People in wheelchairs can exercise too.

Ljubljana has many children's **playgrounds**.
Children in wheelchairs can play there too.
In Šmartinski Park **information** is written also in Braille.
Braille is special writing for people who are blind or cannot see well.
Blind people touch the Braille with their fingers.



Green Ljubljana, photo: Branko Čeak



Playground, photo: Miha Fras

NO CARS IN THE CITY CENTER

Cars are not allowed to drive in the old part of Ljubljana. People **walk** or ride **bicycles**.



Pedestrian priority sign, photo: Miha Fras

Congress Square is quite busy with concerts and other events. There is a **parking lot** underground. The parking lot also has **toilets**. People must use stairs or an elevator.



Congress Square, photo: Dunja Wedam, Tourism Ljubljana

There are many toilets in the old part of Ljubljana. People in wheelchairs can use them too. The toilets are free of charge.

The pavement edges are low and the surface is level. This helps people who use wheelchairs or who have difficulty walking.



Toilets and Baby Changing at the Marketplace, photo: Miha Fras

Blind people need special **signs**. There are special **bumps** on the ground. People follow them with a white cane or feel them with their feet. Pedestrian crossings are also marked with bumps.



White cane walk, photo: Miha Fras

THE RIVERSIDE

The **Ljubljanica** river flows through Ljubljana. There are many interesting places along the Ljubljanica river:

- pubs,
- shops, and
- other places of interest.

The Ljubljanica river has many bridges. One bridge is called the **Butcher Bridge**. People can get to the river and the boats by going under the Butcher Bridge.

People in wheelchairs can also access the riverside and the boats.



Under the Butcher Bridge, photo: CoL archive

THE BUILDINGS OF LJUBLJANA

There are many old houses in Ljubljana. Some houses are very important.

They are **protected** like monuments.

The protected houses should not be changed too much.

It is very hard to put elevators in such houses.

People in wheelchairs may have difficulty getting into the old houses.



City Hall- Rotovž, photo: Nik Rovar

The City Hall is also called Magistrat or Rotovž. The City Hall is very old. It has an **elevator** and a special **lifting platform**. The lifting platform is made for people in wheelchairs. All people can get into the City Hall with no problems.



Lifting platform at the City Hall, photo: Association of Paraplegics of the Ljubljana Region archive

Ljubljana Castle is on a hill. A lot of people visit the Castle. **A funicular** takes people up the hill. A funicular is like an elevator. People enter the funicular in the old part of Ljubljana. There is an elevator at the upper station. People can take the elevator to the Castle yard. There is **a model** of the Castle in the Castle yard.



Funicular, photo: Association of Paraplegics of the Ljubljana Region archive

The model looks like a very small Castle.
Next to the model is **information**.
The information is also in **Braille**.
Braille is special writing for people
who are blind or cannot see well.
Blind people touch the Braille
with their fingers.



The Castle model and information in Braille,
photo: Nik Rovar

Public institutions are buildings which
are meant for all people.
All people should be able to go inside them.
People in wheelchairs should be able
to go inside them too.

Public institutions are houses like:

- city halls,
- kindergartens,
- pharmacies, or
- theaters.

Public institutions have elevators, ramps and
devices for people with **hearing aids**.
The device for people with hearing aids
is called an **audio induction loop**.
This is a special wire that catches
the sound in the room.
Then the wire sends the sound
to the hearing aid.



Audio induction loop sign, photo: Miha Fras

Outside the public institutions are parking spaces.

The parking spaces for people with disabilities have special markings or signs.

We call them disabled parking spaces.

There are also special apartments in Ljubljana.

People with disabilities can live in them.

The apartments belong to the city.

The people who live in them pay low rent.



Wheelchair friendly apartment,
photo: Klaudija Poropat

PUBLIC TRAFFIC

In the old part of Ljubljana cars are not allowed to go.

But special **Kavalir** vehicles can.

Kavalir vehicles run on electricity.

They do not need gas.

Kavalir gives free rides.

People in wheelchairs

can also take Kavalir rides.

Kavalir has no stations and no schedule.

People can call the Kavalir.

People can also stop the Kavalir on the street and get in.



Kavalir, photo: Miha Fras

A special train runs in the old part of Ljubljana. It is called **Urban**. Urban also runs on electricity. Urban stops near the largest city attractions. Most tourists go see these attractions. The last Urban stop is at the Castle. People in wheelchairs can take Urban rides.



Urban, photo: Doris Kordić

Buses drive in some places in Ljubljana. The buses have screens on the front. A number and a line are shown on the screen. The number and line tell people where the bus will go. There are **handrails** on the bus. People hold the handrails so they do not fall when the bus moves. Buses have special places for people in wheelchairs.



Inside a bus, photo: Blaž Pogačar

A **screen** inside the bus shows what will be the next stop.
A voice over the speaker tells people what will be the next stop.
Some bus stops also have screens.
The screen tells people when each bus will arrive.



Bus stop, photo: Miha Fras

People with disabilities and their companions get free rides on the buses.
People in wheelchairs can call a bus with a ramp.
They can tell the driver which stop to drive to.

People with disabilities can get a special **card**.
People can show this card on the bus if they need help.
People can print the card from a computer.

A CITY FOR ALL PEOPLE

Adults and children may have special needs.

For example:

Some children need help at school.

Some children go to the Janez Levec Center.

They can learn there in an easier way.

Special needs teachers and parents

can get help at the Pika Education Center.



In a class, photo: Nada Žgank, Janez Levec Centre Ljubljana archive

People with disabilities can hire a **personal assistant**.

The assistant helps a person to move, clean or prepare meals.

The state pays for the assistant.

Sometimes the city of Ljubljana pays for the assistant.

People can be more independent with an assistant.



Personal assistant, photo: Miha Fras

People with disabilities
can do a lot of things in Ljubljana.
For example,
some people work at the Druga violina.
Other people make small products.
They sell these products at a special store
in the old part of Ljubljana.
The store's name is Skrbovin'ca.



Skrbovin'ca, photo: Miha Fras

ACCESSIBLE INFORMATION

People are individuals.
We are not all the same.
But we are all equal.
Everyone has rights.
People have the right to
understand information.
People have the right to be understood.
Some people understand sign language.
Other people need Braille,
sound or touch.
Some people need Easy to read.
That is why this part of the brochure
is in Easy to read.

**The Ljubljana – Healthy City series of publications
comprises the following:**

- Healthy ageing – Challenges for the City of Ljubljana (2008)
- Physical and sports activities in Ljubljana (2009)
- Ljubljana for People with Disabilities –
Breaking Down the Barriers (2010)
- 365-day battle against violence against women in Ljubljana (2010)
- Voluntary Ljubljana – a friendlier Ljubljana (2011)
- Ljubljana – Healthy City, a guide to social care and health protection
programmes (2012)
- Rainbow Ljubljana (2013)
- Social Ljubljana (2014)
- For mental health in Ljubljana (2015)
- Health profile of the City of Ljubljana (2016)
- Challenges with addictions in Ljubljana (2017)
- FOR gender equality in Ljubljana (2018)

All publications available at: www.ljubljana.si/si/mol/publikacije

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ACCESSIBLE LJUBLJANA

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»In Slovene, the root of the word 'vključevati', meaning 'to include' is 'ključ', or 'key'. Inclusion is nothing other than unlocking our hearts to those that are excluded«

Prof Janez Koželj,
Deputy Mayor of the City of Ljubljana