



Official deliverable of Work Package 2, Activity 2
Inclusive Communication & Language Framework



ALL-IN: Advancing Language Learning for Inclusive Narratives
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Introduction

The ALL-IN Inclusive Communication and Language Framework offers clear guidelines and principles for adopting inclusive language and communication practices. This Framework has been collectively developed by the partners of the ALL-IN project as the final deliverable of “Work Package 2 Assessment and best practices”, Activity 2 (WP2.A2). Along with the Final Assessment Report (WP2.A1), this document provides partners and practitioners with robust knowledge about the multiple dimensions of inclusive language and the state-of-the-art of inclusive communication practices across Europe, informing the development of the ALL-IN Training Toolbox (WP3).

Who should use the ALL-IN Framework?

This Framework serves as a practical tool for individuals, youth workers, educators and organizations seeking to enhance their communication in an inclusive manner.

How to use this Framework?

The ALL-IN Framework includes a collection of 34 good practices and tips to inspire and support users. Practices are categorized by different topics and target groups, emphasizing the multidimensionality of inclusive communication:

- General recommendations, transversal to different topics
- Gender-sensitive/neutral communication
- Disability-inclusive language
- Neurodiversity-sensitive language
- Inclusive communication for people with low literacy skills
- Inclusive language for migrants and people facing ethnic/cultural discrimination
- LGBTQ+ inclusive language
- Age-inclusive language
- Inclusive communication for people facing socio-economic difficulties
- Inclusive communication for people from rural and remote areas


Each category is presented concisely, providing essential information, useful links, and main principles that can be replicated. Although primarily targeting youth workers, the Framework includes practices from various fields, including public and private sectors and academia. This diversity enriches the Framework, enabling youth workers to create synergies with different fields and exchange effective practices. By incorporating a wide range of examples, it offers a comprehensive understanding of inclusive communication, facilitating the adaptation and implementation of best practices across different contexts.

To use this tool effectively, users should read the general recommendations and assess the inclusiveness of their communication practices against each category. More information on conducting assessments will be available in the ALL-IN Training Course. Once areas for improvement are identified, users can explore related practices and draw inspiration from their main principles to replicate similar initiatives or adjust on-going ones.



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A white window frame with a red title bar and four colored window control buttons (yellow, blue, green, red) on the right side. The text is centered within the window.

*General
Recommendations
on Inclusive
Communication*

Eurodesk Guide on Inclusive Digital Communication

LINK	https://eurodesk.eu/2023/11/14/download-the-guide-on-inclusive-communication/
AUTHOR PARTNER	IHF
LANGUAGE	English
TPOLOGY	Guidelines
AIM & TARGET GROUP	General guide on inclusive communication addressed to Youth Information Services
SHORT DESCRIPTION OF THE GOOD PRACTICE	<p>This Guide is a comprehensive document (available also in an audio version) outlining general principles for developing inclusive and accessible information and communication, drawing on best practices from organisations committed to fostering inclusivity. It presents seven principles, and detailed steps for each, to enhance the inclusivity of Youth Information Services. The Guide also provides concrete measures and examples to inspire new practices. A case study per each principle is presented.</p>
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<p>Principle 1 - Create and follow your own inclusive communication strategy (consult pages 20-24 for more details on each of the following steps)</p> <ul style="list-style-type: none"> - Define the purpose and benefits of an inclusive communication strategy - Define the goals - Map your stakeholders considering internal and external communication - Plan how to achieve the inclusive goals - Develop and implementation plan - Include monitoring & evaluation - Consult the draft of the plan with stakeholders - Regularly review and update the strategy <p>Principle 2- Understand your audience and be aware of communication barriers (pp. 27-34)</p> <ul style="list-style-type: none"> - Identify the target audiences, taking into account invisible aspects of a person's identity, legally not recognised grounds of discrimination and Intersectionality - Understand communication barriers - Collect feedback from target audiences



Principle 3 - Focus on what you communicate (pp. 36-43)

- Consider what should be communicated
- Adjust to the organisation's communication responsibilities
- Reflect on aspects of inclusiveness (relevance, representation, proactivity, feedback, transparency)
- Contribute to social change

Principle 4- Be inclusive with your language (pp. 45-57)

- Learn about inclusive language
- Change language to be more inclusive
- Consider gender and pronouns when communicating
- Start implementing changes at individual, team, organizational and levels

Principle 5 - Make your content more accessible (pp. 62-73)

- Use easy to read and plain language
- Focus on layout and formatting
- Make your design accessible
- Have a mindful use of visuals
- Be mindful about hashtags and emojis

Principle 6 - Use different channels to reach broadly (pp. 75-86)

- Make your content accessible
- Prioritise quality
- Emphasise consistency and relationship building
- Adapt for different communication channels
- Mix your formats
- Embrace networking
- Be clear about your communication channels
- Offer both online and offline communication options
- Provide clear data collection and GDPR information in an inclusive manner
- Promote inclusive measures without stigmatising

Principle 7 - Keep monitoring and adjusting to your audiences (pp.88-92)

- Keep learning
- Explicitly ask for feedback
- Revise content to avoid implicit bias
- Keep monitoring and adjusting your inclusive communication strategy



Oxfam Inclusive Language Guide, 2023

LINK	https://oxfamilibrary.openrepository.com/bitstream/
AUTHOR PARTNER	IHF
LANGUAGE	English
TPOLOGY	Guidelines
AIM & TARGET GROUP	General Guidelines for an inclusive communication
SHORT DESCRIPTION OF THE GOOD PRACTICE	<p>This Guide, published by Oxfam in 2023, represents a valuable example of recommendations on how to use the language to challenge and shift perceptions to reach a more inclusive society and communication practices. One of the main challenges for communication practitioners is indeed not using language that reinforces norms or power structure that drive suffering.</p>
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<p>The following tips allow for challenging common perceptions while increasing inclusivity in language. However, Oxfam reminds that, in any case, the main guiding principle remains to be informed by how people wish to be referred to. Language should always be context and audience-specific.</p> <p>DISABILITY, PHYSICAL AND MENTAL HEALTH</p> <ul style="list-style-type: none"> • Not having a disability is not generally acknowledged as a privilege but is frequently assumed to be a norm. To challenge this aspect, try avoiding the terms “normal, healthy, able-bodied”. • Avoid the term “special needs” as many people consider it offensive because it highlights the social stigma. <p>GENDER JUSTICE/SOCIAL JUSTICE</p> <ul style="list-style-type: none"> • Avoid the term "care burden," which undermines the value of care work. Instead, use "care workload" to emphasize the importance of improving and increasing care quality. • Replace "decent work" with "dignified work" to convey respect for workers as human being, and not only means of production. • Avoid framing activities solely for practical purposes, such as presenting women's economic justice only as a means to economic growth. • Refrain from using terms like "prostitute" or "prostitution." Use "sex workers" instead.



- Do not refer to "poor people" which implies poverty is inherent. Instead, refer to "people experiencing poverty".
- Labelling groups as "minorities" reinforces their position as "others" and implies vulnerability. Use more inclusive language.
- Recognize and address heteronormativity which is tied to patriarchal norms and gendered expectations. Define these terms to your audience to ease understanding.
- The term "sanitary products" implies menstruation is unclean. Use neutral terms like "menstrual products" to avoid reinforcing stigma.

MIGRATION, RACE, POWER, DECOLONIALISATION

- Avoid the term "illegal immigrants" since only actions are illegal and not people. Emphasize the humanity and complex circumstances of individuals without using dehumanizing language.
- Avoid "mixed race" as it aligns with the concept of a "pure race".
- Avoid "empowerment" because individuals already possess power this is not something that can be given to them by others.
- Avoid "developed/developing country" which ignore internal inequalities in "developed countries" and the unequal systems hindering development.
- Do not treat people experiencing homelessness as a homogenous group. Write about them with sensitivity and respect. Avoid the term "the homeless".
- Use "informal economy" rather than "black market" to avoid negative connotations and provide a clear, accurate description.
- Avoid "ethnic minority" and prefer "minority ethnic" to emphasize context-specific minority status rather than implying the ethnicity itself is a minority.
- Avoid "vulnerable people" since individuals are not inherently vulnerable; they are in vulnerable situations due to systemic issues rather than individual deficiencies.
- Avoid "giving a voice to" recognising that people already have a voice and that you can only provide support.



Open Government Inclusive Communication Campaign

LINK	https://transparencia.gob.es/transparencia/
AUTHOR PARTNER	IT Solutions for All
LANGUAGE	Spanish
TPOLOGY	Institutional Campaign
AIM & TARGET GROUP	Spanish citizens in general.
SHORT DESCRIPTION OF THE GOOD PRACTICE	Inform and contribute to disseminating what open government is, making the existence of the Transparency Portal known to all citizens, bringing the possibility of making proposals and understanding the Government closer.
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none"> 1. Inform and contribute to disseminating what open government is, making known the existence of the Transparency Portal and the existing participation mechanisms in public life. 2. Change attitudes, beliefs and stereotypes about the Administration and contribute to disseminating an image of the administration that is transparent and close, facilitating the exercise of rights and contributing to strengthening democracy. 3. Change behaviour of the population so that they access the Transparency Portal to a greater extent, request information from the Administration, participate in the Administration's consultation processes, and send proposals for the improvement of Public services. 4. Materials: videos, posters, banners, in Spanish, Catalan, Basque, Valencian and English



The Accessible Communications Charter

LINK	https://handicap.gouv.fr/accessibilite-de-la-communication-de-letat
AUTHOR PARTNER	SOLUTION
LANGUAGE	French
TYPOLOGY	Recommendations for the public communication by the French State
AIM & TARGET GROUP	The recommendations are designed to meet the needs of both disabled people and the general public.
SHORT DESCRIPTION OF THE GOOD PRACTICE	<p>Common set of standards for state communications in the intermenstrual sphere. The aim is to encourage all possible improvements in the way citizens are addressed, by setting a base of minimum commitments. It establishes the framework for accessible communication, an essential condition for citizen participation and access to rights. The charter is aimed at all those who, by virtue of their function, role or position, are required to inform the French public about government actions.</p>
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none"> 1. The legibility of communications is paramount when they are offered in a written format. The choice of font for a document, whether digital or printed, is important and it is therefore compulsory to use the Marianne typeface, which was designed in particular to ensure the legibility of communication 2. Text should be left-aligned, or justified only if spaces between words are a regular feature of official state communications. 3. Use short sentences and simple words, as well as spelling out numbers. 4. For speeches and press conferences by members of the government (events organised within a ministry or public administration), sign language, subtitles and text files must be used. 5. Subtitling is mandatory for videos such as live broadcasts on social networks, montages, reports or campaign spots. 6. For images, infographics, social network publications, it is mandatory to have a replacement text. 7. For press kits/reports/guides (media created as part of a campaign benefiting from a media buy; or produced as part of a government priority), it is mandatory that this text be available in PDF or html as well as in FALC (Easy to read and understand).



Summer DEI School 2024

LINK	https://workwidewomen.com/
AUTHOR PARTNER	Demostene Centro Studi
LANGUAGE	Italian/ English
TPOLOGY	DEI training week
AIM & TARGET GROUP	Promoting diversity, inclusion and equality in the workplace
SHORT DESCRIPTION OF THE GOOD PRACTICE	Three intensive weekends of advanced training, networking and fun, dedicated to the crucial topics of Diversity, Equity & Inclusion in Bologna, Italy. The Summer DEI School project stems from the desire to innovate through the inclusion and enhancement of all people in their uniqueness.
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none">1. Development of highly engaging and user-friendly business training products on the topics of Diversity, Equity & Inclusion.2. Talent attraction and acquisition projects to enrich, through the inclusion of diverse talent, standardised and stereotyped contexts.3. Video Courses in motion graphics to ensure fast engagement and self-learning.4. Quizzes, tests and climate surveys on Diversity, Equity & Inclusion. ISO 30415 certification





*Gender Sensitive
and Gender-Neutral
Communication*

EIGE Toolkit on gender-sensitive communication

LINK	https://eige.europa.eu/publications-resources/toolkits-guides/
AUTHOR PARTNER	IHF
LANGUAGE	English
TYPOLOGY	Online training resources
AIM & TARGET GROUP	Gender-sensitive communication
SHORT DESCRIPTION OF THE GOOD PRACTICE	<p>This toolkit, developed by the European Institute for Gender Equality (EIGE) is an easy-to-use guide on how to use more gender-sensitive language in writing. While the toolkit offers tips and examples for English, its principles for gender-sensitive writing are universal and applicable to other languages. It primarily targets policymakers, policy advisors, legislators, media, writers, and editors involved in policy drafting, but also supports a broad audience of international English speakers.</p>
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<p>The EIGE identifies three types of language within the “inclusivity scale”:</p> <ol style="list-style-type: none"> 1. Sexist / gender-discriminatory / gender-biased language to be avoided 2. Gender-neutral / gender-blind language to be considered carefully 3. Gender-sensitive language to be favoured as it promotes gender equality through language <p>Gender-neutral language can be more inclusive for those who do not identify within a binary gender system. However, it may maintain the status quo and fail to transform unequal gender relations.</p> <p>How to decide whether to include gender explicitly:</p> <ul style="list-style-type: none"> • Will mentioning gender shed light on key aspects of the issue? If yes, use gender-sensitive language. • Are you referring to people in general or a specific group? For people in general, gender-neutral language may be acceptable. • Are you aiming to include non-binary genders? If so, use gender-neutral language (e.g., “they”, “them”). <p>Key principles for inclusive language:</p> <ul style="list-style-type: none"> • Recognise and challenge stereotypes • Be inclusive and avoid omission • Be respectful and avoid trivialization and subordination



MAIN CHALLENGES AND SOLUTIONS

Information about gender and gendered nouns (“female lawyer”)

- Do not provide irrelevant gender information
- Avoid using gendered nouns. Use gender-neutral descriptions (e.g., police officer)
- Simply use the occupation title with no gender description

Stereotypical content

- Ensure images do not reinforce gender stereotypes
- Include a diverse mix of people in various environments
- When creating voice-overs consider the gender and the type of information they deliver. Always aim for a mix of genders
- Ensure examples show a mix of genders in different roles
- Avoid gender stereotypes in descriptions
- When describing a characteristic, ask if you would use the same term for the opposite gender. If not, find a gender-neutral term

Invisibility or omission of women

- Do not use ‘man’ or ‘he’ to refer to everyone
- Make clear references to men and women by naming each

Subordination and trivialization

- Promote gender equality by not trivializing or subordinating women. Trivialization is language that makes something seem unimportant. Often, things related to women are trivialized through language that makes them sound ‘small’ or ‘cute’
- Use "Ms" to avoid denoting marital status
- Use the same naming conventions for men and women
- Be mindful of word order and avoid always putting the male version first
- Avoid patronizing terms for women

PRACTICAL TOOLS

1. [List of pronouns](#)
2. [Examples of situations where women may be subject to invisibility or omission and alternatives to use](#)
3. [Examples of common gendered nouns and alternatives](#)
4. [Examples of common adjectives that carry a gender connotation and alternatives](#)
5. [Turns of phrase which exclude women](#)

QUIZ TIME

EIGE quiz to test your knowledge and identify gender insensitive language in different types of documents.



Women's Rights Centre Gender Sensitivity Workshops

LINK	/
AUTHOR PARTNER	Circle
LANGUAGE	Polish
TYOLOGY	Workshop Series
AIM & TARGET GROUP	Gender-sensitive communication.
SHORT DESCRIPTION OF THE GOOD PRACTICE	<p>The Women's Rights Center conducts workshops aimed at promoting gender-sensitive communication. These workshops address gender biases, stereotypes, and the use of inclusive language in both professional and personal settings.</p>
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none">1. Use gender-neutral language to avoid reinforcing stereotypes2. Educate participants about the impact of gender biases in communication3. Promote the implementation of gender equality policies in organisation4. Provide real-life scenarios and role-playing exercises to practice gender-sensitive communication.



Circular November 21, 2017 on the rules for feminising and writing texts

LINK	https://www.legifrance.gouv.fr/jorf/id/JORFTEXT000036068906
AUTHOR PARTNER	Solution
LANGUAGE	French
TYPOLOGY	French law (circular)
AIM & TARGET GROUP	Feminizations of titles, professions and functions in texts published in the Journal Officiel de la République. It was done for a better inclusion and equality between women and men.
SHORT DESCRIPTION OF THE GOOD PRACTICE	In the name of reinforcing equality between women and men, this circular calls for the feminization of titles, professions and functions, particularly in texts published in the Journal Officiel: "with regard to acts of appointment, the title of functions held by a woman must be systematically feminised, except when the title is epicene". The circular calls for the use of mixed forms of language.
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none"> 1. Texts that designate the person holding the position in question must be consistent with that person's gender. When an order is signed by a woman, the author must be referred to as "La Ministre", "La Secrétaire Générale" or "La Directrice" (Female form) in the title of the text and in the implementing article. 2. In the case of appointments, the titles of positions held by women must be systematically feminised- except where the title is epicene- in accordance with the rules set out in the guide to feminization of trade names, titles, grades and positions drawn up by the Centre national de la recherche scientifique and the Institut national de la langue française. 3. In recruitment documents and vacancy notices published in the Journal Officiel, formulas such as "le candidat ou la candidate" (neutral form), so as not to show any gender preference.



Do you think how you speak? Didactic guide for equal use of language

LINK	http://asociacionarrabal.org/wp-content/
AUTHOR PARTNER	Arrabal-AID
LANGUAGE	Spanish
TYPOLOGY	Social initiative
AIM & TARGET GROUP	Directed to Secondary Education, Training Cycles and Baccaulaureate.
SHORT DESCRIPTION OF THE GOOD PRACTICE	Language is a communication tool with great transformative at the same time that it is a key socialization factor that allows us build as people. This guide is intended to be a document of work that responds to a demand of today's society, which needs instruments to be able to carry out measures that promote equality between women and men.
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none"> 1. The importance of language. 2. The meaning of the words. 3. Stereotypes. 4. The investment rule. 5. The prestige of the masculine versus the discredit of the feminine. 6. The insults. 7. The proverbs. 8. The jokes. 9. The directors. 10. New linguistic habits. 11. Sexist features of speech. 12. Activity suggestions.



Communication for equal language practical guide

LINK	https://www.universite-paris-saclay.fr/
AUTHOR PARTNER	SOLUTION
LANGUAGE	French
TYPOLOGY	Practical guide by the University Paris Saclay
AIM & TARGET GROUP	Through this best practice guide, Université Paris Saclay is trying to create a campus that everyone can get involved in. This guide is therefore intended for all students, administrative staff, teaching or research staff.
SHORT DESCRIPTION OF THE GOOD PRACTICE	<p>This guide shows the principles of egalitarian communication that will be useful in future essays written by students, administrative staff or teaching staff. The aim is to support these people so that they have all the keys to handling egalitarian communication. This guide takes a look at the current state of egalitarian communication in France, with a look back at the history and context of inclusive language in France. The guide also includes a list of good practices to use and repeat.</p>
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none"> 1. The guide recommends systematically matching the names of professions, titles, grades and functions to the gender of the person to whom they refer. 2. The guide also calls for the use of double flexion when referring to a mixed population. In fact, it's better to use "les étudiantes (Female form) et les étudiants (masculine form)". 3. The guide recommends eliminating sexist expressions such as "maiden name" in favour of birth name. 4. In the case of abbreviations, the mid-point should be used, limiting it to words that change from masculine to feminine by simply adding letters, for the sake of legibility. It is recommended to use a single period for words in the plural. 5. Try to use epicene words. 6. Women should be referred to in the same way as men (with or without the first name). It's best to give both first and last names, so that people can be correctly identified.





*Disability-Inclusive
Language &
Communication*

Introduction Braille's in public transport

LINK	https://www.elconfidencial.com/espana/
AUTHOR PARTNER	IT Solutions for All
LANGUAGE	Spanish
TPOLOGY	Guidelines
AIM & TARGET GROUP	Blind people
SHORT DESCRIPTION OF THE GOOD PRACTICE	Adding Braille's signs in public transport and on city signs.
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none">1. Enabling independent navigation around the city for blind people.2. Training transport people on the needs of blind people.3. Update Braille's signs.4. Involvement of organizations of blind people in design.



Sign Language Interpreter Services

LINK	https://www.comunidad.madrid/
AUTHOR PARTNER	IT Solutions for All
LANGUAGE	Spanish, sign language
TPOLOGY	Initiative
AIM & TARGET GROUP	Communication for inclusion of people with hearing disabilities
SHORT DESCRIPTION OF THE GOOD PRACTICE	The Spanish Sign Language Interpreter Service (SILSE) provides support to hearing-impaired people living in the Community of Madrid who use this language and require it in the most important daily procedures.
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none"> 1. Free and individualised support service for people with hearing disabilities so that they can resolve their issues autonomously. 2. Situations such as medical consultations, job interviews, bank formalities, administrative procedures... 3. Service that can also be used by associations of deaf people for the interpretation of courses or conferences of general interest. 4. Initiative fostering inclusive communication through operational support.



Development of inclusion in recruitment

LINK	https://www.top-employers.com/en/insights/
AUTHOR PARTNER	Arrabal-AID
LANGUAGE	Spanish
TYOLOGY	Initiative
AIM & TARGET GROUP	Improving the accessibility of recruitment processes for people with disabilities
SHORT DESCRIPTION OF THE GOOD PRACTICE	Introducing recruitment standards and improvements that ensure equal access to jobs for people with various disabilities.
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none">1. Using technology to support the application process and job interviews.2. Training HR teams on accessibility and inclusion.3. Regular coworking with organizations representing people with disabilities.4. Introducing mandatory diversity policies in the workplace.



Integracja Foundation Training Program

LINK	/
AUTHOR PARTNER	Circle
LANGUAGE	Polish
TYPOLOGY	Training Program
AIM & TARGET GROUP	Communication for the inclusion of people with disabilities.
SHORT DESCRIPTION OF THE GOOD PRACTICE	<p>The Integracja Foundation offers comprehensive training programmes focused on accessible communication for people with disabilities. These programmes include practical sessions on using assistive technologies like screen readers and text-to-speech software, and understanding the principles of creating accessible digital content.</p>
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none">1. Use clear and simple language to ensure accessibility.2. Incorporate assistive technologies to support various disabilities.3. Regularly update and audit digital content for accessibility compliance.4. Provide training for staff on disability awareness and inclusive practices.



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InclusivOpera

LINK	https://www.sferisterio.it/en/inclusivopera-2022
AUTHOR PARTNER	Demostene Centro Studi
LANGUAGE	Italian/English
TPOLOGY	Initiative
AIM & TARGET GROUP	People with sensory and cognitive impairments, with a special focus on youngsters
SHORT DESCRIPTION OF THE GOOD PRACTICE	<p>The InclusivOpera project, coordinated by Prof. Elena Di Giovanni since its onset, is aimed at people with sensory and cognitive impairments, with a special focus on young people. All opera performances are audio described for blind or partially sighted people, with Italian and English pre-recorded introductory descriptions also available online. They also provide fully guided multisensory tours, sign-language-interpreted tours, personal hearing assistant, live subtitles in Italian and English for all opera performances.</p>
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ul style="list-style-type: none"> - Project realised in international partnership Italian and international partners: Ente Nazionale Sordi (ENS)- Section of Macerata; Museo Statale Tattile Omero of Ancona; Unione Italiana Ciechi e Ipovedenti (UICI)- Section of Macerata; Municipality of Macerata; University of Macerata; University of Pittsburgh, USA. - Accessibility has had the merit of creating awareness of different needs, inclusion has evoked and evokes the need for the participation of all in the social and cultural life of every country in the world, to ensure and enhance individual and collective well-being. - Before each performance there are activities such as an inclusive treasure hunt open to blind and visually impaired, deaf and hard of hearing children and young people aged 6 to 15 years, multisensory tours: discovering the voices of Il Barbiere di Siviglia, Italian Sign Language tour: discovering the set and props etc.



Together we can make a difference

LINK	https://www.youtube.com/watch?v=NmfL0rihy34
AUTHOR PARTNER	IT Solutions for All
LANGUAGE	Spanish
TPOLOGY	Campaign
AIM & TARGET GROUP	Promoting equality for people with disabilities
SHORT DESCRIPTION OF THE GOOD PRACTICE	Joint campaign to promote the rights of people with disabilities.
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none">1. Organization of training for employees.2. Representation in media.3. Promoting equality policy in enterprises.4. Using inclusive language in all campaign materials.

**JUNTOS
HACEMOS
LA DIFERENCIA**



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*Neurodiversity-
Sensitive Language
& Communication*

Polish Autism Society Neurodiversity Awareness Training

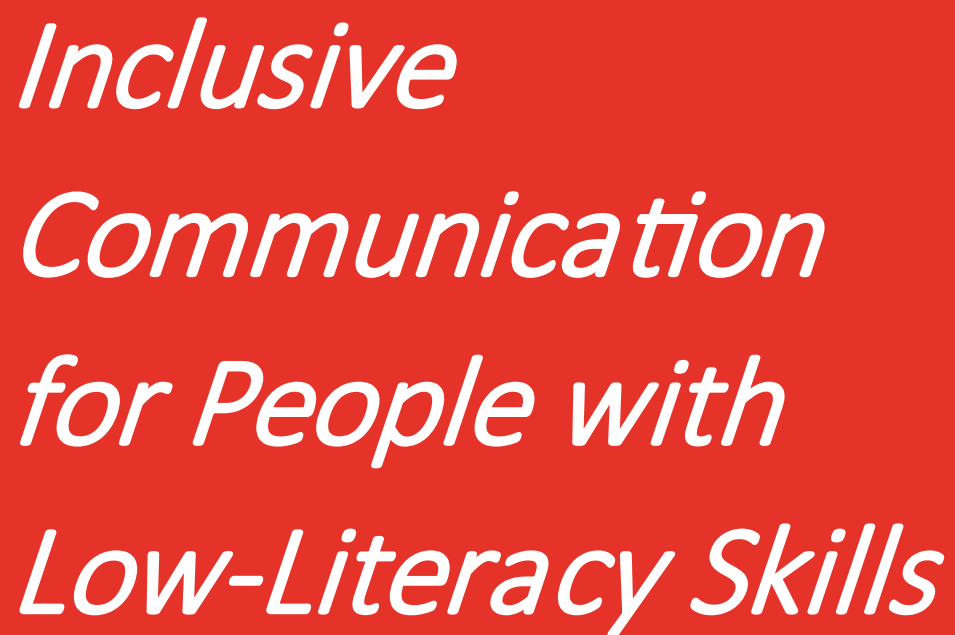
LINK	/
AUTHOR PARTNER	Circle
LANGUAGE	Polish
TYPOLOGY	Training Programme
AIM & TARGET GROUP	Neurodiversity-sensitive communication.
SHORT DESCRIPTION OF THE GOOD PRACTICE	<p>The Polish Autism Society offers training programmes focused on raising awareness about neurodiversity and adapting communication strategies to meet the needs of neurodivergent individuals. The training includes creating sensory-friendly environments and using clear, concise language.</p>
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none"> 1. Adapt communication methods to accommodate neurodivergent individuals. 2. Create environments that reduce sensory overload. 3. Use direct and unambiguous language to enhance understanding. 4. Provide visual schedules and clear instructions to support communication. 5. Train staff to recognize and respect neurodiverse communication preferences.



Specialisterne

LINK	https://specialisterneitalia.com/
AUTHOR PARTNER	Demostene Centro Studi
LANGUAGE	Italian/English
TYOLOGY	Social Initiative
AIM & TARGET GROUP	Neurodivergent People
SHORT DESCRIPTION OF THE GOOD PRACTICE	When implementing an inclusion project, Specialisterne seeks out, selects and trains neurodivergent people from a technical and socio-occupational point of view. In this sense it follows the service model, but in this case, it is the client who hires the employees, who become an integral part of its staff.
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ul style="list-style-type: none"> - A key part of Specialisterne's mission is to 'provide training and employment' for people on the autism spectrum. Through their free training courses, they help neurodivergent persons to be better prepared for the labour market by offering them job opportunities suited to their characteristics and in line with their interests, and they also support them with ongoing mentoring to help them develop a successful professional career. - The success of the Specialisterne's model is also based on preparing the companies they work with to effectively welcome neurodivergent people into their teams, making work inclusion a process of growth and mutual understanding. - They also carry out training courses and complete work inclusion projects and follow a 100% online mode, which increasingly allows Specialisterne to carry out projects in any location, with the possibility of getting autistic people from all parts of the world into work.





*Inclusive
Communication
for People with
Low-Literacy Skills*

Clear language in public administration

LINK	https://confilegal.com/20240223
AUTHOR PARTNER	Arrabal-AID
LANGUAGE	Spanish
TPOLOGY	Guidelines
AIM & TARGET GROUP	Simplifying official communication, accessibility for people with different levels of education
SHORT DESCRIPTION OF THE GOOD PRACTICE	An initiative of the Spanish government to make official documents easier for people to understand by using simple language.
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none">1. Use simple and understandable language.2. Avoiding technical jargon.3. Formulating sentences clearly.4. Using an active form of sentences in which the subject performs an action.



FRSI Easy-to-Read Project

LINK	/
AUTHOR PARTNER	Circle
LANGUAGE	Polish
TYPOLOGY	Educational Resource
AIM & TARGET GROUP	Communication for low-literacy individuals
SHORT DESCRIPTION OF THE GOOD PRACTICE	<p>The Easy-to-Read project, an initiative of the Fundacja Rozwoju Społeczeństwa Informacyjnego (FRSI), creates accessible reading materials for individuals with low literacy skills. These resources use simple language and clear visuals to ensure comprehension and engagement.</p>
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none">1. Develop materials using simple, straightforward language.2. Incorporate visual aids to support text comprehension.3. Test materials with target audiences to ensure effectiveness.4. Provide step-by-step instructions and explanations.5. Ensure regular feedback and revisions based on user experience.



FALC (Facile à Lire et à Comprendre)

LINK	https://www.falc.be/#quoi_falc
AUTHOR PARTNER	Solution
LANGUAGE	French
TYPOLOGY	Initiative by ABSL Inclusion
AIM & TARGET GROUP	FALC is useful for anyone who has difficulty understanding information and people with an intellectual disability.
SHORT DESCRIPTION OF THE GOOD PRACTICE	<p>FALC means Easy to Read and Understand. It is a language accessible to everyone, used for writing and speaking. All documents can be translated into FALC, including letters, regulations, and explanations on websites. The FALC methods helps those with comprehension difficulties and their families in:</p> <ul style="list-style-type: none"> • Translating texts into Easy to Read and Understand • Correcting Easy to Read and Understand texts • Offering training courses on the Easy to Read and Understand method
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none"> 1. For the FALC method, long sentences that are difficult to understand are replaced with short sentences easier to understand. 2. Rules have been put in place to help people make the information they produce easy to read and understand. These rules are divided into several sections: general rules for easy-to-understand information, specific rules for written information, specific rules for electronic information, specific rules for video information and specific rules for audio information. 3. For the general rules for easy-to-understand information, the guidelines note that we should use the same word to mean the same thing throughout one document. You need to keep your sentences short, and always use the word "you" when addressing the other person. Moreover, you should use active rather than passive sentences.



4. For the specific rules for written information: use a format that's easy to read, easy to follow and easy to photocopy (for example, A4 or A5). You should **never use serif fonts**. When using a dark background with light writing, the background must be dark enough and the writing light enough to be read.
5. For the specific rules for electronic information: websites should have an easy-to-access, legible navigation bar. The **main navigation bar should have no more than 7 or 8 titles**. When creating links to other pages, clearly explain what people will find on these new pages.
6. For the specific rules for video information: express yourself slowly, and **keep the video simple**. The screen should be neither too bright nor too dark. **Audio descriptions** for the blind are a good option. **Subtitles** are also preferable for the deaf.
7. For the specific rules for audio information: the person must **speak clearly and slowly**. The soundtrack must be of good quality. And there should be breaks in the speech.



A horizontal bar with four colored circles (yellow, blue, green, red) and a red rectangular bar to the right, resembling a window header.

*Inclusive Language towards
Migrants and People Facing
Ethnic/Cultural
discrimination*

Language inclusion in health services

LINK	https://www.uv.mx/prensa/cultura/
AUTHOR PARTNER	IT Solutions for All
LANGUAGE	Spanish, main languages of migrants
TPOLOGY	Guidelines
AIM & TARGET GROUP	Migrants and linguistic minorities
SHORT DESCRIPTION OF THE GOOD PRACTICE	Introducing multilingual materials and translators in health services to enable better access to medical care.
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none">1. Providing information materials in different languages.2. Training medical staff in intercultural communication.3. Monitoring the satisfaction of patients from different linguistic and cultural groups.4. Enabling access to language translators in medical facilities.



Intercultural Education Programme

LINK	https://melillahoy.es/
AUTHOR PARTNER	Arrabal-AID
LANGUAGE	All languages of national minority in Spain
TYPOLOGY	Educational framework
AIM & TARGET GROUP	Education of children national minority and immigrants
SHORT DESCRIPTION OF THE GOOD PRACTICE	A school programme promoting respect and understanding between different cultures.
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none">1. Integration of content in Programme.2. Organization of cultural events in schools.3. Training teachers about culture from other countries.4. Supporting students in learning Spanish as a second language.



IOM Poland Language Support and Integration Programme

LINK	/
AUTHOR PARTNER	Circle
LANGUAGE	Polish
TYOLOGY	Language Support Programme
AIM & TARGET GROUP	Communication for the inclusion of people with a migrant background.
SHORT DESCRIPTION OF THE GOOD PRACTICE	<p>The International Organization for Migration (IOM) Poland provides language support programmes tailored to migrants. These include Polish language classes combined with cultural integration workshops to facilitate smoother transitions and better communication within the community.</p>
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none">1. Provide language support that is culturally sensitive and tailored to the needs of migrants.2. Encourage community engagement and cultural exchange.3. Utilize interactive and practical teaching methods to enhance learning outcome.4. Foster partnerships with local communities to support integration efforts.



Action Plan for Integration and Inclusion 2021-2027

LINK	https://www.integrazionemigranti.gov.it/it-it/
AUTHOR PARTNER	Demostene Centro Studi
LANGUAGE	Italian/English
TPOLOGY	Institutional Guidelines
AIM & TARGET GROUP	People with a migrant background
SHORT DESCRIPTION OF THE GOOD PRACTICE	The Plan identifies four main areas of action: Education and Training; Jobs and Skills; Health; and Housing.
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	For Education and Training area , the aim is to: <ul style="list-style-type: none"> • Foster the access of migrant children or children with a migrant background to high quality and inclusive early childhood education and care; • Provide teachers with training and tools to manage multicultural and multilingual classrooms for the benefit of all pupils; • Create multi-stakeholder learning communities involving schools, social services and parents; • Speed up and simplify the recognition of qualifications acquired in non-EU countries; • Promote the participation of migrants in comprehensive language and civic education programmes that start when they arrive and accompany them along their integration paths.
	In the Work and Skills area , the main objectives are to: <ul style="list-style-type: none"> • Strengthen cooperation between key labour market actors and migrants at European, national and local level; • Better support migrant entrepreneurs, including social entrepreneurs, through facilitations for access to credit, training and counselling; • Increase women's participation in the labour market; • Make skills assessment more effective and faster and to support upskilling and reskilling also through validation of procedures for non-formal and informal learning; • Increase migrants' participation in high-quality vocational education and training.



Concerning **health**, the Action Plan wants migrants and EU citizens with a migration background to:

- Be informed of their rights
- Have equal access to health services, including mental health services, according to national law and practice. In facilitating access to health services, full account must also be taken of the specific challenges faced by women, including pre-natal and new mother health care.


Access to **adequate and affordable housing**, including social housing, must be ensured. Member states and regional and local authorities must:

- Have tools and good practices available to counter discrimination in the housing market, as well as innovative solutions to foster inclusion and combat segregation;
- Promote individual, rather than collective, housing models for asylum seekers, in particular families, and to disseminate and expand innovative models for holders of international protection.

Finally, **actions** in support of effective integration and inclusion, **transversal to all areas considered**:

- Building strong partnerships between all actors; exploiting the opportunities offered by European funds;
- Promoting participation and encounters with the host community;
- Enhancing the use of new technologies and digital tools; and monitoring progress by aiming at evidence-based integration and inclusion policies.





*LGBTQ+ Inclusive
Language and
Communication*

ILGA Guidelines for Journalists – Reporting on LGBTI issues, people and communities

LINK	https://www.ilga-europe.org/about-us/media-centre/
AUTHOR PARTNER	IHF
LANGUAGE	English
TYPOLOGY	Guidelines
AIM & TARGET GROUP	Inclusive communication towards the LGBTQ+ community
SHORT DESCRIPTION OF THE GOOD PRACTICE	<p>Handy tool addressed to journalists, and published by ILGA, giving accurate guidance when reporting on LGBTI lives, rights, issues and events. These guidelines contain clear recommendations in the form of ‘do’s and don’ts’ on how to cover LGBTI-related news and how to approach and talk about LGBTI people and activists.</p>
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<p>How to report on the human rights situation of LGBTI people</p> <ul style="list-style-type: none"> • Do not always present LGBTI people as victims • Report on LGBTI people as integral parts of society, not as outsiders • Remember that achieving marriage equality or civil partnership rights for same-sex couples does not mean the country is suddenly a great place for LGBTI people to live <p>How to talk to and about LGBTI people in your stories</p> <ul style="list-style-type: none"> • Do not include comments from individuals claiming to represent LGBTI interests without a history of activism, speaking only from a personal perspective • Do not include details on the sexual orientation, gender identity, or gender expression of your subjects if it only serves to sensationalize your story • Remember that when LGBTI people share their experiences publicly, they are often discussing intimate aspects of their identities, which puts them in a vulnerable position and at potential risk of discrimination



Language and pronouns

- Do not stereotype based on false internalised assumptions
- Use language in your story that everybody can understand
- Avoid the following terms: transsexual, LGBT lifestyle, lifestyle choice, gay lifestyle, sex change, homosexual, homosexuality, homosexual relationship, hermaphrodite, prostitute, rent boy
- Do not say 'gay marriage' unless you are referring to marriage between two men
- Do not use "gay" or "queer" as encompassing terms for LGBTI communities
- Before an interview, ask for pronouns and names, and use them in your article and during your conversation

Intersex and trans people and communities

- Do not use outdated language. Check out this style guide by Intersex Australia to stay updated
- Do not use outdated language. Check out the style guide by [Intersex Australia](#) to stay updated.
Do not reproduce trans-exclusionary language or include trans-exclusionary voices just for the sake of having "both sides of the story"

Useful data and resources on the situation of LGBTI people for media reporting and fact-checking

- ILGA-Europe's Rainbow Map & Index
- ILGA-Europe's Annual Review
- ILGA-Europe's Glossary
- Fundamental Rights Agency Survey on LGBTI people (2020)
- TGEU's Trans Rights Map in Europe and Central Asia



“She”


LINK	https://www.youtube.com/watch?v=dFW2U1vcf84
AUTHOR PARTNER	Arrabal-AID
LANGUAGE	No language. Only Spanish in 1 word.
TYPOLOGY	Advertising Campaign
AIM & TARGET GROUP	The objective of the spot is to show and support all those people who are forced to distance themselves from their families, to change their way of being or to behave differently to fit into the established canons for fear of not being accepted.
SHORT DESCRIPTION OF THE GOOD PRACTICE	“She” is a Christmas story that tells the beautiful story between a grandfather and his granddaughter, and how the love that unites them is so great that it can overcome any prejudice or barrier that may separate them. The plot thread of this piece arises from the visit of the character Ana, a trans girl who is going to visit her family at Christmas, this story is a reflection of acceptance, respect and above all tolerance.
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none"> 1. The actress reflects the spirit of the brand, which has chosen to present a trans person during their transition process, to give maximum verisimilitude to the campaign, while continuing to reinforce its commitment to the group. 2. The campaign was launched in Spain on different platforms and media such as: Television, Cinema, Outdoor and Digital/Social. We can find it in different formats ranging from a long piece with a duration of 3 minutes to different pills that range from 10” to 60”. 3. LGTBIQ+ feel uncomfortable and even rejected by their own environment, a circumstance known as ‘Christmas homosexledad/alone homosexuality’



Diversity and Inclusion LGBTQ+

LINK	https://diversite-inclusion.aacc.fr/lgbt/#bonnespratiques
AUTHOR PARTNER	SOLUTION
LANGUAGE	French
TYOLOGY	Initiative and guidelines
AIM & TARGET GROUP	Practical information for companies and agencies in order for them to make their company more inclusive.
SHORT DESCRIPTION OF THE GOOD PRACTICE	Practical files containing best practices to implement. These sheets are intended for agencies and companies that want to make a commitment to diversity and inclusion but do not know where to start. They are designed to help agencies build their own tailor-made program with their team and HR department, but are by no means exhaustive, as the subject is so wide-ranging and evolving.
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none"> 1. Affirm company/agency values regarding LGBTQ+ people. Indeed, the agency, via its management and HR department, is publicly committed to combating all forms of discrimination, including those based on sexual orientation and gender identity. 2. Creating an inclusive environment for LGBTQ+ people. Employers must create an open, caring corporate culture in which discriminatory behaviour, comments and remarks are prohibited. This requires managers to set an example. 3. Ensuring confidentiality for LGBTQ+ employees who so wish. Employers must never assume that what they know is known to the rest of the company. In this way, the complete confidentiality of information entered when hiring talent must be guaranteed, whether or not HR management is internal. 4. Training and raising awareness among HR teams. It's a good idea to train HR teams in sexual orientation and gender identity issues. They may be the first point of contact for an employee undergoing a gender transition or wishing to come out.



- 
- A solid blue square is positioned to the left of the list items.
5. Appointing a referent. It's a good idea to appoint an individual with expertise in LGBTQ+ issues: this person can be the point of contact for all these issues, both internally and externally.
 6. Raising staff awareness. Particularly in the communications professions, which may have to deal with these issues with customers, it's a good idea to train all staff on issues of gender identity, sexual orientation and discrimination.

A Venn diagram consisting of two overlapping circles. The left circle is a darker shade of purple, and the right circle is a lighter shade of purple. The text 'LGBT+' is centered in the overlapping area in white.

Les sujets liés à l'identité de genre et à l'orientation sexuelle, que l'on peut rassembler derrière l'acronyme LGBT+ et ses variantes, **ne sont pas qu'une affaire de vie privée ou d'intimité**. Une politique D&I en agence ne peut pas s'affranchir de les adresser dans toute leur complexité.



I'm not

LINK	https://www.elpublicista.es/videos1/no-estoy-manifiesto-lgtbiq-havas
AUTHOR PARTNER	Arrabal-AID
LANGUAGE	Spanish
TPOLOGY	Campaign
AIM & TARGET GROUP	The main objective of the action is to educate and raise awareness both in the communication and advertising sector, and in the general population.
SHORT DESCRIPTION OF THE GOOD PRACTICE	A campaign to demand the need to continue moving towards inclusivity. This is the first national initiative that promotes the inclusion of the LGTBIQ+ group in the field of marketing and communication. The campaign vindicates the need for all people to feel represented in the field of advertising.
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none"> 1. In a context where brand values are essential to connect with audiences, the integration of diversity in marketing strategies is essential to improve reputation and, at the same time, contribute to social cohesion. 2. Good creativity is that which generates stories that connect with consumers and that also generate a positive impact on society. 3. The commitment of companies grows through the implementation of inclusive policies, the promotion of diversity in their work teams and support for organizations and presence at LGTBIQ+ events. <p>There are not many brands that have taken the step of including profiles of the LGTBIQ+ group in advertising campaigns in more traditional media such as television, for example.</p>



National LGBT+ Strategy 2022- 2025

LINK	https://unar.it/portale/
AUTHOR PARTNER	Demostene Centro Studi
LANGUAGE	Italian/English
TPOLOGY	Institutional Guidelines
AIM & TARGET GROUP	Discriminated people for their sexual orientation and gender identity
SHORT DESCRIPTION OF THE GOOD PRACTICE	The National Office Against Racial Discrimination
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<p>UNAR works independently within the Presidency of Council of Ministers - Equal Opportunities Department</p> <p>The Office is organised into:</p> <ul style="list-style-type: none"> - Protection service for indiscrimination, which gathers all discrimination reports received through a multilingual Contact Centre, analyses them and provides immediate assistance by advising the individual. - Service for studies, researches and institutional relations, which actively promotes studies, training courses, awareness campaigns, information and public communications regarding the topics of opposition to discriminations. <p>The Office is coordinated by a General Director, appointed by the Prime Minister or by a delegated Minister, and is supported by personnel from Presidency of Council of Ministers and other public administrations. They include two executives responsible for the services and unit of area A and B</p> <p>Due to its specific characteristics, the office can benefit from additional public personnel. It also can appoint a maximum of five high quality external experts.</p>





*Age-Inclusive
Language &
Communication*

WHO Quick Guide to Avoid Ageism in Communication

LINK	https://www.who.int/publications/
AUTHOR PARTNER	IHF
LANGUAGE	English
TYPOLOGY	Operational guidelines
AIM & TARGET GROUP	Avoid ageism
SHORT DESCRIPTION OF THE GOOD PRACTICE	<p>This short guide, produced as a part of the Global Campaign to Combat Ageism, aims to help communication practitioners to avoid ageism in the messages and images. It is part of a wider Toolkit offering resources to learn about ageism, initiate conversations about the topic, organise events to raise awareness, and spread the word through social media.</p>
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<p>Avoid overgeneralisation Young and older people tend to be portrayed as homogenous groups. However, life experiences and intrinsic capacities are only partially correlated with the age. It is important that communication reflect this heterogeneity, life stories and realities across age groups.</p> <p>Avoid euphemisms Language should demonstrate a sensitive understanding of the person's situation without being pitying, stereotypical, or patronizing. Use objective language and not focus only on age or stereotypes.</p> <p>Example: avoid saying “poor young man” and try with “a younger man who is poor”</p> <p>Avoid othering Othering a group might have negative impacts since it introduces imaginary boundaries between while reducing perception that younger/older people deserve full inclusion in society.</p> <p>Chose you images wisely Communication efforts addressed to young people often use images portraying young people as tech-driven and focused on social media. However, this picture might be not representative of all young individuals and does not reflect the diversity within this age group.</p>



Digital accessibility for all of us

LINK	https://www.plenainclusion.org/noticias/
AUTHOR PARTNER	IT Solutions for All
LANGUAGE	Spanish
TYOLOGY	Campaign
AIM & TARGET GROUP	Older people and people with disability
SHORT DESCRIPTION OF THE GOOD PRACTICE	An initiative aimed at improving digital accessibility of services and content for older people and people with disabilities.
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none">1. Compliance with WCAG 2.1 standards in website design.2. Organizing workshops on the use of technology for older people.3. Coworking with disabled organizations in creating accessible content.4. Regular reviews of digital accessibility by independent information.





*Inclusive Communication
for People Facing Socio-
Economic difficulties*

Financial education for all of us

LINK	https://www.bbva.com/es/sostenibilidad/
AUTHOR PARTNER	Arrabal-AID
LANGUAGE	Spanish, regional languages
TPOLOGY	Educational programme
AIM & TARGET GROUP	Economically disadvantaged people
SHORT DESCRIPTION OF THE GOOD PRACTICE	Financial education programme addressed to economically disadvantaged people, aimed at increasing their financial awareness and financial management skills.
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none">1. Organizing online courses.2. Providing educational materials in an accessible form.3. Constant monitoring and adaptation of the program to the needs of participants.4. Coworking with banks and financial institutions in the provision of services.



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A white rectangular frame with a red title bar and four colored window control buttons (yellow, blue, green, red) on the top right. Inside the frame is a green box containing the title text.

*Inclusive Communication
for People in Rural and
Remote Areas*

Social activation through sport

LINK	https://www.2playbook.com/patrocinio/
AUTHOR PARTNER	IT Solutions for All
LANGUAGE	Spanish, other minority languages
TYPOLOGY	Social initiative
AIM & TARGET GROUP	Youth from areas with limited resources
SHORT DESCRIPTION OF THE GOOD PRACTICE	An initiative promoting sport as a tool for social activation and inclusion of young people from less resourced areas.
MAIN GUIDELINES & PRINCIPLES EXTRAPOLATED FROM THE GOOD PRACTICE	<ol style="list-style-type: none">1. Promoting equality and accessibility in sports.2. Coworking with local sports clubs and schools.3. Organizing local sports events as platforms for integration.4. Providing trainer support for participants.





Advancing Language Learning for Inclusive Narratives



[ALL-IN Website](#)

[ALL-IN YouTube Channel](#)



[ALL-IN Instagram Page](#)

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