



**Sensability**  
Expertise für Inklusion



## **Identify and remove obstacles – The walk**

Welcome to the Kick-Off session !

Sensability & ZHdK, March 9<sup>th</sup> 2026

Damien Mottet, Nicole Sourt Sánchez, Alessandra Zumbach



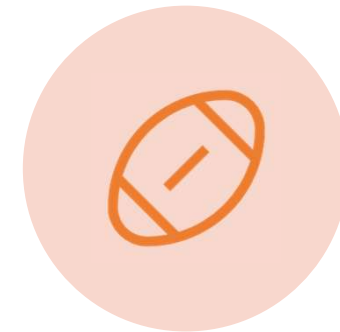
# Before we start...



LANGUAGE /  
COMPREHENSION



YOUR NEEDS



RULES



# Programm

13:00 - 13:05	Introduction Nicole Foelsterl & Florian Wille
13:05 - 13:35	Introduction Sensability
13:35 - 14:20	Change of perspective 1 - MB/SB
14:20 - 14:25	Change
14:25 - 15:10	Change of perspective - MB/SB
15:10 - 15:30	Break
15:30 - 16:10	Change of perspective 3 - ND and Digital accessibility
16:10 - 16:30	Conversation about experiences
16:30 - 16:45	Sensability's needs
16:45 - 17:00	Questions



# Who are we?

- Nicole Sourt Sánchez
  - MA inclusive education, University of Zurich
  - Project manager, Sensability
  - Visual disabilities
- Damien Mottet
  - BSc Hospitality School of Lausanne, MSc Economic School of Luzern
  - Logistic Basis of the swiss army
  - Quadraplegic since 2011





# Who are we?

- Alessandra Zumbach
  - MSc Health Science and Technology, ETHZ
  - Study coordinator, Spital Thurgau
  - Neurodiversity





# Sensability

## Association

- People with disabilities
- Promote and develop inclusion

## Through

- Awareness raising
- Trainings
- Consulting
- Inclusion process
- Concepts
- Planning measures





# Persons with disabilities

What do we/you mean by disability?

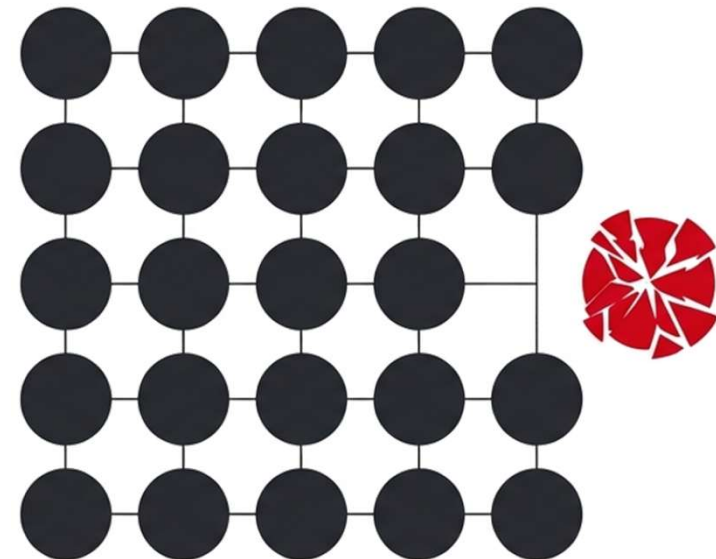




# The medical model

Defines disability as a deficit.

- The individual is "broken".
- Objective: cure, normalize.
- Focus: fix the person.



Leads to:

- pity
- exclusion
- a fundamentally flawed design





# The social model

Defines disability a social construct.

- Society fails to adapt to human diversity
- Objective: removal of barriers
- Focus: fix the environment

The person is not the problem, the environment is.

**The environment disables.**



# Persons with disabilities

Persons with disabilities include those

- who have **long-term [individual] impairments**
- which in **interaction with barriers**
- **hinder** their full and effective **participation in society**.

UN-CRPD Art. 1





# Participation in society

Full and effective participation on an equal basis with others in all spheres of society:

- Standard of living
- Citizenship
- Culture and education



Active involvement / self determination is required in:

- disability-specific issues
- but **also** in general decisions



# Persons with disabilities

Statistics in Switzerland (approximations)

- 22% of the Swiss population
- 1.7 to 1.8 million people.
- 2% of people with disabilities use a wheelchair
- 80% of disabilities are invisible
- 4% of the adult population is medically recognised as having a disability



# Persons with invisible disabilities

Group of multiple disabilities:

- chronic illnesses (cancer, diabetes, epilepsy, fibromyalgia, multiple sclerosis, persistent pain, debilitating digestive disorders, etc.)
- psychological disabilities (severe anxiety, depression, bipolar disorder, etc.)
- Cognitive disabilities (dyslexia, ADHD, certain forms of autism, etc.)

Symptoms that are invisible to those around them, but which place a significant and real burden on the person concerned:

- Pain, physical and psychological burden
- Stigmatization, misunderstanding

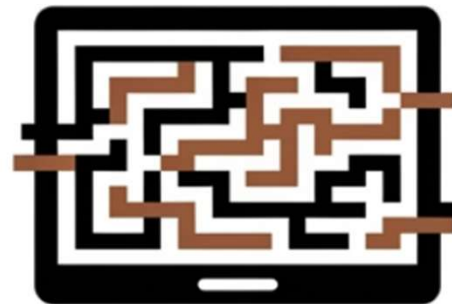


# True culprits

The types of barriers:



Structural



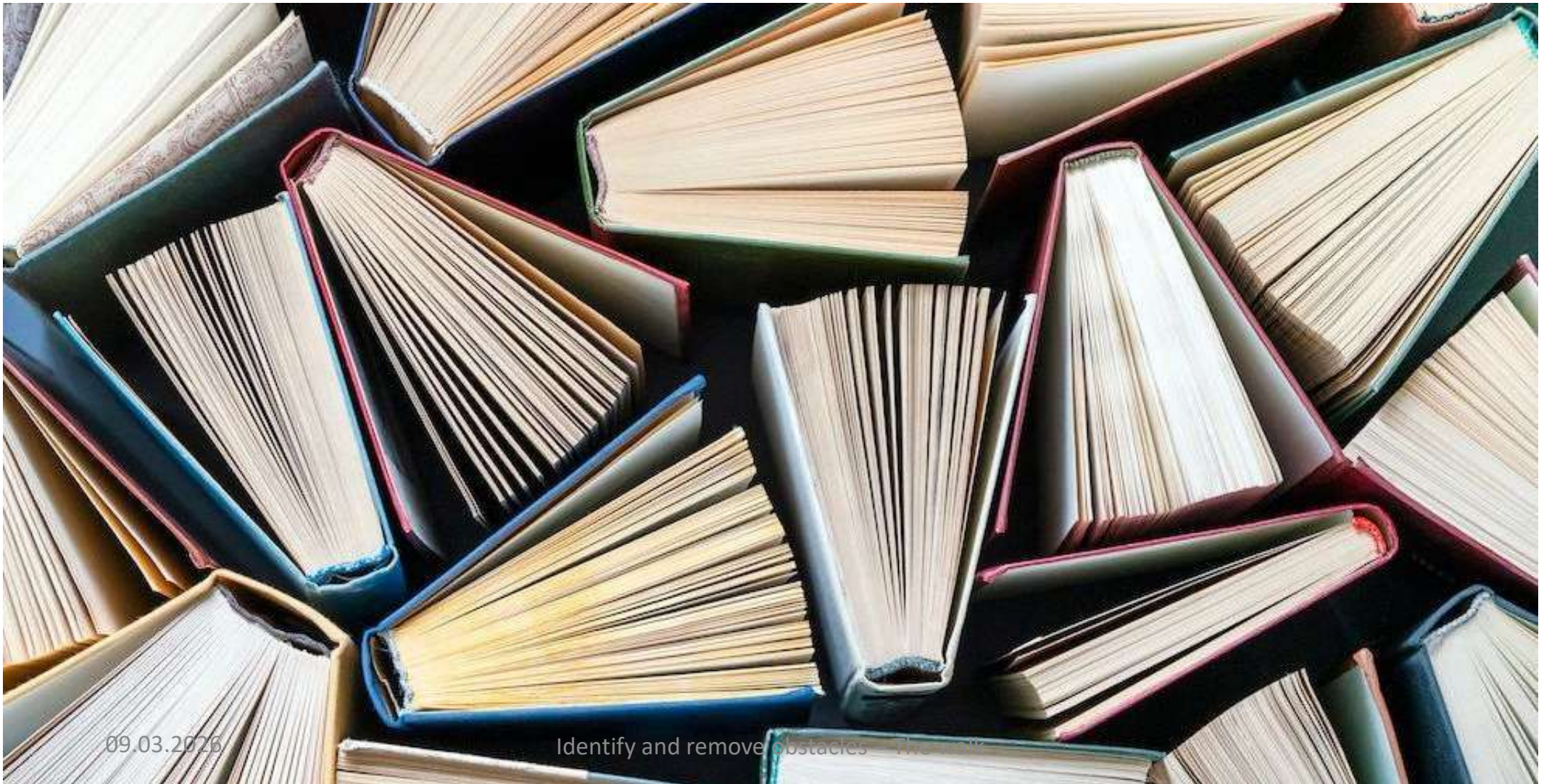
Technical &  
communication



Attitudinal &  
organisational



# Some definitions





# Diversity

Variety of differences

- Individual: personality, skills, preferences, etc.
- Collective: culture, religion, etc.

Discrimination criteria

Descriptive and static





# Diversity

We should :

- create appreciative, conscious and respectful interaction
- recognize the diverse achievements and experiences of people

We shouldn't :

- focus on deficits
- try to find solutions to supposed problems





# Discrimination

Discrimination :

- is a concrete expression of prejudice through action / situation
- is an unfavorable treatment based on a criterion of discrimination
- doesn't have to be intentional.

Can be direct or indirect.

Disability is often overlooked.





# Equality

Equality is :

- the reduction or elimination
- of obstacles,
- that prevent equal participation in social activities.

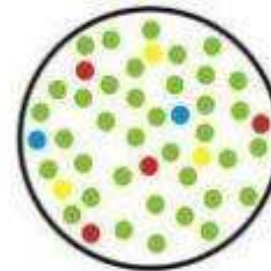
In other words: adjusting the framework and environment so that everyone has the same real chances to participate



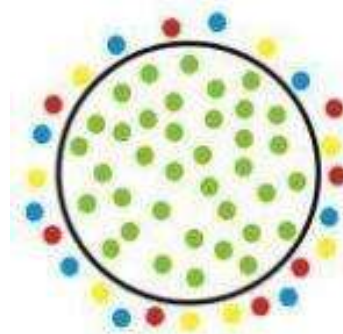
# Inclusion

How would you like to live, if you had a disability?

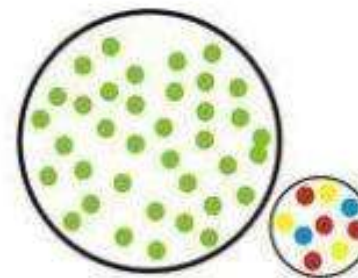
- Exclusion
- Separation
- Integration
- Inclusion



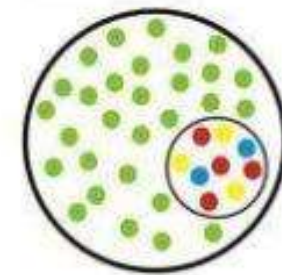
**Inclusion**



**Exclusion**



**Segregation**



**Integration**



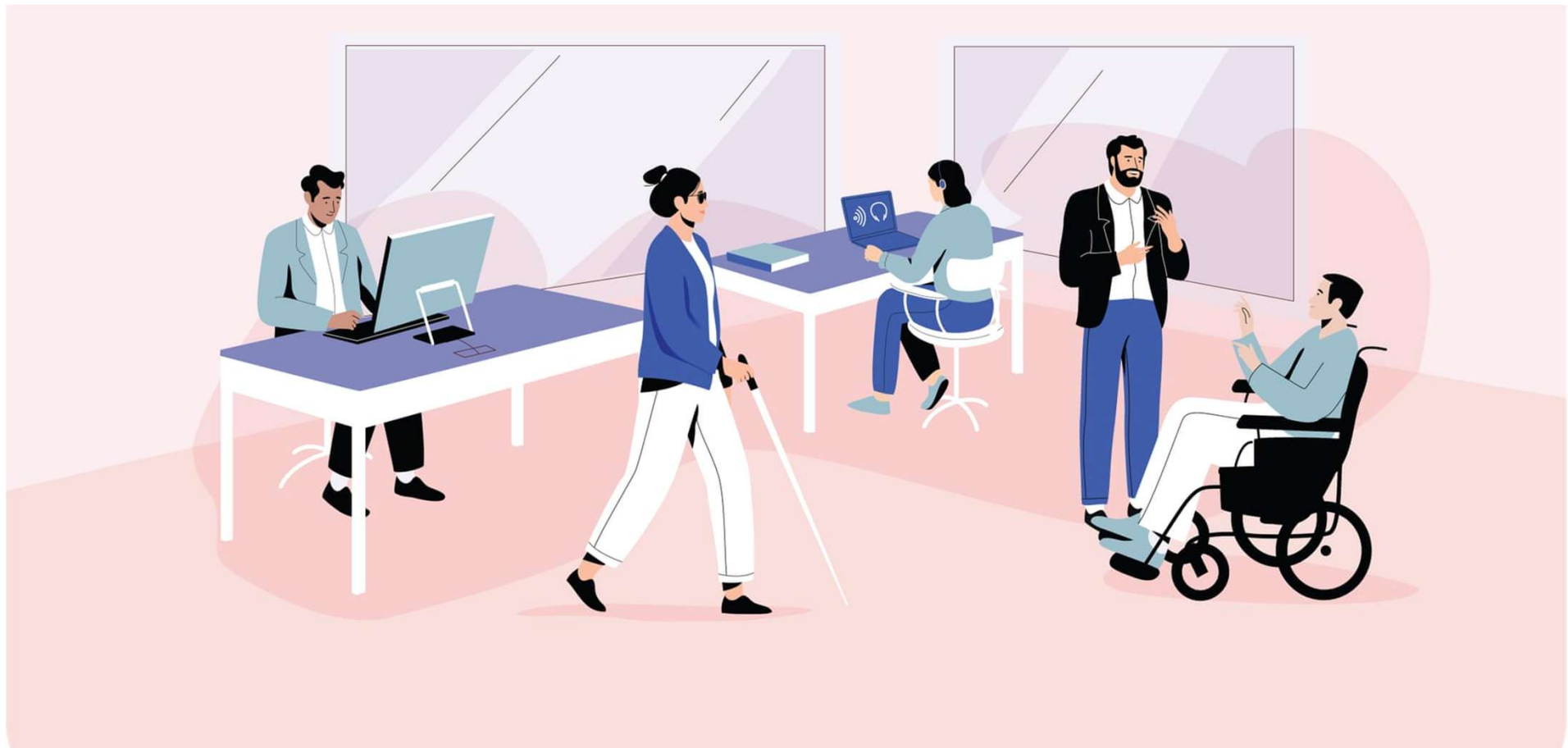
# Change of perspective I & II

13:35 - 14:20	Change of perspective 1 - MB/SB
14:20 - 14:25	Change
14:25 - 15:10	Change of perspective - MB/SB
15:10 - 15:30	Break





# What we need from you





# Product

## Why ?

- Participation is limited by barriers
- Existing barriers must be removed
- New barriers must not be created
- Change of perspectives take time and are expensive
- Participants are left with unanswered questions
- New customers need a point of entry into our services.



# Product

## How ?

- Confronting with barriers
- Showing how to reduce / break down barriers
  - By yourself
  - Including people with disabilities
- Explaining how not to create them



# Product

## What ?

- Doesn't exist yet
- a “walk” of ~ 2 hours through an environment
- with a digital tool
- with or without a person with disabilities
- not related to a specific type of disability and covers all types of barriers
- product's level : Raising awareness – Learning



# Product

## Must include / give

- Knowledge about :
  - persons with disabilities
  - The Convention on the Rights of Persons with Disabilities (CRPD)
  - Barriers (group of barriers, examples,...)
  - Universal Design
  - Participation
- Tools / mindset to :
  - Recognise barriers
  - Recognise that active involvement is often necessary
  - Get quick-wins and directly usable solutions



# Product

## Target audience

People from public and private organizations, as well as companies that are in contact with the public or are committed to inclusion.

Managers and operational managers from the areas of human resources, communications, training, infrastructure, etc.

Local employees, such as a municipal employee who is in direct contact with users.

Their level of knowledge about inclusion and accessibility is generally low.

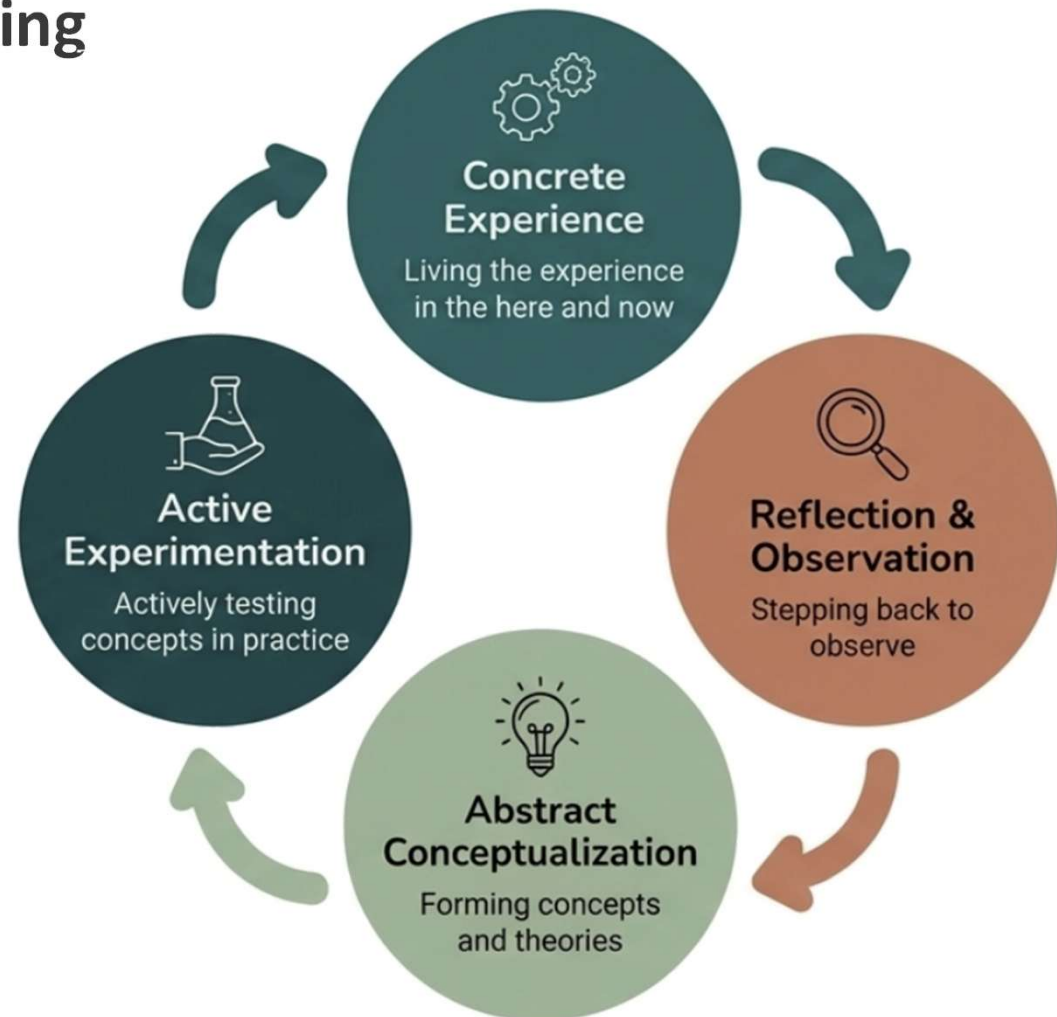
Their time and budget are limited.



# Methodology

## Kolb, experiential learning

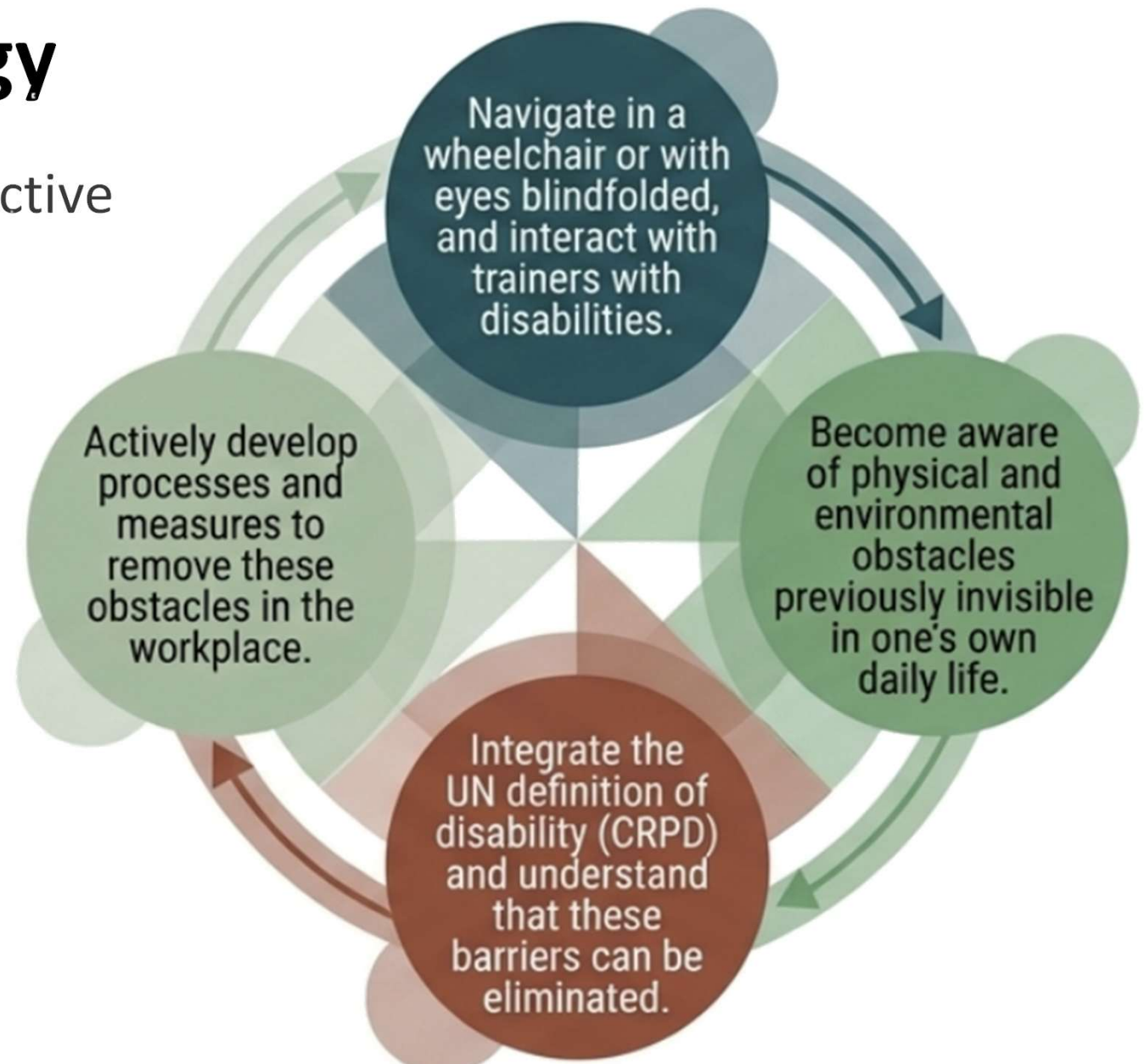
- Concrete experience
- Reflection
- Conceptualisation
- Experimentation





# Methodology

Changer of perspective





# Methodology

## 7 principles of Universal Design

- Fair use
- Flexibility of use
- Simple and intuitive use
- Perceptible information
- Error tolerance
- Low physical effort
- Appropriate dimensions and space for approach and use



# Methodology

## Qualitymanagement

- Continuous Improvement Process
  - PDCA cycle (Plan - Do - Check - Act)
- Kirkpatrick Level 1 :
  - Main focus is reaction/satisfaction (link with Kolb's first step)
  - Second focus are commitment (during the use) and relevance
- Kirkpatrick Level 2 :
  - Main focus: Knowledge, attitude and skills
  - Second focus: confidence and commitment to implement



# At your disposal

## Intern documents

- Grundlagen DL-Angebote Sensability
- Evaluation concept for our products
- Praxisseminar “Hindernissfreie Arbeitsplätze”
  - Powerpoint presentation
  - Delta-Diagnose Tool
- Short description of the ELT of Kolb



# Question~





# Thank you for your open-mindedness and participation!



[www.sensability.ch](http://www.sensability.ch)

