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“Eliminating Social Exclusion” (EiSE)
Nr. 2019-1-LV01-KA204-060427

SUMMARY

OF THE RESULTS OF FOCUS DISCUSSIONS



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Participants

4 parents having children with behavioral disorders and 3 educators from each project partner country participated in the focus discussions. The report summarizes the responses of 24 parents and 18 educators.

Methodology

Focus discussions were held in the partner countries with parents with children with developmental disabilities, their traveling experiences, the problems they encountered, and educators. 3 basic questions were asked:

1. What are the main traveling issues?
2. What are the policies of subjects involved in traveling services?
3. What are the public and volunteers' support?

The content analysis was applied in the data analysis, which is a textual data analysis method that reduces the text to a much shorter summary or its meaning: the most relevant content units were grouped in categories, leading to the identification of concepts. The answers to each question were viewed separately (see Appendix 1 and Appendix 2). The analysis of the data was complicated by the fact that each partner organization presented the results of the discussion in a different format. No transcripts were submitted, so the results show common trends rather than detailed analysis (nuances).

The obtained data was coded according to the following principle: country (the first letter is used) _group of correspondents (first letter is used) _ number assigned to the respondent. For example, the code for the third parent from Greece is G_P_3. If the submitted material did not allow the identification of the respondent's number, only the country and the group appeared in the code system.

Summary of the results of parents' focus discussions

When reading the content of the answers, it was concluded that it identifies the following concepts related to the travelling problems: transport, specifics of the child's special needs, stress, attitude, infrastructure, lack of conformity of services, need for support/volunteer.



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Parents point out that the biggest problem is that traveling causes stress to the child due to changing daily routine, habitual environment, and interruption of the child's education.

The biggest problem is the discomfort created by the child and the stress she experiences with moving

..the biggest problem is the discomfort created by the child and the stress she experiences with traveling

When there is a great deal of disruption in the environment then the child is more upset.

We generally avoid travelling not to change the routine of my son and managing his behaviors in different environment is always a problem.

Changes in routine sometimes affect him negatively

The child is upset if we travel so we cannot go anywhere

The main travelling issue for me is the interruption of my child's education.

Generally, I do not want to organize travels not to prevent the child from his education.

In order to travel, personal transport is being used (*..we go on trips but only with our car; Due to the specificity of my daughter's illness, we try to avoid public transport. We use it in exceptional cases*). The choice is determined by the following:

1) Child's special needs, such as

a) Specific behavior

My son is non-communicative and sometimes his behavior is unpredictable and noisy. Then it's became a problem for other passengers.

My son always keeps bouncing without stopping, I sometimes need to hold him to prevent him bouncing. He gets very excited when he gets on vehicles, and for this reason his jumping increases.

b) Incontinence

I tried to travel with my own car to manage with the problem of incontinence of my child.

c) Need for special equipment

..is a recumbent child with a tracheo tube and respirator and with a stoma for feeding



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2) lack of conformity of public transport

There are even no special seats in buses for intercity transportation.

3) The attitude of surrounding people is often negative, despite conversations about an inclusive society for years: others do not understand the behavior of a child with special needs.

We are often exposed to unfavorable comments and the people can be very impolite and insensitive. While outside, the child's behavioral problem increases and the child becomes more active, and therefore unexpected events occur.

..we are often exposed to unfavorable comments about her lack of good behavior and being impolite

However, there is still a great lack of understanding in society about the behavioral characteristics of these children.

I feel that persons around often staring on my son and looks with regret and I do not like it.

It also applies to service providers.

..discount cards allocated to individuals with special needs sometimes are not accepted by drivers on buses. It can be a problem for individuals with special needs to get on public transport with discounted tickets. The drivers don't show the same reaction when someone else gets on busses holding discount tickets, like teachers or students. The problem is that the drivers and hosts are unconscious about the characters and needs of individuals with special needs.

During the trip, people have to deal with infrastructure-related problems. This was revealed by answering to both Question 1 and the other questions. These are the problems associated with

1) accommodation compliance and environmental accessibility

suitable accommodation facilities for families with children with autism are not available already

we are not comfortable during our stay

On site during your stay there must be specialized medical care in case of any problems, a flat surroundings without architectural barriers, a lift to the room, a



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bathroom adapted for a child lying and the option of preparing meals completely blended.

2) availability of toilets

Another problem is toilet during long trip. It is not predictable when he will need to go to toilet but buses could not stop somewhere on road.

3) catering services

I usually prefer the tables in the most remote corner in the restaurants in order not to disturb people around and not be exposed to disturbing glances. Unfortunately we do not have any services from the restaurants.

Parents emphasize that the policies of subjects involved in traveling services do not meet the needs of children with special needs in the most cases, and that their use involves risks: the service providers do not understand, what the rhythm of travel, accommodation, and meals should be, they are not prepared for work with children with special needs.

.. getting on and off the bus can be a real challenge. Especially when traveling with children and children without problems. How do we explain to kids who need 20 minutes to rest for a toilet that only getting off the bus of a child with physical disabilities takes all the time?

The use of tourist services for children with problems poses many risks. Due to the specificity of the services and their intensity, during your travels, you visit several different places and cities within a few days. Along with eating and lodging in unfamiliar places and often not conforming to specific requirements

I tried to use tourist services intended only for people with disabilities. Also with poor results. The people responsible for our comfort were absolutely unprepared. And not only physically (a young student who has to carry a lot of weight, including his pram, is impossible)

Information provided by traveling services, is incomplete, sometimes selective (*we lack the specialized services that would provide us with information on the countries we will travel to as we will find specifically already needed..; There are prescribed practices for children with mobility problems but not for children with behavioral problems*).



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Parents emphasize that they do not receive support for travel organization with children with behavioral disorders: it is rarely provided by NGOs or volunteers

As far as I know, there isn't any public support for organizing our travels. There are some NGOs which are supporting us in education of my son but there is no support from them in travelling for families with children affected by ASD.

We have to deal with all the issues if we would like to go somewhere for travelling. We do not have any support from public or volunteers. We need to overcome all difficulties by ourselves.

No support is received from neither public nor voluntary institutions. In this regard, the support provided by the state to our children is more important. Unfortunately, the public does not have any support for families of individuals with autism in travel-related matters.

Unfortunately we do not receive any public or volunteer support while organizing our travels. We do not have the chance to receive any public support to find accommodations suitable for families like us. There are no NGOs that support us in traveling and no services committed for children affected by ASD. So we have to deal with everything.

there are not volunteers on this

It would be very helpful if there were supports from public and volunteers.

For more details on parents' answers, see Appendix 1.



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Summary of the results of educators' focus discussions

When reading the content of the answers, it was concluded that it identifies the following concepts related to the travelling problems: specifics of the child's special needs, stress, attitude, infrastructure, lack of conformity of services, parents' readiness to travel, and need for improvement in various fields.

Just like parents, educators emphasize that traveling is influenced by a child's special needs, his/her behavior while traveling.

Children with ASD are more affected by incontinence than typically developing children. Common toileting difficulties in children with autism may be one of the important traveling issues for families. Lack of toilet training can prevent parents from organizing travels. And we have many parents with children who have difficulties in toilet training.

During traveling, he/she may show temper tantrums, crying crises or similar mood disorders.

A voice or anything else can cause children affected by ASD to change suddenly and change their control. They may also show interest in obsessions such as excessive dealing with one or more extraordinary issues, and order obsessions such as performing certain operations in daily life, reacting to the disruption of the order(..) that harms the environment or itself, problem behaviors and behavioral features that manifest with repetitive body movements.

Educators' responses also highlight the negative attitudes of surrounding people (*The vast majority of people in the community are insensitive to people with special needs. (..)The negative behaviors and reactions people show towards individuals with autism are the biggest problems faced by families with children with autism (...)*When children react differently, the attitude of people and their attitudes towards them is extremely disturbing for families) and lack of conformity of available travel services to meet the traveling needs of children with special needs and their parents, even denial to provide the services (*Especially when there are serious difficulties the travel agency will prevent a joint trip with other travelers fearing negative reactions*).

In the focus discussions, educator focuses on the following:

- 1) inadequate public education about children with special needs and the need to improve it
.. are a little bit afraid from persons with mental disabilities. They do not know how to react on their strange behavior;
Increasing the awareness of people on this issue will help families to organize travelling more comfortable.
- 2) the need to improve the services provided by developing infrastructure, improving the service providers' competence in dealing with children with special needs, and engaging volunteers



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A course about special education can be provided to staff- 20 days training in special education. If the staff knows what it is, at least he/she knows how to act, he/she tries to help parents

The travel agencies could have specialists who can organize a stay at the resort. They could employ volunteers who could help the families during their holiday.

Both parents and educators focus on the child's special needs, attitudes of surrounding people, and conformity of the services available. However, educators pay a lot of attention also on the readiness of parents themselves to travel with their child with special needs. Educators emphasize that parents are often not ready to travel and avoid traveling (*Families with children affected by ASD generally avoid travelling and they are afraid of their children's unpredictable behaviors*). Traveling creates extra stress not only for a child but also for parents, but it can be reduced if parents are well prepared for the trip (*There is a chance for them to get excited .. but this depends on the attitude and the proper preparation that the parents will make for the child to feel safe*). This highlights the need to educate not only the public and service providers, but also parents.

Conclusions

Statements in the focus discussions show that the principles of an inclusive society are implemented in an environment, where a child with behavioral disorders lives every day.

The local community and the municipality as an institution can support families. Neighborhood assistance exists in small settlements. There is a reserve of volunteer support at school among classmates. They are closest to the children with problems and have an emotional connection with them.

Apart from good neighborly help, which I am very happy with. (...) we are invited to various interesting meetings, performances, etc. (...) In general, the daughter is well received in our small community.

This suggests that involvement in activities outside the local community, including traveling, would contribute to the development of inclusion processes. However, parents' choice to travel with a child with behavioral disorders is a major challenge. All options must be considered, and first of all, the general condition of a child and how the changes that a child will face will affect him/her. Secondly, the duration and route of the trip, the availability of accommodation and catering services should be assessed. Third, not all things can go smoothly, there might be some problems.

The focus discussions reveal that parents having children with behavioral disorders face a variety of traveling-related problems such as attitude of other people, transportation problems, lack of conformity



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of services and others. These results in stress for both parents and a child, and his/her behavior can become unpredictable. Traveling opportunities are also determined by the child's specific special needs. It is important to understand how to help parents, other people involved in the trip, and travel service providers in order to have a positive outcome for all.

One of such options is education. Educational activities must be first and foremost aimed at **educating society as a whole**, because the attitude of surrounding people is often negative, despite conversations about an inclusive society for years: others do not understand the behavior of a child with special needs. However, the negative attitudes of surrounding people may not always be caused by their lack of understanding of special needs. In an inclusive society, everyone should have the same rights, including the rights to leisure and travel. There are cases where parents having children with special needs, for whatever reason, provoke this situation. This may be due to their stress and their own inadequate preparation for the trip, and more importantly - inadequate preparation of their child with special needs. Changes in usual environment and daily rhythm cause anxiety, stress, and as a result the child's behavior becomes unpredictable. **Parents' education** is needed to help them to plan their trip, choose appropriate accommodations, transportation, attractions, etc., prepare themselves for the trip psychologically, and prepare a child for it. Surrounding people are not always able to understand the situation, they have to be communicated with and, if necessary, asked for help, indicating what kind of help is needed. Parents' unpreparedness and stress can hinder successful communication (*I can't imagine what kind of support I could ask for. Because it is quite challenging to understand: what my kid need even for me. Therefore, another person could not assist or help us. May be just pass me my luggage*) and deepen the problem. It is necessary to educate **travel service providers** as well: how to plan a route and time if there are parents with children with behavior disorders in the group, and how to support parents in problem situations. Before traveling, parents may also need to fill out a detailed information sheet about their child, indicating very specific needs, such as the time to visit the toilet and have lunch.



Content analysis of parents’ focus discussion

1. What are the main traveling issues?

Code	Content unit	Category	Concept
G_P_1	The biggest problem is the discomfort created by the child and the stress she experiences with moving	Child's discomfort and stress	Stress
G_P_4	..the biggest problem is the discomfort created by the child and the stress she experiences with traveling		
G_P_1	When there is a great deal of disruption in the environment then the child is more upset.	Stress related to environmental change	
T_P_2	We generally avoid travelling not to change the routine of my son and managing his behaviors in different environment is always a problem.		
T_P_3	Changes in routine sometimes affects him negatively	Stress related to the changes of the usual order	
G_P_3	The child is upset if we travel so we cannot go anywhere. So we are limited. The child may become obsessed with specific objects that draw his attention and need a lot of patience from us to get away from that obsession. e.g. with buckets and trash cans	Stress related to child's disorder	
L_L_4	I do not like to see people staring to my kid.	Parents' stress	
B_P_4	Any change in the means of communication and the environment generate resistance and creates stress for all participants. Every change in the usual activities, the people around and the changed behavior towards the child, it feels like a threat.	All stress	
G_P_2	..we go on trips but only with our car (..).I would not travel by other means of transport abroad. The difficulties would be much greater. I'm afraid that when the little one gets older it will be harder	Need for personal transport	Transport
T_P_1	we can go on daily trips and we can only go with our own vehicle.		
G_P_1	but sometimes it could not get out of the car. So our suffering is great	Lack of conformity of transport for the needs of the child	
T_P_3	There are even no special seats in buses for intercity transportation.	Lack of conformity of public transport	
T_P_2	Using public transport is also very challenging to cope with the my son’s reactions and with the reaction of other passengers on board.	Problem of using public transport	
L_L_1	it is difficult to go by bus for longer trip. Because he became impatient and the tablet is the only device that could help.		



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P_P_2	Due to the specificity of my daughter's illness, we try to avoid public transport. We use it in exceptional cases		
L_L_2	Our son is very slow doing self-care activities. So it is very time consuming to go somewhere by public transport		
P_P_1	we do not travel with my daughter for recreation. Milusia is a recumbent child with a tracheo tube and respirator and with a stoma for feeding (..). So going on vacation is an additional burden.	Limitation of a disorder as a reason for not traveling together	Child's special needs
T_P_1	My son always keeps bouncing without stopping, I sometimes need to hold him to prevent him bouncing. He gets very excited when he gets on vehicles, and for this reason his jumping increases .So it is impossible to use public transports for travelling.	Specifics of child's behavior	Child's special needs
T_P_1	He never stands still, I have to run after him all the time		
T_P_4	My child behaves differently when he hears new sounds and he sometimes starts to cry suddenly.		
T_P_2	There are sounds that he makes in similar rhythms very often during the day. He cries when he hears a loud or crying sound. If he cannot see me when he enters a new environment, he cries very badly.		
P_P_2	And so, if we can avoid clusters, crowds, noise associated with it, etc. Our daughter misses situations unknown to her, then she reacts very intensively.		
B_P_2	Changing environmental conditions can cause adverse reactions to the child and parents such as insecurity, frustration and fear (..)	Child's special needs	Child's special needs
B_P_3	When the child is exposed to new situations such as: increased noise environment, many strangers, new impressions that lead to the effect of "the child closes into his world" and panic occurs.		
L_P_3	My son is non-communicative and sometimes his behavior is unpredictable and noisy. Then it's became a problem for other passengers. They do not accept that my son is with special needs.		
T_P_4	Using public transportation was generally a problem for us, as my child had not gained toilet training. I tried to travel with my own car to manage with the problem of incontinence of my child. And now finally he has gained the toilet training, which makes the things a bit better.	Child's special needs	
T_P_1	The reactions and incomprehension of the people around are generally quite disturbing.	Negative attitude of society	Public attitudes
T_P_2	. We are often exposed to unfavorable comments and the people can be very impolite and insensitive. While outside, the child's behavioral problem increases and the child becomes more active, and therefore unexpected events occur.		



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T_P_1	People's reactions prevent us from going out, making a travel plan. When Kerim shows different reactions, people's gaze and attitude towards us disturb us		
T_P_3	People are insensitive to individuals with special needs. The most important reason is the low awareness of the society towards individuals with special needs and their unconsciousness in this regard		
P_P_2	we are often exposed to unfavorable comments about her lack of well behavior and being impolite.		
P_P_1	People avoid us and are afraid of our children's unpredictable behavior		
P_P_3	People - society is not educated on how to react or not respond to specific behaviors of people with disturbed behavior. Parents with children who exhibit behaviors such as: panic, anxiety, crying, aggression, loud laughter, excitability, nervousness, shouts are exposed to exclusion and isolation.		
P_P_4	People don't accept the behavior of our children and us, either. They show impatience if we don't calm the child down. They are annoyed because we disturb their space and their peace		
T_P_3	..discount cards allocated to individuals with special needs sometimes are not accepted by drivers on buses. It can be a problem for individuals with special needs to get on public transport with discounted tickets. The drivers don't show the same reaction when someone else gets on busses holding discount tickets, like teachers or students. The problem is that the drivers and hosts are unconscious about the characters and needs of individuals with special needs.	Public attitudes, even discrimination	
L_P_1	He had stereotypic behavior in childhood. He certainly had to sit in his particular place next to the window. This led to confusion with bystanders and sometimes even conflict situations.	Lack of understanding among surrounding people	
T_P_1	suitable accommodation facilities for families with children with autism are not available already	Lack of suitable accommodations	
T_P_4	we are not comfortable during our stay		
P_P_2	Equipping the rooms with interesting aids for fun, relaxation, e.g. toy books, bicycles, scooters, balls, didactic games, relaxation techniques, etc.. Not just internet access.		
B_P_1	She's still a little overweight and I can easily carry her around. Of course, we have a stroller, which is easy to navigate, but at the same time it is a nuisance for carrying the stroller. The biggest problem with travel is the unknown. We are exploring everything in advance, the accessible shopping cart environment, the availability of an elevator and the like.	Conformity of infrastructure	Infrastructure



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L_L_3	Another problem is toilet during long trip. It is not predictable when he will need to go to toilet but buses could not stop somewhere on road. There are some stops during the trip but time is too short for us.		
T_P_1	We cannot plan a long term holiday, we rarely go to nearby places for a daily trip, it is impossible for us to stay in a hotel even travelling is very tiring for us.		
T_P_4	The main travelling issue for me is the interruption of my child's education. Generally, I do not want to organize travels not to prevent the child from his education.	Impact of traveling on education	Education
T_P_4	My son's education is an obstacle for us to arrange a long term holiday. I can only arrange a holiday for the weekend.	Impact of education on traveling	
G_P_1	...the stewards are not properly informed to handle such difficulties	Staff's ignorance/illiteracy	Staff's unpreparedness

2. What are the policies of subjects involved in traveling services?

Code	Content unit	Category	Concept
G_P_1	we lack the specialized services that would provide us with information on the countries we will travel to as we will find specifically already needed..for example, my child only eats cheese when there is feta cheese on the table I know if I can find feta cheese wherever I go and where to find it. We need to be aware of everything before we even start ... even the distance from the toilet ... in every place we are in.	Lack of information	Information
G_P_3	There are prescribed practices for children with mobility problems but not for children with behavioral problems	Selective information	
G_P_3	I don't know if they exist	Parents' ignorance	
G_P_4	There are no policies and practices that help. We at least don't know		
T_P	Travel agencies' policies don't meet the family needs	Lack of conformity of policies	Lack of conformity of services
T_P	Transportation policies don't meet the family needs	Lack of conformity of transport	
T_P	Accommodation policies don't meet the family needs	Lack of conformity of accommodations	
T_P	Restaurants policies don't meet the family needs	Lack of conformity of catering services	
P_P_2	We also don't use much tourist services. Due to the specificity of services and their intensity	Lack of conformity of services	



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P_P_2	For the kid with autism, the problem is just moving, exploring new and unknown places. In addition, the process of getting on and off the bus can be a real challenge! How to explain to a tour guide who gives you a 15 minute for a coffee break that just getting out of the bus takes us a good moment? Namely, the daughter suffers from the so-called retention effect (suspension of body and mind). It freezes often in an unnatural pose, then you have to "start" it again with a gentle blow (by gentle kick, hit... etc.) to wake her up. Wake up the brain I think that after such a week stay, the pilot or resident would be exhausted and nervous of us.		
B_P	On site during your stay there must be specialized medical care in case of any problems, a flat surroundings without architectural barriers, a lift to the room, a bathroom adapted for a child lying and the option of preparing meals completely blended. First of all, transport, suitable for people with disabilities, car fully adapted: with a ramp to enter the wheelchair.	Meeting special needs Avoidance of crowds and noise	Compliance with specifics of special needs
P_P_1	On site during your stay there must be specialized medical care in case of any problems, a flat surroundings without architectural barriers, a lift to the room, a bathroom adapted for a child lying and the option of preparing meals completely blended.		
P_P_1	She is not disturbed by noise or other external stimuli		
P_P_1	..we try to avoid a large concentration of people due to the low immunity of our daughter.		
P_P_1	When traveling, possibility to change the diaper of such a large child is a the problem as well as to heat food given via the stoma.		
B_P	we try to avoid a large concentration of people due to the increased sensitivity and acute vulnerability of children with problems.		
B_P	The use of tourist services for children with problems poses many risks. Due to the specificity of the services and their intensity. During your travels, you visit several different places and cities within a few days. Along with eating and lodging in unfamiliar places and often not conforming to specific requirements.	Lack of conformity for a child with special needs	
P_P_1	First of all, transport, suitable for people with disabilities, car fully adapted: with a ramp to enter the wheelchair; we would have to have constant access to electricity, because we need constant power supply for suction pump and respirator.	Need for specific services	
B_P	..getting on and off the bus can be a real challenge. Especially when traveling with children and children without problems. How do we explain to kids who need 20 minutes to rest for a toilet that only getting off the bus of a child with physical disabilities takes all the time?	Problems with contact with the child's peers	
L_P_1	We often use public transport because we do not have a car and it is free of charge for us. This, of course, makes our lives easier because there is no extra cost.	Free public transport	Free public transport



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L_P_2	We have the possibility to go by public transport free of charge too but it do not motivate to do it more often. Saving money for us is not so important as saving time.		
G_P_3	There is a need for seminars to raise awareness of the needs of children and families. Through the Internet, the school	Need for educational measures	Education
G_P_4	We would love to be informed and learn how to manage	Parents' desire for education	
G_P_4	But there are very serious issues in our daily lives that are urgent and do not allow us to think about these issues.	Restrictions on parents' education	
P_P_2	I tried to use tourist services intended only for people with disabilities. Also with poor results. The people responsible for our comfort were absolutely unprepared. And not only physically (a young student who has to carry a lot of weight, including his pram, is impossible) Not to mention fear or not being prepared for unexpected situations related to the care of people with intellectual disabilities.	Unpreparedness of service provider	
L_P_3	..we sometimes suffer from misunderstanding of responsible persons like bus drivers or train conductor. It could not be a big problem just stop somewhere on road for 5-10 minutes if somebody extremely need for it. Or ask somebody to change the seat in train. It is just small things that could be very important for our kids.	Attitude of service provider	Attitude

3. What are the public and volunteers' support?

Code	Content unit	Category	Concept
T_P_1	As far as I know, there isn't any public support for organizing our travels. There are some NGOs which are supporting us in education of my son but there is no support from them in travelling for families with children affected by ASD.	Lack of support for travels	Need for support/volunteers
T_P_2	We have to deal with all the issues if we would like to go somewhere for travelling. We do not have any support from public or volunteers. We need to overcome all difficulties by ourselves.		
T_P_3	No support is received from neither public nor voluntary institutions. In this regard, the support provided by the state to our children is more important. Unfortunately, the public does not have any support for families of individuals with autism in travel-related matters.		
T_P_4	Unfortunately we do not receive any public or volunteer support while organizing our travels. We do not have the chance to receive any public support to find accommodations suitable for families like us. There are no NGOs that support us in traveling and no services committed for children affected by ASD. So we have to deal with everything.		
G_P_2	there are not volunteers on this		
G_P_4	We wish there was but there is no support		



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G_P_1	We wish there was but no support...		
L_P_1	Usually we do not receive much support from those around us.		
L_P_3	I can't imagine what kind of support I could ask for. Because it is quite challenging to understand: what my kid need even for me. Therefore, another person could not assist or help us. May be just pass me my luggage.		
L_P_4	I do not experience on volunteers' support.		
P_P_1	I am not using help of volunteers; it would be helpful to have such aid of someone who could understand our problems. Such help and greater understanding of our problems would certainly be of use. Most people have no idea how taking care of a sick child looks like. How many sacrifices and worries, how many problems and barriers. Just going for a walk looks like preparation for a long trip.		
B_P_2	The society and the individual are not prepared, they are not educated how to react or not respond to the specific behavior of people with physical or mental problems. When behaving like: panic, anxiety, crying, aggression, loud laughter, excitement, nervousness, shouts, these people are exposed to exclusion and isolation from society. Together with specialists comes the role of volunteers.		
T_P_3	I visited the mayor at various times to make arrangements for individuals with autism in the playgrounds, but even the slightest step was not taken in this regard. There are continuous promises about the necessary arrangements in this regard, but unfortunately none of the promises are kept.	Indifference of local governments	
T_P_3	Even in playgrounds, we have some problems with other parents.		
L_P_1	However, there is still a great lack of understanding in society about the behavioral characteristics of these children.	Attitude of other people	Attitude
L_P_4	I feel that persons around often staring on my son and looks with regret and I do not like it.		
T_P_3	..it is also important that people around us show understanding and attitudes towards us.	Change of attitude	
T_P_4	The main issue in travelling is the unconsciousness of people.		
T_P_1	It is even very challenging situation for us to go a restaurant with my son. So we prefer to stay at home.		
T_P_4	I usually prefer the tables in the most remote corner in the restaurants in order not to disturb people around and not be exposed to disturbing glances. Unfortunately we do not have any services from the restaurants.	Lack of proper eateries	Lack of proper eateries
T_P_4	There are no public services to support us at the airport.		
T_P_4	Staff working at airports, especially at checkpoints, should be very conscious about this. When traveling by planes, trains or buses, we have to be careful about possible risks that may occur in the rest areas and waiting areas. For example, it may cause serious problems for the child to escape after passing the checkpoint at the airport.	Lack of support at airports	Lack of support at airports



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T_P_4	..not being comfortable in the destination leads us to avoid travel.	Lack of suitable accommodations	Lack of suitable accommodations
T_P_1	It would be good if there were lists of restaurants, hotels that we could go with our son.	Lack of information	Informācijas nepietiekamība
T_P_4	There are no lists of accommodation structure, restaurants that support the families of children with special needs. There is no list of leisure activities open to families of children with special needs.		
T_P_3	It would be nice if the municipalities allocated private vehicles. We try to organize travel plans with our individual efforts and the recommendations of our acquaintances.	Allocation of private transport	Allocation of private transport
T_P_3	There are no places where we can take our children for entertainment even in the city.	Lack of entertainment facilities	Lack of entertainment facilities
T_P_4	It would be very helpful if there were supports from public and volunteers.	Need for volunteers	Need for volunteers
B_P_3	Volunteering is a social factor that manifests itself in various fields. Of particular importance are volunteers in the support of disadvantaged people in society. There are no educational programs or university for volunteers. They are part of everyday life and the self-preparation of each of us.		
P_P_2	People are not taught and prepared to live with people with disturbed behavior and that is why we are looking for volunteers to professionally organized classes developing the interests and passions of children with disturbed behavior		



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Appendix 2

Content analysis of educators' focus discussions

Code	Content unit	Category	Concept	
T_E_1	The children with ASD are more affected by incontinence than typically developing children. Common toileting difficulties in children with autism may be one of the important travelling issues for families. Lack of toilet training can prevent parents from organizing travels. And we have many parents with children who have difficulties in toilet training.	Child's special needs	Child's special needs	
T_E_3	During travelling, he/she may show temper tantrums, crying crises or similar mood disorders.			
T_E_2	A voice or anything else can cause children affected by ASD to change suddenly and change their control. They may also show interest obsessions such as excessive dealing with one or more extraordinary issues, and order obsessions such as performing certain operations in daily life, reacting to the disruption of order. There are anger attacks that occur as a result of such changes, behavior that harms the environment or herself/himself, problem behaviors and behavioral features that manifest with repetitive body movements. For this reason, changes such as emotions and places should be done very carefully or applied in individuals with autism spectrum disorders.	Specifics of child's behavior		
G_E_1	When children are found in an unfamiliar environment, they will face greater insecurity and difficulty adjusting (..) their aggressive reactions intensify.	Behavior in an unknown environment		
G_E_3	The behavior of children towards third parties can cause problems and put parents in a bad position. Their psychology can be affected as well as their mood.			
T_E_3	Individuals are generally stressed during travel (..)excessive attention towards these children during their travels may cause them to get nervous by creating negative effects.	Stress		
G_E_1	There is a chance for them to get excited .. but this depends on the attitude and the proper preparation that the parents will make for the child to feel safe.	Parents' preparedness		Parents' preparedness for traveling
G_E_2	For children themselves, changing the environment plays a big role (..) Parents need to show children photos and videos so they can hear the expected noise... like a computer kids' fill it with data from the new environment they are about to visit to feel safe.			



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G_E_3	..if the child has aggressive behavior then parents will be worried about similar behavior during the journey		
T_E_3	Families with children affected by ASD generally avoid travelling and they are afraid of their children's unpredictable behaviors	Avoidingv to travel	
T_E	Travel agencies' policies don't meet the family needs	Lack of conformity of policies	Lack of conformity of services
T_E	Transportation policies don't meet the family needs	Lack of conformity of transport	
L_E	There are no seat bells in our city buses and sometimes it could be a problem.		
T_E	Accommodation policies don't meet the family needs	Lack of conformity of accommodations	
G_E_2	Prohibition in a quiet hotel does not allow children to participate		
T_E	Restaurants policies don't meet the family needs	Lack of conformity of catering services	
G_E_1	Especially when there are serious difficulties the travel agency will prevent a joint trip with other travelers fearing negative reactions		
G_E_1	There are prescribed practices for children with mobility problems but not for children with behavioral problems	Selectivity of services	
T_E_1	The vast majority of people in the community are insensitive to people with special needs. (..)The negative behaviors and reactions people show towards individuals with autism are the biggest problems faced by families with children with autism (...) When children react differently, the attitude of people and their attitudes towards them is extremely disturbing for families.	Negative attitude of society	Public attitudes
G_E_2	The gaze of passers-by who gaze with a sense of regret		
G_E_3	Parents' disposition to travel can affect attitude, looks that strangers may throw at their child.		
L_E	One of the biggest challenges is social unaccepted behavior		
L_E	I feel the condemnation of other people.		
T_E_1	The most important reason for this is the low awareness and unconsciousness of the society towards individuals with special needs.	Lack of public awareness/unpreparedness	
L_E	But, I think, that people are a little bit afraid from persons with mental disabilities. They do not know how to react on their strange behavior.		
L_E	..people still are not ready to accept and understand the reasons of unusual behavior persons' with mental disabilities.		
T_E_2	Individuals with autism often use their private cars for transportation in Turkey	Use of individual transport	Need for improvement



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G_E_1	There is a need for seminars to raise awareness of the needs of children and families. Through the Internet, the school ..	Need for education	
T_E-1	For this reason, awareness should be raised through public awareness. Increasing the awareness of people on this issue will help families to organize travelling more comfortable.	Need for public education	
T_E_2	A course about special education can be provided to staff - 20 days training in special education. If the staff knows what it is, at least he/she knows how to act, he/she tries to help parents	Training of support staff	
T_E_2	The travel agencies could have specialists who can organize a stay at the resort. They could employ volunteers who could help the families during their holiday.	Improvement of tourism/travel services	
T_E_3	There are no specially designed applications/services for individuals with autism in buses, planes, trains etc. This situation causes individuals with autism to experience great difficulties. Only price reductions are applied in trips.		
T_E_3	Getting public and volunteers supports would help them to overcome their difficulties experienced during travelling. Public institutions and NGOs could organize support when difficult situations occur. And they could organize travelling opportunities for the whole family	Need for support	
G_E_1	But there are no volunteers.		
G_E_3	There are special benefits in education only such as the institution of parallel support There are no volunteers and parents need to pay extra. That is why parents do not travel		



Focus discussion materials submitted by partners

BULGARIA

Focus research NAMCB

Date: 06.03.2020.

Participants: parent of Daniela, a 7 old year girl with motoric disability; parents of Maria and Petar, they are also parents of healthy boy and girl; parent of Bogdan, a 8 old year boy with motoric disability; parent of Stoyan, a 10 old year boy with mental instability;

Educators: Valentin Lazarov, Simona Krasteva, Jordan Botev;

Place: Sofia, 55 Secondary School, Bulgaria

1 question: **What are the main traveling issues?** Indeed, the changes in routine, unpredictability, crowds, new noises and sights can all make the experience difficult for people on the spectrum and their families.

Our family always travels with Daniela. This has its difficulties, but we are doing it. She's still a little overweight and I can easily carry her around. Of course, we have a stroller, which is easy to navigate, but at the same time it is a nuisance for carrying the stroller. The biggest problem with travel is the unknown. We are exploring everything in advance, the accessible shopping cart environment, the availability of an elevator and the like.

Our son Stoyan has a rare disease that leads to unexpected seizures. At first glance everything is normal and suddenly he finds himself in a seizure situation with a seizure. It's pretty scary, the kids at school are very stressed.

We parents take care of ourselves, travel to school and back with our private car. The unknown is when we are not with him. Then we are in constant stress and waiting to be called back for a problem.

2 question: **What are the policies of subjects involved in traveling services?**

On site during your stay there must be specialised medical care in case of any problems, a flat surroundings without architectural barriers, a lift to the room, a bathroom adapted for a child lying and the option of preparing meals completely blended. First of all, transport, suitable for people with disabilities, car fully adapted: with a ramp to enter the wheelchair.



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Daniela, Stoyan and Bogdan are ready to travel, they handles it well. They are not disturbed by noise or other external stimuli. They are not disturbed by noise or other external stimuli. However, we try to avoid a large concentration of people due to the increased sensitivity and acute vulnerability of children with problems.

The use of tourist services for children with problems poses many risks. Due to the specificity of the services and their intensity. During your travels, you visit several different places and cities within a few days. Along with eating and lodging in unfamiliar places and often not conforming to specific requirements.

Children love to move, travel and explore new and unfamiliar places. In addition, getting on and off the bus can be a real challenge. Especially when traveling with children and children without problems. How do we explain to kids who need 20 minutes to rest for a toilet that only getting off the bus of a child with physical disabilities takes all the time?

3 question: What are the public and volunteers' support?

Volunteer involvement is a very good opportunity. Such help and a better understanding of children with problems would certainly be helpful. Most people have no idea what caring for a sick child looks like. How many victims and worries, how many problems and barriers.

The local community and the municipality as an institution can support families. Neighborhood assistance exists in small settlements. There is a reserve of volunteer support at school among classmates. They are closest to the children with problems and have an emotional connection with them.

What can be said about supporting these children is the help from teachers, especially in elementary grades.

Social services are debtors and we expect more from them.

1 question:

What are the main traveling issues? Indeed, the changes in routine, unpredictability, crowds, new noises and sights can all make the experience difficult for people on the spectrum and their families

1. Response

- ✓ Disorders due to sensory nature (stimulation of the labyrinth without moving the body)
- ✓ Social reactions (too many people, comments, paying attention)
- ✓ Physiological disorders
- ✓ Cultural disorders

2.response

Changing environmental conditions can cause adverse reactions to the child and parents such as insecurity, frustration and fear.



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3.response

When the child is exposed to new situations such as: increased noise environment, many strangers, new impressions that lead to the effect of "the child closes into his world" and panic occurs.

4.response

Any change in the means of communication and the environment generate resistance and creates stress for all participants. Every change in the usual activities, the people around and the changed behavior towards the child, it feels like a threat.

2 question:

What are the policies of subjects involved in traveling services?

1.Response

- ✓ Take care of safety
- ✓ An explanation of what situations may occur
- ✓ Always support and help in difficult situations

2.response

The issue of traveling for children with physical or mental disabilities has many dimensions. One is to engage people who professionally arrange child and parent support to support them in travel and leisure. Specialized staff such as GPs, psychologists, nurses and pedagogical counselors are preferred.

3. response

Consider travel agencies that have experience and specialize in providing travel services for children with physical and mental health problems. This involves pre-discussing the trip itself, anticipating any coincidences. It is very important that communication is a part of specialization. Before, during the trip and receive feedback after returning home. In this way, the travel agencies themselves will be able to improve and improve their work and expertise.

4. response

Working with children with disabilities is an interdisciplinary issue. Just as they work individually at school with these children, so should this opportunity for individual attention and attitude be provided during the trips. This calls for the inclusion of additional specialists to prioritize the care of these children. They can respond to their needs, respond professionally to their feelings and concerns.



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3. question: What are the public and volunteers’ support?

1.response

People avoid us and are afraid of our children's unpredictable behavior

We expect the support of the society (few individuals) and volunteers to help:

- ✓ Ensure the safety of the whole family
- ✓ Organize support when difficult situations occur
- ✓ In organizing free time for the whole family
- ✓ In conducting various individual and team activities of people with disturbed behavior to socialize them

2.response

The society and the individual are not prepared, they are not educated how to react or not respond to the specific behavior of people with physical or mental problems. When behaving like: panic, anxiety, crying, aggression, loud laughter, excitement, nervousness, shouts, these people are exposed to exclusion and isolation from society.

Together with specialists comes the role of volunteers.

3.Response

Volunteering is a social factor that manifests itself in various fields. Of particular importance are volunteers in the support of disadvantaged people in society. There are no educational programs or university for volunteers. They are part of everyday life and the self-preparation of each of us.

4.response

The society and each of its members are undergoing development. This is especially evident in times of hardship, epidemics, war and natural disasters. Commitment and volunteering are very strong in these moments. Some people are sympathetic and want to help, but are helpless and afraid to be empathetic. The role of the leader, the authority, the church and other institutions are crucial in these moments.



GREECE

Afroditi Mavridou
educator
Focus Group

English language

What are the main traveling issues?

1. When children are found in an unfamiliar environment, they will face greater insecurity and difficulty adjusting, and fear what Kalliopi will say if their aggressive reactions intensify.
2. There is a chance for them to get excited, but this depends on the attitude and the proper preparation that the parents will make for the child to feel safe.

What are the policies of subjects involved in traveling services?

1. I don't know they exist
2. Especially when there are serious difficulties the travel agency will prevent a joint trip with other travelers fearing negative reactions.
3. There are prescribed practices for children with mobility problems but not for children with behavioral problems
4. There is a need for seminars to raise awareness of the needs of children and families. Through the Internet, the school.

What are the public and volunteers' support?

1. The organization we participate in, To Include is one of the organizations that can contribute to the information. But there are no volunteers. Maybe there are others.



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Parent

Focus Group

English language

3-3-2020

What are the main traveling issues?

The biggest problem is the discomfort created by the child and the stress she experiences with moving. There is a big difference when preparing properly with social stories. This was done to move to Include and it helped but sometimes it could not get out of the car. So our suffering is great. We would love to travel but with the plane for example we know that disrupting it without proper preparation can be overwhelming and the stewards are not properly informed to handle such difficulties. When there is a great deal of disruption in the environment then the child is more upset.

What are the policies of subjects involved in traveling services?

1. There is no information, I agree with Tassos and we lack the specialized services that would provide us with information on the countries we will travel to as we will find specifically already needed, for example, my child only eats cheese when there is feta cheese on the table I know if I can find feta cheese wherever I go and where to find it.

We need to be aware of everything before we even start ... even the distance from the toilet ... in every place we are in.

What are the public and volunteers' support?

1. We wish there was but no support.

Fotis Sintri

Preschool educator

3-3-2020

Focus Group

English language

What are the main traveling issues?

1. The gaze of passers-by who gaze with a sense of regret I agree with Aphrodite and Kalliopi
2. Prohibition in a quiet hotel does not allow children to participate



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3. For children themselves, changing the environment plays a big role
4. Parents need to show children photos and videos so they can hear the expected noise... like a computer kids' fill it with data from the new environment they are about to visit to feel safe.

What are the policies of subjects involved in traveling services?

1. There are no good practices as far as I know

What are the public and volunteers' support?

1. Unfortunately in Greece there is no provision and provision for this reason

Kalliopi Tiamarou

3-3-2020

Preschool educator

What are the main traveling issues?

1. Parents' disposition to travel can affect attitude, looks that strangers may throw at their child.
2. The behavior of children towards third parties can cause problems and put parents in a bad position. Their psychology can be affected as well as their mood.
3. Due to the change of routine there will be disassembly
4. Agreeing with Aphrodite I say that if the child has aggressive behavior then parents will be worried about similar behavior during the journey

What are the policies of subjects involved in traveling services?

1. I don't think any particular basis is given to it. When it comes to mobility problems there are certainly facilities but for children with behavior problems they are not foreseen as far as I know
2. only if the agency has a friend who knows he may not be interested and will probably not accept

What are the public and volunteers' support?

1. There are special benefits in education only such as the institution of parallel support There are no volunteers and parents need to pay extra. That is why parents do not travel



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Liliana halili

Parent

Focus Group

3-3-2020

English language

What are the main traveling issues?

1. Of course we go on trips but only with our car. Our little boy is probably happy to travel by car because she is still young. I love travel a lot and we have absolutely no problems
2. Behavioral difficulties, stubbornness, crying anger bursts are common in our daily lives. Even if they do appear during the trip, I still have the same degree of concern that I would have if I were here. I am very happy after traveling and I don't care what other people who look at me say
- 3 I would not travel by other means of transport abroad. The difficulties would be much greater. I'm afraid that when the little one gets older it will be harder

What are the policies of subjects involved in traveling services?

1. No there are not

What are the public and volunteers' support?

No there are not volunteers on this.

Afroditi Mavridou

Antoniou Tasos

Parent

Focus Group

English language

3-3-2020

What are the main traveling issues?

1. Our trips are predetermined and specific. The child is upset if we travel so we cannot go anywhere. So we are limited.
2. The child may become obsessed with specific objects that draw his attention and need a lot of patience from us to get away from that obsession. e.g. with buckets and trash cans



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3. We do not travel abroad

What are the policies of subjects involved in traveling services?

I don't know if they exist

3. There are prescribed practices for children with mobility problems but not for children with behavioral problems

4. There is a need for seminars to raise awareness of the needs of children and families. Through the Internet, the school.

What are the public and volunteers' support?

1. The organization we participate in, to Include is one of the organizations that can help inform. But there are no volunteers. Maybe there are others.

Parent

Focus Group

English language

3-3-2020

What are the main traveling issues?

I agree with Anger the biggest problem is the discomfort created by the child and the stress she experiences with traveling

However, we try but we face any difficulties that arise.

Our car is easy to get around but at the hotel we are going to know and support us.

I do not know what it will be if we go to another hotel I am afraid of the reactions of the child and others

What are the policies of subjects involved in traveling services?

There are no policies and practices that help. We at least don't know. We would love to be informed and learn how to manage. But there are very serious issues in our daily lives that are urgent and do not allow us to think about these issues.

What are the public and volunteers' support?

We wish there was but there is no support.



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LATVIA

Focus group discussion

Date: 12.03.2020.

Participants: parents of NGO Autism Support Centre in Rēzekne
<https://www.autismsrezekne.lv/en/>

Father (F1) of 15 years old, autistic boy

Father (F2) of 10 years old, Asperger syndrome boy

Mother (M1) of 6 years old, autistic boy

Mother (M2) of 4 years old, autistic boy

Educators: Aivars Kaupuzs, Erika Matule, Sandra Stafecka

Place: Laboratory of Social Pedagogy and Rehabilitation Technologies of Rezekne Academy of Technologies

Parents' views on question: What are the main traveling issues?

F1: We have not any problems with public transport anymore. He had stereotypic behaviour in childhood. He certainly had to sit in his particular place next to the window. This led to confusion with bystanders and sometimes even conflict situations. There is no excitement about noisy places because he is used to it from an early age. Of course, it is difficult to go by bus for longer trip. Because he became impatient and the tablet is the only device that could help.

F2: Actually, we do not use the public transport at all in every day. As we have two cars, it is more convenient to go by car. Our son is very slow doing self-care activities. So it is very time consuming to go somewhere by public transport. However, he likes to go by train or metro when we are abroad. It is no problem to wait in line or in bus stop. We could manage it quite well.

M1: We quite often use buses as we live in countryside and sometimes it is quite challenging. My son is non-communicative and sometimes his behaviour is unpredictable and noisy. Then it's became a problem for other passengers. They do not accept that my son is with special needs. Another problem is toilet during long trip. It is not predictable when he will need to go to toilet but buses could not stop somewhere on road. There are some stops during the trip but time is too short for us.

M2: We prefer to go somewhere by private car. I do not like to see people staring to my kid. My son also do not speak and it is difficult to be in public places when he cry with no reasons. However, if we need we can go for longer trip with bus or train and manage it. With some difficulties of course.

Erika Matule: Sometimes I should be as guide with children with special needs for social support reasons. One of the biggest challenges is social unaccepted behaviour when kids losing the patient. Its



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happen waiting the transport or during long trip. Then I feel the condemnation of other people. I try to explain that it is behaviour of children with special needs and it just happens. Some of them have poor motor skills and balance as well. And I had a situation that in a city bus one girl almost fell down from the chair due to unexpected braking. There are no seat belts in our city buses and sometimes it could be a problem.

Parents' views on question: What are the policies of subjects involved in traveling services?

F1: We often use public transport because we do not have a car and it is free of charge for us. This, of course, makes our lives easier because there is no extra cost. We do not need any additional support equipment or services. Our son likes to go by bus around the city and sometimes he together with mother go to near town like to excursion. Sometimes we go abroad for rehabilitation reasons by train and he likes it too. So, we have no problems with public transportation.

F2: We have the possibility to go by public transport free of charge too but it does not motivate to do it more often. Saving money for us is not so important as saving time. So no transportation no problems.

M1: It is quite pity that we sometimes suffer from misunderstanding of responsible persons like bus drivers or train conductor. It could not be a big problem just stop somewhere on road for 5-10 minutes if somebody extremely need for it. Or ask somebody to change the seat in train. It is just small things that could be very important for our kids.

M2: I try to escape from public transportation so this question is not applicable for me. We travel very rarely so we do not have bad or good experience in this aspect.

Erika Matule: The legislation of our country provides all necessary support for people with special needs. However, in real life sometimes it does not work. For people with functional disabilities, I mean blind or wheelchair users the environment is more or less adapted. Of course not so high level as in Scandinavian countries. People are more ready to help them. But, I think, that people are a little bit afraid from persons with mental disabilities. They do not know how to react on their strange behaviour. At least it was my feeling before I start to work with autistic kids. I think that people still are not ready to accept and understand the reasons of unusual behaviour persons' with mental disabilities.

Parents' views on question: What are the public and volunteers' support?

F1: Usually we do not receive much support from those around us. Just some people who have noticed my son before offers him seat place next to the window. However, there is still a great lack of understanding in society about the behavioural characteristics of these children.

F2: We do not ask for any special support from others as we can manage everything by ourselves. I believe that if person with movement disorders will ask for help then everyone will assist him or her. But there are not so common to see such persons on the street and usually they do not ask for help.



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M1: I can’t imagine what kind of support I could ask for. Because it is quite challenging to understand: what my kid need even for me. Therefore, another person could not assist or help us. May be just pass me my luggage.

M2: I am very rarely out of my house with my son. I do not have any experience about volunteers’ support. But how I mentioned before, I feel that persons around often staring on my son and looks with regret and I do not like it.

Erika Matule: I can agree with parents’ view that people will help if they will be asked for that. But more often I was confronted with a misunderstanding in society and I’m used to it. I do not waste my time and energy to explain that it are the peculiarities of this person and behaviour is just the visible part of emotions.

Summary of discussion

Question	Main quotes	Key words
<p>What are the main traveling issues?</p>	<p>“We have not any problems” “...place next to the window” “it is difficult to go ... for longer trip” “...became impatient...” “we do not use the public transport” “...son is very slow doing self-care” “he likes to go by train or metro” “We could manage it quite well” “his behaviour is unpredictable and noisy” “it’s became a problem for other passengers” “need to go to toilet” “We prefer ...private car” “people staring to my kid” “cray with no reasons” “we can ... and manage it” “social unaccepted behaviour” “the condemnation of other people”</p>	<p>Specific seat place Do not use the public transport We could manage it Prefer private car People staring Social unaccepted behaviour Condemnation of other people</p>



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<p>What are the policies of subjects involved in traveling services?</p>	<p>“public transport ...it is free of charge” “not need any additional support equipment or services” “free of charge too but it do not motivate to do it more often” “Saving money ... not so important as saving time” “just small things that could be very important for our kids” “try to escape from public transportation” “legislation provides all necessary support” “in real life sometimes it does not work” “people are a little bit afraid from persons with mental disabilities” “they do not know how to react on their strange behaviour.” “people still are not ready to accept and understand”</p>	<p>Free of charge Time is more important No need for additional support Legislation sometimes does not work Afraid from persons with mental disabilities Escape from public Do not know how to react</p>
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Summary of discussion

Question	Main quotes	Key words
<p>What are the public and volunteers’ support?</p>	<p>“we do not receive much support from those around us” “there is still a great lack of understanding in society” “We do not ask for any special support” “if person ... will ask for help then everyone will assist” “it is quite challenging to understand what my kid need even for me” “another person could not assist or help us” “I do not have any experience about volunteers’ support.” “I was confronted with a misunderstanding in society”</p>	<p>Do not receive support from others Do not ask for any special support Challenging to understand If ask for help - then assist Do not have any experience about volunteers’ support Misunderstanding in society</p>



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Main conclusions

1. Parents who has private cars try to escape from public transportation for saving time and avoidance of condemnation form surrounding.
2. Persons who assist persons with mental disabilities on transportation could manage it and it is easier with older kids as they grown up.
3. Parents do not need any special support from others just comprehension about peculiarities of behaviour of kids with special needs.
4. The general public still lacks awareness about special needs for people with mental disabilities because these deficiencies are not obvious.



POLAND

1. Focus research JKPU

Date: 05.03.2020.

Participants: parents of Milena, a 11 old year girl with motoric disability: Łukasz i Katarzyna Bratek, they are also parents of two healthy boys: 9 year old Kamil, 19 year old Kuba; brothers of Milena;

Educators: Marek Kawa, Krystyna Kawa;

Place: Opole, the Center of Supporting Families by the Opole City, Poland

1 question: What are the main traveling issues? Indeed, the changes in routine, unpredictability, crowds, new noises and sights can all make the experience difficult for people on the spectrum and their families.

"Hello Marek",

According to your request, I will try to answer the questions about our travels with Milenka: First, we do not travel with my daughter for recreation. Milusia is a recumbent child with a tracheo tube and respirator and with a stoma for feeding. I look after Milenka 24 hours/7. So going on vacation is an additional burden. I go with my husband and sons to relax from all this burden and gain strength. Grandmother is staying then with my daughter.

2 question: What are the policies of subjects involved in traveling services?

However, if it were available traveling with all available amenities perhaps we would take advantage of this offer.

First of all, transport, suitable for people with disabilities, car fully adapted: with a ramp to enter the wheelchair; we would have to have constant access to electricity, because we need constant power supply for suction pump and respirator.

Milusia's is OK to travel, she handles it well. She is not disturbed by noise or other external stimuli. However, we try to avoid a large concentration of people due to the low immunity of our daughter.

When traveling, possibility to change the diaper of such a large child is a the problem as well as to heat food given via the stoma.

On site during your stay there must be specialised medical care in case of any problems, a flat surroundings without architectural barriers, a lift to the room, a bathroom adapted for a child lying and the option of preparing meals completely blended.



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Specialist care over Milusia for several hours would also be appreciated, so the rest of the family could go out together to relax and take care of our own passions.

3. question: What are the public and volunteers’ support?

3. I am not using help of volunteers, it would be helpful to have such aid of someone who could understand our problems. Such help and greater understanding of our problems would certainly be of use. Most people have no idea how taking care of a sick child looks like. How many sacrifices and worries, how many problems and barriers. Just going for a walk looks like preparation for a long trip. Milusia is bigger and heavier, so moving or transporting from one place to another without specialized equipment is a real challenge. That is why it is so hard to go somewhere further.

2. Focus research. JKPU

Date: 06.03.2020.

Participants: parents of Natalia, a 24 old year girl with autistic disorder: Leszek and Anna Grega, they are also parents of one healthy boy: a 30 year old Kuba; brother of Natalia;

Educators: Marek Kawa, Krystyna Kawa;

Place: Raszowa (a countryside in the Opolskie Region, Poland), the house of family.

1 question: What are the main traveling issues? Indeed, the changes in routine, unpredictability, crowds, new noises and sights can all make the experience difficult for people on the spectrum and their families.

Daughter Natalia is 24 years old. She has been treated for autism since early childhood. He takes brain support medications and antidepressants.

Due to the specificity of my daughter's illness, we try to avoid public transport. We use it in exceptional cases. And so, if we can avoid clusters, crowds, noise associated with it, etc. Our daughter misses situations unknown to her, then she reacts very intensively. And because the external appearance of her does not indicate mental illness, we are often exposed to unfavorable comments about her lack of well behaviour and being impolite.

2 question: What are the policies of subjects involved in traveling services?

We also don't use much tourist services. Due to the specificity of services and their intensity. During trips, probably interesting and well organized, often within a few days you visit several or even a dozen or so towns. Along with meals and accommodation in unknown places, etc. For the kid with autism, the problem is just moving, exploring new and unknown places. In addition, the process of getting on and off the bus can be a real challenge!



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How to explain to a tour guide who gives you a 15 minute for a coffee break that just getting out of the bus takes us a good moment? Namely, the daughter suffers from the so-called retention effect (suspension of body and mind). It freezes often in an unnatural pose, then you have to "start" it again with a gentle blow (by gentle kick, hit...etc.) to wake her up. Wake up the brain I think that after such a week stay, the pilot or resident would be exhausted and nervous of us.

I tried to use tourist services intended only for people with disabilities. Also with poor results. The people responsible for our comfort were absolutely unprepared. And not only physically (a young student who has to carry a lot of weight, including his pram, is impossible) Not to mention fear or not being prepared for unexpected situations related to the care of people with intellectual disabilities.

In this way, instead of a client, I became a helper for your babysitter. I will not repeat it.

3. question: What are the public and volunteers' support?

As I live outside the city, volunteering does not exist here. Apart from good neighborly help, which I am very happy with. In addition to official gifts, prepared by residents, we are invited to various interesting meetings, performances, etc. But they take place on the ground, so transport is not an option. In general, the daughter is well received in our small community. For which I am grateful.

3. Focus research. JKPU

Date: 07.03.2020.

Educators: Barbara Olszewska,

Place: city: Pabianice, the Lodzkie Region, Poland.

- Primary School No. 3 in Pabianice, Kindergarten No. 4 in Pabianice, Primary School No. 16 in Pabianice,

Primary School No. 17 in Pabianice.

Participants.

Educators: Barbara Olszewska, Teresa Serafin.

For responses 1: referring a child with behavioral disorders caused by the autism spectrum of 6 years old, Alan Adamowicz, in Kindergarten No. 4 in Pabianice, the Lodzkie Region, Poland.

For responses 2: referring a child with behavioral disorders caused by Down syndrome of 8 years old, Natalia Śmiech, student at Primary School No. 3 in Pabianice.

For responses 3: referring a child with behavioral disorders due to neurological reasons, 9 years, Dorota Dywan, Primary School No. 16 in Pabianice.



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For responses 4: referring a child with behavioral disorders caused by Asperger syndrome, 12 years old, Primary School No. 17 in Pabianice.

<p>1 question:</p> <p>What are the main traveling issues? Indeed, the changes in routine, unpredictability, crowds, new noises and sights can all make the experience difficult for people on the spectrum and their families</p>
<p>1. Response</p> <ul style="list-style-type: none"> ✓ <input type="checkbox"/> Disorders due to sensory nature (stimulation of the labyrinth without moving the body) ✓ <input type="checkbox"/> Social reactions (too many people, comments, paying attention) ✓ <input type="checkbox"/> Physiological disorders ✓ <input type="checkbox"/> Cultural disorders
<p>2.response</p> <p>changing stimuli in the environment can cause negative reactions of my child such as a crying, frustration</p>
<p>3.response</p> <p>When the child is exposed to new situations such as: numerous noises, noises, overlapping of various sounds with the environment which he does not know "closes in his world" and it is difficult to make contact him. When surrounded by a lot of noise, it clogs ears and crumbles. Crowd, change of travel means and surroundings arouses panic.</p>
<p>4.response</p> <p>Any change in the means of communication. Any change to the usual activities (my toilet, my meal in my home, fun and learning at my home in my school) causes resistance. He doesn't like new rooms where there is no space for him and he has to share this space with somebody else. He does not trust people who look at him - he is afraid of the eyes of "curious people". He doesn't like crowds and lack of space. He doesn't like when a strangers approach him. He feels it as a threat.</p> <p>Noise of unknown origin frightens him. He doesn't like long journeys. It is difficult for him to stay in confined space when when he has is no organized time and limited movements (sit still, be polite, do not disturb, do not kick, do not wave your hands)</p>
<p>2 question:</p> <p>What are the policies of subjects involved in traveling services?</p>
<p>1.Response</p> <ul style="list-style-type: none"> ✓ <input type="checkbox"/> Take care of safety ✓ <input type="checkbox"/> An explanation of what situations may occur ✓ <input type="checkbox"/> Always support and help in difficult situations
<p>2.response</p> <p>Hire people professionally organizing help for children and parents to support them in travel and leisure. In tourist facilities there should be specialized personel such as therapist, psychologist, nurse and emergency rescuer. Equipping the rooms with interesting aids for fun, relaxation, e.g. toy books, bicycles, scooters, balls, didactic games, relaxation techniques, etc.. Not just internet access.</p>
<p>3. response</p> <p>We are looking for travel agencies organizing trips to places where they have experience in organizing tourist services for children like ours. They secure our journey by preparing for any eventuality and informing us what might happen to us during the journey. What sections of travel (breaks in travel)? What are the conditions of the trip? At what temperature? What food? Protection in toilets, hygiene products,</p>



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basic medicines and premedical help, meals. Small groups of people on site. A large space for rest for walking, swimming. Various forms of spending time. Rooms for individual and team activities.

4. response

We are looking for centers recommended by others who are in a similar situation as we are. We try to participate in tourist and cultural events but we must have contact with people who have experience of working with people with disturbed behavior and are very tolerant of their behavior. They can understand that our children's behavior can be spontaneous and surprising for their guardians. Centers should have a whole range of leisure activities and space to relax to be able to relieve tension and difficult situations.

3.question: What are the public and volunteers' support?

1.response

People avoid us and are afraid of our children's unpredictable behavior
We expect the support of the society (few individuals) and volunteers to help:

- ✓ Ensure the safety of the whole family
- ✓ Organize support when difficult situations occur
- ✓ In organizing free time for the whole family
- ✓ In conducting various individual and team activities of people with disturbed behavior to socialize them

2.response

People are not taught and prepared to live with people with disturbed behavior and that is why we are looking for volunteers to professionally organized classes developing the interests and passions of children with disturbed behavior

3.Response

People - society is not educated on how to react or not respond to specific behaviors of people with disturbed behavior. Parents with children who exhibit behaviors such as: panic, anxiety, crying, aggression, loud laughter, excitability, nervousness, shouts are exposed to exclusion and isolation.
The few travel agencies have specialists who can organize a stay at the resort. They often employ volunteers during the holidays

4.response

We are looking for help and support from people who are witnessing the difficult behavior of our children. The response is different from refusing to cooperation. Some people sympathize and want to help but are helpless and afraid to show empathy. Very often we hear criticisms of our address: "how we grew up so we have". I no longer have the strength to explain and turn away from these people I am hopeless. Everything happens in the presence of our children, it causes them even more frustration. People don't accept the behavior of our children and us, either. They show impatience if we don't calm the child down. They are annoyed because we disturb their space and their peace. We avoid large clusters. Stations, stops, crowded pedestrian streets and squares. When I'm in the ZOO, I release the museum with my child when I see a group of people. I am waiting for them to pass and not witness my child's various behaviors.

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TURKEY

1. Focus Group Discussion

Date: 11.03.2020

Place: Yüreğir Özel Eğitim Uygulama Okulu (Yüreğir Special Education Training School)

Moderators:

1. Yeliz Nur Akarçay
2. Ferah Bucak

Participants:

1. Parents

P1: the mother a 9-year-old boy suffering from severe Autism Spectrum Disorder. She has two more children with normal development.

P2: the mother of a 9-year-old boy suffering from moderate Autism Spectrum Disorder. She has one more child with normal development.



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P3: the father of a 8-year-old boy suffering from severe Autism Spectrum Disorder. He has also two more children with normal development.

P4: the father of a 9-year-old boy suffering from severe Autism Spectrum Disorder. He has one more child with normal development.

2. Educators

E1: Hatice K k

E2: Furkan Atlı

E2: Volkan Aşan

Note: Audio recording was made during the discussion. Written approval of the participants was taken to use the data and images obtained within the scope of the project activities.

Question 1: What are the main traveling issues?

P1: T_P_1

- changes in routine
- planning the travel according to the children disturbance
- tackling unsuspected events
- transportation
- finding the appropriate accomodation structures
- interacting with normal people
- crowd

My son was diagnosed as autistic at the age of two and he has been treated for autism since then.

Planning a holiday is a dream for us, even home visits can be torture for us. We cannot plan a long term holiday, we rarely go to nearby places for a daily trip, it is impossible for us to stay in a hotel even travelling is very tiring for us.

My son always keeps bouncing without stopping, I sometimes need to hold him to prevent him bouncing. He gets very excited when he gets on vehicles, and for this reason his jumping increases. So it is impossible to use public transports for travelling.

It is very difficult for me to manage his behaviors when we are somewhere out. He never stands still, I have to run after him all the time. The reactions and incomprehension of the people around are generally quite disturbing.

People's reactions prevent us from going out, making a travel plan. When Kerim shows different reactions, people's gaze and attitude towards us disturb us. Because Kerim loves the sea, we can go on daily trips and we can only go with our own vehicle.



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Being in crowded environments, coping with the child's behavior is very tiring. For this reason, we usually prefer to stay at home. However, because I have two more children, we rarely plan short, daily trips to keep them happy and not to deprive them of some things.

Even if we want to plan long trips, suitable accommodation facilities for families with children with autism are not available already.

P2: T_P_2

- changes in routine
- planning the travel according to the children disturbance
- tackling unexpected events
- transportation
- Finding the appropriate accommodation structures
- manage the the children behavior
- interacting with normal people

The main travelling issue for us is interacting with people around. We are often exposed to unfavorable comments and the people can be very impolite and insensitive. While outside, the child's behavioral problem increases, the child becomes more active and therefore unexpected events occur.

Using public transport is also very challenging to cope with my son's reactions and with the reaction of other passengers on board.

There are sounds that he makes in similar rhythms very often during the day. He cries when he hears a loud or crying sound. If he cannot see me when he enters a new environment, he cries very badly.

We generally avoid travelling not to change the routine of my son and managing his behaviors in different environment is always a problem. Maybe we could organize more travelling if there were suitable services for our children at the resort.

P3: T_P_3

- changes in routine
- planning the travel according to the children disturbance
- tackling unexpected events
- transportation
- finding the appropriate accomodation structures
- manage the the children behavior
- interacting with normal people
- crowd



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- new noises and sights

Unfortunately, even the problems we experience in urban public transportation prevent us from making a holiday plan. So, we generally avoid organizing a travel.

For example, discount cards allocated to individuals with special needs sometimes are not accepted by drivers on buses. It can be a problem for individuals with special needs to get on public transport with discounted tickets. The drivers don't show the same reaction when someone else gets on busses holding discount tickets, like teachers or students. The problem is that the drivers and hosts are unconscious about the characters and needs of individuals with special needs.

People are insensitive to individuals with special needs. The most important reason is the low awareness of the society towards individuals with special needs and their unconsciousness in this regard. There are even no special seats in buses for intercity transportation.

P4: T_P_4

- changes in routine
- new noises and sights
- other

-managing incontinence of the child

-interruption of child's education

The main travelling issue for me is the interruption of my child's education. Generally, I do not want to organize travels not to prevent the child from his education. Beside this, there are also some other problems. My child behaves differently when he heard new sounds and he sometimes starts to cry suddenly. Changes in routine sometimes affects him negatively.

I changed my profession so that my child could get a good education. Many educational institutions were tried and I spent a lot of money. We have made a good progress now. It does not move much and the behavior of harming herself and her surroundings has partially disappeared. Transportation is a trouble yes but self-care problem of my child is more important for me.

Using public transportation was generally a problem for us, as my child had not gained toilet training. I tried to travel with my own car to manage with the problem of incontinence of my child. And now finally he has gained the toilet training, which makes the things a bit better.

My son's education is an obstacle for us to arrange a long term holiday. I can only arrange a holiday for the weekend. I wish there were an institution where they can accept my son and he could continue his education during holiday. It would be great to have an institution where my son could continue his education, this can be a paid or free school, I would inform them that I would come there for 2-week holiday. While I was on vacation, the child could continue his education without interrupting.



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Interrupting the education of the child for the holiday may also be a problem in terms of adapting the child to education on the return of the holiday. So it would be nice for us to continue to the education of the child during the holiday. Or I wish the hotel had specialist training personnel who could take care of the child. The transportation problem is somehow a problem that can be overcome for us, but we are not comfortable during our stay, which is a bigger problem for us. We would like to relieve and spend time with our other child.

E1: The children with ASD are more affected by incontinence than typically developing children. Common toileting difficulties in children with autism may be one of the important travelling issues for families. Lack of toilet training can prevent parents from organizing travels. And we have many parents with children who have difficulties in toilet training.

E2: A voice or anything else can cause children affected by ASD to change suddenly and change their control. They may also show interest obsessions such as excessive dealing with one or more extraordinary issues, and order obsessions such as performing certain operations in daily life, reacting to the disruption of order. There are anger attacks that occur as a result of such changes, behavior that harms the environment or herself/himself, problem behaviors and behavioral features that manifest with repetitive body movements. For this reason, changes such as emotions and places should be done very carefully or applied in individuals with autism spectrum disorders.

E3: Individuals affected by ASD may experience various problems while traveling. Individuals are generally stressed during travel. A sudden triggering noise, traffic and many other travel factors can cause individuals with autism to have problems. During travelling, he/she may show temper tantrums, crying crises or similar mood disorders.

In addition to the reasons arising from the characteristics of children with autism, excessive attention towards these children during their travels may cause them to get nervous by creating negative effects.

Question 2: What are the policies of subjects involved in traveling services?

P1:

- Travel agencies' policies don't meet the family needs
- Transportation policies don't meet the family needs
- Accommodation policies don't meet the family needs
- Restaurants policies don't meet the family needs

P2:

- Travel agencies' policies don't meet the family needs
- Transportation policies don't meet the family needs
- Accommodation policies don't meet the family needs



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- Restaurants policies don't meet the family needs

P3:

- Travel agencies' policies don't meet the family needs
- Transportation policies don't meet the family needs
- Accommodation policies don't meet the family needs
- Restaurants policies don't meet the family needs

P4:

- Travel agencies' policies don't meet the family needs
- Transportation policies don't meet the family needs
- Accommodation policies don't meet the family needs
- Restaurants policies don't meet the family needs

E1:

- Travel agencies' policies don't meet the family needs
- Transportation policies don't meet the family needs
- Accommodation policies don't meet the family needs
- Restaurants policies don't meet the family needs

E2:

- Travel agencies' policies don't meet the family needs
- Transportation policies don't meet the family needs
- Accommodation policies don't meet the family needs
- Restaurants policies don't meet the family needs

E3:

- Travel agencies' policies don't meet the family needs
- Transportation policies don't meet the family needs
- Accommodation policies don't meet the family needs
- Restaurants policies don't meet the family needs

Question 3: What are the public and volunteers' support?

P1: As far as I know, there aren't any public support for organizing our travels. There are some NGOs which are supporting us in education of my son but there are no support from them in travelling for families with children affected by ASD. It is even very challenging situation for us to go a restaurant with my son. So we prefer to stay at home. It would be good if there were lists of restaurants, hotels that we could go with our son.



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P2: We have to deal with all the issues if we would like to go somewhere for travelling. We do not have any support from public or volunteers. We need to overcome all difficulties by ourselves.

P3: No support is received from neither public nor voluntary institutions. In this regard, the support provided by the state to our children is more important. Unfortunately, the public does not have any support for families of individuals with autism in travel-related matters. For example, It would be nice if the municipalities allocated private vehicles. We try to organize travel plans with our individual efforts and the recommendations of our acquaintances.

I visited the mayor at various times to make arrangements for individuals with autism in the playgrounds, but even the slightest step was not taken in this regard. There are continuous promises about the necessary arrangements in this regard, but unfortunately none of the promises are kept.

The interaction of children with autism with their environment is important for me. Even in playgrounds, we have some problems with other parents. There are no places where we can take our children for entertainment even in the city. I take him to some children's entertainment areas in the mall. He used to react to sounds, but gradually got used to the sounds there, now he doesn't react any longer. In terms of travel, I think that children can be accustomed slowly and positive results can be achieved. However, it is also important that people around us show understanding and attitudes towards us.

P4: Unfortunately, we do not receive any public or volunteer support while organizing our travels. We do not have the chance to receive any public support to find accommodations suitable for families like us. There are no NGOs that support us in traveling and no services committed for children affected by ASD. So we have to deal with everything.

There are no lists of accommodation structure, restaurants that support the families of children with special needs. There is no list of leisure activities open to families of children with special needs.

There are no public services to support us at the airport. In public transportations, we can get only discount tickets, we don't have any other extra services. Since we are not offered any public services during transportation, I generally prefer to travel with my own car. We try to plan the travel on our own without getting support from anywhere. We try to find the best by trial and error. It would be very helpful if there were supports from public and volunteers.

The main issue in travelling is the unconsciousness of people. Transportation is not the most important problem in our country - I think it is a bigger problem that there is no serious awareness of the public. The grunting of people around can put pressure on the drivers. Transportation difficulties, unconscious behaviors of people may be tolerated in some way, but not being comfortable in the destination leads us to avoid travel.



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I prefer to go by my private car - I generally prefer the night trip since there are hours when my child sleeps. I am trying to overcome the problems that I may encounter while traveling, by my own efforts. Another reason I prefer to travel with my car is that it will be easier for me to be safer and prevent my child from escaping.

Individuals with autism create problems for parents more. Once I was traveling by bus, my child cried for 8 hours, for no reason, and suddenly he heard the pepe and fell silent. While traveling with my own car, I find solutions for myself by taking breaks in certain places and shortening the travel time. It is not possible to take many breaks in public transports such as buses.

While traveling by train, I have to buy all the seats in the 6-person compartment in order to travel more comfortably. The state has no other contributions to us, except for the services of discounted tickets and exemption from special consumption tax when purchasing cars. For this reason, more and more individual measures are taken while traveling, families need to take all kinds of measures and make the necessary planning My child is now prefers travelling in my car and does not want to ride another vehicle. For example, chirping cars can be allocated to accustom children to the idea of travel. A vehicle painted with a floral, animal characters can attract the attention of children and can be designed in a way that will not harm children.

Staff working at airports, especially at checkpoints, should be very conscious about this. When traveling by planes, trains or buses, we have to be careful about possible risks that may occur in the rest areas and waiting areas. For example, it may cause serious problems for the child to escape after passing the checkpoint at the airport.

Maybe you can manage the child in a way inside the plane, bus etc but the difficulties experienced during the waiting and boarding periods are also important when planning the trip.

I usually prefer the tables in the most remote corner in the restaurants in order not to disturb people around and not be exposed to disturbing glances. Unfortunately, we do not have any services from the restaurants.

E1: Families of individuals affected by autism in Turkey, are using public transport to travel with their children in case of necessity. The vast majority of people in the community are insensitive to people with special needs. The most important reason for this is the low awareness and unconsciousness of the society towards individuals with special needs.

The negative behaviors and reactions people show towards individuals with autism are the biggest problems faced by families with children with autism. These people even avoid making a travel plan, going out. When children react differently, the attitude of people and their attitudes towards them is extremely disturbing for families. For this reason, awareness should be raised through public awareness.



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Increasing the awareness of people on this issue will help families to organize travelling more comfortable.

E2: Individuals with autism often use their private cars for transportation in Turkey. The vast majority of autistic individuals in Turkey are unable to travel alone. A course about special education can be provided to staff- 20 days training in special education. If the staff knows what it is, at least he/she knows how to act, he/she tries to help parents. The travel agencies could have specialists who can organize a stay at the resort. They could employ volunteers who could help the families during their holiday.

E3: There are no specially designed applications/services for individuals with autism in buses, planes, trains etc. This situation causes individuals with autism to experience great difficulties. Only price reductions are applied in trips.

Families with children affected by ASD generally avoid travelling and they are afraid of their children's unpredictable behaviors. Getting public and volunteers supports would help them to overcome their difficulties experienced during travelling. Public institutions and NGOs could organize support when difficult situations occur. And they could organize travelling opportunities for the whole family.

ITALY

Focus group Ecoistituto of FVG

Date: 06.03.2020.

Participants:

- 4 parents of a child with Autistic Spectrum Disorder (ASD)
- 3 social educators
- 2 Facilitators: Simone Zorzi, Carlo Scaini; Simone Zorzi is responsible for services for people with mental disabilities whilst Carlo Scaini is responsible for a community center for young drug addicted.

In accordance with the national privacy regulations, the respondents have been indicated as Parent 1, 2, 3, 4 and Educator 1, 2, 3.

Place: Udine, Italy

P 1. 1 question: What are the main traveling issues?

The main issues I experienced in traveling are:

- Changes in routine
- Tackling unsuspected events



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- Finding the appropriate accommodation structures
- Manage the children behavior

Accordingly, planning the travel carefully is crucial.

2 question: What are the policies of subjects involved in traveling services?

Government argues that inclusion should be ensured also to people with disabilities and disturbances.

However, I experienced that:

- Travel agencies' policies partially meet the family needs
- Transportation policies partially meet the family needs
- Accommodation policies partially meet the family needs
- Restaurants policies partially meet the family needs

Indeed, much depends on the service providers.

3 question: What are the public and volunteers' support?

I and my wife are member of an Association of parents of children with ASD. Thanks to the relationships with other parents' associations:

- There are lists of accommodation structure that support families of children with special needs
- There are lists of restaurant support families of children with special needs
- There list of leisure activities open to families of children with special needs

We experienced good public services to support families of children with special needs in the airport.

P 2. 1 question: What are the main traveling issues?

I am a parent of a child with severe ASD. My family avoids travelling since changes in routine create serious problems in my child. The main issues I experienced in traveling are:

- Changes in routine
- Tackling unexpected events
- Finding the appropriate accommodation structures
- Manage the children behavior

Accordingly, carefully planning the travel, even if a short one, is crucial.

2 question: What are the policies of subjects involved in traveling services?

I don't know if there are governmental policies to support traveling of families with children with ASD.

Here you are the strategy I follow when I must travel with my child:

- Choose a travel program that reduces stress
- Involve my child in planning the travel



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However, I experienced that:

- Travel agencies’ policies partially meet the family needs needs
- Transportation policies partially meet the family needs
- Accomodation policies partially meet the family needs
- Restaurants policies partially meet the family needs

3 question: What are the public and volunteers’ support?

On the internet, there are:

- Lists of accomodation structure that support families of children with special needs
- Lists of restaurant support families of children with special needs
- List of leisure activities open to families of children with special needs

P 3. 1 question: What are the main traveling issues?

Traveling is challenging for children with ASD. The main issues I experienced in traveling are:

- Changes in routine
- Tackling unexpected events
- Interacting with normal people
- Crowd

My child is stressed in crowd environments.

2 question: What are the policies of subjects involved in traveling services?

I find many aids on the internet, e.g., how to take an airplane. However, I experienced that:

- Travel agencies’ policies partially meet the family needs needs
- Transportation policies partially meet the family needs
- Accomodation policies partially meet the family needs
- Restaurants policies partially meet the family needs

Indeed, NGOs of parents of children with ASD can support you.

3 question: What are the public and volunteers’ support?

I and my wife are members of an Association of parents of children with ASD. Thanks to the relationships with other parents:

- There are lists of accomodation structure that support families of children with special needs
- There are lists of restaurant support families of children with special needs
- There list of leisure activities open to families of children with special needs

We experienced good public services to support families of children with special needs.



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P 4. 1 question: What are the main traveling issues?

Traveling is complicated when you have children with ASD.

However, planning in some advance a travel can make transitions and time in transit a lot more manageable. The main issues I experienced in traveling are:

- Changes in routine
- Tackling unexpected events
- Finding the appropriate accommodation structures
- Manage the children behavior

2 question: What are the policies of subjects involved in traveling services?

Government argues that inclusion should be ensured also to people with disabilities and disturbances.

However, I experienced that:

- Travel agencies' policies partially meet the family needs
- Transportation policies partially meet the family needs
- Accommodation policies partially meet the family needs
- Restaurants policies partially meet the family needs

3 question: What are the public and volunteers' support?

NGOs support families with children with ASD. However, families should receive support from governmental services. These services are related to education as well as to:

- Selection of accommodation structure that support families of children with special needs
- Selection of restaurant support families of children with special needs
- Selection of leisure activities open to families of children with special needs

We experienced good public services to support families of children with special needs in the airport.

Educator 1

1 question: What are the main traveling issues?

The changes in routine, unpredictability, crowds, new noises and sights can all make difficult the traveling experience of families with children with ASD. In my experience, the main issues families have to tackle in traveling are:

- Changes in routine
- Tackling unexpected events
- Manage their children behavior



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- Finding the appropriate accommodation structures

2 question: What are the policies of subjects involved in traveling services?

I don't know public policies that support families with children with ASD in traveling. However, there are private initiatives of single accommodation structures or of NGOs. Usually, a family can find on the internet information about accommodation structures that accept families with children with ASD.

3 question: What are the public and volunteers' support?

The Italian Regions (in Italy the health care service is provided by the Regions) will have to ensure the health care services, identify coordination centers and "to establish the diagnostic, treatment and care for children and adults with autistic disorder, as well as verify its evolution".

Unfortunately, there are few funds to guarantee these goals.

The support of volunteers is very important but volunteers must be qualified to give effective support.

Educator 2

1 question: What are the main traveling issues?

Families with children who are on the ASD often face big challenges when planning a trip since children with autism have problems when out of their regular routines. However, that does not mean families with children with ASD should skip traveling. Sometimes, travel is necessary in order to seek therapy and specialized care. I found that there are many differences among children with ASD. Accordingly, a travel should be planned considering the characteristics of children,

Usually, the main issues families experience in traveling are:

- Changes in routine
- Tackling unexpected events
- Manage the children behavior
- Planning the travel according to the children

2 question: What are the policies of subjects involved in traveling services?

At state-run sites a person with a disability as well as their caregiver can bypass the lines and get free entry. However, I suggest looking at the smaller and less crowded attractions. Queuing can be very difficult.

3 question: What are the public and volunteers' support

I don't know any public support to families with children with ASD in traveling.

Educator 3

1 question: What are the main traveling issues?



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In my experience with people with ASD, changes in routine represent the primary issue. The main issues I experienced in traveling are:

- Changes in routine
- Tackling unexpected events
- Finding the appropriate accommodation structures
- Manage the children behavior

2 question: What are the policies of subjects involved in traveling services?

There are not specific policies to support families of children with special need when they are traveling. However, local governmental services can give them support in collaboration with NGOs.

3 question: What are the public and volunteers' support?

On 10 May 2018, an update of the guidelines for the promotion and improvement of the quality and appropriateness of assistance interventions for autism was approved by a unified Conference in Italy gathering the Government, the Regions, the Autonomous Provinces of Trento and Bolzano and the local authorities.

Some of the most notable updates include updating the guidelines for the promotion and improvement of quality and appropriate assistance interventions, taking care of the needs of families of autistic children, and a deadline of 6 months for regions and autonomous provinces to implement the guidelines. Crucially, the guidelines are also to be implemented in each of the 20 Italian regions.

However, there are many difficulties, organizational and economical, to put in act these guidelines.

Much depends on the initiative of the public services. NOGs offer support and integrate the public services activities.