



NEWSLETTER MIND INCLUSION 3.0



Pilot Actions results in ITALY



Inclusion in Action: What We Tested in Italy

After months of meetings, discussions, and collaborative work, it's time to test and put into practice everything we've built so far.

In three countries — Italy, Spain, and Romania — social professionals (educators, social and healthcare workers, social workers) and business owners have tested firsthand the digital tools developed by the Mind Inclusion 3.0 project. The OLC for social professionals aimed at raising awareness of their role as facilitators in social inclusion processes, the MOOC for Business Users to enhance awareness of accessibility in their public venues, and an app for both groups with the goal of mapping public places to foster inclusivity.

In this newsletter, we share what happened in Italy:
the voices we heard, the experiences lived, and the changes already underway.

Small Changes with great impact



In Italy: test, exchange, and big-small changes

In the province of Vicenza, Margherita Società Cooperativa Sociale coordinated the Italian pilot action.

The following were involved:

- ◆ 30 social professionals (educators, teachers, psychologists, care workers, etc.),
- ◆ 20 public business managers (bars, shops, hairdressers, etc.),
- ◆ some people with disabilities who actively contributed the implementation of the pilot.

The process was structured in several phases:

- ◆ two introductory online meetings to present the tools
- ◆ four focus groups with professionals (two in person, two online)
- ◆ individual interviews with business managers
- ◆ moments of discussion, monitoring, and feedback collection
- ◆ and finally, evaluation of the process with the issuance of certificates.

The results? Beyond expectations

All expected participants completed the program, and the satisfaction level was very high:

- ★ 4.5/5 for the OLC platform – useful and easy to use,
- ★ 4.2/5 for the MOOC – appreciated for its clarity and practical examples.

Beyond Numbers: What Participants Told Us about

What participants in the pilot actions told us about MOOCs and OLCs

About the MOOC

“We’ve started introducing symbols in the menus and reorganizing the spaces. Small actions are enough to make a place more welcoming.”

“I’ve learned how to make spaces more accessible even with small adjustments”

“The course made me reflect on certain details I used to take for granted.”

About the OLC:

“We used the platform with users as well: it’s simple, clear, and includes printable tools. It’s immediately usable”

“Families sometimes struggle to give space for autonomy. But these tools help us build trust, little by little”

“In small towns, opportunities exist, but they’re hidden. This project makes them visible”

What's Next? Moving Forward Together

The Italian pilot showed that technology can truly support inclusion, especially when combined with attentive guidance and adaptation to local needs. It's not about big revolutions but simple tools, active listening, and willingness to try.

Want to learn more or try the tools yourself?

👉 Visit the website

mindinclusion.eu

👉 Explore the OLC platform for social professionals

[Visit the OLC](#)

👉 Join the MOOC for managers and business owners

[Visit the MOOC](#)

👉 Check out the Mind Inclusion App and share inclusive places in your area

[Download the APP \(Android\).](#)

[Download the APP \(IOS\).](#)

👉 Visit the social media p



✉ Inclusion means taking action. Even with small steps. Together.

PROJECT PARTNERS

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