

ENVITER 2022
April 13

Mijke Hartendorp



The inclusive society is vulnerable in times of disruption

“A blind person is not made for the social distancing society”



**The impact of the
COVID-19 measures on the
psychosocial well-being
of persons with blindness,
low-vision and deafblindness:
Lessons learnt and solutions**

Organisaties

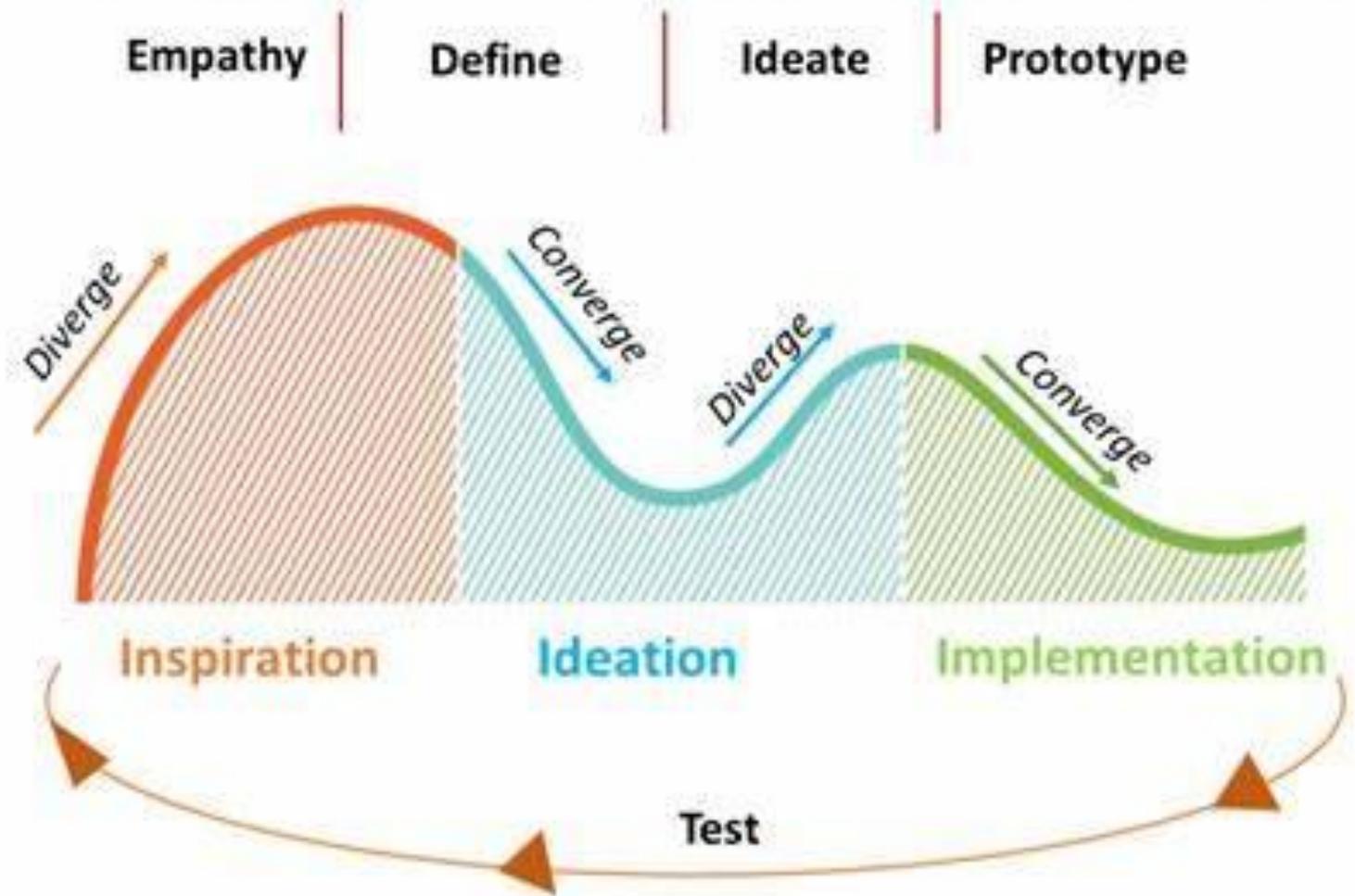


Human Centered Design

- Inspiration
- Ideation
- Implementation

- Experts by experience (N=11)

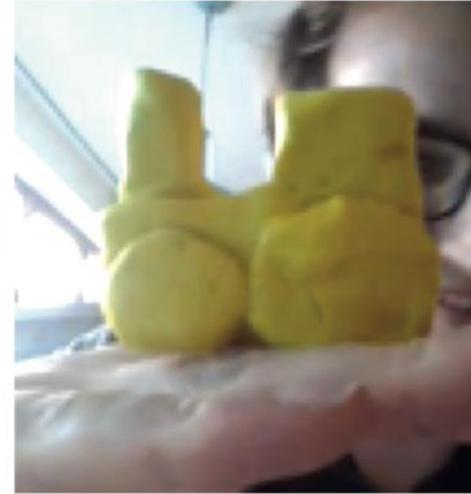
Human Centered Design Process



Methods:

- Interviews
- Observation
- Context mapping
- Brainwriting
- Decision matrix
- Lo-fi prototyping
- Pilot study
- Product development

Context mapping



Problems



Strategies and aids no longer worked

- Not able to estimate 1.5m distance to others
- Not able to grab someone's arm to cross a street
- Not allowed to share a shopping cart with someone else
- No one around to assist in public transport
- No people in the streets to use for navigation
- No assistance in the supermarket by an employee
- No residual vision left due to fogged glasses as a consequence of wearing a face mask indoors
- Not able to fully participate in video conference calls
- Not allowed to use the public transport for leisure activities
- Guide dogs not trained in following COVID-19 restrictions

Impact on psychosocial well-being



Negative reactions by others

“They never like it when I run into them, but normally in other times, that just happened sometimes and, that was not so bad, but now you have the idea that they are thinking: "oh dear, as long as I'm not infected now". You are much more aware of those kinds of things. and that also makes it more stressful in strange environments.”

"Every time you think: When will such a situation arise again, to be prepared, *I say this or I say that*. Nine out of ten times I'm just flabbergasted. It's just a bit of a feeling that you so to speak, you just don't expect it, also because it happens so suddenly, and you just don't expect it. He really started swearing and cursing to me: “Dude, keep the 1,5 meters distance and can't you keep your eyes open?!”. I was really... while you just have a guide dog and a white cane with you.“

“I no longer do the groceries myself. That's what we do together, my husband and I. My husband should really do it alone, but he's like, 'If I don't take you with me, that's something you also can't do due to COVID. So we'll do that together. It is a pity that this is no longer so easy to do for me.”

Inclusive society is vulnerable

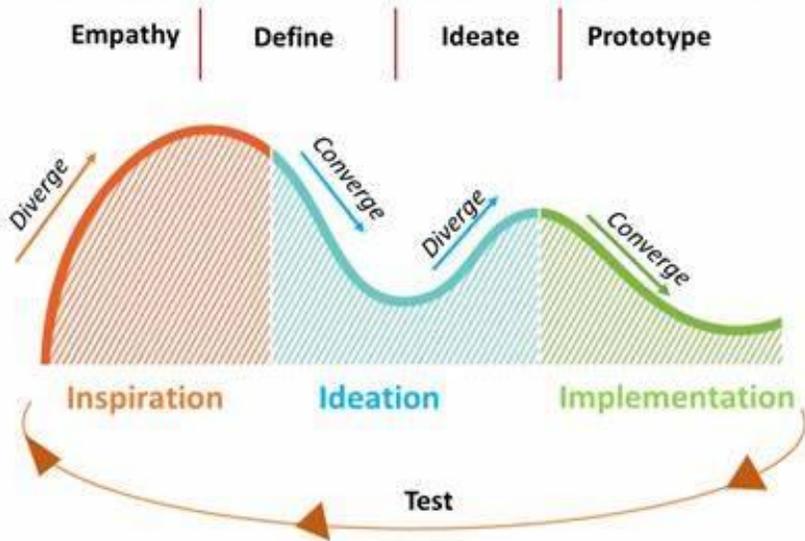
COVID-
19
measures

Unable to
follow the
measures

Negative
reactions
of others

Design challenge

Human Centered Design Process



Dealing with negative reactions of others



Accessible training Nonviolent Communication:

- Guidelines for NVC-trainers
- Role models of V(A)IPs following NVC-training

Impact on psychosocial well-being



Positive impact due to working from home

“For me, the biggest difference is working from home compared to going to the office. The fact that I was traveling so much, I noticed: I don't have any energy left at all. You don't have to pay attention to the road, you don't have to pay much attention in traffic, because I always find that a stressful moment. You build up a very small latent stress level, as soon as you travel to work and back, and it all costs energy and I notice that I do have a lot of energy saved.”

“The digital contact is not only an alternative, but it can also be a good addition to physical contact. And we should make more use of the flexibility and ingenuity that this situation has brought to us.”

“When it comes to meetings, it can also be done more via MS Teams, but not as much as it is now.”

Inclusive society is vulnerable

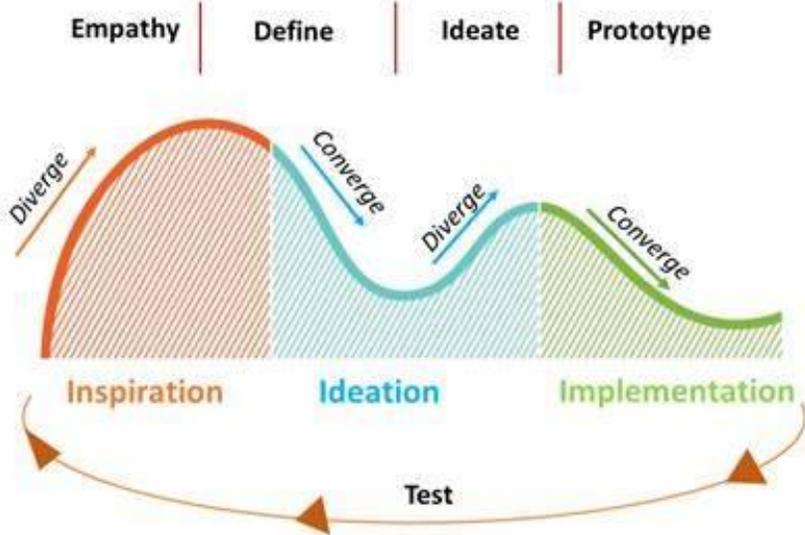
Working from
home

Saving energy,
time and
stress

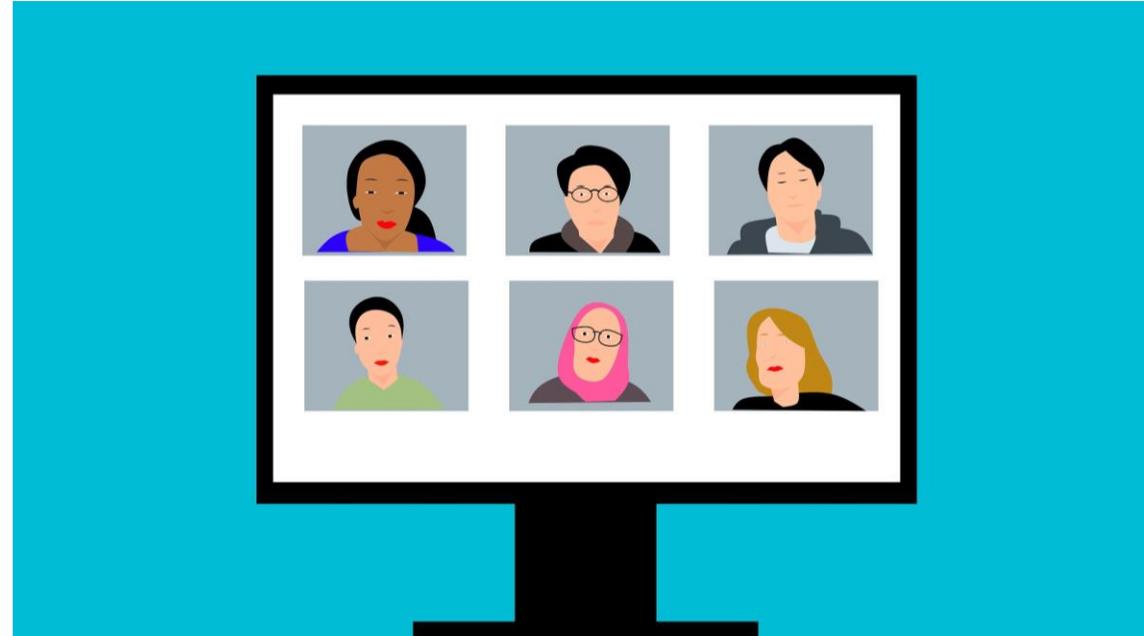
Issues related
to accessibility,
skills and
facilitating
conditions

Design challenge

Human Centered Design Process



Improving participation in online meetings



Animation video for moderators of online meetings:

1. Simulation of attending an online meeting with a visual impairment leading to awareness and empathy
2. A set of tools & rules for moderators to improve participation of VIPs in an online meeting



The inclusive society is vulnerable in times of disruption

Improving psychosocial well-being

- Using NVC to respond to negative reactions of others when one is unable to follow the COVID-19 measures due to its visual impairment or deafblindness.



- Spreading the video on inclusive online meetings among moderators to improve participation of V(A)IPs, so they can benefit fully of the development of working from home

For more information, collaboration or exchange of ideas, please contact me:

- Mijke Hartendorp
- Email: M.O.Hartendorp@saxion.nl
- Saxion University of Applied Sciences, the Netherlands

Organisaties

