



Held under the patronage of His Highness Sheikh Ahmed Bin Saeed Al Maktoum, President, Dubai Civil Aviation Authority, Chairman and Chief Executive of Emirates Airline and Group

Programme

Day 1		Tuesday, 5 November 2019
9:00 am	10:00 am	Registration and Networking
10:00 am	10:03 am	Welcome by Master of Ceremonies Maggie Bootsman Travel and Tourism Professional
10:05 am	10:10 am	Opening Remarks Her Excellency Hessa Buhumaid, Cabinet Member, Minister of Community Development
10:12 am	10:27 am	Keynote Address <i>A City for Everyone</i> His Excellency Abdulla Mohammed Al Basti, Secretary General, Executive Council of Dubai & Vice Chairman of Higher Committee for Protection of the Rights of Persons with Disabilities
10:29 am	10:44 am	Keynote Address <i>Dubai: A Friendly City for People of Determination Providing Comprehensive Health Care</i> His Excellency Humaid Mohamed Al Qutami, Director General, Dubai Health Authority
10:46 am	11:01 am	Keynote Address <i>The Rights of People with Disabilities – Reality and Future Plans</i> His Royal Highness Prince Mired Raad Zeid Al-Hussein, President, Higher Council for the Rights of Persons with Disabilities, Jordan and Dr. Muhannad Al Azzeh, Secretary-General, Higher Council for the Rights of Persons with Disabilities, Jordan



11:03 am	11:18 am	Keynote Address <i>Sunsets and Pyramids for All</i> <i>Tourism, Wellbeing and Health for Persons with Determination</i> Dr. Rayana Bou Haka, Manager, Country Focus and Support Unit, World Health Organization (WHO)
11:20 am	11:25 am	Keynote Address <i>From a Person of Determination to the World</i> Majid Al Usaimi, Member of the Higher Committee for the Protection of the Rights of Persons with Disabilities at Dubai Executive Council, President of Asian Paralympic Committee, Vice President of the UAE Disabled Sports Federation and Executive Director of Dubai Club for People of Determination
Session 1		Dubai as a Model: A City for Everyone
11:27 am	11:42 am	Speaker 1 <i>Dubai Code – A Long-term Vision Behind Designing and Developing an Accessible City</i> His Excellency Eng. Dawood Abdulrahman Al Hajri, Director General, Dubai Municipality
11:44 am	11:59 am	Speaker 2 <i>Accessible Tourism - Is Responsible Community Required to Ensure Success?</i> His Excellency Ahmad Abdulkarim Julfar, Director General, Community Development Authority (CDA)
12:01 pm	12:16 pm	Speaker 3 <i>Dubai Customs – Our Tryst with Accessibility</i> His Excellency Ahmed Mahboob Musabih, Director General, Dubai Customs
12:18 pm	12:33 pm	Speaker 5 <i>Dubai Ambulance - Is a good ambulance service vital to make cities attractive for People with Disabilities?</i> His Excellency Khalifa Hassan Aldrai, Executive Director, Dubai Corporation for Ambulance Services



12:35 pm	12:50 pm	Speaker 6 <i>DEWA -Brightening up the Lives of People with Disabilities</i> Taha Al Hamri, Chief Happiness Officer, Dubai Electricity & Water Authority (DEWA)
12:52 pm	1:07 pm	Speaker 7 <i>Providing Infrastructure and Transportation Friendly for People of Determination</i> Eng. Abdul Redha Abu Al Hassan, Executive Director, Rail Planning and Projects Development, Roads and Transport Authority (RTA)
Session 2		Accessibility at Apple - Innovating for All
1:09 pm	1:24 pm	Apple Education
Session 3		Universal Design – Planning, Strategies and Policies
1:26 pm	1:41 pm	Speaker 1 <i>Tourism For All - A Universal Design/Design for All approach</i> Paudie Healy, Owner and CEO Universal Access
1:43 pm	1:58 pm	Speaker 2 <i>Is comfortable living environment for people with disabilities achievable?</i> Keiji Kawahara, Executive Director, International Association for Universal Design (IAUD), Japan
2:00 pm	2:40 pm	Lunch Break



Session 4		Transportation – Experiences and Challenges of People with Disabilities
2:42 pm	3:32 pm	<p>Panel Discussion</p> <p><i>Panellists – Representatives of People of Determination:</i></p> <ol style="list-style-type: none"> 1. Sa'id Mofeed Saeed Qaffaf 2. Ahmed Abdullah Mohammed Al Nuaimi 3. Khalid Alhumaidi Alharbi 4. Badria Hasan Aljaber, Teacher, Dubai Center of Care and Rehabilitation of People with Determination, Ministry of Community Development, <p>Moderator: Majid Al Usaimi, Member of the Higher Committee for the Protection of the Rights of Persons with Disabilities at Dubai Executive Council, President of Asian Paralympic Committee, Vice President of the UAE Disabled Sports Federation and Executive Director of Dubai Club for People of Determination</p>
3:34 pm	3:44 pm	<p><i>Q & A - Transportation – Experiences and Challenges of People with Disabilities Session</i></p>
Session 5		Accessible Transportation
3:46 pm	4:01 pm	<p>Speaker 1</p> <p><i>IATA- Helping the Middle East Region go places – Fast</i></p> <p>Linda Ristagno, Manager, External Affairs, International Air Transport Association (IATA)</p>
4:03 pm	4:18 pm	<p>Speaker 2</p> <p><i>Hermes Airports- Reaching New Heights in Accessibility Aervices</i></p> <p>Thekla Georgiou, PRM and Customer Care Officer, Hermes Airports</p>
4:20 pm	4:35 pm	<p>Speaker 3</p> <p><i>Accessible Transport and Railways</i></p> <p>Keith Richards, Chair, Disabled Persons Transport Advisory Committee (DPTAC)</p>
4:37 pm	4:52 pm	<p>Speaker 4</p> <p><i>Technology: Supporting Passengers with Disabilities at Airports</i></p> <p>Matthew Anderson, Founding CEO, A&K Robotics</p>
4:52 pm		Day 1 Concludes



Day 2		Wednesday, 6 November 2019
8:00 am	9:00 am	Registration and Networking
9:00 am	9:05 am	Welcome by Master of Ceremonies / Recap of Day 1 Maggie Bootsman Travel and Tourism Professional
9:07 am	9:12 am	Keynote Address <i>Accessible Destinations: Why Dubai and How?</i> His Excellency Issam Kazim, CEO, Dubai Corporation for Tourism and Commerce Marketing (DCTCM)
Session 1		Accessible Destinations: What Makes Cities Friendly for Tourists with Disabilities?
9:14 am	9:29 am	Speaker 1 <i>Accessible Tourism in Saudi</i> Her Royal Highness Dania Bint Abdullah bin Saud bin Abdul Aziz Al Saud, Executive Director, Our Special Friends Charity and Director of Abaqera Centre for Day Care for the Disabled, Riyadh
9:31 am	9:46 am	Speaker 2 <i>Does Networking help in achieving higher level of accessibility and profitability in tourism industry?</i> Anna Grazia Laura, President, European Network for Accessible Tourism (ENAT)
9:48 am	10:03 am	Speaker 3 <i>Fostering Inclusion Universally - It's More than Accessibility</i> Fred J. Maahs Jr., COO Travel For All, President, FJM Solutions
10:05 am	10:20 am	Speaker 4 <i>Let's Talk About Accessibility</i> Kristof Steegmans, Manager, WeTravel2, Belgium
10:22 am	10:37 am	Speaker 5 <i>Profitable Inclusion - The Business Case of Inclusive Tourism</i> Ingemar Fredriksson, CEO, Inclusion Services



10:39 am	10:54 am	Speaker 6 <i>Mapping the Customer Journey</i> Steve Dering, Head of Engagement, Direct Access
10:56 am	11:11 am	Speaker 7 <i>Benefits of an Accessible Hotel</i> Manuel Haroun Díaz, Business Development Manager, Ilunion Hotels
11:13 am	11:23 am	Coffee Break
Session 2		Ways for making Tourist Destinations Accessible – Experiences and Challenges
11:26 am	12:16 pm	Panel Discussion <i>Panellists – Representatives of People of Determination:</i> 1. Fatma Al Qassimi, Director, SAS Team, Zayed University 2. Mohammed Rashid Al Gafli, Chief Executive for People of Determination, Islamic Affairs & Charitable Activities Department 3. Masoud Al Khouri Moderator: Elie Ghoussoub, Senior Consultant – Accessibility, Safety & Inclusion, DASS Solutions
12:18 pm	12:28 pm	<i>Q & A – Ways for making Tourist Destinations Accessible – Experiences and Challenges</i>
12:28 pm	1:08 pm	Lunch Break
Session 3		Medical Tourism: Beyond Wellbeing – Is Dubai fast catching up to be at the top?
1:10 pm	1:25 pm	Session Sponsor: Mediclinic Middle East Speaker 1 <i>Dubai ... Medical Tourism for All</i> Ayda Alabasi, Corporate Clients & Health Tourism Officer, Mediclinic Middle East
1:27 pm	1:42 pm	Speaker 2 <i>Partnership for Progress – Can state-private sector collaboration work wonders for Medical Tourism?</i> Dr. Muhannad Alfraihat, President and Founder, Sanad Village



Session 4		The Right Potion - Are Travellers with Disabilities Getting Appropriate Information through Media and Online about Destinations?
1:44 pm	2:34 pm	Panel Discussion: 1. Dr. Yasmine Gray, Founding Director, GetAboutAble.com 2. José António Monteiro Bourdain, Manager, TourismForAll 3. Alexandre Bodart Pinto, Founder, Wheeling Around The World Foundation 4. Khalid Alhumaidi Alharbi Moderator: Fred Maahs, COO Travel For All, President, FJM Solutions
2:44 pm	2:54 pm	Coffee Break
Session 5		Business Case for Training and Utilizing, People of Determination in the Tourism Industry
2:56 pm	3:11 pm	Speaker 1 Fred Maahs, COO Travel For All, President, FJM Solutions
3:13 pm	3:28 pm	Speaker 2 Muna Ahmed Kazim, Founder of Alef Centre, Learning Support Specialist, Irlen Syndrome Diagnostician and Trainer
Session 6		Road Ahead – The Future of Accessible Tourism
3:30 pm	3:45 pm	Speaker 1 Eric Lipp, Founder and Executive Director, Open Doors Organization
3:47 pm	4:02 pm	Speaker 2 Neuroscience and Robotics for Accessibility Stefano Colletta, Marketing Manager Maria Grazia Marchi, Healthcare Manager All Access Ability
4:04 pm	4:10 pm	Closing Message by MC