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ACCESSIBILITY OF TOURIST SITES TO PEOPLE WITH DISABILITIES: THE CASE OF CAPE COAST AND ELMINA CASTLES IN GHANA

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Abstract: The term accessibility is used in the context of providing equal opportunity to enter into an environment. Much is not known about the accessibility of tourist sites such as castles and forts to people with disabilities. This study sought to examine the accessibility of the Cape Coast and Elmina Castles to people with disabilities through a qualitative approach which involved in-depth interviews and photovoice to collect data. The study revealed that the castles are inaccessible. Though ramps, spacious pathways and hand rails in washrooms existed, there was however, no mutual relation between the design of the castles and the concept of accessibility as defined by the Disability Act. The creation of awareness on the rights of the disabled to participate in the tour of castles can perhaps draw the attention of local government authorities and other relevant stakeholders to effect the necessary changes.

Keywords: accessibility, people with disabilities, tourist sites, Ghana.

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Introduction and background

According to the World Health Organization (2011), more than a billion people or about 15% of the world's population are estimated to live with a disability. The number continues to increase due to several factors among which are advances in science and technology (WHO, 2011). In spite of the fact that they constitute a significant proportion of the world's population, issues affecting people with disabilities continue to receive little attention leading to their marginalization in all spheres of life.

Accessibility is an essential part of the inclusion of people with disabilities. An accessible barrier-free environment is the first step towards fulfilling the right of people with disabilities to participate in all areas of life. Accessibility is a very broad term covering all aspects of assuring that persons with disabilities can participate and have the same choices as persons without disabilities (World Bank, 2010).

Many environments, spaces, products, etc. are developed without a consideration of people with impairments (including the elderly), and it is often assumed that such groups are either unimportant or irrelevant for mainstream design to consider. This often results in these environments and products becoming inaccessible to special populations (and sometimes to mainstream population as well).

Today, tourists seek authentic experiences from places they visit. For countries where the historic environment is a crucial component of tourism, the concept of maintaining authenticity is vital to encourage potential visitors. Historic buildings, such as castles, were built in a time when accessibility for people with disabilities was not a major concern. Today, the number of people living with disabilities is increasing and is expected to continue to grow as a result of the ageing population, sickness and longer life expectancy. While all people may have a desire to participate in tourism, and a similar growing interest in an

authentic experience, a historic site is enjoyed by all interested visitors only when it is accessible to all (Heather, 2013).

Accessibility issues are perhaps most readily identified with the needs and capabilities of people with disabilities. This group has received relatively little attention in the literature when it comes to their particular needs and capabilities as consumers (Kaufman-Scarborough, 2001).

The major challenge confronting most historical facilities are their inaccessible nature. In an attempt to make them accessible, there is always the assumption that making the built environment accessible is expensive and may put a financial burden on authorities concerned. Accessible infrastructure creates value for owners, as a building that meets accessibility requirements will be able to adapt easily to changing needs, including the ageing or emerging disabilities of its occupants. But, it can also be agreed on the point that, because many people do not consider disability issues as important, it will be quite difficult to solicit for financial help with such attitude from the society. Also to support this, Imrie and Hall (2001) have identified some assumptions within the construction industry that, currently, prevent the built-environment from being designed in such a way as to reduce architectural disability. One of these assumptions is that it is unreasonably costly to provide environments that are fully accessible. This assumption is half-truth and can be disproved. In terms of cost, one could argue that inclusive design can be financially beneficial, in that, in most cases, universal design elements can be added to a product's design for little or no cost. It must, however, be admitted that, in some situations, designing for everyone may include features that cost more than traditional designs.

According to Imrie (2002), the built environment of many countries has remained largely inaccessible which can be attributed to the common reason that statutory and legal provisions underpinning the construction of barrier-free environments are feeble or absent in most countries. In many of the developed countries such as UK, US and even the developing countries such as Ghana, there are

international and national laws that mandate its citizens to ensure accessibility to places, especially public places including tourist sites

Accessible Tourism and Legal Regimes

Accessible tourism is a form of tourism that involves collaborative processes between stakeholders that enable people with access requirements, including mobility, vision, hearing and cognitive dimensions of access, to function independently and with equity and dignity through the delivery of universally designed tourism products, services and environments (Buhalis & Darcy, 2010). Accessible tourism can be implemented if more details are allowed for understanding of the needs of PwD (Darcy and Pegg, 2011). Tourism for PwD is not only removing physical barriers (Yau, McKercher and Packer., 2004), it should provide a meaningful experience to ensure their quality of life. Accessible tourism promotes human rights and equal opportunity, by paying more attention to the needs and requests of tourists with disabilities and recognizing that people with disabilities have the same needs and desires for tourism as others, thus leads to the concept of accessible tourism (Yau et al., 2004). Involving people with disabilities in tourism activities does not only create revenue but it is also a legal obligation (Takeda & Card, 2002)

At the sixteenth session of the General Assembly of the World Tourism Organization (WTO) at Dakar in Senegal (2005), a general resolution was made to ensure that member countries take steps to make tourism sites accessible to all. In section V subsection D of the resolution, which focuses on museums and other buildings of tourists interest, facility owners are required to resolve problems that may be encountered by visitors with reduced mobility in their horizontal or vertical movement, by providing ramps or elevators as the case may be as well as taking into account the needs of people with visual or hearing impairment. To this end, all information shall be provided in both written and acoustic form.

The UN Convention on the Rights of Persons with Disabilities (2006) states in articles 8 and 30 that, state parties should ensure access for persons with

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disabilities as everyone else, 'to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas` and that participation in cultural life, recreation, leisure and sport are crucial for the full enjoyment of life by people with disabilities.

According to section 6 of Persons with Disability Act, 2006 of Ghana, the owner or occupier of a place to which the public has access shall provide appropriate facilities that make the place accessible to and available for use by people with disabilities. It further states in section 7 that a person who provides service to the public shall put in place the necessary facilities that make the service available and accessible to people with disabilities. In ensuring compliance, the act spells out sanctions for non-compliance in section 8 which states that among other sections, a person who contravenes sections 6 and 7 commits an offence and is liable on summary conviction to a fine not exceeding fifty penalty units or to a term of imprisonment not exceeding three months or both.

However, despite the passage of the Persons with Disability Act by the Parliament of Ghana and several years after the country had ratified the United Nations Convention on the Rights of Persons with Disability, little has been done on the provision of access for people with disabilities in public buildings in Ghana.

The study, therefore, sought to find out the views of authorities of the Cape Coast and the Elmina Castles on accessibility of their facilities to people with disabilities as against the reality of the facilities.

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Methods

A descriptive case study design was chosen to investigate the extent to which the Cape Coast and Elmina Castles are accessible to people with disabilities. The study adopted a qualitative approach which involved in-depth interviews with 7 participants purposively recruited. The respondent's recruitment was based on the following criteria (a) should be a policy maker and (b) should have direct control over or management of the institutions. In addition, field workers at the castles were recruited purposively. The participants comprised of 2 managers and 4 field workers therein referred to as tour guides at the selected castles and 1 tourist board representative. Interviews were tape-recorded and subsequently transcribed. To derive a more objective form of assessment, an observation was done on the two castles. Interview and observation guides were used to collect data as well as photovoice. The observation was done to ascertain the existence and accessibility of facilities such as Parking area, Door size (entry and exit), Hallways, Signs and symbols, and Washrooms

Thematic analysis was employed for analyzing self-reported data. Initially, researchers studied the field notes, reduced the tapes into transcripts and carefully read through them. This was done to look for themes and similar ideas or responses to the questions posed to the respondents of which the respondents' information or speech were translated into specific categories for the purposes of analysis based on the interview guide which was prepared. In the case of the observation, photo voice was used in which pictures taken from the two facilities were compared and identified similarities and differences in relation to the observation guide that was used.

Ethical Consideration

Ethical clearance was sought from the Committee on Human Research, Publication and Ethics at Kwame Nkrumah University of Science and Technology. Further clearance was sought from the central regional tourist board. Informed consent was sought from respondents. Also, respondents were assured of confidentiality and anonymity.

Limitation of the study

The study did not make use of a large sample size which could potentially reduce the transferability of its findings.

Results

Demographic characteristics of participants

Table 1. Demographic characteristics of participants. Field Data, 2015. Source: authors.

Respondents	Place of work	Experience at work (yrs)	Position at work
1	Cape Coast Castle	5	Manager
2	Elmina Castle	15	Manager
3	Tourist Board	3	Manager
4	Cape Coast Castle	1	Volunteer
5	Cape Coast Castle	3	Field worker
6	Elmina Castle	5	Field worker
7	Elmina castle	4	Field worker
N= 7		X= 5	

N- Total number of respondents X- mean years of experience

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Support Systems

The study found several support systems which in the view of the participants aided their work. However, these support systems could not be directly linked to aiding people with disabilities who visit these tourist sites.

System of communication

Table 2.Support Systems on communication. Field data, 2015. Source: authors.

Respondent	Response to question: What system of communication exists to aid tourist with disability in relation to A- Advertisement B- Clarity of information C- Signage?
1	A. "Well there are other informal ways of advertising the castle and included fairs organized annually such as PANAFEST in the central region, just that these are for the general public and not directed towards specific groups like the people with disabilities." B. "No please..." C. "Well, the map at the reception can serve as a guide to tourist with hearing impairment…"
2	A. "For advertisement to be honest with you, we don't have anything in place for the disabled tourist, we sometimes advertise our facility through music videos, movies but we don't really target people with disability". B. "No please" C. "As for the signs, you can consider the danger sign on one of our spoilt door and this is large enough to be seen even by the visually impaired"

Respondent	Response to question: What system of communication exists to aid tourist with disability in relation to A- Advertisement B- Clarity of information C- Signage?
3	A. "Well, there may be a form of advertisement in the 2 castles but I'm not sure whether it is specific for people with disabilities" B. "People do not get to know about the detailed information and accessible state of the castles, thus the location, activities of the castle…." C. "Well, I think you will find some signs there….I'm not sure they are entirely convenient for the disabled tourist"
4	A. "Mm, I don't know about any adverts about this place ever since I started my volunteer work" B. "No, I don't think we have clear information with regards to the disabled tourist" C. "Oh yes, you can see a number of signs around…..I don't think they were designed with the disabled tourist in mind"
5	A. "Brochures and journals which were sent to hotels also served as another informal way of telling people about the castles". B. "No Idea " C. "As you can see, there are not many signs, you can see the parking lot sign, the map at the reception….."

Respondent	Response to question: What system of communication exists to aid tourist with disability in relation to A- Advertisement B- Clarity of information C- Signage?
6	A. "No please" B. "No…" C. "Yes, you can see the sign of the skull on top of one of the entrances to the dungeon which represent danger"
7	A. "...No we don't" B. B. "No idea" C. "you can see one of the skeleton signs that communicates danger to people with hearing problem"
N=7	

Table 2 shows the findings on the system of communication that exist to facilitate the people with disabilities. Three main areas were presented, the existence of a form of advertisement specific for the people with disabilities, clarity of information made available to the people with disabilities even before they embark on their journey to these tourist sites and then the existence of signage system. It is quite apparent that a form of advertisement existed in both the Elmina and Cape Coast Castle. The media of advertisement include organized fairs, music videos, movies, brochures and journals. None of these advertisements, however, was intended for people with disabilities as described by all the respondents. The fact that no system of advertisement existed for the people with disabilities automatically implied that the variable clarity of information with regards to the accessibility of the castle to the people with disabilities elicited "No" as a common response. In relation to the signage, a

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number of signs and symbols were captured by researchers, and this includes signs of danger, gender and a map in both castles. Whereas the map of the Cape Coast Castle was well located on a map (at the reception) to help tourists with hearing disabilities to know the exact locations without finding difficulty in identifying some rooms, one can argue that the font size, colour and background would not be convenient for the visually impaired. Analysis of the picture illustrated by Figure 5 communicated a form of danger in relation to a condemned door to tourists with hearing impairment and this was not only large enough to be perceived by the visually impaired, but the sign is also internationally recognized. Although some signs existed, they were meant for the general public and not for the tourist with disability. Some facilities had no signs of the "people with disability" at the parking lot and also the lavatories to communicate the places are reserved for the disabled but this was not seen.

Infrastructural system of support

Table 3. Support Systems on Infrastructure. Field Data, 2015. Source: authors.

Respondents	Responses to question: Does the infrastructure of the castles aid people with disabilities? A- Floors/surfaces/pavements /space B-lavatories
1	A. "You can find 2 ramps in the castle and this was designed to make it easy for tourist with difficulty in walking, the doors are wide enough to facilitate easy entry and exit, the fact that the "door of no return" is located at the extreme south of the castle makes it difficult to be accessible by tourist with mobility impairment should there be an emergency, the floor surfaces are also rough…" B. "As for the lavatories, they are always unlocked and accessible, the toilets seats are low and we have horizontal hand grails that help tourist who use crutches and other mobility impairments"
2	A. "There is a long series of stair case that have no ramps and this is a problem for those with mobility impairment, but the parking space, courtyard and other places are wide enough. The doors are however large enough to accommodate wheel chairs though" B. "The entrance to the lavatories are restricted because there is no ramp that links the ground floor to the lavatories but rather, there is one stair present"
3	A. "Well, the surfaces of the floors are rough because of the rocks and stones which were used in building of the two castles; this

Respondents	Responses to question: Does the infrastructure of the castles aid people with disabilities? A- Floors/surfaces/pavements /space B-lavatories
	sometimes makes it difficult for those with walking impairments. Some of the castles have ramps and this is helpful" B. "The doors to the lavatories are always opened and there is a wide space for movement when one access the lavatories, hand grails have also been provided to facilitate".
4	A. "The ramp beside the stairs that leads to the communication channel enables people with disabilities to move freely without a guide" B. " as for the lavatories, they are always open to all"
5	A. "Though the surfaces are rough I think they help prevent the visually impaired from slipping, two ramps present and the sloping entrances to the dungeons, as for parking lot we don't have one specific for the disabled tourist, we also have a parking space" B. "the lavatories are accessible to people with disabilities due to the presence of the horizontal grails and the low-leveled of the toilet system"
6	A. " The doors are wide enough to accommodate even wheel chairs, just that we don't have ramps by the stair case and this is bad" B. " the lavatories are spacious enough but just that a staircase

Respondents	Responses to question: Does the infrastructure of the castles aid people with disabilities? A- Floors/surfaces/pavements /space B-lavatories
	leads to this place and there is no ramp"
7	A. "There is no special parking lot for the disabled…" B. "the lavatories are always open to all"
N= 7	

Table 3 shows clearly the findings of the system of support that exists in both the Cape Coast and Elmina Castles. The doors, floors, horizontal and vertical movements, lavatories and the parking lots were all assessed. It is apparent that the surfaces of the floor of both castles are rough as illustrated by Figures 2 and 4. The rough surface of parts of the floors was perceived as posing a challenge to the tourist with impaired mobility, but this was not the case for some of the participants who thought the rough surfaces rather facilitate free movement. Whereas ramps were identified along some of the staircase found in the Cape Coast Castle, none was reported to be present at the Elmina Castle. The existence of these ramps that aid in vertical movement is confirmed in Figure 3. The doors to the various rooms and spaces of both castles were wide enough and this makes the entry of wheelchair free and easy. The same could however not be said about one of the doors of the toilet showed in Figure 10. Although a parking space existed in both castles as confirmed by Figure 1, they were not areas that were specifically reserved for the disabled tourist. Washrooms were present in both castles and they were spacious enough to allow for free movement of tourist with mobility impairment (Figure 9); the fact that these washrooms had handrails showed, to support the mobility impaired.

Support systems in relation to staffing

Table 4. Support system in terms of staff training. Field Data, 2015. Source: authors.

Respondents	Response to question: Do the staff receive special training in areas like A. handling of special equipment B. Dealing with stigmatization?
1	A. "The staff has not acquired any special skill in assisting the people with disabilities in touring the facility and despite this claim, we do not discriminate people with disabilities when assisting them" B. "There is always a fair treatment with our clients and there is nothing like discrimination".
2	A. "The staffs have no formal training on assistive devices for visual and hearing impairments…" B. "our customer service policy requires that all tourist be treated with respect and that we do"
3	A. "Well, it almost impossible to employ skilled personnel when it comes to managing the disabled tourist..." B. "The staff take care of all tourists equally and there is nothing like discrimination"
4	A. "We have no special training in the management of people with disabilities who visit our facility". B. "Mm, we only treat people with disabilities equally as the tourist without disabilities. We can say that our services are not discriminatory"
5	A. "Someone skilled in the repair of prosthesis? No there is no such personnel, you know they usually are accompanied by a guide"

Respondents	Response to question: Do the staff receive special training in areas like A. handling of special equipment B. Dealing with stigmatization?
	B. "the thing is that you don't get many people with disabilities but if we get, we give them due respect"
6	A. "We manage them without any special skill because we do not have knowledge in how to handle people with disabilities" B. "...never do we discriminate people with disabilities in the course of rendering our services but we rather give them special attention when touring the castle".
7	A. "From time to time, we help in any way possible eg. Helping move the wheel chair, just that we don't have any skill" B. " As for discrimination, it doesn't exist in this setting because we try to entertain out visitors and not to make them feel bad"
N= 7	

It was quite clear from the responses provided by table 4 that no formal training on the management of tourist with disability existed. This can be explained by the fact that the turnout of people with disabilities is not that frequent and they are usually accompanied by a guide. The guides are the ones who are equipped with specific skills that aid the people with disabilities. Researchers could not take a picture of any unit that was delegated to repair and replacement of prosthesis commonly used by the people with disabilities. It is clear that a system of customer service clearly exists to prevent discrimination, the staff were however not aware of special needs of the people with disabilities in relation to stigmatization.

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Vertical circulation: staircases and ramps

Vertical circulation refers to the vertical movement of people from one floor to another within or between buildings and facilities. Building components that are usually employed to scale these heights include staircases, ramps and lifts. Most of the rooms or dungeons in the castles are accessed by stairs. A staircase in Cape Coast Castle is complemented by a ramp as shown in Figure 1**.** In Elmina Castle, the case is different, there is series of long steep stairs with handrails without attachment of ramps and is located just beside the main entrance door shown in Figure 2**.**

The question is, how do people with disabilities efficiently tour around in the Elmina Castle? These are not just any steps. At the top of these stairs sits a room for one of the prominent governors who used to reside in the Castle at time of the slave trade. Aside from the room, the design of the stairs attracts tourists to climb and take photographs on the stairs. And here again, people with disabilities are neglected. However, the ramp beside the stairs in the Cape Coast Castle which leads to the communication channel serves as another pathway for tourists who access the upper floors. Both people with disabilities and people without disabilities can freely use that channel without any stress of climbing the stairs. Even though the ramp was not constructed intentionally, it makes Cape Coast Castle have an advantage over the Elmina Castle. Another accessible ramp can be found in Figure 3 where the stairs are accessible to people with disabilities because of the attachment of the ramp. The ramp which is located beside the stairs that leads to the communication channel on the second floor at the Cape Coast castle enables people with disabilities to move freely even without the help of a guide. It also serves as universal design, thus anybody who feels uneasy with the stairs can freely access the top floor with the aid of the ramp and moreover, the aged can also use this support service present at the Cape Coast Castle and feel satisfied.

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The long series of stairs at the Elmina Castle prevents people with disabilities from fully utilizing their bill (money paid to the institution before the tourist guide takes the tourist on the tour).

Horizontal circulation: entrances, floor surfaces

The untiled surface of the floor and the presence of ramp in Cape Coast Castle facilitate the circulation of people with disabilities and the aged who find it difficult to walk. Despite the rough surface which may cause difficulty in walking or moving the wheelchair at times, it prevents people from slipping on the floor which might cause harm to the individual and also have a ramp attached. There are large spaces around the castle with yards which can be used for any recreational activity in the castle**.** See Figure 3. The wide space and ramp also present facilitate movement. The castle is also lucky to have their second ramp at the courtyard. The presence of the two ramps can also be said to be one of the factors of high patronage of the Cape Coast Castle as compared to Elmina Castle.

The floor surface can cause difficulty in the movement of wheelchair and canes. The narrow entrance and the poor lighting system do not encourage touring by people with disabilities. This is shown in Figure 4.

Signage and information

About 100% of the signage in both castles are not internationally recognized, but in these cases, the signs and inscriptions are visible, clear, simple, and easy to read and understand Contrasting colours were also employed to differentiate letters from their backgrounds (embossment on a wooden material for the signage). The map of Cape Coast Castle gives directions to tourists who tour in the castle. The map of the castle, therefore, describes where one can locate one room or a dungeon when he/she is in search of a room and also facilitate the communication between the management of Elmina Castle and tourists with difficulty in hearing. The signage is clear and easy to understand by any tourists. Even though the sign on top of the female slave dungeon in Elmina Castle is not internationally recognized, it communicates to tourists who the residents of the dungeon were. The map of the Cape Coast Castle at the reception of the Cape coast Castle communicates to tourists the architectural view of the castles and where each room is located in the castle. This helps tourists with hearing disabilities to know the exact locations without finding difficulty in identifying some rooms. Despite the symbol (the skull with two cutlasses) on top of the condemned door at the Elmina Castle which communicates “danger or killing” to tourists with hearing impairments, it is not internationally recognized. The symbol on the door communicates better what used to happen in that cell to the tourists. See Figures 5, 6 and 7.

General lightening

The lightening system in Cape Coast Castle as shown in Figure 8 will pose a challenge to tourists with low vision. Movement of tourists in the castle becomes more difficult due to the presence of two barriers at the same time, the rough nature of the floor surface and the poor lightening system. The lightening system in the castle is poor causing difficulty in movement in the dungeons. Most of their source of light is through the natural means. The lightening system in the dungeons at the Cape Coast Castle does not favour tourists with low vision.

Tourists without low vision will find it difficult moving in and around the dungeons. Aside from the lightening system, the floor surfaces are rough, making gaiting very difficult.

Sanitary accommodation

The result revealed that the unlocked accessible washroom had less restriction for people with disabilities because there were supportive services present such as low level toilet system **as** shown in Figure 9, horizontal hand rails and wide cubicle found in Figure 10. They also have ample space for maneuvering by wheelchairs. Wheelchair maneuvering space is very critical in allowing people with disabilities to use toilet accommodation either independently or with assistance from others, when necessary. Aside from the space and the horizontal hand grails and the location of the toilet seat, the washroom is always opened making the facility accessible to all.

The ample space at the washroom of the Cape Coast Castle helps in circulation by people with disabilities especially the tourists with physical disabilities. The horizontal grab rails help people with disabilities to stand and move on their own.

Emergency exit

The existence of a building is equally important as the entrance into a building and exit from the building. In the case of Cape Coast Castle, the emergency exit is not accessible to people with disabilities who tour in the institution. The exit door is located at the extreme south of the castle and the path leading to the door is rough making people with disabilities unable to find their way out of the castle in case of any emergency. The door also leads to the shore of the beach with stairs as shown in Figures 11 and 12.

Though the management of the two castles want to maintain the originality of the purpose of which the castles are serving, they can make one or two changes to the institutions to make it accessible to all. Despite the large door of the "door of no return" in Cape Coast Castle, the location of the door makes it

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inaccessible. The door is located at the extreme end (south of the castle) with rough surface so in case of an emergency, tourists with physical impairments will not be able to escape easily.

Discussion

The study sought to explore support systems that exist in the Cape Coast and Elmina Castle in areas of communication, infrastructure and staff training. Of all the support systems in the two castles, the strongest was the infrastructure. Both castles were found to provide some level of support to the tourists with disabilities although a lot can still be done. The readily accessible washrooms, large doors and pathways, the presence of ramps can all be found on the accessibility of facilities. The infrastructural design of the two castles was however reported to have existed way before the passing of the Ghana Disability Act and this makes it impossible to relate infrastructure with the implementation of the Act.

The findings of the study also revealed that both castles had inferior systems of communication that were specific to the tourists with disabilities. Clarity of information with regard to the level of infrastructural accessibility has been proven to be one of the factors that motivate the tourists with disabilities to embark on such a journey. Inaccurate or vague information could lead to inadequate preparation which has the potential to make the tour of a castle frustrating to the people with disabilities. The availability of well-trained staff in relation to the management of people with disabilities was the weakest of all the support systems. The fact that the staff working in these castles had not received any formal training on handling people with disabilities and sensitivity training on psychological management of the people with disabilities introduce a big challenge. One prominent problem people with disabilities face is stigmatization. Stigmatization arises naturally because the society is built on the system of "survival of the fittest" forcing people with disabilities to be sidelined.

Conclusion

Barriers to physical activity by people with disabilities persist in spite of legislative requirements and existing accommodations. The study tried to assert the accessibility of the Cape Coast and Elmina Castles to people with disabilities. The main aim of this study, as stated earlier, was to examine the accessibility level of Cape Coast and Elmina Castles to people with disabilities.

The findings showed that some of the respondents had knowledge in the Ghana Disability Act. Some supportive services such as ramps, wide doors and entrances, directional signs were also identified in the castles. But major renovation has not been made to the castles despite the legislation because the management wanted to keep the originality of the castles. Findings based on the study revealed however indicated the workers had no special skill or training in managing people with disabilities who visit their facilities. The experience that is felt in the course of tourism is less felt among people with disabilities. Increased government support could help to increase compliance of the Ghana Disability Law (Act 715).

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Appendix 1. Using photovoice to identify barriers and facilitators to persons with disabilities who access Cape Coast and Elmina castles.

PART A: Vertical Circulation: Stairs and Ramps

Figure 1. The entrance of Cape Coast. Source: Field Photovoice (2015).

Figure 2. The entrance of Elimina Castle. Source: Field Photovoice (2015).

PART B: Horizontal circulation: Entrance, floors and surfaces

Figure 3. Floor surfaces at Cape Coast Castle. Source:Field Photovoice (2015)

Figure 4. Pathways in Elimina Castle.

PART C: Signage and Information

Figure 5. Label at the entrance of rooms and dungeons in the Elmina Castle.
Source: Field photovoice (2015)

Figure 6. Map of Cape Coast Castle. Source:Field photovoice (2015)

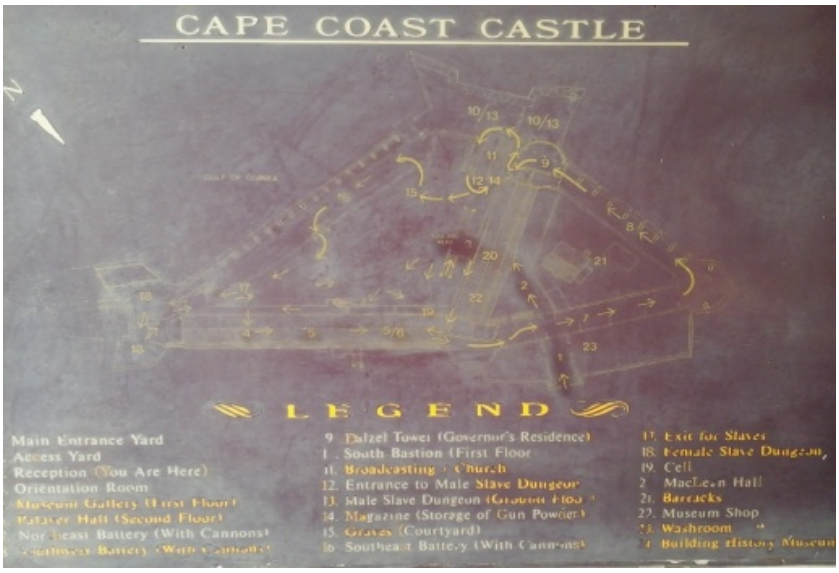

Figure 7. The symbol (the skull with two cutlass) on top of the condemned door at the Elmina Castle which communicates "danger or killing" to tourists with hearing impairments. Source: Field photovoice (2015)

PART D: General Lighting

Figure 8. Lighting system in the Cape Coast Castle Dungeons. Source: Field photovoice (2015).

PART E: Sanitary facilities

Figure 9. Washroom of Cape Coast Castle. Source: Field photovoice (2015).

Figure 10. Toilet seat at Cape Coast Castle. Source: Field photovoice (2015).

PART F: Emergency Exit

Figure 11. Emergency exit of Cape Coast Castle. Source: Field Photovoice (2015).

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Figure 12. Way to the outside of Cape Coast Castle. Source: Field Photovoice (2015).

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