

Phase 1

Prior to Employment

Focuses on creating a welcoming and accessible environment even before potential employees apply.

Thoughts and Feelings

Emily wondered if a tour operator would be able to accommodate her wheelchair, especially for outdoor excursions. She loved the idea of working for *Wild Horizons Tours* but was hesitant to apply if the environment would make her feel like a burden.

Accessibility Considerations

Website: Clear tour descriptions highlighting accessibility features, photos or videos showcasing accessible aspects, contact information for specific accessibility inquiries.

Job Postings: Use inclusive language, avoid limiting physical ability requirements, be upfront about any physically demanding aspects of the role, but also invite a discussion about potential accommodations.

Workspace: Describe the office layout, mention any existing accessibility features.

“Some of their tours mention accessible trails! Maybe this company knows how to adapt experiences for people like me.”

Phase 2

Recruitment & Onboarding

Attracting and hiring a diverse workforce, including people with disability, in a fair and inclusive way.

Thoughts and Feelings

Emily felt a mixture of excitement and apprehension about her interview. She wanted to highlight her passion and skills but was prepared to be transparent about the support she would need during tours.

Accessibility Considerations

Interviews: Offer flexibility in location (in-person with wheelchair access or video conferencing), ask Emily how to best showcase her abilities, be open and proactive about discussing potential accommodations on tours.

Paperwork: Offer digital forms for ease, provide options for in-person or remote assistance if needed.

Training: Include information on accessible trails and stops, discuss contingency plans in case of unexpected terrain challenges, provide hands-on practice for assisting guests with wheelchairs (if applicable).

“Instead of assuming I couldn't do the job, they asked how we could make it work together. That felt good.”

Phase 3

Supporting Employment

Create an environment where employees with disability can thrive through adaptability & support.

Thoughts and Feelings

Emily felt empowered as a guide for *Wild Horizons Tours*. She thrived on sharing her knowledge with guests, finding creative ways to make the narratives engaging for everyone. Emily hoped to contribute to the tour planning process and help expand accessible options for future guests.

Accessibility Considerations

Workspace: Accessible office space, clear routes, consider transportation options if office and tour locations differ.

Communication: Regular check-ins, foster open discussions about challenges and successes when accommodating guests with disabilities. Offer opportunities to collaborate on tour route planning.

Advancement: Include Emily in developing additional accessible tour experiences, mentor new guides with less disability awareness.

“My team doesn't just work around my wheelchair; they help me use my lived experience to offer amazing tours for everyone.”

Phase 4

Offboarding

Even when parting ways, create a positive exit experience that shows you values in inclusion & career development.

Thoughts and Feelings

As Emily decided to pursue a full-time writing role focused on accessible travel, she felt a mix of sadness and gratitude for her time at *Wild Horizons Tours*. She hoped they would continue to champion accessibility in their industry and was proud of the role she played in creating inclusive experiences.

Accessibility Considerations

Exit Interviews: Allow for various ways to provide feedback, ensuring Emily feels comfortable sharing insights on accessibility successes and potential improvements.

Future Support: Offer strong references, leave the door open for freelance contributions to accessible tour development (if feasible)

“I know guests with disabilities will always feel welcome here because they were part of shaping the experience.”