

Phase 1

Prior to Employment

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

Thoughts and Feelings

Sam wondered if being d/Deaf would discourage potential employers in a setting focused heavily on guest interactions. He was drawn to the beautiful *Oceanview Retreat* but was unsure if they would have the resources and understanding to support him on the job.

Accessibility Considerations

Website: Clear contact information (including options for video calls or text-based communication), visual-heavy content showcasing the property.

Job Postings: Use inclusive language, emphasise commitment to accessibility and guest service, invite inquiries about accommodations.

Physical Space: Indicate any assistive technologies used for guest communication (e.g., tablets for written communication, video relay services).

“It was great to see accessible communication options right on their website. That shows they might be aware of d/Deaf employees, too.”

Phase 3

Supporting Employment

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

Thoughts and Feelings

Sam felt empowered as part of the *Oceanview Retreat* team. He found ways to excel in providing visual cues to guests, ensuring rooms were meticulously prepared, and offering written notes with directions or additional information. Sam hoped for opportunities to expand his responsibilities and potentially work more directly with guest inquiries.

Accessibility Considerations

Workspace: Clear, well-lit work areas for ease of signing. Visual cues for alerts (e.g., flashing lights for phone calls).

Communication: Regular check-ins, foster an environment where asking for clarification or having a colleague assist with verbal communication is encouraged. Offer guest service phrase lists for written interactions with guests if desired.

Advancement: Discuss potential roles that leverage Sam's visual attentiveness and hospitality skills, offer training for online reservation systems or written guest communication.

“My team supports me to offer great service in my own way. Instead of forcing me to speak, they help me enhance my strengths.”

Phase 2

Recruitment & Onboarding

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

Thoughts and Feelings

Sam felt nervous but also excited about the possibility of working at *Oceanview Retreat*. He wanted to demonstrate his capabilities but was also prepared to advocate for the support needed to succeed in his role.

Accessibility Considerations

Interviews: Provide sign language interpreters, options for video or written communication, be receptive to questions about accommodations, clarify how guest-facing interactions are typically handled.

Paperwork: Offer digital forms for ease, provide options for in-person assistance for any unclear sections.



Training: Ensure visual aids, captioning for any video content, partner Sam with a mentor familiar with sign language (if possible), provide written scripts for standard guest greetings.



Phase 4

Offboarding

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

Thoughts and Feelings

As Sam decided to pursue an opportunity with a larger focus on written communication, he had a mix of sadness and excitement. He appreciated the inclusive experience with *Oceanview Retreat* and hoped to leave a positive impression on their approach to accessibility going forward.

Accessibility Considerations

Exit Interviews: Allow for various ways to provide feedback, including written or video options with sign language.

Future Support: Offer strong references, be open to collaborating with Sam for accessibility training or consultations for future deaf employees (if possible).



“I'm proud to have shown them that being deaf didn't limit my ability to make guests feel valued and cared for.”

