



DIGITAL STORYTELLING (DST) SAMPLE MATERIALS

TEXT EQUIVALENT FOR THE VIDEO “HOSPITALITY TOWARDS DISABLED INDIVIDUALS”

Have you noticed that disabled people are not at the forefront when it comes to vacationing?

Nowadays more and more disabled people are able to travel by public transport, planes, or adapted tourist destinations that they can enjoy. The only problem that can stop them from choosing to travel alone is the hotel. The accommodations are not adapted to their specific needs such as clean ways for blind people, qualified personnel specialized in sign language, or documents offered in the braille alphabet. Why is that? How is it that we have been involved so much in the means of traveling but not in means of hospitality towards disabled people?

By this point we should have become more compassionate toward other people's needs. Why should they adapt to our world when it should be the other way around? It is so easy to make them feel acknowledged and boost their confidence only by hiring qualified employees. The decorations used should be minimalistic making it easy to navigate with a wheelchair or a guide cane. The employees can have different qualifications such as sign language for signing in their guests, the documents offered in braille alphabet, and guides to help them orienting the building.

Having understanding staff is one of the most important things for disabled people, and they should create an atmosphere of acceptance that can be showed through hand gestures, facial expressions and small talk keeping the guest entertained. Having staff that helps move around wheelchair individuals is important, but simultaneously, there should also be equipment that can help them around when they are in their own room.

In these small subtle ways, hospitality towards disabled individuals can improve significantly. At the end of the day, disability is just a matter of perception.

