

# TOURISM WORKPLACE DISABILITY INCLUSION: PERSPECTIVES OF INDIVIDUALS WITH DISABILITIES

Belong

Tourism HR Canada's Belong initiative aims to promote increased accessibility in tourism employment. Belong's research components include surveys and focus groups conducted with individuals with disabilities and with tourism employers, and data from Statistics Canada's 2022 Canadian Survey on Disability. High-level insights have been summarized in this series of infographics, while a full report can be accessed on the Belong website: [BelongTourism.ca](https://BelongTourism.ca).



## Attractive Job Characteristics

Persons with disabilities in this study emphasized several characteristics of attractive jobs including:

- Stability/Long-term employment
- Job security
- Good contracts
- Opportunities for advancement
- Flexible work arrangements
- Remote or hybrid positions
- Flexible hours
- Work-life balance
- Organizations with positive reviews
- Low turnover
- Supportive environments
- Transparent salaries exceeding minimum wage
- Benefits and other perks

Persons with disabilities in the study were interested in **meaningful work** that aligned with their skills. They also sought **jobs that accommodated their specific disability types**, allowing for a mix of sitting and standing, public-facing and independent work, and the flexibility to take breaks.

## Barriers in Frontline Jobs



Persons with disabilities tend to be hired for frontline tourism positions, but these jobs often have the most barriers to full employment. Only 28% of survey respondents with disabilities reported being offered a promotion to a managerial or supervisory role. In order to be promoted to more senior – and more accessible – roles, persons with disabilities must be actively supported and mentored along their career pathway.

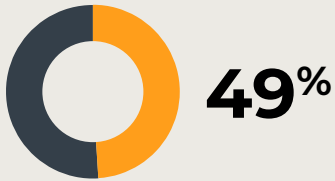
## Disability Disclosure

Persons with disabilities have well-founded concerns about discrimination, so often do not disclose their situation to their employers, or to potential employers. Fears around discrimination multiply when workers inhabit an intersectional space, such as having an Indigenous identity, being a woman or non-binary, or belonging to a religious minority, or some combination of identity and ability characteristics.



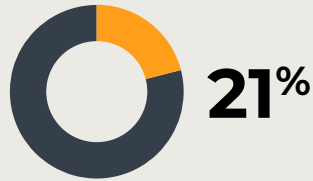
## DETAILED SURVEY DATA

### Top reasons for not working in the tourism sector



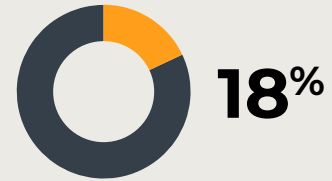
49%

Lack of awareness about career opportunities



21%

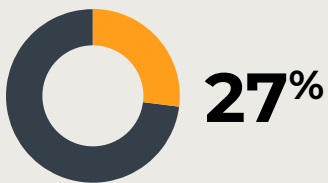
Disinterest in a tourism career



18%

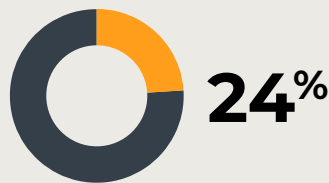
Difficulty in finding a job within the sector

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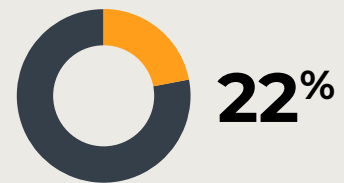
27%

Workplace engagement issues



24%

Temporary or summer job status while in school



22%

Perceived lack of opportunities for career advancement

### Most common challenges encountered by persons with disabilities while searching for jobs in the tourism sector

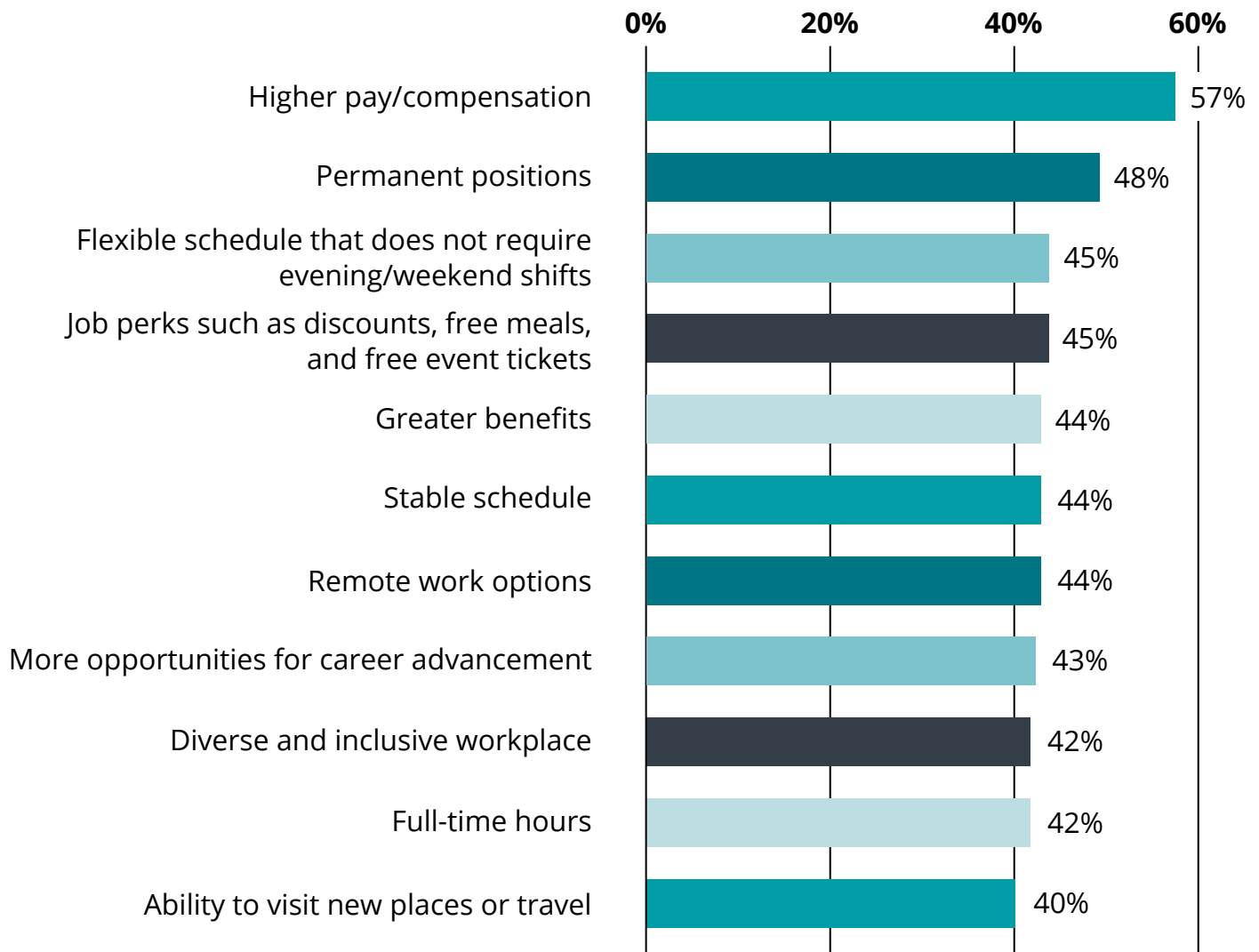
39% A lack of disability awareness training among employers

28% A lack of flexible and remote work options

27% Not having the means of transportation to get to available jobs



## Willingness to work in the tourism sector could be increased by:



Overall, back-of-house roles like cleaning, kitchen staff, and maintenance are **the least favoured** among respondents. Conversely, administrative roles (e.g., payroll, HR, digital) emerge as **the most acceptable**.

60% of respondents indicated that their condition **requires workplace support**, while the remaining 40% reported that their condition does not necessitate any support. 41% of respondents have received all the workplace support they required, while 59% have not.

For more information, please contact

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[TourismHR.ca](https://TourismHR.ca)

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