

# TOURISM WORKPLACE DISABILITY INCLUSION: RECOMMENDATIONS FOR EMPLOYERS

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).



## Adhere to accessibility laws

Tourism employers must follow accessibility laws to foster inclusive workplaces. By following and exceeding these legal obligations, businesses can enhance their reputation, reduce discrimination risks, and create a supportive environment that can also attract new customers.





## Develop DEIA strategies for inclusive hiring

Tourism employers should clearly communicate their commitment to Diversity, Equity, Inclusion, and Accessibility (DEIA) by embedding these principles into their mission and everyday practices, which fosters a culture that values the unique contributions of all employees.



## Improve job postings

Job postings should encourage applications from individuals with disabilities and other underrepresented groups by explicitly mentioning them. Employers should clearly outline support policies, specify essential qualifications for each role, and tailor job advertisements to different platforms to ensure effective outreach and representation.





## Tailor tourism roles, address bias, and provide workplace supports

Tourism employers should focus on modifying job roles to accommodate employees with disabilities by prioritizing qualifications over assumptions and considering accessibility needs in role design. Providing flexible work options, addressing biases through training, and offering comprehensive support systems, including mental health resources, will create a more inclusive and supportive workplace for all employees.



## Implement mindful communication and provide career supports

Workplace communication must be respectful and sensitive, with prompt action taken against microaggressions. Employers should actively seek feedback from individuals with disabilities to provide tailored career support, including mentorship, skills training, and flexible arrangements, enhancing job satisfaction and professional growth.





## Collaborate with community agencies and benchmark against best practices

Tourism employers should partner with community agencies focused on inclusive employment to improve their hiring practices and build a more diverse workforce, accessing a broader range of candidates. Collaborating with these organizations also provides valuable resources for recruitment and retention, while benchmarking against industry best practices can identify areas for improvement and innovative solutions for disability inclusion.



For more information, please contact

[info@TourismHR.ca](mailto:info@TourismHR.ca)

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

Published February 2025

Funded by the  
Government  
of Canada

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Tourism HR  
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