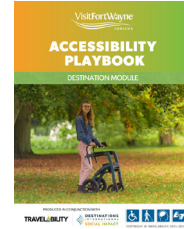


Accessibility Connect Session

Scan this code to view and download your copy of the Accessibility Playbook, or go to [VisitFortWayne.com/playbook/](https://www.visitfortwayne.com/playbook/)



Accessibility Quick Start Guide

Here's a simple starter checklist that you can use as you begin to implement the TravelAbility Playbook. Try not to get overwhelmed - choose three-five items to complete this month, and then add a few next month.

Consider starting with some of these suggestions:

1) Post your accessibility commitment and contact on your site

- Add an accessibility statement on your homepage or top navigation with a clear contact method for questions/requests (email/phone/chat)
- Include a welcoming line like "We are pleased to welcome visitors of all abilities" and list services and accommodations are available

2) Create or update an accessibility page on your website (and make it easy to find)

- Place the page link in top nav/homepage; keep it plain-language and specific
- Outline everything you offer, with specific measurements and details unique to your facility. Collect specific, factual accessibility features (measurements, routes, seating, restrooms, parking, assistive tech) and keep them updated
- Add sections for transportation (airport, transit, taxis/van services), medical supplies/equipment rentals, outdoor spaces/trails, sports/performance venues, and dining options with accessibility details
- Use the Playbook's "tiers" mindset: start with a statement and a basic information, then expand to detailed features and itineraries over time

3) Quick customer-experience wins by disability type

For deaf or hard of hearing guests:

- Turn closed captioning ON by default on in-room or lobby screens
- Offer text/email/messaging for communication; keep notepad/whiteboard/tablet at front desk
- Where possible, install a hearing loop at check-in and/or provide affordable portable alert kits (visual/vibrating)



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For neurodivergent and cognitive accessibility:

- Designate a quiet space; keep lobbies/hallways visually calm; use large, simple text and symbols for wayfinding
- Provide simple check-in/checkout checklists; train staff to speak slowly and clearly; assign a single point of contact on request

For attractions, restaurants, events:

- Offer flexible queueing (timed entry/virtual queue) to reduce wait stress
- Make caption-first entertainment standard; post QR codes to live-captioned scripts when relevant
- Provide menus in large print, braille, plain language, and screen reader–friendly digital formats; train staff to describe dishes respectfully

Safety and service basics:

- Train staff on emergency procedures that consider different disabilities and on respectful handling of mobility devices and service animals

4) Train your team (low-cost, high-impact)

- Deliver recurring disability awareness and etiquette training for all guest-facing staff (eye contact, not shouting, offering assistance appropriately)
- Add basic ASL/sign language exposure for front desk/host roles (or provide alternative communication cards/tools)
- Implement sensory-friendly practices and consider providing sensory bags; refresh training annually

Measure and improve

- Add this question to visitor/guest surveys: “Did anyone in your travel party require accessibility services?” Use it to understand demand and improve offerings

How to use this checklist

- This week: publish your accessibility statement and page link in your top navigation; turn on TV captions by default; designate a quiet space.
- This month: add two more page sections (transportation, dining, etc.), train staff on etiquette and emergency procedures, and start collecting accessibility feature details.
- This quarter: implement one sensory-friendly practice (e.g., sensory bags), one hearing support (e.g., alert kit or loop), and launch your short guest survey.

Notes

- Use person-first, respectful language and ask visitors about their preferences.
- Involve people with disabilities in reviewing your pages, features, and training.
- Accessibility is a continuous improvement process; celebrate progress and keep iterating.