



## Understanding How Inclusion Relates to Your Department: Visitor Services

As the “face” of the museum, the visitor services team plays a large role in facilitating a welcoming and inclusive experience for visitors with disabilities. Consider these scenarios and opportunities to enhance access. Some options are “quick fixes” while others require more time and a financial investment.

Scenario	Opportunities to Enhance Access
Your institution has few or no resources in alternative formats.	<ul style="list-style-type: none"> <li>▪ Coordinate with IT on accessible apps, self-guided tour devices, &amp; website</li> <li>▪ Engage a vendor for Braille &amp; large print materials</li> <li>▪ Identify opportunities to incorporate verbal description &amp; captioning in videos</li> </ul>
A visitor services staff member uses inappropriate language (e.g., handicapped, disabled person, wheelchair-bound).	<ul style="list-style-type: none"> <li>▪ Encourage current first-person language (e.g., “person with a disability”)</li> <li>▪ Refer staff to Inclusion Toolkit 2</li> <li>▪ Offer sensitivity training</li> </ul>
Staff members struggle to communicate with visitors with hearing loss.	<ul style="list-style-type: none"> <li>▪ Communicate with text using a simple word processor or even pen and notepad</li> </ul>
Some visitor services staff members are not familiar with inclusion initiatives.	<ul style="list-style-type: none"> <li>▪ Highlight inclusion initiatives at staff meetings</li> <li>▪ Dedicate a page on your website to access that staff and visitors can reference. Keep the page updated.</li> <li>▪ Designate “access ambassadors” who are proficient in inclusion initiatives. One should be onsite at all times &amp; support colleagues.</li> </ul>
Staff receives questions for which there is no answer.	<ul style="list-style-type: none"> <li>▪ Develop a system to document questions to learn more about the interests of visitors with disabilities</li> <li>▪ Identify strategies to address the need</li> <li>▪ Once the strategies are implemented, communicate this with staff for future reference. If applicable, update the webpage on access with this information.</li> </ul>