

# Making hospitality neurodiversity friendly







## ABOUT US

Access Cornwall CIC is a charitable organisation led by a team with lived experience of disabilities and neurodivergence. We provide

- Accessibility audits
- Accessibility guides for Cornwall.

Viki Carpenter - Director

Viki is neurodivergent and has been a carer and professional working with disabled individuals

Helen Martin - Director

Helen is dyslexic and is carer for her daughter Holly, a wheelchair user







# **What we'll cover**

**What is neurodiversity?**

**Autism, ADHD and Dyslexia**

**Legal compliance**

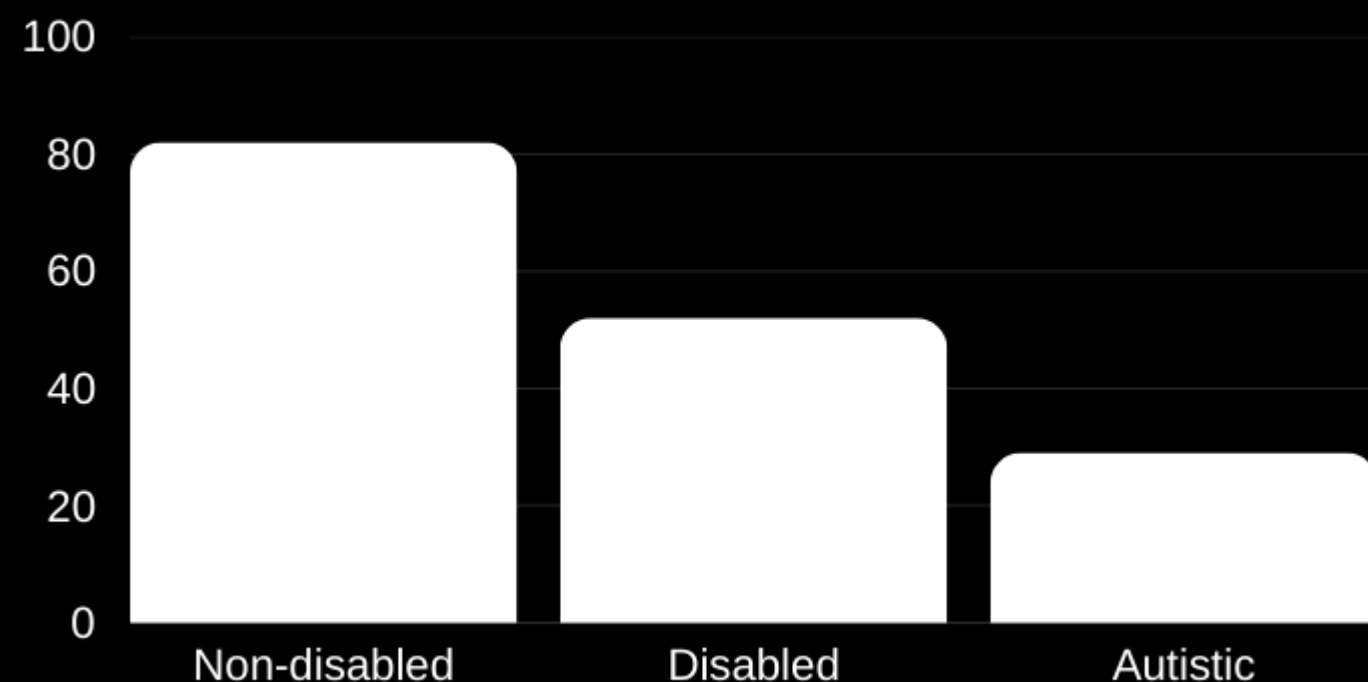
**Useful solutions and tips**



**Neurodiversity (or ND) refers to the different ways a person's brain processes information.**



**Between 15 to 20% of  
people are neurodivergent -  
50% of them are unaware**



**13%**

**Percentage of families with autistic family  
member currently taking holidays**

**93%**

**Percentage of families with autistic  
family member who would take a  
holiday if it was inclusive for them**

**ADHD dyslexia  
Autism**



## **Examples include:**

- Autism
- Dyslexia
- ADHD

## **and also...**

- Tourette's Syndrome
- Dyspraxia (DCD)
- Obsessive Compulsive Disorder (OCD)
- Epilepsy
- PTSD and many more...



## Getting the language right

- Not all ND people consider it a disability
- Autistic or has autism?
- The issue with Dr Asperger
- Learning Disability or Difference?
- Take the lead from the person with the challenge where possible



# LEGAL COMPLIANCE

Under the Equality Act 2010, every business offering products or services to the public has a legal duty to make '**reasonable adjustments**' to ensure that what they offer is accessible to everyone.

Importantly - these adjustments must be **anticipatory** - you must not wait for someone to ask.

Obviously, it is not always possible to overcome all barriers, but if you fail to make efforts considered reasonable, you are breaking the law and could be sued.





## Before arrival

- Sharing as much visual and written information about the venue, the experience and what to expect as possible
- Different formats of information, audio, video, written
- Signage good for those who are dyslexic
- Minimise the need to speak to people to find out information
- Sensory maps and Social Stories

## ?At arrival

- Don't speak or force eye contact
- Self check ins
- Quiet arrival times
- Form filling

# During the stay

- Different ways of communication
- Ear defenders and sensory kits
- Quiet rooms and sensory gardens
- Solo activities as well group
- Ways to avoid queues and busy times
- Staff training

## Let's talk about...

- Meltdowns
- Co-currence
- Person-centred care.







Thank you for  
being here...

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