



Welcoming tourists who are Deaf or Hard of Hearing



FEEL IT Handbook with 3-D Video Game



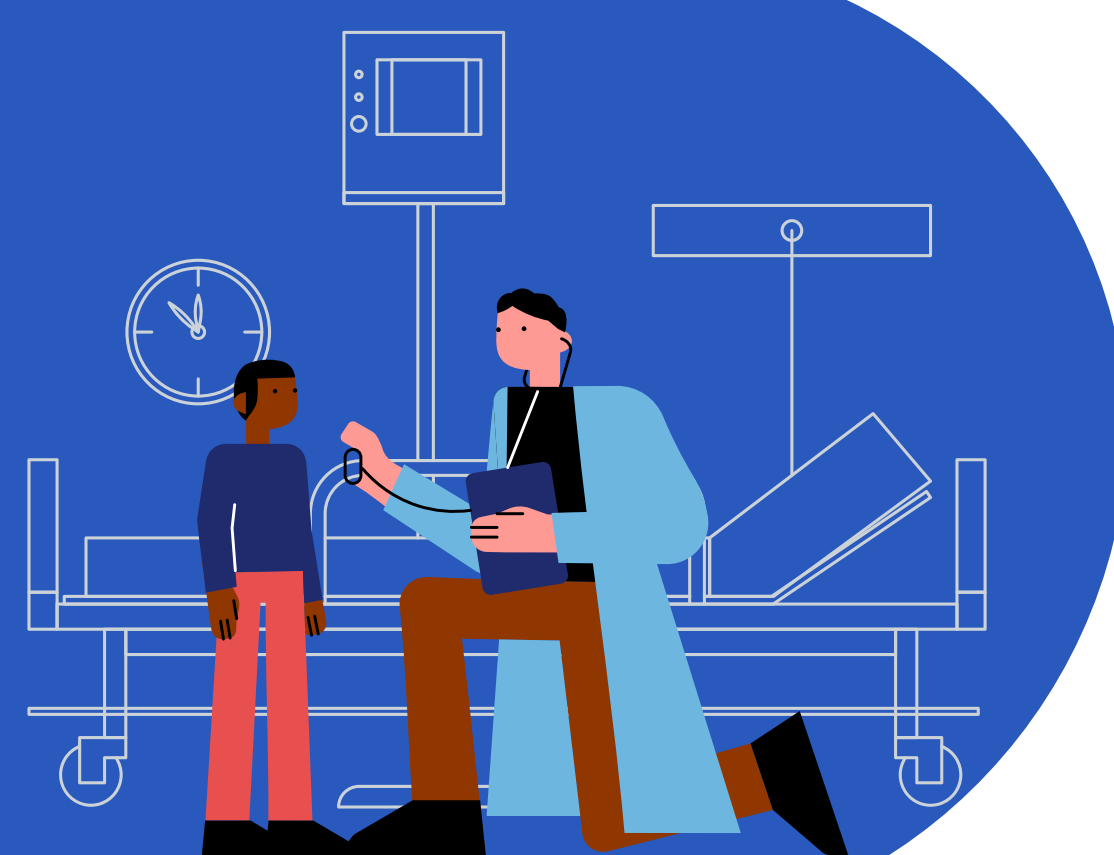
For tourism and hospitality operators

- Free, certified Online training for managers and staff
- Virtual Reality active-learning scenarios
- Technology tools enhancing communication and safety
- Increasing skills and fostering a "can-do" attitude
- Raising the quality of the visitor experience

- Improve your tourism and hospitality service
- Attract a wider market
- Show you are an inclusive business



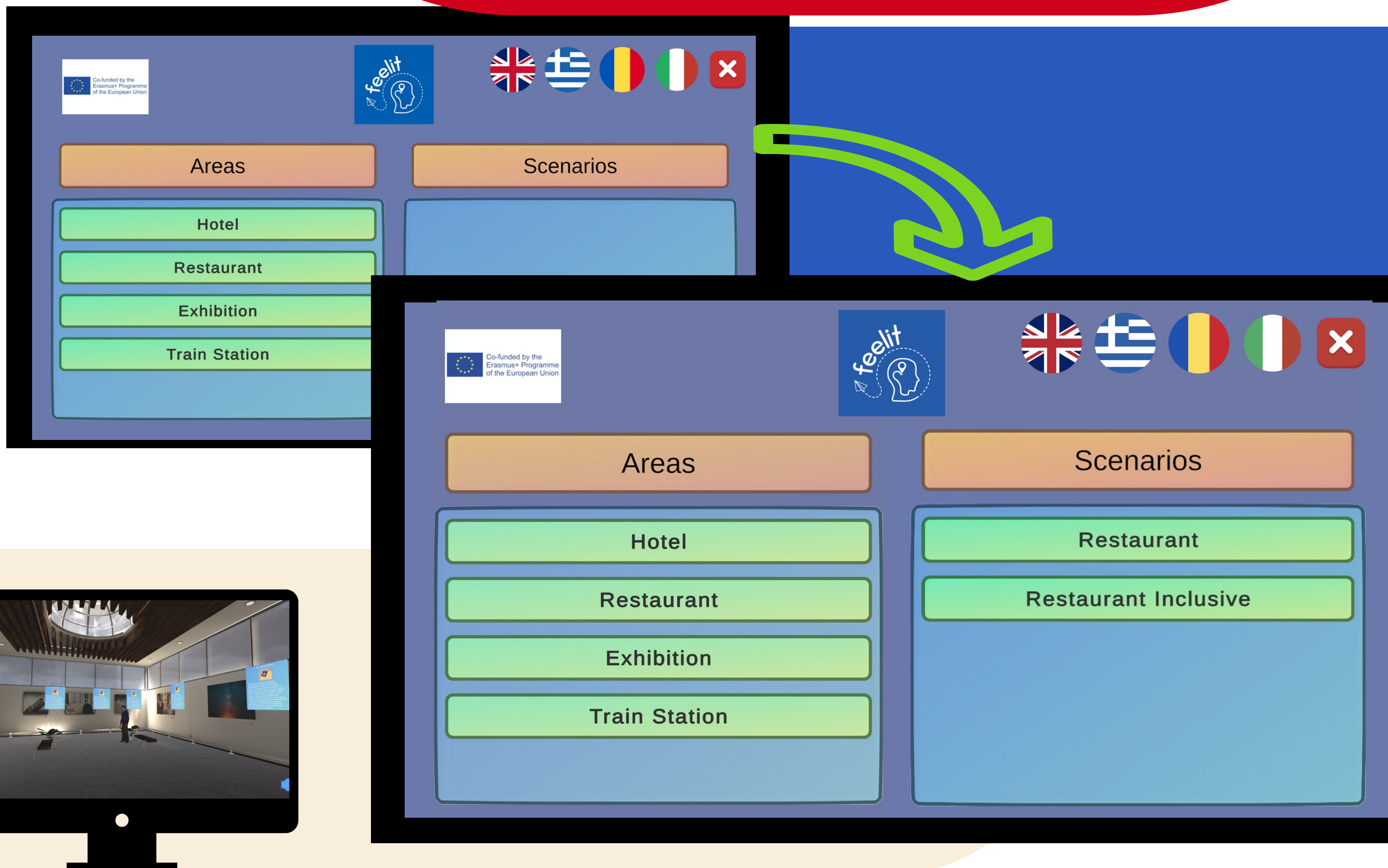
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Video Game

– Areas and Scenarios

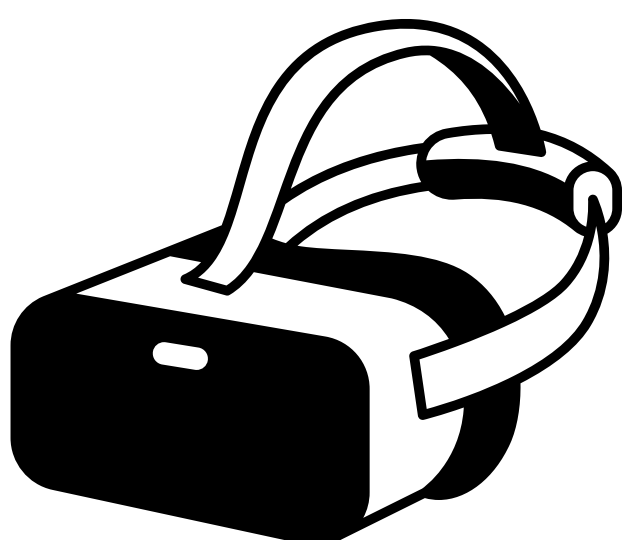


The VR-Video Game covers 4 areas:

Hotel accommodation, Restaurants, Exhibitions and Transportation

- Clicking on an **Area** menu opens one of the learning **Scenarios**
- **Scenarios** indicate 1) Common situations; 2) Additional "Inclusive" services
- **Interactive images and text panels** show how Deaf and Hard of Hearing visitors can be catered for.

- **Various Scenarios show the use of communication devices, emergency alarms, evacuation routes, signage, pictograms, digital information tools, etc.**
- **The scenes also illustrate how personnel can communicate and give information effectively**



Use a VR-Headset to put yourself in the action!

- Enter the scenes and explore with immersive 360-degree video
- Get close up and activate the information panels and interactive tools, learning as you go

Video Game Scenario

Restaurant

– Café, food display and menu

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Visible Products



A glass showcase in a café or restaurant is incredibly helpful for deaf customers, as it provides a clear, visual way to see and select items without relying on verbal communication. This accessible display allows them to browse the offerings, ask for specific items by pointing, and feel more independent and included. Additionally, a well-organized showcase reduces potential misunderstandings, enhancing the dining experience for everyone.



“ The pop-up panel states:
A glass display case in a café or restaurant is incredibly helpful for deaf customers, as it provides a clear, visual way to see and select items without relying on verbal communication. This accessible display allows them to browse the offerings, ask for specific items by pointing, and feel more independent and included. A well-organised display case with accurate information reduces potential misunderstandings, enhancing the dining experience for everyone. ”



Key tips for restaurants and cafés

- Provision of Information about food and ingredients on displays and menus; Picture Menus; QR Code at tables
- Clearly marked EXIT and toilet signs
- Emergency alarms with flashing light
- Pencil and paper available on counter to aid communication



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Video Game Scenario Accommodation – Hotel room equipment



This hotel room is equipped with various portable and fixed devices to support guests who are Deaf or hard of hearing. A "Deaf Kit" provided by the hotel is on the desk, highlighted in orange. By clicking on the orange marking, a pop-up window with text explains its contents. The alarm on the wall has both sound and a flashing light to alert the guest in case of an emergency.



The pop-up panel above the bed states:

“Doorbells for people with hearing impairments, also known as deaf doorbells or alert systems, are designed to help individuals with hearing loss or hearing impairments be aware of visitors at their door. These devices use visual, tactile or amplified signals to alert users when someone is at the door”

Video Game Scenario Accommodation – Emergency: Fire alarm!



In this scenario, smoke appears beneath the ceiling of the room and sets off the fire alarm. The noise of people shouting and running can be heard in the video – but the guest who is Deaf does not hear this, of course.



As the smoke thickens, the guest is alerted by the flashing alarm, goes to the door and opens it. People are running in the corridor towards the fire escape.



Thanks to the flashing alarm on the wall, the guest is alerted to the danger and gets safely out of the room and away from the fire. Some types of vibrating pillow alarms can be coupled to the general alarm system, giving greater security for guests who are deaf.

Video Game Scenario Exhibition

– Design, layout, lighting



The design of exhibition spaces and displays requires special attention to the layout of the exhibits and furniture, considering the paths visitors will take, the proximity of visitors to the exhibits, lighting, acoustics and signage.

Pictograms are especially useful in signage for wayfinding and indicating services, e.g. toilets.

Emergency alarms should have flashing lights.



In the "Inclusive Exhibition" scenario, we can see that each painting has a QR code close by. The visitor scans the QR Code with their mobile device which connects to either written (or audio) information about the painting that is provided in a mobile app or on a webpage.

Good lighting is important for visitors who are able to lip-read, when a guide is speaking, for example. Exhibitions are very often quiet spaces and those who are hard of hearing may have difficulties in following what is said in a low voice on a guided tour. Guides should be aware that some visitors may need to stand close to them to see their face when speaking..



Video Game Scenario Exhibition

– Information, guiding, signage

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On a guided tour, visitors who are Deaf and those who are hard of hearing (or those who do not understand the language), may be unable to follow the spoken information. Alternative means of information should be offered in the form of an exhibition guide, leaflets or digital information using, for example, QR codes.



Museums and galleries are encouraged to provide an "Access Guide" for visitors, describing their general information and the accessible services they provide, such as guided tours for visitors with sensory impairments.

Digital information is especially useful for people who are Deaf or hard of hearing. Some museums and galleries may include videos with sign language on their webpages or mobile apps.



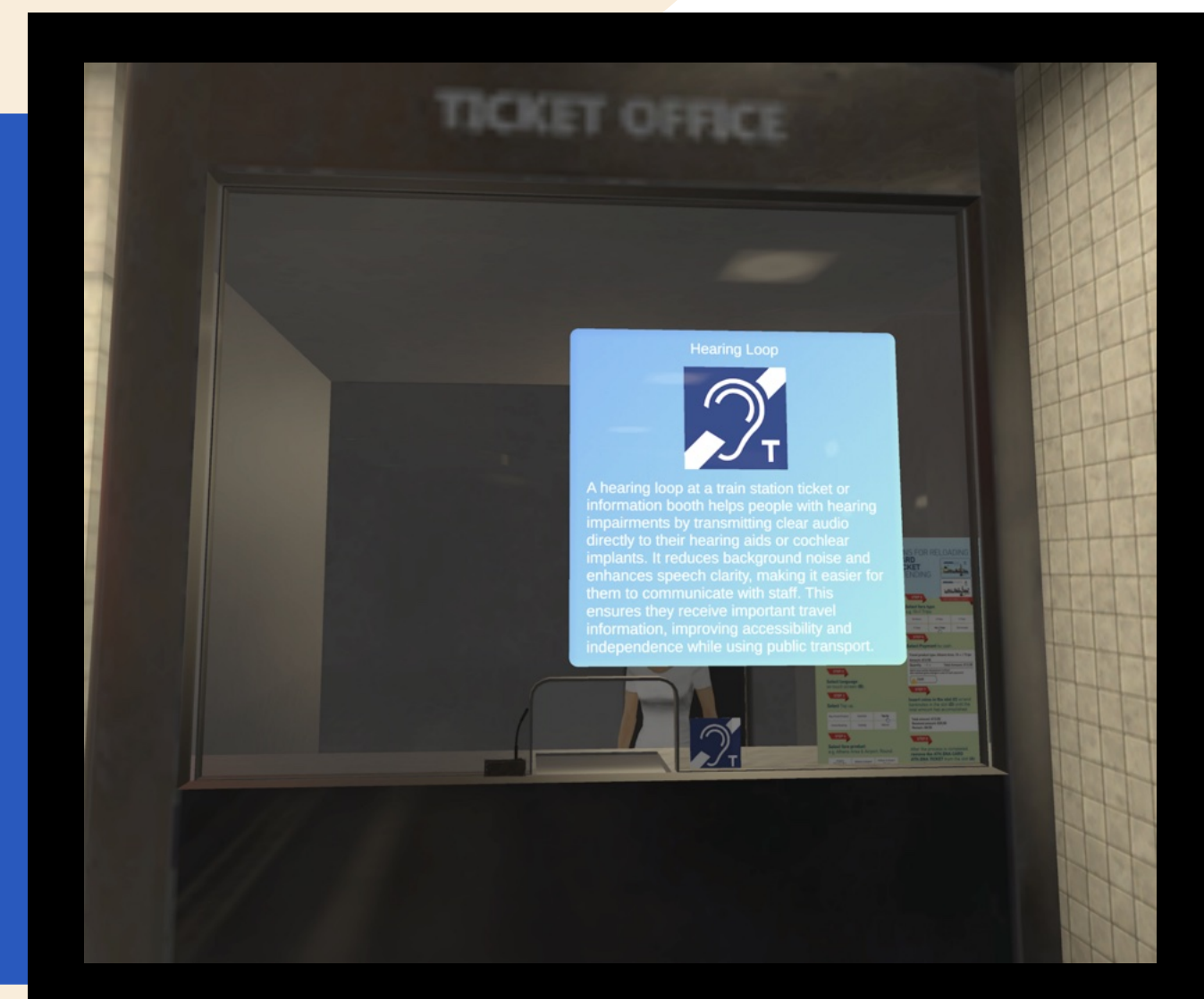
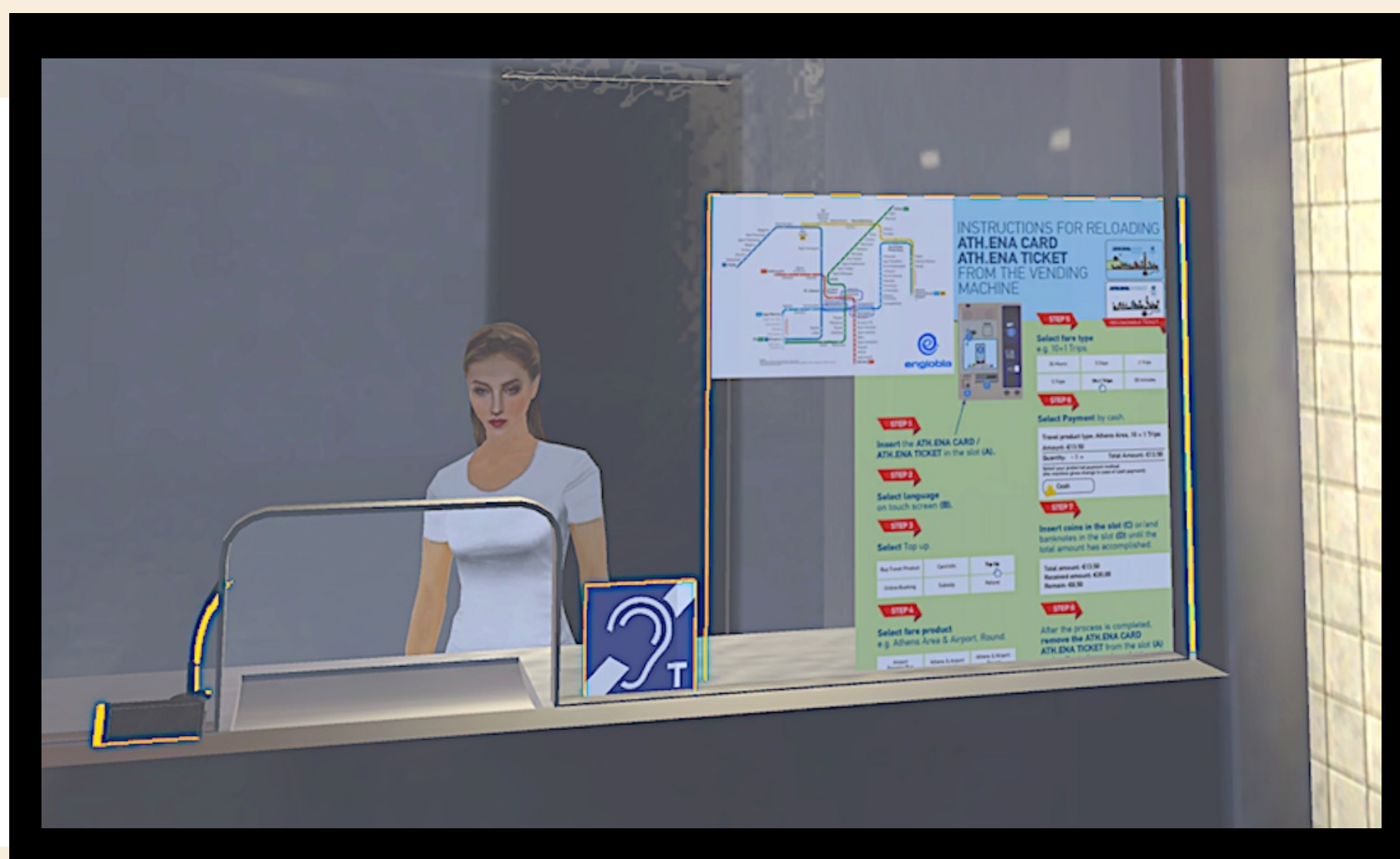
Video Game Scenario

Transportation

– Train station, ticket office



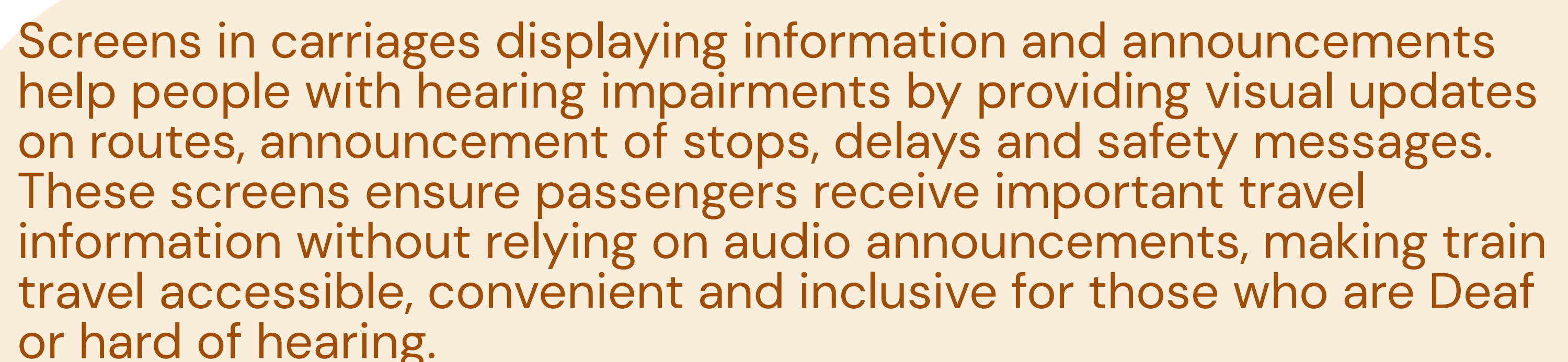
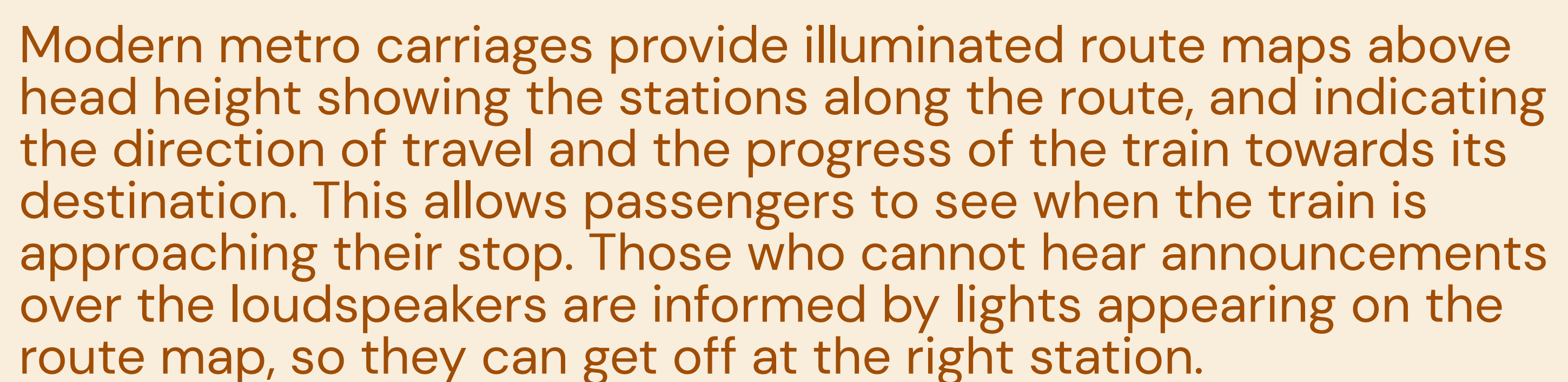
Travel can present many challenges to those who are Deaf or hard of hearing. Managers of railway and metro stations should consider the need for visual information in the form of text and images, such as pictograms. Electronic signage is vital for announcement of arriving and departing trains.



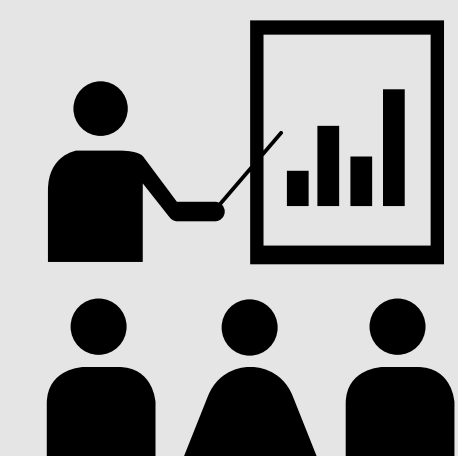
Microphones and speakers at ticket booths can assist passengers who have hearing impairments. Some modern systems include speech-to-text technology, displaying the employee's spoken words on a screen for easy reading. Additionally, a Hearing Loop (indicated by a pictogram), transmits clear audio directly to a passenger's hearing aids or cochlear implants. It reduces background noise and enhances speech clarity, making it easier for them to communicate with staff, while using public transport.

In transport terminals, good lighting and clear signage are essential for Deaf and hard of hearing passengers as they depend on visual information for orientation and wayfinding. Good lighting also supports communication for those who are able to lip-read.

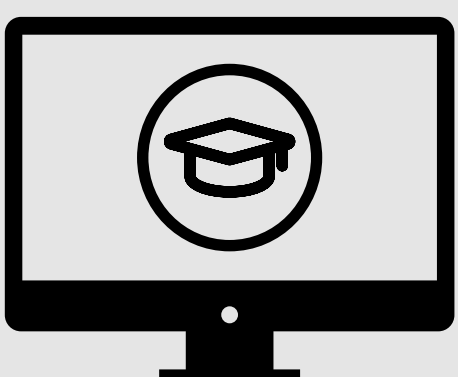




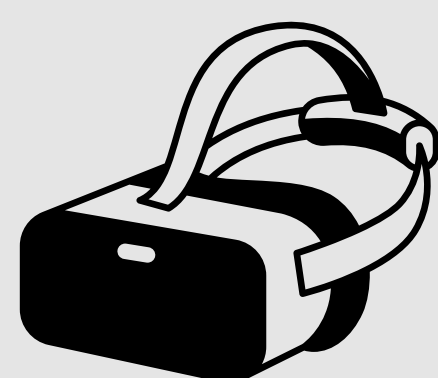
Get FEEL IT qualified – find out more!



FEEL IT Training curriculum on how to design accessible, inclusive tours for visitors who are Deaf or Hard of Hearing



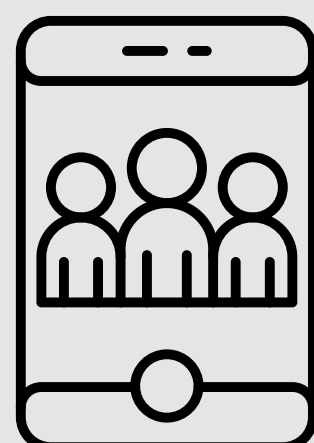
Online e-learning platform with Greek, Italian and Romanian video sign languages and sub-titling



Immersive Virtual Reality and PC 3-D Interactive Game



Handbook for tourist providers to understand the needs of visitors with hearing impairments



The FEEL IT Online Community of operators ready to support visitors with hearing impairments
- Join our [FEEL IT online community](#)



FEELIT Training Certificate

- issued by Cyprus Certification Company - **CyCert**

FEEL IT is a benchmark European training course developed with Deaf and hearing impaired experts and students, open to tourism professionals and learners in vocational training

FEEL IT Partners

- University of West Attica, Greece
- Phoenix Post-secondary Institute, Romania
- Omegatech, Greece
- European Network for Accessible Tourism, Belgium
- CEIPES, Italy
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