Guidelines for the Inclusion of Deaf Workers in ICT Settings

EU Digital Framework
for Sign Languages

Project no.: 2020-1-IT01-KA202-008386

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General information on the Project

More than 50% of the 1 million deaf people in Europe are unemployed, and those with jobs are frequently employed in low-skilled and low-paid jobs.

EU Digital Framework for Sign Languages works to facilitate access to digital jobs and professional Vocational Education and Training (VET) programmes in Information and Communications Technology (ICT) for deaf and hard-of-hearing people. At present, access is hindered by a lack of proper field-specific terminology in the different sign languages, despite the rising trend in deaf entrepreneurship within the digital and ICT sector.

Project aim

The aim of the project is to develop a database providing at least 500 lemmas in international sign language related to the lexical domain of digitalisation and ICT. As a result, people who are deaf or hard of hearing will have the opportunity to expand their skills and knowledge in a period in which digital competences have become an essential requirement of today's job market.

The materials will be delivered online through an e-learning platform, which will be divided into five different subdomains. These are:

- Computer science
- Cloud networking
- Internet of Things (IoT)
- Artificial Intelligence (AI) and robotics
- Audiovisual and media production

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Objectives and deliverables of the project

Intellectual Output 1 – IS language framework for digital and ICT

The first intellectual output consists of a comprehensive language framework for International Sign focused on the digital and ICT fields. This language framework includes a directory of at least 500 words and phrases from the digital and ICT sector. The directory is available in all project languages (English, Italian, German, Bulgarian, Greek, Spanish and Portuguese).

The consortium also conducted a survey of deaf professionals to ascertain baseline data and conduct a needs analysis. The results are available in infographic (visual and deaf-friendly) format:

http://digitalsignlanguage.eu/wp-content/uploads/2022/02/EU-Sign-languages-Infographic-N2.pdf

http://digitalsignlanguage.eu/wp-content/uploads/2022/02/EU-Sign-languages-Infographic-N3.pdf

Intellectual Output 2 – E-glossary and knowledge sharing platform

The second intellectual output incorporates the development of the e-glossary and a digital learning platform that hosts the educational contents produced by the partnership.

Scenarios:

Besides the finished e-glossary (which consists of more than 500 searchable terms available here: https://digitalsignlanguage.eu/glossary-base/ on video in International Sign), the partnership worked to develop usage scenarios for the glossary's terms. The usage scenarios are multimodal (texts, images, videos, etc.), and delivered in a variety of accessible formats, according to the preferences of the partner.

Budakov Films, in particular, produced longer videos presenting personal stories deaf people, particularly in ICT professional contexts: https://digitalsignlanguage.eu/scenarios/

Intellectual Output 3 – Guidelines for the inclusion of deaf workers in ICT settings

The third and final intellectual output consists of employers guidelines for the inclusion of deaf workers in professional settings. These guidelines are based on the experiences and insights gained during project implementation. This is complemented by the expertise of the partners and the view of the target groups/stakeholders involved.

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The guidelines include:

- Terms of Reference for the Guidelines
- Common misconceptions
- Tips and tricks for good communication (collection of online resources)
- Overview of good practices
- Good practices in detail

White Paper

The Project White Paper was created by the EU digital framework for the Sign Languages project consortium to present, develop and provide research in the digital field and its new expressions. The main goal of this guide is to explain a new “smart” and fast methodology, “microlearning”, that both can be applied in digital subjects and uses digital devices:

http://digitalsignlanguage.eu/wp-content/uploads/2022/09/EUDFSL-white-paper-3-v2-1.pdf

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Objective of IO3

As a partnership, the objective is to develop a document laying down guidelines for the inclusion of deaf workers in professional settings due to experiences collected within the project and complemented by the know-how of the partners, as well as inputs from the target groups/stakeholders involved. The final document constitutes a collection of good practices and resources to promote the inclusion of deaf professionals in ICT careers.

Approach

During the collection of good practices for the guidelines, we have identified the following 5 areas of focus:

- Recruiting strategies:
  Business managers who ensure that hiring systems are accessible to people with hearing impairments.

- The role of Human Resources (HR):
  Effective HR professionals familiar with the many resources that can help them reach out to deaf people in the labour force. HR should be knowledgeable about the methods of achieving accessibility in the workplace for people who are deaf/hard of hearing and should be familiar with methods of recruiting, interviewing and retaining such employees. If barriers in the workplace prevent any employee from succeeding, HR has a responsibility to address them.

- Accommodations for deaf accessibility:
  Employers with deaf employees share tips on how to make the workplace accessible for such employees. Not all accommodations are expensive and may produce a beneficial impact (deaf gain) on organisational performance that can result from the skills of a diverse workforce.

- ICT and digital accessibility:
  All professional activity nowadays requires some degree of digital application. Therefore, deaf accessibility of software and devices needs to be guaranteed. This implies also adequate training and sensitisation of supporting staff/personnel.

- Fostering a culture of diversity:
  Disability is a component of diversity, and businesses can benefit by taking steps to make certain that people with disabilities are represented in the workforce. The capacity to appreciate and value individual differences can make employers benefit from varied perspectives on how to successfully deal with business challenges.

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The good practices are also classified according to type as follows:

- Prevention:
  This might mean a training institute, training practice or some form of education.

- Intervention:
  An example of intervention may be an employer or company that introduces deaf-friendly practices.

- Postvention:
  This can be an example of mainstream sensitisation to the needs of deaf employees and/or deaf and hard of hearing people in general, as well as lobbying and advocacy work.

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Tips and Tricks for Employers

The EU Digital Framework for Sign Language consortium has collected some tips and tricks for good communication with deaf and hard of hearing colleagues. This collection is divided into the following sections:

- Communication tips
- Communication in a group
- Working with an interpreter
- Common misconceptions
- Resources

This collection of tips and tricks has been assembled through desk research, as well as through participation in former Erasmus+ projects or other collaborations with organisations working with and in Deaf communities throughout Europe. The tips and tricks are for use by employers, organisations and companies so that they can ensure that their working environments are inclusive, enabling and above all, deaf-friendly.

Communication Tips

- ✓ Catch the deaf employee's attention by tapping them on the shoulder, waving or even switching the lights in the room on and off.
- ✓ Some deaf people lip read – face them when talking and don't cover your mouth.
- ✓ Light is important. Make sure there is good lighting in the room and no strong backlighting (which causes a silhouette so deaf people can't see properly).
- ✓ Speak slowly and clearly – don't shout!
- ✓ Use short sentences. Don't use unnecessary (filler) words.
- ✓ Be direct – it may seem rude to you but deaf culture is much more direct.
- ✓ Eye contact is important.
- ✓ Use technology – email, instant messaging, texts and other communication apps facilitate effective communication.
- ✓ Demonstrate what you want – hands-on practical demonstrations help deaf employees to understand better.
- ✓ Learn some basic signs.

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- ✖ Don't multitask (e.g. look at your papers or type on a computer when talking with a deaf employee).
- ✖ Don't expect deaf employees to multitask (e.g. take notes while you are talking).

Communication in a Group

- Make sure there is an agenda.
- Be careful about the seating order. All deaf employees need to be able to see whoever is presenting, as well as what is being presented.
- Take care to give deaf employees a chance to read any handouts or slides in a presentation BEFORE you start talking (no multitasking).
- Use visual aids – make your presentations visual, use pictures, graphics and icons, rather than using long texts. If you use videos, make sure they are subtitled (automatic subtitling is frequently available).
- Only speak one at a time. Meeting discipline is important for deaf employees to enable them to follow discussions well and take an active part, too.
- Make sure someone takes notes (minutes) or use one of the new ai (artificial intelligence) apps such as otter.ai to take notes.
- Use technology. Automatically transcribe your presentation for example. Videoconferencing tools have subtitling and transcription functions.
- Use a sign language interpreter (see the next section).

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Working with a Sign Language Interpreter

- You need to book interpreters well in advance and if the meeting is longer then 15-20 minutes, there will need to be two interpreters (for health and safety reasons although the guidelines vary from country to country).
- Talk directly to the deaf employee – not the interpreter. Don't use formulations such as tell him/her/them or explain to him/her/them.
- The set-up of the room is important – the deaf employee needs to see both you and the interpreter. Be guided by the deaf employee / interpreter – they are the experts.
- Share your preparation (e.g. agenda, presentations, any written materials) with the interpreter in advance to enable them to prepare.
- Give deaf participants have time to keep up with discussions (or they get left out). Don't forget that interpretation creates a delay. If there is no break between hearing contributions, deaf employees don't get a chance to participate actively.
- Make sure there are enough breaks. Constant concentration is tiring!
- The same points as above apply when working with an interpreter. Be direct. Be concise. Use short sentences. Use visual aids.

Above all, when working with deaf employees remember, eyes are ears and hands are speech!

Credits:

The preceding tips for working with deaf employees are based on literature from the following sources:

- Deaf Umbrella www.deafumbrella.com
- Rochester Institute of Technology - National Technical Institute for the Deaf / Center on Employment www.rit.edu
- equalizent Schulungs- und Beratungs GmbH https://equalizent.com/
- Signs For Handshakes https://signsforhandshakes.eu/
- ASSIST Project http://www.assist-unb.cz/assist-en/www/
- Entre4all https://entre4all.eu/en/

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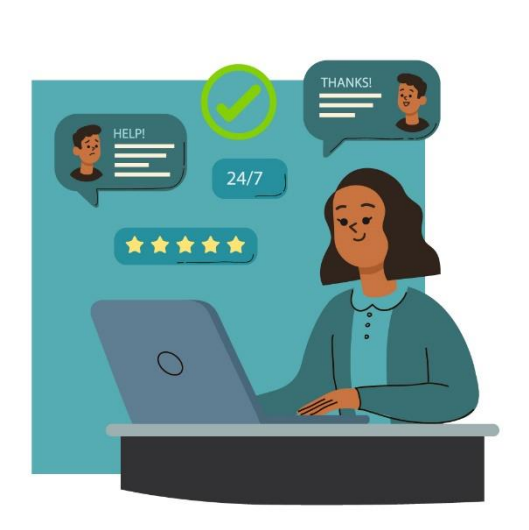
Common Misconceptions



Employers might think that …
People who are deaf and hard of hearing cannot work in customer service positions.

The truth is …
Having a disability does not mean a person lacks the skills needed for certain jobs or positions. Customer services is often online via chat, which a deaf person can do as well as a hearing person. Having a signing native who can provide video customer services in sign could be a unique selling point in a large customer service department, looking to promote greater diversity.

Employers might think that …
Workers with disabilities are absent from work more frequently due to sickness.

The truth is …
A disability is not an illness and people with disabilities are not patients. If the person has been hired in a consistent and inclusive manner, with a working day and duties that do not conflict with his or her health needs, unplanned absences such as sick leave will not be higher than those of another worker without disabilities.

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Employers might think that …
An employee with a disability will find it more difficulty to integrate into the team.

The truth is …
In an enabling and inclusive environment, all employees are accepted and have the same chance to integrate. In the case of a deaf team member, all team members should learn some sign language. Meeting people halfway makes integration easier.

Employers might think that …
The working environment is too dangerous for people who are deaf or hard of hearing.

The truth is …
The working environment can be adapted to use visual signals and alarms (such as flashing lights), thereby enabling a safe working space for all. People with disabilities should not be underestimated.

Employers might think that …
Adaptations will be expensive for the company.

The truth is …
In general, few or no adaptations are needed for the many people with disabilities. Moreover, there are subsidies and funding for many adaptations so the company does not have to pay themselves. It is more important to have an enabling and inclusive working

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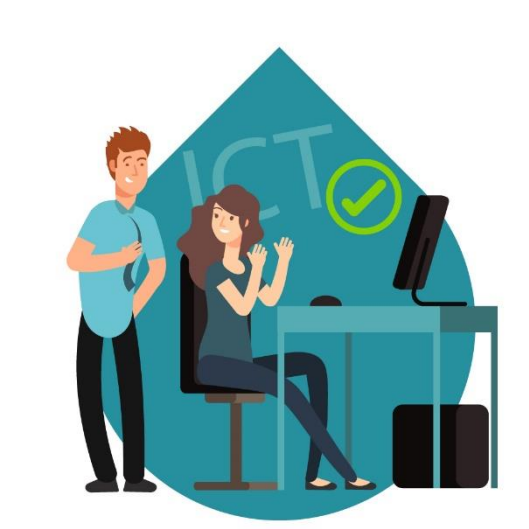
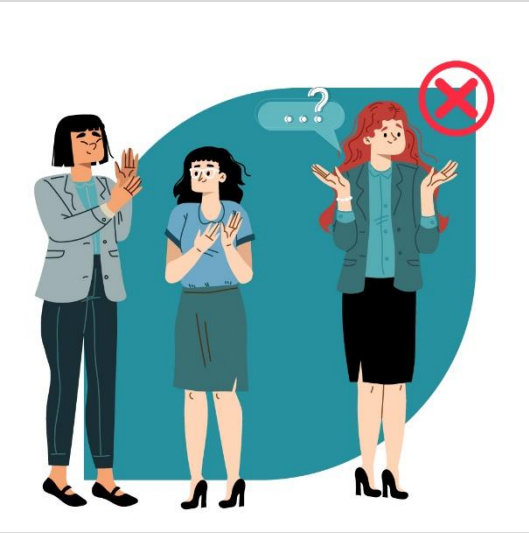


Employers might think that …
People with disabilities should not be given ICT-related tasks

The truth is …
Allocating ICT-related tasks depends on a person's qualifications, work experience, skills and interests. Assistive technology can be used to make ICT-related tasks accessible. Thanks to ICT, many daily tasks have become more accessible. Many people with disabilities are experts / particularly skilled in the ICT field.

Employers might think that …
Hiring people with disabilities is expensive!

The truth is …
This is categorically untrue. In fact, companies that hire disabled workers benefit from significant bonuses and tax advantages in most European counties.



Employers might think that …
I don't sign! How can I employ a deaf or hard of hearing person? How can we communicate?

The truth is …
There are many technological advances and machinery that facilitate communication with people who have this condition. It is not a problem in the work environment. It never hurts to offer training programs within the company to normalize sign language.

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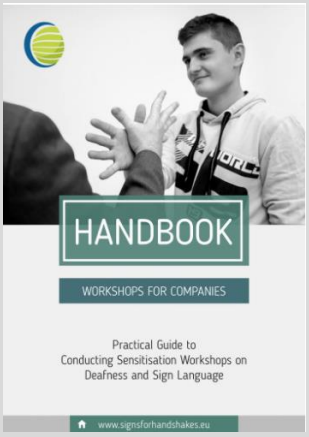
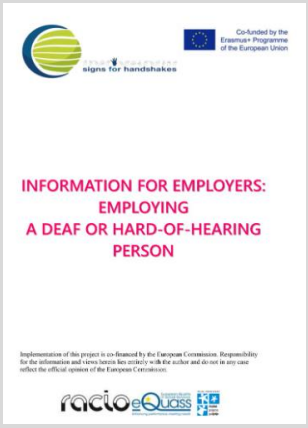
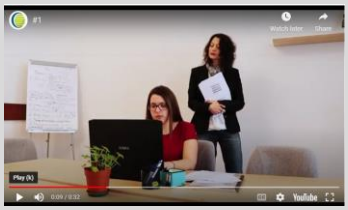
External resources

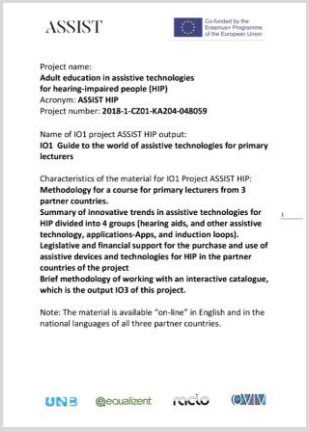
Available from Signs for Handshakes at www.SignsForHandshakes.eu

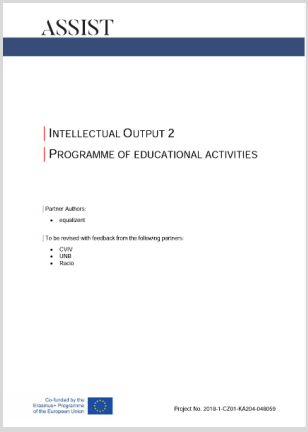






Available from ASSIST at http://www.assist-unb.cz/assist-en/www/





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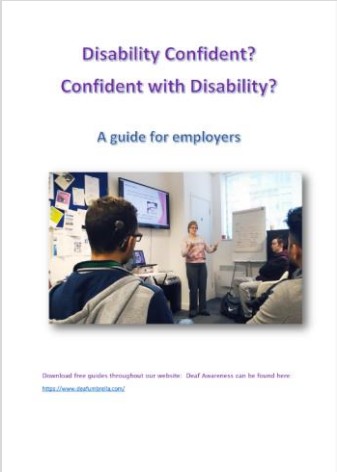
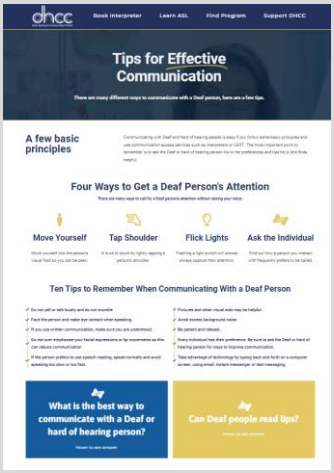
Available at www.deafumbrella.com (login necessary)



Available at www.rit.edu

Resources from DHCC



Spread the Sign is an online dictionary of Signs from a variety of Sign Languages: https://www.spreadthesign.com/en.gb/search

Mach's Auf has an archive of Signs from Austrian Sign Language: https://suche.machs-auf.at/search

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Overview of good practices

On the following pages, you will find a collection of good practices identified by the project partners for the inclusion of deaf workers in professional settings.

Name of the good practice	Level					Areas					Type			
	International	National	Regional	Local	Organisational	Recruiting strategies	The role of human resources (HR)	Accommodations for deaf	ICT and digital accessibility	Fostering a culture of diversity	Prevention	Intervention	Postvention	Page number
Augmentative and Alternative Communication (AAC)					x			x			x	x		19
Accessible Work 4 All	x	x	x	x	x			x			x	x	x	22
A.G. Connect Deaf Limited					x				x			x		24
Amazon	x	x						x	x	x		x		27
Deaf Umbrella		x	x	x		x	x	x		x	x	x	x	31
Guide to entrepreneurship (CNSE)		x	x							x		x		33
Jerónimo Martins - Programa Incluir	x	x				x		x			x	x	x	35
Listen Foundation		x						x		x	x	x		37
L'Oréal - Movimento Beleza Para Todos		x								x			x	39
Matilde		x						x			x	x		41
McDonald's		x						x		x		x		43
MyAbility	x	x	x	x	x	x	x			x	x	x	x	45
National Library of Sofia		x				x		x		x		x		47
Pedius & Veasyt	x	x						x	x			x		48
Pictograms	x	x	x	x	x			x			x	x	x	49
Principality of Asturias		x	x			x	x					x		50

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Randstad		x	x			x					x	x		52
Rochester Institute of Technology	x							x			x	x		54
SignCoders			x	x	x			x	x	x	x	x		55
Signs For Handshakes	x	x	x	x	x			x		x	x	x	x	59
San Carlo High School			x	x		x	x	x			x	x	x	61
Sponsorship by the Department of Social Inclusion		x				x	x				x			63

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Collection of good practices in detail

Augmentative and Alternative Communication (AAC)			
Level	Organisational	**Area**	Accommodations for deaf accessibility
Type	Prevention & intervention	**Country of origin**	Originated in Europe and North America in 1950s; now in use worldwide
Description	Augmentative and Alternative Communication (AAC) systems are forms of expression other than spoken language, which aim to increase (augmentative) and/or compensate (alternative) the communication and verbal language difficulties of many people with disabilities. Today, thanks to these systems, no one can be excluded because of difficulties with oral language. For this reason, every person, whether children, adolescents, adults or the elderly, who for whatever reason have not acquired or have lost the level of spoken language necessary to communicate satisfactorily, can use an AAC system. Augmentative and Alternative Communication (AAC) systems are not incompatible with, but complementary to, natural language rehabilitation, as they can promote its acquisition whenever possible. What resources are used? Augmentative and Alternative Communication includes different symbol systems, either graphic (pictures, drawings, pictograms, words or letters) or gestural (mimicry, gestures or hand signs) and, in the former case, requires the use of support products. The different symbol systems are adapted to the specific needs of people of different ages and with different motor, cognitive and linguistic skills.		

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	Communication support products include technological resources such as voice communicators, personal computers or tablets with special programmes that enable different forms of access. They also facilitate the integration of different pictographic and orthographic symbol systems as well as different means of output, including voice output. They may also involve non-technological resources, such as tables and communication notebooks.		
Key Stakeholders / Provider	Organisations specialised in communication, psychologists, professionals in the field of disabilities, organisations and other institutions Moreover: ● Amazon ● Loreal ● Geox ● Café Lavazza ● Norauto (car mechanic) ● Cascina Roccafranca (cooperation "il margine") ● Etercement (logistics) ● health care residence ● Local Bakery	**Impact**	Impact on Deaf+ community, meaning Deaf employees/unemployed with other disabilities: Reasons for the need to use an AAC system include special learning disorders (SLD) cerebral palsy (CP), cognitive impairment, autism spectrum disorders (ASD), neurological disorders such as amyotrophic lateral sclerosis (ALS), multiple sclerosis (MS) or Parkinson's disease, muscular dystrophies, cranio-brain trauma, aphasias or multiple disabilities of different types. The impact on Deaf youth/employee is to empower and inspire them to experience new job opportunities and to be able to express themselves through different communication channels other than spoken language or sign language. The employment sector, stakeholders and strategic partners, as well as Deaf employees, now have tools to facilitate inclusive working environments.
Available Statistics	It is difficult to estimate the prevalence of AAC users due to wide variability across this population in terms of diagnosis, age, location, communication modality, and extent of AAC use. ● Beukelman and Light (2020) estimated that approximately 5 million Americans and 97 million people in the world may benefit from AAC. ● In the United States among students who need support when communicating, a national survey of special educators across all 50 states reported that 18.2% of their students use a form of AAC for their communication mode: 6.9% use gestural modes, 6.5% employ pictorial supports, and 4.8% use a speech-generating device (SGD; Andzik et al., 2018).		

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	• In the United Kingdom, Creer et al. (2016) estimated that 0.5% of the population requires the use of AAC based on the prevalence of conditions associated with the use of AAC in the United Kingdom. • Across specific paediatric populations, Iacono et al. (2016) estimated that 25%–30% of Australian children with autism have limited speech skills and would benefit from AAC. Kristoffersson et al. (2020) found that 44.4% of Swedish children with cerebral palsy used a form of AAC either exclusively or to supplement their speech. Brown et al. (2021) identified 6.9% of U.S. children with cleft palate or craniofacial anomalies as AAC users. • A review of medical records at the University of Iowa Hospitals & Clinics found that 33% of intensive care unit (ICU) patients met the AAC candidacy criterion, whereas 3% of non-ICU patients met the AAC candidacy criterion (Zubow & Hurtig, 2013). • Among adults with amyotrophic lateral sclerosis (ALS) in Scotland, Elliott et al. (2020) found 17.3% of ALS patients acquired AAC equipment for speech augmentation, speech replacement, or written communication support. In Germany, 46% of patients demonstrated the need for AAC, yet 39% failed to access an AAC device (Funke et al., 2018).		
Tools / Resources / Services	Google play store: AAC AsTe RICS: AsTeRICS Grid	**Links**	"Everyone Deserves AAC" Perspectives of the ASHA Special Interest Groups Augmentative and Alternative Communication (asha.org)

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EU Digital Framework for Sign Languages

Accessible Work 4 All			
Level	International, national, regional, local & organisational	**Area**	Accommodations for deaf accessibility
Type	Prevention, intervention & postvention	**Country of origin**	Austria (Italy, Germany & Poland)
Description	The project promotes equality, non-discrimination and diversity. How? By providing information on employment and employment regulations in accessible or barrier-free digital formats. This means that Deaf job seekers can find support and information online in their first language – Sign Language. As well as Austrian, German, Italian and Polish Sign Languages, the project uses plain text, drawings and animation to make the information easier to understand. There were three main outputs to this project: First of all the "Analysis and Abstract". It is a digital survey, analysis and transnational report. Deaf jobseekers are asked questions about employment regulations. The survey results are analysed and summarised in a written report. Secondly, the "Accessible Toolkit", which is a collection of accessible information videos on employment regulations. The videos use Sign Language and plain text subtitles with drawings and visual images. Lastly, the "Information is Empowerment" output, a training package and digital handbook. The training uses blended learning. Blended learning is a mix of methods using online and digital materials, as well as traditional classroom-based training. The training was tested by deaf job seekers.		

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Key Stakeholders / Provider	Erasmus+ KA2 Stategic Partnership	**Impact**	Impact on Deaf communities in Austria, Germany, Italy, Poland and worldwide: The impact on Deaf community was to empower and inspire them to be active in their job search and to address any communication problems directly. The employment sector, stakeholders and strategic partners, as well as Deaf employees, now have tools to facilitate inclusive working environments. Networking activities created a large interlinked group of Deaf aware people with knowledge of / appreciation for the advantages of inclusion and diversity in the workplace.
Tools / Resources / Services	See website for all tools / resources	**Links**	www.accessiblework4all.eu

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A.G. Connect Deaf Limited			
Level	Organisational	**Area**	ICT and digital accessibility
Type	Intervention	**Country of origin**	Cyprus
Description	A.G. Connect Deaf Limited is an award winning Social Small Medium Enterprise (SME) working in the field of diversity and inclusion with a focus on Deaf and Hard of Hearing sign language users since 2017. The company's activities are focused on the design and development of inclusive communication and educational mobile applications that target sign language users and their hearing persons' network. The innovation in the mobile applications' is the integration of sign language alphabet and sign language. Co-design approaches are used to design the apps with the target users in order to ensure that their needs are addressed and that the designs offer positive and accessible user experiences.		
Key Stakeholders / Provider	Deaf communities Deaf ICT users	**Impact**	Social inclusion of deaf people through digital tools.
Tools / Resources / Services	Apps: • Connect Deaf (Use sign language alphabets in some of the most popular chats apps) • Sign Instant Messaging (Use sign language alphabets and text to chat with your phone contacts on our social network and make translations)	**Links**	https://connectdeaf.com/

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	• Sign Language Alphabets (Use slideshows and flash cards to learn different sign language alphabets)		

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Amazon			
Level	International & national	**Area**	Accommodations for deaf accessibility ICT and digital accessibility Fostering a culture of diversity.
Type	Intervention	**Country of origin**	Italy & worldwide
Description	Amazon is working in the framework of inclusion both in America and in Europe. Throughout the month of October, Amazon has observed National Disability Employment Awareness Month to recognize the vital role people with disabilities play in the workforce. Many locations in North America and Europe are creating a more inclusive work environment thanks to the installation of sign language video stations. They show a rotating series of videos about sign language topics and words. It helps employees learn the basics of sign language for their region and improve communication with their colleagues who are deaf and hard of hearing. In Torrazza Piemonte, a town 30 kilometres far from Turin in the North-West of Italy, processes and workstations have been designed in collaboration with experts to ensure that they are suitable for the needs of all workers. These include a variety of inclusive services and tools, which have been provided by the company. Amazon organized courses for employees on inclusivity, as well as courses in International Sign. It has provided structures with tablets installed in strategic points near workstations, which workers can use to take advantage of a simultaneous translation service in sign language, available at any time during the working hours. The employees are equipped with devices connected directly to the alarm system that vibrate in the event of an evacuation signal. In addition, the sound signalling system has been integrated with a light signal system.		

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Key Stakeholders / Provider	Deaf and hard of hearing workers	**Impact**	
Tools / Resources / Services	Tables, light signal systems, devices that vibrate, translation services	**Links**	https://www.aboutamazon.com/news/workplace/amazon-rolls-out-cool-new-video-stations-at-over-200-sites-to-teach-employees-sign-language https://linguadeisegni.online/amazon-rende-il-posto-di-lavoro-ai-dipendenti-sordi-piu-inclusivo-e-accessibile/ https://www.torinoggi.it/2022/09/08/leggi-notizia/argomenti/economia-4/articolo/amazon-inserisce-dipendenti-sordi-sono-gia-6-a-torrazza-piemonte-e-i-colleghi-imparano-il-linguag.html

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Deaf Umbrella			
Level	National, regional & local	**Area**	Recruiting strategies: hiring systems accessible to deaf and hard of hearing people. The role of HRs and how they reach out to deaf people in the labour force Accommodations for deaf accessibility Fostering a culture of diversity
Type	Prevention, intervention and postvention	**Country of origin**	United Kingdom
Description	Deaf Umbrella came from a good idea during a career break in 1999; why the name? Well, the internet was raining information down on us at this time, information we had never had so readily available to us before. The umbrella symbol was an opportunity for deaf people to shelter with us whilst they decided what advice was helpful to them! Deaf Umbrella empowers deaf people by supporting their communication and promoting their opportunities for education and employment. We support people working with deaf people through high quality training and professional development. We have worked hard to be consistently recognised by our local business community and the London Business Awards for Training & Development, the Community Interest Company and as an Entrepreneur. Deaf Umbrella offers: • Services for employers and education providers • Online job club for BSL users in London and the SE of England • Deaf awareness training • Online courses • Free guides		

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	Deaf Umbrella advises on “Access to Work” which is intended to help disabled people get or keep jobs by providing funding to cover the cost of practical support and specialist equipment. Access to Work grants can cover the cost of interpreters or other communication support, or provide accessible equipment. Access to Work is run by the UK Employment Service.		
Key Stakeholders / Provider	UK deaf community, employers and companies looking to become more deaf-friendly	**Impact**	Deaf Umbrella has worked with a range of companies and employers including London Gatwick Airport, Anthony Nolan, John Lewis, Tesco, British Transport Police, Gucci and more
Tools / Resources / Services	See website for tools / resources	**Links**	https://www.deafumbrella.com/

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Guide to entrepreneurship (CNSE)			
Level	National & regional	**Area**	Fostering a culture of diversity
Type	Intervention	**Country of origin**	Spain
Description	Confederación Estatal de Personas Sordas (CNSE) or the State Confederation of Deaf People presents this practical guide for the entrepreneur in the hope that it will support deaf and hearing impaired people who want to develop their business idea and start their own their own company. It is a very complete guide, it explains the creation of a company until the realization of the business activity, including the procedures with the public administration.		
Key Stakeholders / Provider	Prospective deaf entrepreneurs who want to start a company	**Impact**	Impact on Deaf+ community, meaning Deaf employees/unemployed with other disabilities: Reasons for the need to use an AAC system include special learning disorders (SLD) cerebral palsy (CP), cognitive impairment, autism spectrum disorders (ASD), neurological disorders such as amyotrophic lateral sclerosis (ALS), multiple sclerosis (MS) or Parkinson's disease, muscular dystrophies, cranio-brain trauma, aphasias or multiple disabilities of different types. The impact on Deaf youth/employee is to empower and inspire them to experience new job opportunities and to be able to express themselves through different communication channels other than spoken language or sign language. The employment sector, stakeholders and strategic partners, as well as Deaf employees, now have tools to facilitate inclusive working environments.

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Tools / Resources / Services	https://www.cnse.es/	Links	https://sfsm.es/wp-content/uploads/2020/02/Gu%C3%ADa-del-emprendedor-para-personas-sordas.pdf

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Jerónimo Martins - Programa Incluir			
Level	International & national	**Area**	Recruiting strategies: hiring systems accessible to deaf and hard of hearing people. Accommodations for deaf accessibility.
Type	Prevention, intervention & postvention	**Country of origin**	Portugal
Description	Created in 2015, Jerónimo Martins' Programa Incluir or the Inclusion Programme aims to promote the employability of groups of people at a disadvantage in accessing the labour market, with emphasis on people with disabilities, migrants and refugees and people in social situations of risk. The inclusion policies of the Jerónimo Martins Group were distinguished by the Institute of Employment and Professional Training (IEFP), which awarded the Group's holding company and Recheio Cash & Carry the distinction Brand Employer Entity Inclusive 2021 "The inclusion programs in the labour market, the adaptation of infrastructures, or the adaptation of internal communication tools to be accessible to all" Key aspects of the programme are: • Dedicated to the various types of disabilities - physical, sensory and/or intellectual • Every month, several dozen candidates will benefit from customized training that makes them ready to be hired by the Group's Companies		

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Key Stakeholders / Provider	Jerónimo Martins Group	**Impact**	It currently has 250 internal tutors, more than 210 workplaces, and the participation of more than 50 partners specialized in different areas of social inclusion. This programme has already provided more than 550 job opportunities and directly led to the hiring of around 280 people by the Group and its Companies.
Tools / Resources / Services	https://www.jeronimomartins.com/pt/?s=centro+incluir	**Links**	https://www.jeronimomartins.com/pt/

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Listen Foundation			
Level	National	**Area**	Accommodations for deaf accessibility Fostering a culture of diversity.
Type	Prevention & intervention	**Country of origin**	Bulgaria
Description	The Listen Foundation (Deaf.bg) is a platform joining together 3 the work of organisations, working for deaf inclusion. Their main mission is to empower deaf and hard of hearing people to be leaders in their community, to be socially and professionally active, as well as to make sign language accessible to everyone. “Our team consists of deaf and hard of hearing people who actively work and advocate for a real inclusive environment for deaf children and youth with the aim of bringing out their special abilities in the long term. The strength of each of us is in a different area - pedagogy, journalism, design, video processing and filming, finance, project management, public communications. We have our own video center, a sign language training academy and a video sign interpretation service center. Some of us are parents of deaf children.” Main goal is to unite and empower the Bulgarian deaf community with common principles and values for equality and full inclusion of deaf people. They created a Sign Language Masters Degree in one of the main Bulgarian Universities. Deaf.bg has been working on various project with the support of companies like Google (Google Impact Challenge (2021-2024), J&K Wonderland Group (2021-2024), Foundation Help Alliance, etc. November, 2022 deaf.bg was present during the event Sofia Game Night. Fun games were organised in order to allow hearing people to dive into the reality of deaf/hard of hearing people.		
Key Stakeholders / Provider	Deaf community in Bulgaria	**Links**	https://deaf.bg/ Interview with the founders:

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			https://nova.bg/promyanata/person/index/275
Available Statistics	2017 – the "Listen" foundation supported 24 young deaf people in an interactive academy and raised 321 602 lev for their activities.		
Tools / Resources / Services	Their activities include: • Conducting research in the deaf/hard of hearing community in order to better understand their needs and provide what they need; • Organising visually attractive info campaigns which feature deaf/hard of hearing community leaders and emphasise on their skills and right to be fully active in the society; • Popularising "The Sign Language Law", which asserts the rights of deaf people to use it and have access to it (via a translator), if needed in institutions; • Creating a physical and an online community of deaf/hard of hearing people; • Improving the education system for babies, children and adults from the deaf community by incorporating a bilingual model of learning and education through Bulgarian Sign Language and Bulgarian spoken language. • Offering educational courses for deaf/hard of hearing people; • Providing professional sign language translators; • Popularising Deaf celebrations (World Hearing Day, International Week of Deaf People, etc.) and research, related to the community;		

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L'Oréal - Movimento Beleza Para Todos			
Level	National	**Area**	Fostering a culture of diversity.
Type	Postvention	**Country of origin**	Portugal
Description	Movimento Beleza para todos (Beauty for All Movement) promotes equal access to information about beauty for deaf and blind people. "The project aims to overcome the difficulties experienced by these people by creating content developed for blind and deaf people so that they can take care of their image independently." The contents of the brand's website (www.lorealparis.pt) will be adapted for blind and deaf people, namely beauty tutorials with audio specially developed for those who can't see and all video tutorials will be subtitled for those who can't hear. This project, 100% Portuguese and pioneering in the world within the L'Oréal Group, was distinguished at an international level, by winning the 10th edition of the "Disability Awards", an internal competition organized by the Group, among 65 projects around the world that promote the inclusion of people with disabilities. The "Beauty for All" Inclusion Movement was presented on March 20, at the headquarters of INR, I.P., and was attended by the Secretary of State for the Inclusion of People with Disabilities, Dr. Ana Sofia Antunes.		

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Key Stakeholders / Provider	Developed by L'Oréal Paris in partnership with the National Institute for Rehabilitation, I.P. (INR), the Portuguese Association for the Blind and Visually Impaired (ACAPO), the Portuguese Federation of Associations for the Deaf (FPAS) and the Portuguese Association for the Disabled (APD).	**Impact**	According to the President of INR, Humberto Santos, "The associations involved know the reality of blind and deaf people and the positive impact that this initiative will have on their lives. This programme facilitates access to information for all and will certainly have a very relevant result in access to beauty in an inclusive way".
Tools / Resources / Services	See website for all tools / resources	**Links**	https://www.lorealparis.pt/beleza-para-todos

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Matilde			
Level	National	**Area**	Accommodations for deaf accessibility.
Type	Prevention & intervention	**Country of origin**	Italy
Description	The short film “Matilde” is the story of a deaf girl and her determination to assert her right to education. The film shows her difficulties and her struggle, against the odds, to find solutions. Her school is full of barriers, many of which arise simply through carelessness or lack of knowledge, making it difficult for her to attend lessons. The school is often passive and unwelcoming to diversity, with many annoying noises, and a teacher with a moustache which is much too long! From this short film we can understand some needs of deaf and hard of hearing people: • Avoid noises (you can never know the level of the hearing loss. Some deaf people can hear environmental noises that can warn them in some cases, but that can also disturb when talking with someone). • Do not chew or hold a hand in front of your face (as Matilde teaches us, also moustaches sometimes are a problem). • Do not place yourself in places where there is strong light is behind you, for example in front of a window, or in poorly lit places.		
Key Stakeholders / Provider	Hearing people that deal with deaf people in work environments	**Impact**	

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Tools / Resources / Services	There are some tools that can improve the inclusion of deaf and hard of hearing people in group contexts, for example, some cinemas have magnetic induction systems for deaf people wearing hearing aids: this system helps them to clean the sound and therefore hear better. Another solution for companies is to organise short training courses about communication accessibility which is a topic provided by many educational centres.	Links	https://youtu.be/HB_-yD9kPGo

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McDonald's			
Level	National	**Area**	Accommodations for deaf accessibility Fostering a culture of diversity.
Type	Intervention	**Country of origin**	Portugal
Description	Diversidade, Equidade e Inclusão (Diversity, Equity and Inclusion) is a practice developed by McDonald's, promoting inclusive workplaces where everyone feels safe, respected and valued. McDonald's considers themselves a company open to everyone and privilege ethics, heterogeneity, diversity, non-discrimination and freedom of religious and personal beliefs. McDonald's sees the inclusion of employees with special needs in their teams as part of the brand's social responsibility policy, at a global level, also applied to the Portuguese market. They believe that, in addition to boosting the individual development of the people, they are contribute to the development of their teams and, at the end of the day, to a more inclusive and balanced society.		
Key Stakeholders / Provider	McDonald's	**Impact**	The integration of employees with disabilities into the teams, being one of the points of honour of this strategy, resulted in the establishment of partnerships with different institutions, such as the project for the inclusion of deaf people, through a partnership with the Centro de Recursos da Casa Pia de Lisboa, since 2005. In addition, and in the case of deaf people, they promote awareness actions for the entire team, with sign language classes, for a better integration of all.
Available Statistics	As part of the partnership with Casa Pia de Lisboa, which covers the region of Lisbon and the Tagus Valley, there are 30 deaf employees in 20 of the company's restaurants.		

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Tools / Resources / Services	https://www.mcdonalds.pt/responsabilidade-social/as-nossas-historias	Links	https://www.mcdonalds.pt/responsabilidade-social/as-nossas-historias/casa-pia-lisboa

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MyAbility			
Level	International (in German speaking countries), national, regional, local & organisational	**Area**	Recruiting strategies: hiring systems accessible to deaf and hard of hearing people. The role of HRs and how they reach out to deaf people in the labour force. Fostering a culture of diversity.
Type	Prevention, intervention & postvention	**Country of origin**	Austria
Description	MyAbility is a Social Enterprise with the aim of working together with businesses for a barrier-free society with equal opportunities. To achieve their aim they provide the following services: trainings in workshops on the topics like awareness and sensitization, inclusive recruitment, inclusive leadership and inclusive communication. They host the platform myAbility.jobs, which is the largest job platform for people with disabilities in the German-speaking area. Through their MyAbility Talent programme, they connect highly qualified students with disabilities with companies. They also offer a digital learning platform on the subject of disability and inclusion called ALL – Ability Learning Landscape.		
Key Stakeholders / Provider	https://www.myability.org/wir/partnerinnen	**Impact**	To date, we have implemented over 1,000 inclusion projects with 400 companies. 13,000 employees were directly sensitized and supported by companies. The 60 member companies of the myAbility Economic Forum employ over 230,000 people in Austria. There are currently 3,500 jobs for people with disabilities in Germany and Austria advertised on myAbility.jobs.

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			So far, more than 50,000 job offers have been published and 500,000 users have visited our job websites. More than 400 students or academics with disabilities have participated in our talent programs and received 3,000 hours of career coaching from us.
Tools / Resources / Services	https://www.myability.org/wir/community/inklusives-karriereportal https://www.myability.org/wir/community/myability-talent https://www.myability.org/wir/community/myabilityjobs https://www.myability.org/wie/digitale-lernplattform	Links	https://www.myability.org/

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National Library of Sofia			
Level	National	**Area**	Recruiting strategies: hiring systems accessible to deaf and hard of hearing people. Accommodations for deaf accessibility. Fostering a culture of diversity.
Type	Intervention	**Country of origin**	Bulgaria
Description	National Library of Sofia collaborates with the National Bulgarian Television in order to show the inclusion of deaf / hard of hearing people in their organisation. In a TV report, the deaf / hard of hearing workers are interviewed, as well as their colleagues. They all share how it is completely possible to include a vulnerable group in the labour market. For example, there is a flashing alarm installed (instead of a bell) for a hard of hearing person, which indicates when new books have arrived and so the employee knows when is time to distribute them. In the TV report, the emphasis is placed on the skills and the abilities of people with disabilities - how much work they can do with a little bit of technical support.		
Key Stakeholders / Provider	National Library, Sofia, Bulgaria + National Televsion	**Link**	https://bnt.bg/bg/a/stolichna-biblioteka-s-otvoreni-vrati-za-hora-s-uvrezhdaniya-20-05-2016

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Pedius & Veasyt			
Level	International & national	**Area**	Accommodations for deaf accessibility ICT and digital accessibility
Type	Intervention	**Country of origin**	Italy & worldwide
Description	Companies, such Enel (for the electricity provision), TIM (for the communication services), BNL (famous bank in Italy), faced the need to communicate not only with deaf clients, but also with deaf employees by activating telephone assistance and services in Sign Language. Thanks to a convention with Pedius and Veasyt, deaf employees can communicate with the employers, with other colleagues and can work. Pedius is an app that allows deaf people to call hearing people thanks to speech synthesis and recognition technologies: deaf people can read what hearing people say and hearing people can listen what deaf people write through an artificial voice. Veasyt is a video interpreting service that allows the deaf person to video call a Sign Language interpreter and communicate with a hearing person. The challenges of these companies and technologies aim to build a good path to inclusion of all.		
Key Stakeholders / Provider	Deaf and hard of hearing employees; hearing employers		
Tools / Resources / Services	See websites for all tools / resources	**Link**	https://www.pedius.org/en/enel/ https://www.veasyt.com/it/post/tim-comunicazione-inclusione-dipendenti-sordi.html

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Pictograms			
Level	International, national, regional, local & organisational	**Area**	Accommodations for deaf accessibility.
Type	Prevention, intervention & postvention	**More information**	https://www.pixartprinting.co.uk/blog/pictograms-history/
Description	Pictograms can be a form of mind mapping useful to support the accessibility of acquisition of knowledge of procedures to follow by seeing the actual procedures through a storyline of pictures/photos of the different steps. Can be used in different sectors, different types of working environment.		
Key Stakeholders / Provider	Amazon L'Oréal Geox Café Lavazza Norauto (car mechanic) Cascina Roccafranca (cooperation "il margine") Etercement (logistics) Health care residence Local Bakery	**Impact**	The impact on deaf youth and deaf employees is to empower and inspire them to experience new job opportunities and to be able to express themselves through different communication channels other than spoken language or sign language. Moreover, through pictograms, Deaf employees and hearing employers have a new communication channel for procedures that can support the learning process of new skills. The employment sector, stakeholders and strategic partners, as well as deaf employees, now have tools to facilitate inclusive working environments.
Tools / Resources / Services	https://wonderoftech.com/bitstrips/ https://www.pixton.com/	**Link**	https://www.opencolleges.edu.au/informed/features/reading-with-pictures-serious-learning-through-comics/

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Principality of Asturias			
Level	National & regional	**Area**	Recruiting strategies: hiring systems accessible to deaf and hard of hearing people. The role of HRs and how they reach out to deaf people in the labour force.
Type	Intervention	**Country of origin**	Spain
Description	This article (see link) describes a specific employment programme for people who are deaf or hard of hearing in the Principality of Asturias (Spain). The procedures and data presented were developed between 1998 and 2002. Their work, fundamentally, has been focused on young deaf or hard of hearing people, their families and companies in general, although they have also worked in other areas.		
Key Stakeholders / Provider	Deaf and hard of hearing workers and hearing people that deal with deaf people in work environments	**Impact**	The rise in the number of employment contracts in ordinary companies is remarkable. Moreover, it reflects the success of the project at national level and the relevance of maintaining these projects in the long term, as they show an appreciable and interesting progression in the results to be maintained for deaf or hard of hearing people. The results achieved show: 1. Deaf or hard of hearing people can compete successfully on the labour market on their own merits and need only little advice and support; 2. Stability is needed for these projects based on the excellent results achieved.

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Tools / Resources / Services	The action involved different areas of intervention and a holistic approach involving not only the deaf persons and companies, but also their families, support ecosystem and civil society organisations. It included prospection (needs analysis for the deaf persons, needs and demands from the companies, advice from civil society); design of customised itineraries and accompanying measures.	Link	https://scielo.isciii.es/scielo.php?script=sci_arttext&pid=S1132-05592008000300005

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Randstad			
Level	National & regional	**Area**	Recruiting strategies: hiring systems accessible to deaf and hard of hearing people.
Type	Prevention & intervention	**Country of origin**	Spain
Description	Video and interview with tips on how a temporary employment agency can cater for the needs of this target group. It is part of "Proyecto Integrados" for the integration into the labour market of the wider group of personas with disabilities. It consists of a protocol, which addresses from the first contact, to the entry interview and the support for the company and beneficiary. It is supported by awareness raising activities for companies on the benefits of including persons with disabilities. Furthermore, due to the pandemic it has adapted its on-line training of its Ability Campus to cater for the needs of deaf people. It offers different courses targeted at skills related to finding and maintaining a job.		
Key Stakeholders / Provider	Foundations from one of the main national and European temporary employment agencies supporting the activities of the Randstad agencies. The Foundation collaborates with a wide variety of stakeholders and private enterprises in the project.	**Impact**	Throughout the 6 years that they have been developing the project in the Valencian Community, they have seen that the greatest demand for people with hearing disabilities is in the industrial sector, for assembly positions and production lines.

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Available Statistics	Statistics are provided on the impact for all persons that have found jobs through the programme, however there is no detail per type of disability. The number of contracts signed by professionals with disabilities has exceeded 100,000 signatures for the first time in history. Specifically, during the period from January to October 2019, 100,003 contracts were made in this group, 1.7% more than the figure reached the previous year, when 98,375 were registered.		
Tools / Resources / Services	Protocol for staff of the agencies; online training fully accessible for deaf people; awareness raising among companies.	**Links**	https://youtu.be/TmL9eBmnVZo https://www.visualfy.com/es/personas-sordas-integracion-laboral/ https://www.randstad.es/fundacion-randstad/talento/formacion/ https://www.randstad.es/fundacion-randstad/programas-de-integracion/

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Rochester Institute of Technology			
Level	International	**Area**	Accommodations for deaf accessibility.
Type	Prevention & intervention	**Country of origin**	USA
Description	Tips for communicating with employees who are deaf or hard of hearing is a guide made by Rochester Institute of Technology, which provides examples of the best ways to communicate with deaf and hard of hearing people in the workplace. This guide, made as a slideshow, deals with face-to-face conversations, as well as group discussions. Some of the tips are basic and simple such as maintaining eye contact, vocalizing, or getting the employee's attention before you start talking. These are the kinds of things that are not difficult to do but that we need to be mindful about doing.		
Key Stakeholders / Provider	Hearing people that deal with deaf people in work environments	**Impact**	
Links	https://www.rit.edu/ntid/sites/rit.edu.ntid/files/nce/employers/P2128_NTID_Tips_for_Comm_with_Employees.pdf		

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SignCoders			
Level	Regional, local & organisational	**Area**	Accommodations for deaf accessibility. ICT and digital accessibility. Fostering a culture of diversity
Type	Prevention & intervention	**Country of origin**	Hungary
Description	SignCoders is a Social Enterprise founded with the goal of enabling a successful career for highly qualified deaf professionals in the digital economy. We have two main areas of activity. As a regular market player, we are a digital agency taking on client assignments, such as designing and developing websites and mobile apps for them. We see competing with other service providers as a key element of deaf empowerment. An equally important area is one that incorporates classic NGO-like activities related to our mission. These include soft-skill and vocational trainings for the local deaf and hard-of-hearing communities, awareness workshops for hearing people and popularising sign language. In particular, tech training is at the heart of our strategy. We keep building partnerships to fill the digital education gap. We reframe hearing disability as a communication challenge. This approach helps levelling the field enormously. We have successfully built an inclusive and barrier-free work environment. Hearing, hard-of-hearing and deaf colleagues work together at SignCoders. A cornerstone of our strategy is to keep building a community around the company: • All three full-time, paid employees are deaf. • One deaf employee is currently on maternity leave. • One founder and investor, a hearing person. • One hard-of-hearing part-time subcontractor helping us in social media communication.		

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	• Two deaf part-time subcontractors helping us in tech and sign language training, respectively. • An active community of at least 20-30 people including learners, future job applicants, sign language interpreters and volunteers at a full spectrum of hearing ability.		
Key Stakeholders / Provider	Antal Karolyi, co-founder and investor / Deaf community in Hungary	**Impact**	Social integration means that hearing and hearing-impaired people work together. By doing so, we improve the conditions for a fundamentally segregated group to become an active participant in society. In this way, we improve the capabilities of disadvantaged people, expand their opportunities and raise their dignity. Sign language communication works in 3D, so native language speakers are very good at quickly processing visual information. Linguistic research confirms that sign language users have a deeper experience in visual information processing. Experience has shown that engaging them in tasks that require visual skills often brings a new perspective to the team. Our vision is to make IT careers accessible to as many sign language speakers as possible. Therefore, continuing vocational training is at the core of our strategy. We work with various organisations to achieve this goal. Óbuda University and Eötvös Lóránd Vocational Secondary School support our cause. We are co-hosts of a Software Tester Training series in cooperation with Prezi, a tech company and Jamba Hungary, an NGO catalysing the employment of talented people from a wide range of the disability spectrum.

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Available Statistics	We have trained 30 young adults so far. We have developed two programmes that have proven to be sustainable. All staff are deaf except the founder (Antal Karolyi)		
Tools / Resources / Services	https://signcoders.hu/technologies FAQs: https://signcoders.hu/sign-language	**Links**	https://signcoders.hu/

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Signs For Handshakes			
Level	International, national, regional, local & organisational	**Area**	Accommodations for deaf accessibility. Fostering a culture of diversity.
Type	Prevention, intervention & postvention	**Country of origin**	Austria (UK, Slovenia & Bulgaria)
Description	SIGNS FOR HANDSHAKES (S4H) focuses on companies, organisations and Deaf young people. We portray Deaf role models and companies with Deaf employees. Young people share tips and tricks for successful communication in the workplace and important signs for everyday working life. We develop workshops for companies and provide an overview of relevant service centres for labour market integration. S4H was a 2-year Erasmus+ project with partners from Austria, Bulgaria, Slovenia and United Kingdom, which was implemented from 2015 - 2017.		
Key Stakeholders / Provider	Erasmus+ KA2 Strategic Partnership / deaf communities in Austria, the UK, Bulgaria and Slovenia	**Impact**	Impact on Deaf communities in Austria, Bulgaria, Slovenia and worldwide: More than 800 Deaf associations were contacted and informed about the project. More than 200 representatives from the employment sector were contacted and informed about the project. Project postcards were produced in 18 languages; these were printed and distributed at meetings and events in the project languages; all 18 are available for download on the S4H website. Production: 27 role model videos, 6 youth portraits, 65 communication guidelines and 408 icebreaker videos.

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			More than 60 Deaf youth (AUT = 20, BUL = 17 and SLO = 27) worked with the partners in the three implementing countries, producing the various outputs for the Deaf youth meets employers toolkit. The production of the materials was embedded in a special training programme for social competence and intercultural / interpersonal learning for youth (e.g. Deaf identity, cultural values, self- and interpersonal perception, empathy, cooperation, tolerance, responsibility). Workshops and events reached more than 200 multipliers, as well as a grand final event with more than 50 attendees. The impact on Deaf youth was to empower and inspire them to be active in their job search and to address any communication problems directly. The employment sector, stakeholders and strategic partners, as well as Deaf employees, now have tools to facilitate inclusive working environments. Networking activities created a large interlinked group of Deaf aware people with knowledge of / appreciation for the advantages of inclusion and diversity in the workplace. Networking activities also contributed to sharing links to resources, tools, information and assistance to a much wider audience.
Available Statistics	• 182,574 website visits and 846,705 page views • 680 members to the Facebook group, over 189,846 views of posts and 13,819 interactions with the posts • Video channels accruing 68,279 views from 549 videos for the project • Numerous meetings, presentations, multiplier events and workshops in partner countries.		
Tools / Resources / Services	See website for all tools / resources	**Links**	https://signsforhandshakes.eu/

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Scuole Tecniche San Carlo			
Level	Regional & local Potential to reach national level	**Area**	Recruiting strategies: hiring systems accessible to deaf and hard of hearing people. The role of HRs and how they reach out to deaf people in the labour force. Accommodations for deaf accessibility.
Type	Prevention, intervention & postvention	**Country of origin**	Italy
Description	1. **Preparation of the company** An educator or professional in the field of deafness goes to the company and explains some dynamics when working with Deaf people (i.e. communication strategies, possible support system, tools to use). Moreover, the company receives an explanation about the tax benefits and in general economic benefits that can be obtained (in Italy law 68). Lastly, the professional present possible candidates according to the needs of the company. This means also several meetings beforehand together with the deaf person. 2. **During the work/internship** Once/twice a week the Supervision/Tutoring of the work and the dynamics of the work within the company by a professional, which intervention (when necessary on the environment or the deaf person) The internship has always the goal of enrolment, which means the workflow and workload and in general, the working environment is adjusted in order to be able to enrol the deaf person permanently. 3. **Post-enrolment** Check in meetings to ensure maximal inclusion integration of the person into the workspace and work environment.		
Key Stakeholders / Provider	Companies in various sectors (including ICT), deaf organisation with professionals working with deaf people.	**Impact**	The impact on deaf youth was to empower and inspire them to be active in their job search and to address any communication problems directly.

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	Moreover: ● Amazon ● L'Oréal ● Geox ● Café Lavazza ● Norauto (car mechanic) ● Cascina Roccafranca (cooperation "il margine") ● Etercement (logistics) ● Health care residence ● Local Bakery		Moreover, the goal is to sensitise companies to becoming more inclusive environment. The employment sector, stakeholders and strategic partners, as well as deaf employees, can have a training or supervision that guarantees a successful job placement. Networking activities created a large interlinked group of deaf aware people with knowledge of / appreciation for the advantages of inclusion and diversity in the workplace.
Available Statistics	● More than 80 new work opportunities for deaf people ● More than 10 new companies involved in the programme		
Tools / Resources / Services	See website for details	**Link**	https://scuolesancarlo.org/torino/

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Sponsorship by the Department of Social Inclusion			
Level	National	**Area**	Recruiting strategies: hiring systems accessible to deaf and hard of hearing people. The role of HRs and how they reach out to deaf people in the labour force.
Type	Prevention	**Country of origin**	Cyprus
Description	Sponsorship is provided by the Department for Social Inclusion of persons with disabilities to certified non-governmental organizations who represent or offer services to persons with physical, mental, intellectual or sensory disability (including d/Deaf people) and are active in designing and implementing programs (with a duration up to six months) for their inclusion in society and the labour market. This sponsorship (of minimum €3000) is for programmes, which improve the professionals' knowledge and skills concerning disability, and enhances the level of quality of their services.		
Key Stakeholders / Provider	Department for Social Inclusion of Persons with Disabilities – Government of Cyprus		
Tools / Resources / Services	Sponsorship of programmes with up to €3000, with the exception of the programmes being co-funded by European funds, which may be sponsored up to €5000		

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