

“The World Health Organization estimates that 15% of the global population, roughly 1 billion people, lives with some form of disability. The accessible travel market presents a golden opportunity for destinations that are ready to receive these visitors, since they tend to travel more frequently during the low season, usually accompanied or in groups, make more return visits and in some parts of the world they spend more than average on their trips.”

World Tourism Organization
(2016)

CREATING ACCESSIBLE HOTELS IN ALBERTA

Current Practice, Accessibility Tools and Recommendations for Action

June 2017



CREATING ACCESSIBLE HOTELS IN ALBERTA

Copyright © 2017, Voice of Albertans with Disabilities, incorporated 1973.

Sections of this paper may be reproduced with acknowledgement to Voice of Albertans with Disabilities.

While all reasonable care has been taken in the preparation of this publication, no liability is assumed for any errors or omissions.

This project was made possible by the Human Rights Education and Multiculturalism Fund.

Published and distributed by
Voice of Albertans with Disabilities
106-10423 178 Street NW
Edmonton, Alberta T5S 1R5
Phone: 780-488-9088
Email: vad@vadsociety.ca
Web: www.vadsociety.ca
Facebook: VADisabilities
Twitter: @VADisabilities



Human Rights
Education and
Multiculturalism
Fund

Table of Contents

Members of the Project Advisory Committee	2
Executive Summary	3
Chapter 1: Current Practice	6
Section 1 Literature Review	6
1.1 International.....	6
1.2 Canada.....	8
Section 2 Findings from Alberta Project.....	10
2.1 Feedback from Persons with Disabilities.....	10
2.2 Feedback from Hotels.....	12
2.3 Results from Accessibility Assessments	16
Chapter 2: Tools to Assess Accessibility	17
1) Templates for Accessible Hotel Rooms and Bathrooms	18
2) The Guest Checklist for Accessible Hotel Accommodations	25
3) The Hotel Accessibility Self-Assessment Guide	29
Chapter 3: Recommendations for Action	34
Appendices	I
Appendix A	I
Appendix B.....	V
Appendix C.....	IX

Members of the Project Advisory Committee¹

Thank you to the members of the Advisory Committee from the Alberta Hotel and Lodgings Association, Alberta Municipal Affairs, the City of Edmonton, the Human Rights Commission, and the Canadian National Institute for the Blind for their knowledge and guidance over the term of the project.

Mark Brodgesell

Chief Building Inspector
Current Planning
Sustainable Development
City of Edmonton

Nicholas Ameyaw

Senior Consultant
Alberta Human Rights Commission
Education and Engagement
Alberta Human Rights Education and
Multiculturalism Fund

Tracy Douglas-Blowers

Alberta Hotel and Lodging Association
(AHLA)
Director, Membership and Industry
Relations

Linnie Tse

Barrier Free Administrator
Community and Technical Support
Alberta Municipal Affairs

Maureen Murphy-Black

Project Co-ordinator
Voice of Albertans with Disabilities

¹ Three people on the Advisory Committee moved on to other opportunities during the term of this project and we would like to thank them for their work. Judy Ferguson, Executive Director, Voice of Albertans with Disabilities, Donna Graham, Project Co-ordinator, Voice of Albertans with Disabilities and Laura Kemp, Regional Manager CNIB.

Executive Summary

Voice of Albertans with Disabilities recognizes that lack of accessibility for persons with disabilities overshadows their rights to independence. Each province strives to resolve these barriers within the home, places of education or work and public buildings. However, our discussions with people with disabilities and policy makers recognize that there continue to be barriers in accessing barrier-free hotel accommodations. The purpose of this Project is to examine best practice for accessibility in the hotel and lodging industry and speak directly to hotel and lodging managers and persons with disabilities regarding their view of current accessibility within Alberta hotels.

Information was collected through a literature review, surveys and interviews with 162 people with disabilities and 40 hotel managers across Alberta, as well as an examination of the results of 7 hotel accessibility assessments completed between August 2016 and February 2017.

The international literature review provides both a best practice approach to moving accessibility forward and a legislative approach. The United Nations World Tourism Organization has developed a number of manuals and publications that provide clear direction, rationale and examples of accessible tourism throughout the world and clearly is a leader in encouraging tourism for all. The Americans with Disabilities Act has been in place since 1990 and provides a wide array of support tools for the hotel and motel industries, as well as compliance reporting requirements. The American Hotel and Lodging Association strongly and publically supports the existence of hotels that are welcoming for all guests. They have created a number of tools to assist their members to meet this goal and be in compliance with the Americans with Disabilities Act.

In Canada, we do not see the same level of best practice tools or legislative approaches to support accessibility within the hotel and lodging industry. Ontario, which has had legislation in place since 2001, is the exception. A partnership between the Government of Ontario, disability organizations and the Ontario Restaurant Hotel and Motel Association (ORHMA), has resulted in the creation of numerous tools and examples of best practice to assist in meeting the requirements of the Accessibility for Ontarians with Disabilities Act (AODA).

Manitoba introduced a Customer Service Standard (2014) under the Accessibility for Manitobans Act (2013). Private and non-profit organizations must comply with the Standard by November 2018. Nova Scotia has established an Advisory Panel working on recommendations to guide development of accessible legislation. British Columbia is two years into a ten year plan approach to address accessibility in all areas including

accommodations. It is too early to determine the effectiveness of that public policy approach.

The Government of Canada has completed a consultation process in March 2017 to determine the interest, feasibility and potential areas that could be part of Canadians with Disabilities Act. Results of the consultation support the development of new accessibility legislation that would improve the quality of life for Canadians with disabilities. The new legislation should engage provincial and municipal governments, be built on existing standards that are working well and be done with leadership from persons with disabilities and organizations representing their voice.

Information gathered within Alberta during this project indicates there is room for improvement on accessibility within the hotel industry. Data from hotels show there is both a willingness and desire to understand how to give consumers with disabilities a great hotel experience. Hotels that have focused on accessibility are proud of their efforts and want to continue to move towards best practice. Those who are not fully accessible are interested in how they might make improvements.

Detailed in the report is information on accessibility elements that are working for people and accessibility elements that need improvement. Some of the more common accessibility elements identified for improvement include:

- having lower counters in reception
- having a front desk system for persons with hearing issues
- improving emergency plans
- addressing issues with accessible bathrooms (size, turning radius, mirrors)
- installing lowered light switches, closet bar, access to heating/cooling controls
- installing appropriate grab bars, vanity cabinets, sink and insulation of pipes in lavatories/urinals/water closet stalls
- addressing issues with doors that are too heavy, not wide enough, close too quickly, or do not swing out
- having appropriate bed height (below mattress and from floor to mattress surface)
- showers that often have a lip and are not accessible, and benches in showers with the shower controls too far away to be reached

The Alberta Barrier-Free Design Guide and the Alberta Building Code are viewed as providing a baseline for accessibility. Hotels that viewed their accessibility as being

beyond the Alberta Barrier-Free Design Guide and the Alberta Building Code indicated that they were part of national and international hotels that established higher standards, either as a result of being subject to ADA or a Franchise Standard that was committed to accessibility.

It was noted through the Project that hotels would be interested in acquiring a kit which provides persons who are deaf and hard of hearing more accessibility within the hotel and that staff sensitivity and awareness training would be very helpful.

Chapter 1: Current Practice includes information from:

- a literature review
- surveys and interviews with persons with disabilities
- surveys and interviews with hotel managers/owners
- examination of accessibility assessments

Chapter 2: Tools to Assess Accessibility includes three tools that were developed as part of the project to assist with assessing and improving best practice accessibility. This includes:

- templates on Best Practice Accessible Hotel Rooms and Bathrooms
- a Guest Checklist for consumers to assess Accessible Hotel Accommodations
- a Hotel Accessibility Self-Assessment Guide for hotels to examine key elements of accessibility in their environment.

Chapter 3: Recommendations for Action presents three recommendations with a series of actions that will increase accessible lodgings for persons with disabilities in Alberta.

Chapter 1: Current Practice

Section 1 Literature Review

A literature review of accessibility with respect to hotels/motels/lodging was completed as part of this Project. An annotated bibliography is included in Appendix A. Two powerful international examples of action that have influenced accessibility within the tourism industry emerged. These included the impactful activities of the United Nations World Tourism Organization (UNWTO) and the American with Disabilities Act (ACA). Within Canada, there are a number of examples of approaches being used to address accessibility. The collaboration and partnership of governments, hotel and tourism associations and disability organizations is evident in the literature as a powerful approach in moving accessibility forward.

1.1 International

The United Nations World Tourism Organization (UNWTO), in collaboration with the ONCE (Spanish National Organization of the Blind) Foundation and the European Network for Accessible Tourism (ENAT), has created a number of manuals that provide a series of recommendations and best practices to ensure that all persons can access, use and enjoy tourism environments and services under equal conditions. These manuals have been created to assist tourism stakeholders to improve accessibility of tourism destinations, facilities and services worldwide.

A series of five *Manuals on Accessible Tourism for All: Principles, Tools and Good Practices* have been created. Modules I and V have been translated into English (2016) (original language is Spanish). *Module 1: Definition and Context* establishes a theoretical foundation and discusses the barriers to accessibility that can be found in tourism-related activities. It also provides statistical data that “accessibility, in addition to being a right, is also a highly significant business opportunity in quantitative terms”.² *Module V: Good Practices of Accessible Tourism for All* “provides an overview of universal

² World Tourism Organization (2016), *Manual on Accessible Tourism for All: Principles, Tools and Best Practices – Module V: Best Practices in Accessible Tourism*, UNWTO, Madrid...

accessibility in different spheres of tourism and is meant to inspire the key stakeholders to engage in similar initiatives in their respective areas of influence.”³

UNWTO is a strong voice for a fully accessible tourism industry and promotes worldwide examples of best practice in tourism. Their 2016 publication for World Tourism Day 2016 has an article on Alberta Parks Canada “*Everyone Belongs Outside: Push to Open Nature and the Alberta Parks Inclusion Plan*”. It highlights the *Push to Open Nature* program that is focusing on the inclusion of persons with disabilities and their caregivers, and is inclusive of physical, visual, mental, emotional, learning and temporary disabilities.

The Americans with Disabilities Act (ADA) was passed in July 1990 with the goal of making it possible for everyone with a disability to live a life of freedom and equality. Under ADA, hotels, motels, inns and other places of lodging designed or constructed after 1993 are required to meet the ADA Standards for Accessible Design. The Americans with Disabilities Act Publications site (www.ada.gov) has a full range of tools to assist hotels to be accessible including access to the Standards, checklists, best practice around accommodating persons with different disabilities, and common problems.

The American Hotel and Lodging Association represents the American Hospitality Industry. They see the “ADA as an important civil rights measure that hoteliers have long supported because they want to provide a welcoming experience for all guests and ensure customers can enjoy each of the facilities and amenities available at the hotel.”⁴ Their website includes a Best Practices Center with tools for members to assist with meeting ADA requirements. Examination of a number of American Conferences for the Hotel Industry indicated the topic of accessibility was often part of the conference presentations.

³ World Tourism Organization (2016), *Manual on Accessible Tourism for All: Principles, Tools and Best Practices – Module V: Best Practices in Accessible Tourism*, UNWTO, Madrid . . .

⁴ retrieved March 2017 American Hotel and Lodging Association website <https://www.ahla.com/advocacy>

1.2 Canada

The Government of Canada is currently undertaking a public consultation process to determine the interest, feasibility and potential areas that could be part of a Canadians with Disabilities Act. The first part of this consultation was completed in March 2017. The Council of Canadians with Disabilities (CCD) are a partner in the continuing consultation process. “CCD has created six key points that they are recommending to address in any input into the consultation:

1. Use the act to implement the UN Convention on the Rights of Persons with Disabilities (CRPD)
2. NOTHING ABOUT US WITHOUT US
3. Name the Act: the *National Accessibility and Inclusion Act*
4. Focus on federal issues
5. An Act must have teeth to remedy barriers, so it must deliver more than voluntary standards and awareness raising activities
6. Strong measures to support implementation”⁵

Nova Scotia has established an Advisory Panel working on recommendations to guide development of accessibility legislation.

Ontario enacted the Accessibility for Ontarians with Disabilities Act (AODA) in 2001. It has Customer Service Accessibility Standards. These standards establish policies, practices and procedures applying to service animals and support persons, training for staff and feedback processes by consumers with disabilities to the providers of goods and services. Recommendations were made in 2015 to enact strong and effective amendments to these standards. Ontario’s Accessibility Standard for Customer Service under AODA for all businesses and not-for-profits came into effect January 1, 2012.

The Ontario Restaurant Hotel and Motel Association (ORHMA) supports the legislation and encourages its members to meet the vision and expectations for the Accessibility for Ontarians with Disabilities Act. “Ontario is a world leader in ensuring we are a more

⁵ retrieved March 2017 Council of Canadians with Disabilities website <http://www.ccdonline.ca/en/>

accessible place for all and where every resident or visitor can participate more fully in their community. Organizations like yours are a growing part of this success.”⁶

ORHMA has created a number of publications, guides and checklists to assist their members to meet the requirements and intent of the Accessibility for Ontarians with Disabilities Act including:

- Customer Service Policies Template for Hotels, Motels and Resorts
- Hospitality Industry Best Practices-Embracing Accessibility
- Practical Guide to the Accessibility Standards for Customer Service
- Customer Service Compliance Checklist
- Integrated Accessibility Standards Checklist

Manitoba was the second Canadian Province to enact a disability accessibility law with the introduction of the Accessibility for Manitobans Act (2013) (AMA). The Customer Service Standard was developed in 2014 and addresses the need for change in attitudes, knowledge and basic practices. Private and non-profit organizations must comply by November 2018.

Review of the Manitoba Hotel Association (MHA) website indicates there are not many resources available to their members on accessibility at this moment. MHA is a member of the Accessibility Advisory Council established by the Government of Manitoba. It is reasonable to anticipate that a number of support tools and best practice ideas will emerge over the next few years given the compliance date of November 2018.

British Columbia introduced a ten year action plan in 2014 called Accessibility 2024 with the goal of making BC the most progressive province in Canada for people with disabilities. It has established twelve building blocks. The hotel and motel Industry are part of the Consumer Experience with the stated goals to have BC recognized as a premier accessible consumer and travel destination in North American by 2024. Success will be measured by the number of accessible visitor centres and percentage of hotels that are accessible and easy to identify. Year two progress updates are focused on provincial resources such as visitor centers, provincial parks and provincial visitors' websites. It was also noted that a pilot project has started where people with disabilities are trained as accessibility specialists to complete site evaluations.

⁶ retrieved March 2017 from the Ontario Restaurant Hotel and Motel Association (ORHMA) website <http://www.orhma.com/GovernmentRelations/Accessibility.aspx>

The www.HelloBC.com website indicates that their accommodation listings include an accessibility rating. The idea of an accessibility rating could be very helpful to consumers and is worth exploring.

Section 2 Findings from Alberta Project

Data was collected from a number of sources to develop an understanding of the current situation in Alberta with respect to hotel accessibility. This included surveys, interviews and hotel accessibility assessments. Section 2 of this report provides a summary of the feedback received from persons with disabilities, hotel managers/department heads/owners and the results of accessibility assessments.

2.1 Feedback from Persons with Disabilities

2.1.1 Characteristics of Respondents

- 162 Albertans with disabilities participated in this review. 136 people filled out a questionnaire and 26 people participated in individual interviews. (Appendix B Persons with Disabilities Questionnaire and Interview Guide)
- The survey included feedback from persons with mobility issues (75.5 %), chronic pain (22.9%), developmental disabilities (22.9%), speech disabilities (15.3%), progressive medical conditions (14.4%), blindness and visually impairment (9.3%), deafness and hearing impairment (9.3%) and obesity (5.1%).
- Opinions from people living in both urban areas ⁷ (79.5%) and rural areas (20.5%) are represented.
- There was a balanced gender response with 56.6% of respondents being females and 43.4% males. Ages of respondents in the study were balanced with 21.8% of people between ages 19-30, 33.1% between ages 31-50 and 31.6% between ages 51-80.

2.1.2 Feedback on recent Hotel Experiences in Alberta

Overall response garnered from the surveys and interviews by individuals with disabilities on recent hotel experiences provided numerous areas for improvement

⁷ any city of more than 10,000 people

from parking to staff interaction. Data showed the following for key accessibility elements:

- 97.2% were able to enter the hotel through the front door/entrance
- 64.8% indicated the accessible parking was appropriate for them
- 61.5% indicated the a lack of lower counter or access to assistive devices for persons who are deaf caused issues for them during check in and check out
- 55.8% indicated that hotel staff did not understand the needs associated with their disability
- 53.7% indicated that the hotel room did not sufficiently accommodate their disability

Comments from both the individual interviews and the survey responses provided a clearer understanding of the specific situations that contributed to a less than an ideal customer experience for some of the 162 people with disabilities who participated in the Project.

The Hotel

- Lower counters at reception are not available in most hotels
- Accessible rooms are more expensive than regular rooms
- No front desk system for persons with hearing issues
- Extra charges for service dogs and some hotels say they are not pet friendly
- The use of air scents can cause breathing issues
- Lack of emergency plan or not sufficient
- Need to pay for two rooms when adjoining room for caregiver is required
- Elevators are too small

The Room

- Bathroom too small to accommodate a scooter
- No bathtub or shower rubber mats
- Space between beds too narrow
- Beds are too high causing problems when transferring and safety issues getting in and out of bed. ADA indicates bed height should be between 20-23 inches
- Beds on wooden stands do not allow for lifts to go under them
- Bars are not available or placed in the wrong spots for accessible bathrooms and showers
- Door is too heavy to open and closes too quickly
- Showers often have a lip and are not accessible

- Benches in shower usually a problem as the shower head is too far away to be reached
- Bathroom mirrors are set up in wrong positions
- Often too much furniture
- Thick carpet flooring is a problem
- Plug-ins, light switches, hair dryers, telephone and thermostat are out of reach
- No bright lights are available (insufficient lighting)
- Lack of suitable transfer equipment in the bedroom

Staff Knowledge

- Staff at front desk do not always know specifics about accessible rooms within the hotel.
- Do not have much knowledge about the needs of guests with disabilities.

A couple of ideas that came forward from respondents to enhance a stay at a hotel would be awareness of accessibility requirements for people with disabilities by staff and pictures of accessible room features on the hotel website.

2.2 Feedback from Hotels

2.2.1 Characteristics of Respondents

- 40 Hotel Managers/Department Heads/Owners participated in the information gathering. 28 filled out a survey and 12 participated in an individual interview (Appendix C: Hotel Survey questions and Interview Guide).
- Respondents included Managers (65%), Department Heads (24%) and Owners (12%).
- The types of disability hotel staff observed with guests included mobility (94%), hard of hearing (61%), deaf (55%), visual impairment (55%), mental/psychological (44%), chronic pain (39%), developmental disability (33%), speech issues (33%), and progressive medical (33%).

2.2.2 Information on Accessible Features⁸ of the Hotels

The respondents in the hotel survey were asked to rate their hotel on a variety of accessible features available for guests. Twenty-five percent (25%) of the hotels

⁸ Data on this question was provided by 18 of the 28 hotels participating in the surveys. It is not clear if the 10 who did not respond do not have these features or there was another reason for their non-response.

indicated they were not accessible and 75% of the hotels indicated they had the following accessible features.

- Accessible guest rooms set up for persons in wheelchairs to move freely throughout the room (100%)
- Grab bars in shower and washroom that are safe for transfer (100%)
- Toilet raised and grabs bars installed to transfer from wheelchair and mobility devices (94%)
- Space between furniture and an entrance that provides sufficient room for wheelchairs and mobility devices (94%)
- Lowered light switches, closet bar, access to heating/cooling controls (89%)
- Accessible rooms located on the main floor (89%)
- Flooring throughout that provides easy movement for a wheelchair (78%)

Accessible features that were available in less than 60% of the hotels included:

- Roll in showers (56%)
- Guest rooms close to elevator (50%)
- Mattress lowered to provide access getting in and out of bed (39%)
- Doors that swing outward (39%)
- Moveable bed to provide space to place a lift (11%)
- Ceiling track in room for transfer lifts to be used to get in and out of bed or bathtub (5%)

The individual interviews with hotel managers (12 hotels) provided the following responses on accessibility.

- 66% (8) indicated their property was accessible
- 33% (4) indicated their property was not accessible
- 16% (2) indicated their property was somewhat accessible

2.2.3 What Accessibility Means and Why it is Important

The twelve hotel managers who participated in the interviews had the following thoughts on accessibility.

What it means

- Ultimately it means that people with disabilities can move freely.
- It is a very generic term meaning easy access and giving access to people with challenges.
- Giving accommodations that people require; that we do our best.
- Ease for people with disabilities to get into a room and be able to use it to their full ability.

- Being able to get everyone around the property and hotel, especially bathrooms.
- Anyone can use the building with ease.
- Providing amenities for the handicapped person so they can get around.
- It means ability to be mobile or have assistance for people who need it.
- Making things accessible for people with disabilities.
- Means ensuring there is access to the hotel.
- Disabled individuals able to access hotel.
- How a hotel is designed and equipped to welcome people with disabilities.
- Easy approach for people with disabilities.

Why it is important

- Primarily, it is the importance of being a good corporate citizen. We are fortunate that the hotel is built to American Disability Act (ADA) Standards.
- Need to consider every type of needs and understand those needs.
- We have an aging population with increased need. Integration in society began over 15 years ago; the integration to allow for travel demonstrated an apparent need. However, it is important to realize that accessible features could be very expensive.
- Everywhere we are conscious of accessibility, particularly since we are a full service hotel and people need to have access in hotel, washrooms and banquet/conference area.
- Inclusion is very important. Guests can feel this importance.
- As a hotel it is important to cater to the people who are guests. That may mean ethnic/culture/able bodied and disabled.
- It is part of a franchise design to meet ADA Standard, not one size fits all.
- It is about service and we want to provide this. Accessibility makes us more welcoming to persons with disabilities.
- We take accessibility very seriously. Our hotel is part of a chain that has National and International Accessibility Standards that we must pass or we do not open.
- We want to meet guests' needs.

2.2.4 Emergency Plans

Hotel Managers from the twelve individual interviews were asked if they had an emergency plan and described what procedures are included for persons with disabilities. The following comments were made.

- Yes. At the front desk and on check-in the hotel employee includes the person's name on the notation. If there is an emergency, the front desk is responsible for ensuring the person with disability is safely escorted out.
- Yes, we have a binder to let staff know. There is a section related to dealing with disabilities.
- Yes, we have a plan in place that can be accessed. All persons with accessibility issues are directed to the landing on the stairwell (built based on ADA Standards).
- Yes, try to keep the guests on as low of a floor as possible. They would be designated at the front desk so the fire department can come get them.
- Absolutely, front desk employees ensure that the people who need help to exit will be taken care of.
- Yes, our suites for people with disabilities are located on the main floor close to the front desk so that staff have easy access to move them.
- Yes. First part of the plan is to identify the person who needs assistance. The front desk calls first to see if they are okay.
- Yes, we have a technical set up where the system has codes for specific things (i.e. pets, disabilities etc.). The system generates a report every 2-3 hours in order for the staff to be aware of what to look for.
- Yes. The emergency plans indicate by printed reports if someone with a potential disability is in a room. Front desk staff is responsible to quickly remove the guest from the suite if an emergency arises. The accessible room is right next to the front desk.
- Yes, this is included in our Safety/Emergency Manual.
- A note is left for the front desk indicating which rooms persons with mobility issues are in.
- No people stay here with disabilities.

2.2.5 Assistive Devices and Training

83% of hotels that responded to the survey indicated they would be interested in using a kit that provides persons who are deaf or hard of hearing with a notification alerting them to telephone calls, door knocks, alarm clocks and smoke detectors.

78% of respondents indicated that they had not received any training about customers with disabilities. Comments indicated that sensitivity and awareness training for all staff and suggestions on best practices to provide strong levels of service and accommodation would be helpful. It was noted by one respondent that because they were part of a nationally branded hotel, training with respect to customers with disabilities was required by front desk staff and shuttle drivers.

2.3 Results from Accessibility Assessments

Data from seven hotel assessments completed by Voice of Albertans with Disabilities between August 2016 and February 2017 cited the following areas hotels were not in compliance with the Alberta Barrier-Free Design Guide 2008 and the Alberta Building Code 2006.

- Lavatories: 5 hotels were not compliant with requirements related to installation of grab bars, vanity cabinet, sink and insulation of pipes.
- Urinals: 4 hotels were not compliant with requirements related to the installation of grab bars.
- Shower: 3 hotels were not compliant with requirements for a barrier-free, waterproof material on the bottom of the showers.
- Signs: 2 hotels were not in compliance with incorporating the international symbol of accessibility in washrooms and stairwells, as well as not having Braille dots on signage.
- Parking: 2 hotels were not in compliance with including sufficient number of parking stalls and a designated barrier-free path.

There was also non-compliance in individual hotels for not having audible or visual fire safety and alarm systems, obstruction free corridors, slip resistance of ramps and stairs, width of doors to bathroom and non-accessible bathtubs.

Chapter 2: Tools to Assess Accessibility

The *Creating Accessible Hotels in Alberta* project has created three tools to assist with assessing and improving accessibility.

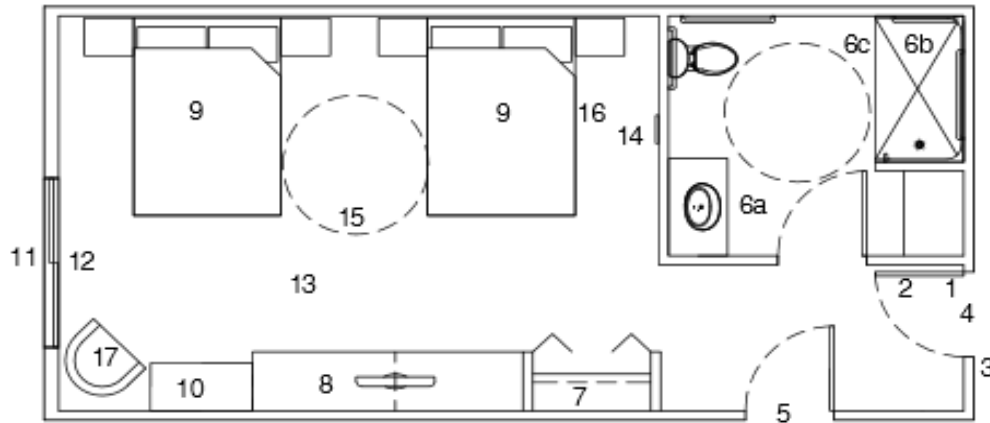
1) Templates of Accessible Hotel Rooms and Bathrooms are provided. (Page 20). These templates meet the requirements of the Alberta Barrier-Free Design Guide and the Alberta Building Code. They include features identified in the *Creating Accessible Hotels in Alberta* project by both persons with disabilities and hotel managers/owners as best practice ideas. It can be used by hotels to conduct a self-assessment on what they can do to improve the guest experience of persons with disabilities at their properties. These examples meet best practices and exceed minimum code requirements of what an accessible hotel room is.

2) The Checklist for Guests to Assess Accessible Hotel Accommodations (page 27) provides a checklist for people with disabilities to use when they are booking an accommodation. It proposes a number of questions that can be used to screen hotels on accessibility specific to individual requirements. It includes questions on accessibility related to mobility, hearing, vision and environmental factors. Feedback from interviews with persons with disabilities indicated that 62% would find this tool helpful.

3) The Hotel Accessibility Self-Assessment Guide (page 31) was created based on the Barrier-Free Design Guide and the Alberta Building Code. This tool can help hotels/motels/lodgings to examine key elements of accessibility in their properties. Feedback from the individual interviews indicated 92% of hotel managers are interested in this type of self-assessment tool.

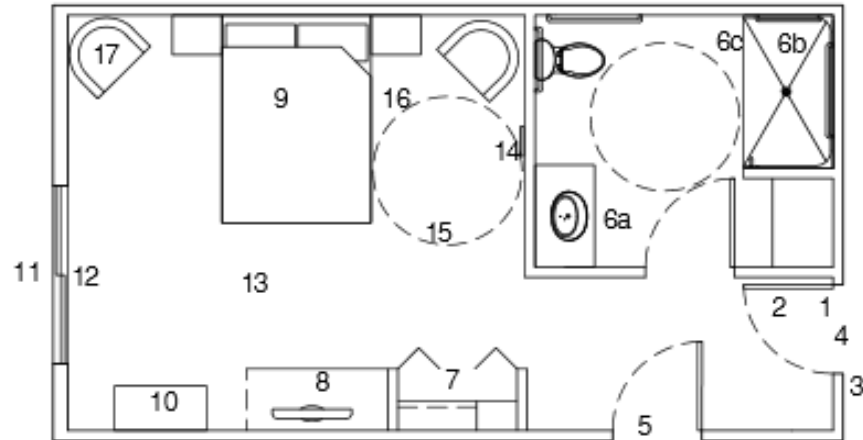
1) Templates for Accessible Hotel Rooms and Bathrooms

Accessible Hotel Room: Double Queen Beds



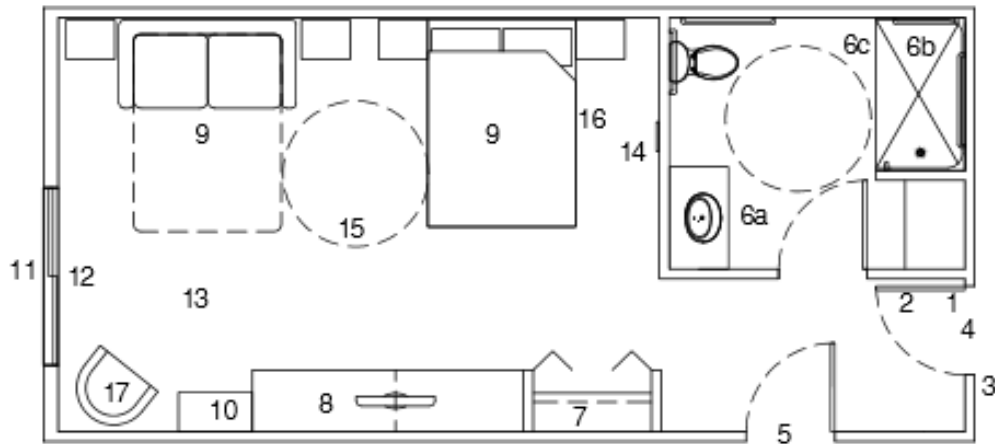
- | | |
|--|---|
| 1. Automatic door with hold opener delay 30 seconds | 9. Bed |
| 2. Peep holes at designated height 1000 mm - 1100 mm | 10. Work table for computer |
| 3. Push plate to operate door opener | 11. Level floor access to balcony |
| 4. Door openings 850 mm min. | 12. Curtains min. 6-8 inches above floor |
| 5. Door to connecting suite | 13. Flooring with low pile carpet or resilient flooring tiles |
| 6a. Slip resistant bathroom flooring | 14. Door bell and audio/ visual alarm |
| 6b. Non-slip shower flooring | 15. Turning radius 1500 mm min. |
| 6c. Solid threshold - not to exceed 13 mm -use soft rubber | 16. Open under bed for use of lift |
| 7. Wardrobe with shelving and pull down hanging rack | 17. Chairs have arms |
| 8. Dresser and TV | |

Accessible Hotel Room: Single Queen Bed



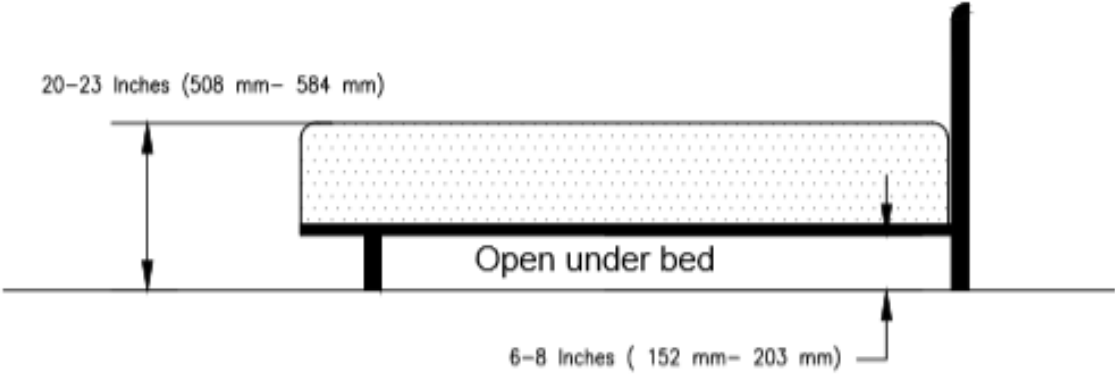
1. Automatic door with hold opener delay 30 seconds
2. Peep holes at designated height 1000 mm - 1100 mm
3. Push plate to operate door opener
4. Door openings 850 mm min.
5. Door to connecting suite
- 6a. Slip resistant bathroom flooring
- 6b. Non-slip shower flooring
- 6c. Solid threshold - not to exceed 13 mm -use soft rubber
7. Wardrobe with shelving and pull down hanging rack
8. Dresser and TV
9. Bed
10. Work table for computer
11. Level floor access to balcony
12. Curtains min. 6-8 inches above floor
13. Flooring with low pile carpet or resilient flooring tiles
14. Door bell and audio/ visual alarm
15. Turning radius 1500 mm min.
16. Open under bed for use of lift
17. Chairs have arms

Accessible Hotel Room: Double Bed with Pullout Sofa

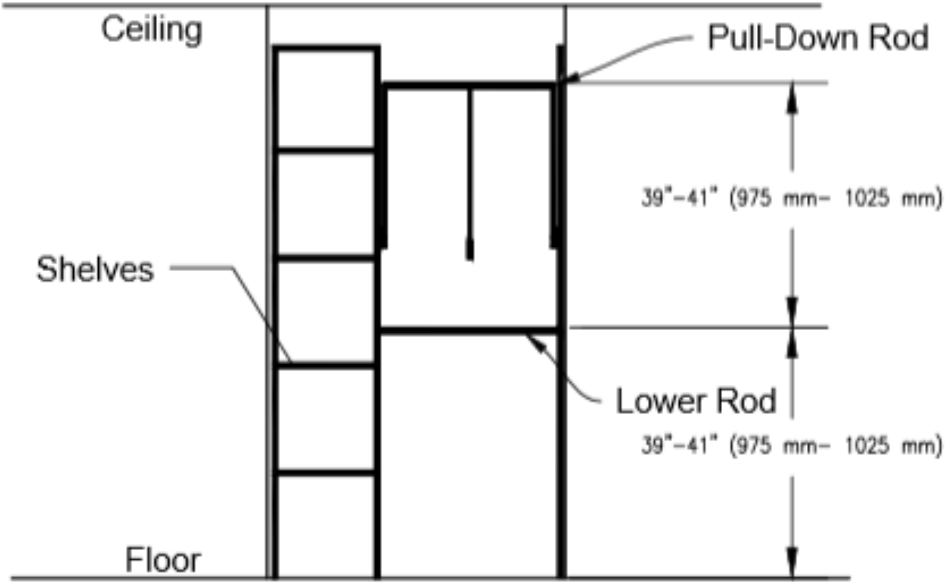


1. Automatic door with hold opener delay 30 seconds
2. Peep holes at designated height 1000 mm - 1100 mm
3. Push plate to operate door opener
4. Door openings 850 mm min.
5. Door to connecting suite
- 6a. Slip resistant bathroom flooring
- 6b. Non-slip shower flooring
- 6c. Solid threshold - not to exceed 13 mm - use soft rubber
7. Wardrobe with shelving and pull down hanging rack
8. Dresser and TV
9. Pull out couch / Bed
10. Work table for computer
11. Level floor access to balcony
12. Curtains min. 6-8 inches above floor
13. Flooring with low pile carpet or resilient flooring tiles
14. Door bell and audio/ visual alarm
15. Turning radius 1500 mm min.
16. Open under bed for use of lift
17. Chairs have arms

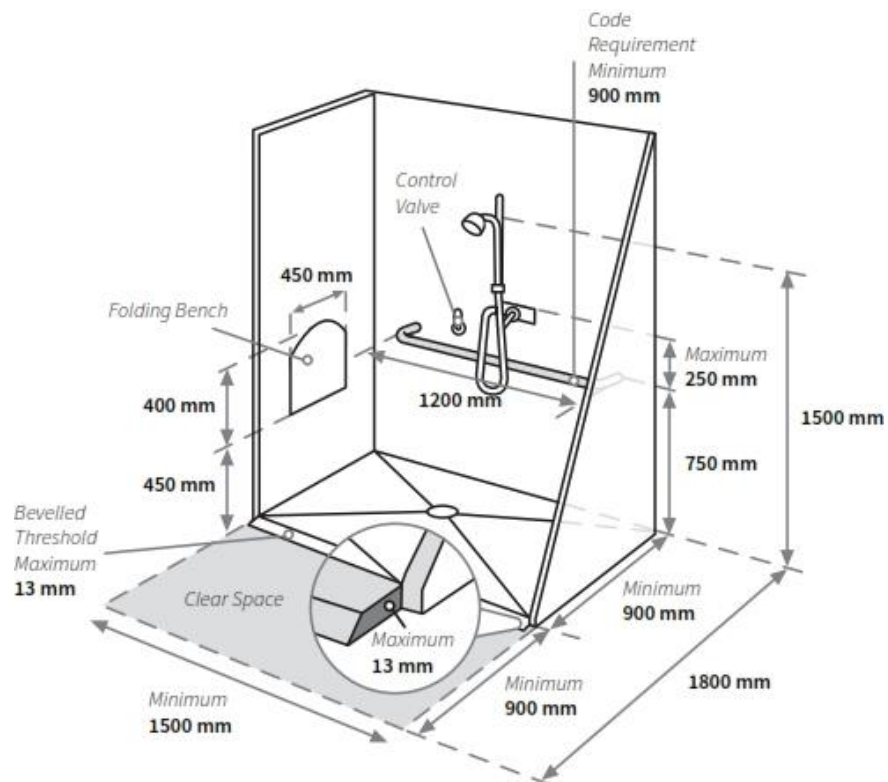
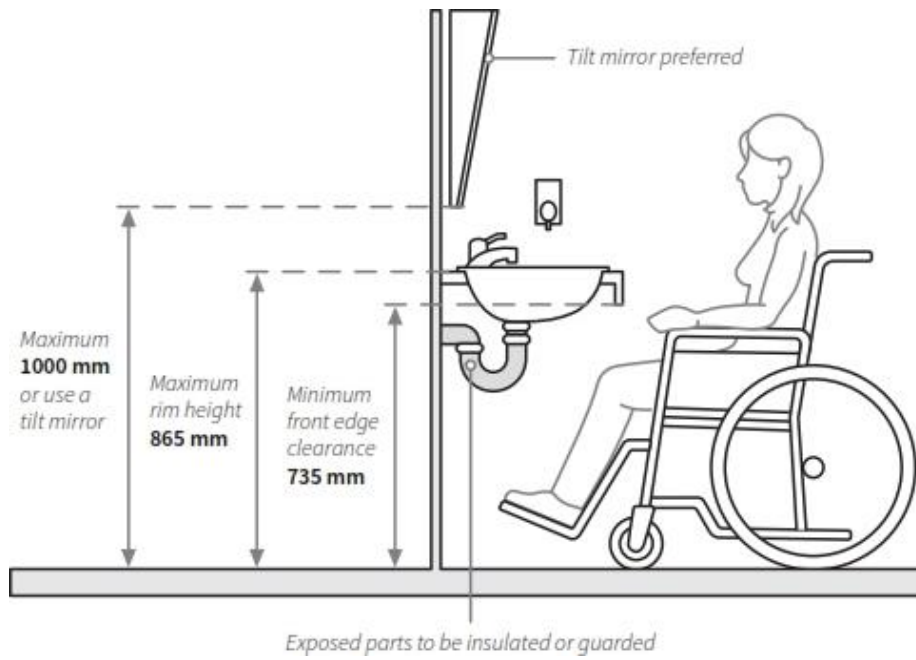
Bed Elevation



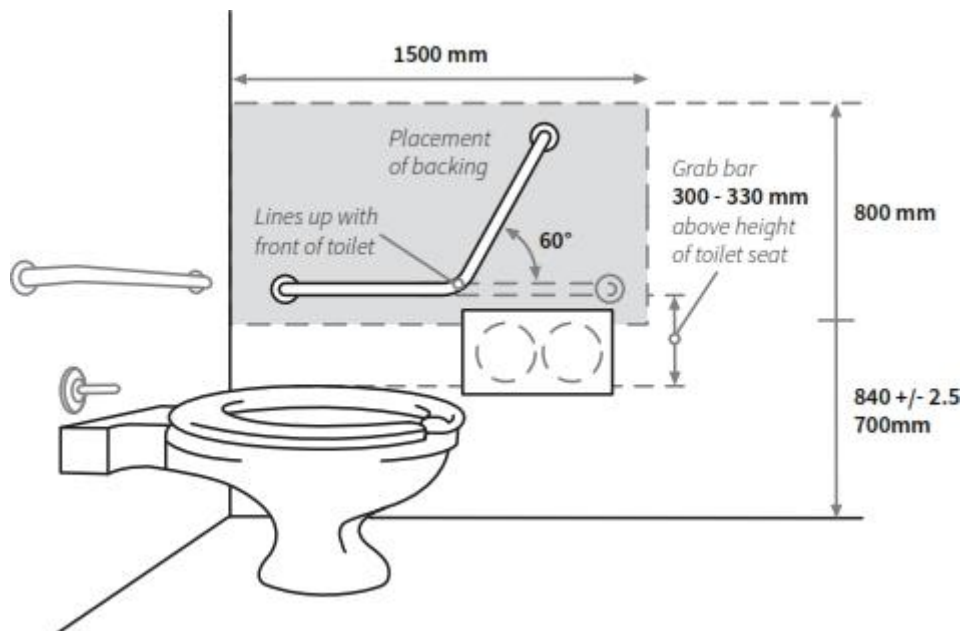
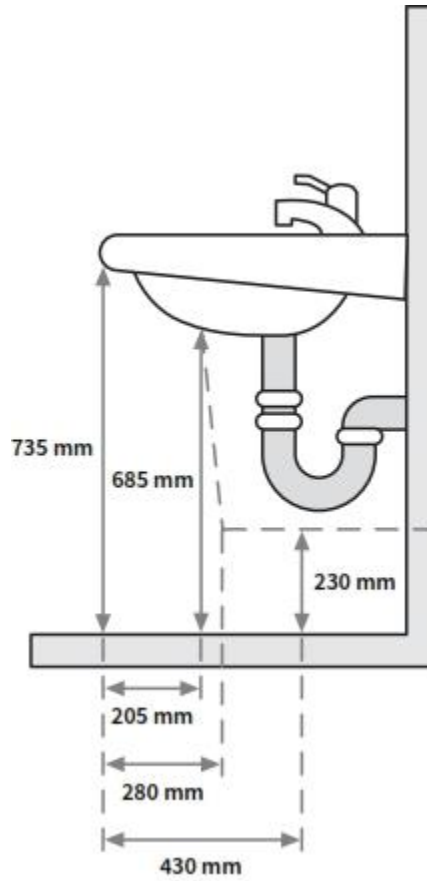
Wardrobe Elevation



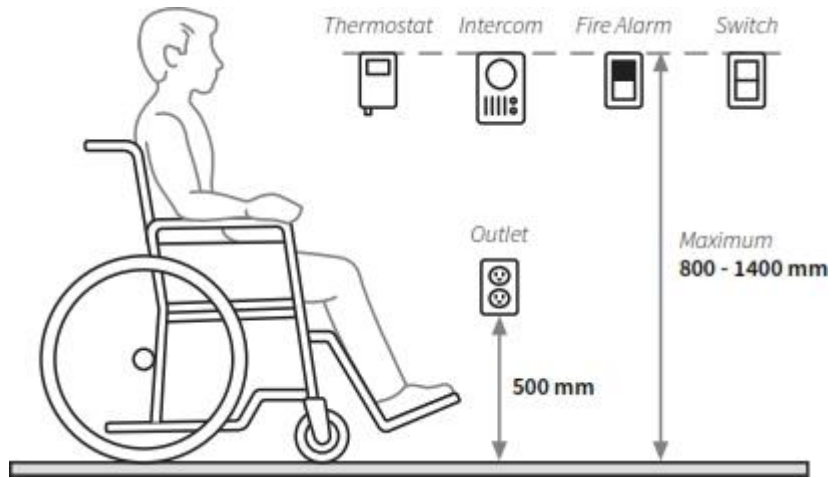
Accessible Bathrooms⁹



⁹ Barrier-Free Design Guide



Height of Switches¹⁰



¹⁰ Barrier-Free Design Guide

2) The Guest Checklist for Accessible Hotel Accommodations

Not everyone with a disability has the same requirements. We all have different abilities and something one person considers a vital accessible feature might not be vital to someone else. This also applies to the meaning of “accessible” and what hotels interpret as accessible.

It is important to call the hotel directly to confirm accessibility before making the reservation. Calling the hotel directly will give you the chance to confirm what you have read online and to gather more information. Ask questions and raise any concerns you may have about their accessible features.

Before you call the hotel, review this checklist and use the questions that pertain to your needs. If a question is not there, the section titled ‘OTHER’ at the end of the list is available for you to write in your specific questions.

When you call be sure that you are dealing directly with the hotel you are interested in booking with. If you are using an online site that offers discounts on accommodations, be aware that the person you are talking to is probably not employed by the specific hotel and may not be familiar with the accessibility features of that hotel. It is often best to call during regular business hours and ask to speak to the front office manager.

Hotel Registration Checklist

		Yes	No
	Is a credit card guarantee needed for an accessible room?		
	Is the reserved room guaranteed to be available?		
	Room Rate _____		
	Adjoining room rate _____		
	Does the hotel have a policy on service animals?		

Mobility

	Accessibility Required	Yes	No
Parking	What type of accessible parking is available? Types: Surface? Underground?		
	Is there room for a van with a side ramp?		
	How many accessible parking stalls are available? Number: _____		
	Does the underground parking have an elevator?		
	What is the height of the underground parking? Height: _____		
Access from Entrance	Is there a barrier-free pathway into the hotel from the accessible parking?		
Accessibility within Hotel	Is there elevator access to all floors?		
	Main floor accessible washroom?		
Room	Width of entrance to room?		
	Sufficient space to navigate turns (360 Degrees)?		
	Width of doorway to washroom inside suite?		
	Access to adjoining room for caregiver?		
	Telephone reachable from the bed?		
Washroom	Roll in shower? Shower with attached bench? Reachable hand held shower head from bench? Grab bar in shower/tub? Non-slip surface in shower/tub? Lowered tub?		
Toilet	Raised toilet?		
	Grab bars by toilet?		
Sink	Counter of sink lowered?		
	Ability to get wheelchair under sink?		
	Ability to reach taps beside sink?		
	Insulated pipes under sink?		

Hearing

	Accessibility Required	Yes	No
Reception	Induction loop at the front desk?		
	Induction loop in conference rooms?		
Room	Is telephone adaptable for persons with hearing impairment?		
	Is there a visual or flashing alarm, in case of fire?		
	Is there a bed shaker attachment to the fire alarm?		
	Is there a bed shaker attachment for an alarm clock?		

Vision

	Accessibility Required	Yes	No
Reception	Is there a verbal or audio description of the room available upon checking in?		
Room	Does the telephone have a beep to indicate that there is a message waiting?		
	Are there Braille labels for switches?		
	Is there a Braille, large print or recorded guest services guide?		
	Is there a Braille, large print or recorded room service menu?		
Restaurant	Are there Braille or large print menus?		

Environmental

	Accessibility Required	Yes	No
Exposures within the hotel/not room specific	Is this hotel a fragrance free environment?		
	Is this a non-smoking hotel?		
OTHER	(Your questions here)		

Accessible Rooms

Are any other accessible features needed?

Additional tips:

- Ask for photos of the accessible room before you confirm your booking.
- Once you are satisfied that the hotel is suitable for you, ask for a confirmation email listing all the details discussed.
- Ask about emergency procedures in the event that you might have to vacate your room.
- A good place to start when you are booking a hotel is the local visitors' information centre.
- Keep notes when speaking on the phone: names, dates, times, topics, what is agreed and confirmation numbers.
- Take these notes and any printouts with you on your vacation.
- When you arrive, check out the room before you check in.
- Check to see if the complimentary hotel shuttle is accessible.
- Be specific. It is not good enough to just ask if a hotel has a shower bench – you have to find out if it is big enough, if it is attached and if it has a back.
- If there are any issues with the room, speak up immediately.
- Check to see if a nightlight is available and where it is located.

Check-In Canada is a good resource for booking rooms. It shows you the hotels and you can book directly.

3) The Hotel Accessibility Self-Assessment Guide

This self-assessment guide has been developed for hotels/motels/lodging to undertake a self-assessment of their property. It was developed through the *Creating Accessible Hotels in Alberta* Project as a way to support the accommodation industry in response to aging Albertans and persons with disabilities who travel within Alberta for work or pleasure.

Accessibility as defined in the *2008 Barrier-Free Design Guide*¹¹ is: “The ability or ease that a person with a physical or sensory disability, or with limited language skills, may approach, enter and use buildings, facilities and services, as well as receive or send communication or information”. This can be located at <http://www.safetycodes.ab.ca>.

1. Are designated parking stalls provided for persons with disabilities?

AB CODE 3.8.2.2

- Yes
- No
- Other

2. Are the designated parking stalls clearly identified with the international wheelchair symbol?

AB CODE 3.8.2.2

- Yes
- No
- Other

If yes, is the International Symbol of Accessibility painted on the ground?

AB CODE 3.8.2.2

- Yes
- No
- Other

If yes, is a vertical International Symbol of Accessibility on a post or on the wall?

AB CODE 3.8.2.2

- Yes
- No
- Other

¹¹ *Barrier-Free Design Guide – 2008 Design for Independence and Dignity for Everyone*

3. Does the exterior walkway form a part of a barrier-free path of travel from the parking lot to an accessible entrance of the building?

AB CODE 3.8.3.2

- Yes
 No
 Other

4. Do you have an accessible entrance with no stairs to the reception area that allows a person with a wheelchair to enter?

AB CODE 3.8.1.2

- Yes
 No
 Other

5. Is the accessible entrance door automatically operated?

AB CODE 3.8.3.3

- Yes
 No
 Other

6. Is a vestibule located in the entrance to allow for the movement of wheelchairs between the doors (if there is a double set of doors)?

AB CODE 3.8.3.3.(11) for size and 3.8.3.3.(10) for door location

- Yes
 No
 Other

7. Does the lobby/reception desk provide a lowered area to accommodate access for persons in a wheelchair?

AB CODE 3.8.3.14

- Yes
 No
 Other

8. Does the hotel provide an Assistive Listening Device System to improve sound reception for those who are hard of hearing by providing amplification that can be adjusted by the user?

AB CODE 3.8.3.7

- Yes
 No
 Other

9. Are barrier-free washrooms provided in or near the lobby area?
AB CODES 3.8.2.3 (Public Washrooms), 3.8.3.11 (Lavatories), 3.8.3.12 (Universal Toilet Rooms), 3.8.3.8, 3.8.3.9 (Water Closets), and 3.8.3.10 (Urinals)
 Yes
 No
 Other
10. If applicable, are the elevator call buttons located at a maximum height of 1095 mm from the floor in the foyer or lobby, and on each level?
AB CODE 3.8.3.5
 Yes
 No
 Other
11. Are the corridors 1100 mm or wider and unobstructed on each level of the building?
AB CODE 3.3.1.9
 Yes
 No
 Other
12. If applicable, can the steps and/or stairs be safely navigated?
AB CODE 3.4.6.1 to 3.4.6.8 and Section 9.8
 Yes
 No
 Other
13. If there are barrier-free suites, how many are designated for the following disabilities?
_____ Physical (wheelchairs/mobility devices)
_____ Visual
_____ Auditory
Other: Please explain _____
14. Is there a fire alarm system that has both an audible and visual signal in the room/suite?
AB CODE 3.2.4.19 (Audible), 3.2.4.20 (Visual)
 Yes
 No
 Other

15. Do barrier-free suites have a barrier-free path of travel at the entry that includes wider doorways into the suite and wider doorways to the bathrooms within them?

AB CODE 3.8.3.3

- Yes
- No
- Other

16. Do barrier-free rooms/suites designated for physical disabilities have the following?

AB CODE 7.2.1.8

Number of rooms with accessible bathtubs (grab bars installed and no tracks on tub rim) _____

Number of rooms with accessible roll-in showers _____

17. Are room/suite controls (light switches, thermostats, intercom switches, and electrical outlets) that are intended to be operated by the occupant located in or adjacent to a barrier-free path of travel, accessible to a person in a wheelchair and can be operated with one hand?

AB CODE 3.8.1.5

- Yes
- No
- Other

18. Do barrier-free washrooms have a lavatory (sink) that provides clearance for use by persons in a wheelchair?

AB CODE 3.8.3.11

- Yes
- No
- Other

19. If applicable, are conference and/or meeting rooms barrier-free?

AB CODE 3.8.2.1

- Yes
- No
- Not applicable

20. If applicable, are dining areas barrier-free?

AB CODE 3.8.1.1

- Yes
- No
- Not applicable

21. If applicable, are the service kiosks barrier-free?

AB CODE 3.8.3.14

Yes

No

Not applicable

Other: Please explain _____

Chapter 3: Recommendations for Action

Recommendation 1

Because accessibility, in addition to being a right, is also a highly significant business opportunity,

and

because there is strong evidence in current practice that a partnership among industry associations, disability organizations and governments has resulted in identification and application of best practice approaches to accessibility,

and

because there is an interest and passion with partners in Alberta to improve accessibility within the hotel/lodging industry,

and

because the hotel/lodging industry recognizes the value of making their accommodations accessible to persons with disabilities,

it is recommended that the Boards of Directors of Voice of Albertans with Disabilities and the Alberta Hotel and Lodging Association, in collaboration with other partners implement the following actions:

Actions

- a. Develop a three year action plan to address hotel/motel accessibility.
- b. Share the results of the *Creating Accessible Hotels in Alberta*.
- c. Pilot the *Hotel Accessibility Self-Assessment Guide* with hotels and the *Guest Checklist for Accessible Hotel Accommodations* with persons with disabilities.
- d. Promote the *Guest Checklist for Accessible Hotel Accommodations*, the *Hotel Accessibility Self-Assessment Guide* and the *Optimum Hotel Room Templates* to their networks.
- e. Identify and document best practice accessibility examples in Alberta including Brand Standards with accessibility requirements.
- f. Develop hotel/lodging industry training on customer service for persons with disabilities.

Recommendation 2

Because information collected in the Creating Accessible Hotels in Alberta Project indicated that there are unique challenges related to assuring the safety of hotel guests with disabilities in the event of an emergency,

it is recommended that the Alberta Hotel and Lodging Association, with the support of Voice of Albertans with Disabilities Society, take immediate action to bring attention to the issues and provide support to resolve them.

Actions

- a. Develop a best practice policy and template for emergency plans for distribution to hotels/lodging.
- b. Voice of Albertans with Disabilities coordinate the development of a kit of assistive devices for a person who is deaf or hard of hearing for use by hotels that can be sold/distributed through the Alberta Hotel and Lodging Association.

Recommendation 3

Because there is considerable evidence that accessibility improves with education, industry guidelines, codes, standards, policy frameworks and legislation,

and

because the Government of Canada will be developing new legislation to remove barriers and prevent new barriers from being created for persons with disabilities,

and

because the current accessibility requirements under the Alberta Barrier-Free Design Guide and the Alberta Building Code provide a minimum baseline,

it is recommended that the Government of Alberta be encouraged to undertake a process to determine how best to address accessibility for hotels/lodging as part of a broader review of accessibility.

Action

- a. Voice of Albertans with Disabilities will prepare a plan to identify the process to bring this recommendation forward.

Appendices

Appendix A

Annotated Bibliography: *Creating Accessible Hotels in Alberta*

Accessibility Legislation-Canada. From T-Based Communications (2017). Retrieved from <http://www.tbase.com/accessibility-legislation-canada>.

This source provides the current state of accessibility legislation in Ontario. Includes information on the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Quebec's Act to secure the rights of persons with disabilities to achieving social and professional integration, and Accessibility for Manitobans Act (AMA) 2013. It also highlights legislation in Progress including the Canadians with Disabilities Act, the British Columbia 10 year action plan Accessibility 2024 and Nova Scotia's Advisory Panel of Accessibility Legislation.

AODA (Accessibility for Ontarians with Disabilities Act) Alliance (2015). The Wave of Action on Disability Accessibility Gradually Spreads Across Canada-But Still Lots to Do to Get Governments to Take Needed Action. Retrieved from <http://www.aodaalliance.org/strong-effective-aoda/0629015.asp>.

The AODA Alliance is a disability consumer advocacy group that works to support the full and effective implementation of accessibility standards in Ontario. This article highlights activities across Canada. This includes updates on Customer Service Accessibility Standards that have been developed in Ontario and Manitoba.

Barrier-Free Design Guide (2008 and 2017), Published by the Alberta Safety Codes Council, compiled and written by Linnie Tse, Alberta Municipal Affairs with input by the Safety Codes Council, Barrier Free Council, National Fire Protection Association and professional contributors.

The purpose of this Guide is to provide an explanation of the intents and objectives of the Alberta Building Code, National Fire Protection Association National Fire Alarm Code and the Canadian Standards Association, as well as to make recommendations that are viewed as best practices where accessibility and safety are concerns to persons with disabilities and seniors.

Barrier-Free Manitoba (2015). Making Accessible Customer Service the New Minimum Standard: Final Comments on the Consultation Draft. Retrieved from <http://www.barrierfreemb.com/bfmbmaterials>.

The Customer Service Standard is the first accessibility Standard developed and implemented under the Accessibility for Manitobans Act (AMA) passed in 2014. The standard addresses the need for change in three primary and mutually reinforcing areas: attitudes, knowledge and basic practice. This article provides information on the results of the consultation on the standard.

Canadian Council of Canadians with Disabilities (2017). Retrieved from <http://www.ccdonline.ca/en/>.

The Canadian Council of Canadians (CCD) with Disabilities is a national human rights organization of people with disabilities working for an accessible and inclusive Canada. CCD co-ordinated cross-Canada consultations to inform the development of planned accessibility legislation. This consultation occurred between July 2016 and June 2017.

Diotakkevi, M., Ambrose, I., Hernandex Galan, J (2016). UNWTO World Tourism Day 2016 “Tourism for All - promoting universal accessibility” Good Practices in the Accessible Tourism Supply Chain. Retrieved from <http://www.e-unwto.org/doi/pdf/10.18111/9789284418138>.

Ontario Restaurant and Motel Association (ORHMA) Publications. ORHMA has published a number of publications that are used by Hotels in Ontario to become accessible and comply with the Accessibility for Ontarians with Disabilities Act (AODA). These can be accessed on the ORHMA website at <https://orhma.com/Governmentalrelations>.

ORHMA Hospitality Best Practices: This booklet outlines 10 steps you can take to move forward to a fully accessible Hotel. This is a user friendly and helpful guide to hotels and lodges.

ORHMA Accessibility Standards for Customer Service Compliance Checklist: This checklist is based on the Accessibility Standards for Customer Service Regulation under the AODA and assists businesses to review their compliance.

ORHMA Accessible Customer Service Policy for Hotels/Motels: This publication provides a template of a policy that hotels can use to ensure their Customer Service Policy is aligned with the Accessibility Standards for Customer Service Regulation.

Government of Canada (2017) . Creating new national accessibility legislation: What we learned. Retrieved from <https://www.canada.ca/en/employment-social-development/programs/planned-accessibility-legislation/reports/consultations-what-we-learned.html>.

This news release summarizes the public consultation that was conducted on accessibility for persons with disabilities during 2016-2017. The information gathered during the consultation is to assist in the creation of new federal accessibility legislation. The summary outlines feedback on the goals of new legislation, accessibility barriers that should be included and strategies for compliance.

Rifai ,T., Lopez, A.D., Laura, A.G. (2016). UNWTO Manual on Accessibility for All: Principles, Tools and Best Practices-Module V: Best Practices in Accessible Tourism. Retrieved from <http://cf.cdn.unwto.org/sites/all/files/docpdf/modulev13022017.pdf>.

This manual was published by the United Nations World Tourism Organization (UNWTO) in a three-way collaboration agreement between UNWTO, the ONCE (Spanish National Organization of the Blind) Foundation and the European Network for Accessible Tourism (ENAT), signed in 2012. The focus of this manual is to provide a tool for the international community to understand the accessible tourism supply chain, the economic impact of accessible tourism, and the steps to follow in order to create accessible destinations in accordance with the Design for All principles.

Rossetti PHD, Rosemarie (2009). A Universal Design Approach for the Hospitality Industry. Retrieved from: http://www.udll.com/a/programs/handouts/2009-05-15_Hospitality-Design-Expo-Handout_Rosemarie-Rossetti-PhD.pdf.

Using her extensive research and first-hand experience as a person who uses a wheelchair, Rossetti writes articles for national publications and speaks internationally about the features and benefits of universal design and green building. This handout was prepared for a presentation on universal design at the Hospitality Design Expo held in Las Vegas in 2009. It provides a helpful overview of research and design features related to accessibility in hotels and lodgings. The resources outline provides a comprehensive list of publications related Accessible Design for the Hospitality Industry.

Shackelford, Ellen L. Hotel Guest Service: Six Best Practices for People with Disabilities. Hotel Business Review. Retrieved from http://hotelexecutive.com/business_review/1404/hotel-guest-six-best-practices-for-people-with-disabilities.

As a person who has sustained a disability through injury, Ellen Shackelford is well aware of the many challenges people with disabilities face daily. She has written a number of articles for Hotel Management and Operations that are available at <http://hotelexecutive.com/author/76/Ellen-L-Shackelford>. This article provides a clear and easy guide to hotel operators on how they can improve the experience persons with disabilities have at their hotel or lodging.

Wazzan, Wajdi (2015). My Accessible Room is not Accessible, Applying Human Factors: Principles to Enhance the Accessibility of Hotel Rooms. Retrieved from <http://www.sciencedirect.com/science/article/pii/S2351978915006617>.

This article was presented at the 6th International Conference on Applied Human Factors and Ergonomics. The author was examining complaints from hotel guests regarding their experience with accessible rooms through the internet. The study found out that many of the shortcomings could be avoided if the designer of the accessible room considers human factor principals such as maximum reach of hand, arm strength, etc.

Appendix B

Persons with Disabilities Questionnaire and Interview Guide

INTERVIEW QUESTIONS

Date:

1. Name/address/postal code
2. What was your experience staying in hotel/lodgings in Alberta?
3. What, if anything enhanced your stay as a guest?
4. Would you use the reservation checklist?
5. Would the questions on the reservation checklist help you to access suitability for your needs?
Why or why not?
6. Are there other questions that should be included?
7. If anything, what would you add?

Surveys: Persons with Disabilities

1. Please describe the type of community you presently live in

- Urban (population of 10,000 or more)
- Rural (population of less than 10,000)
- Aboriginal reserve/settlement
- Geographically isolated/remote

Other (please specify)

2. What is your disability (check all that apply)?

- Blind
- Visual impairment
- Deaf
- Hard of hearing
- Speech
- Mobility
- Agility
- Chronic pain
- Learning
- Developmental
- Mental/psychological
- Memory
- Progressive medical condition
- Obesity

Other (please specify)

3. What is your gender?

- Male
- Female

Other (please specify)

4. You are:

- Employed full-time
- Employed part-time
- Unemployed
- A student
- Retired

Other (please specify)

5. What is your age?

- 0-18
- 19-30
- 31-50
- 50-65
- 65-80
- 81 and over
- Prefer not to answer

Other (please specify)

6. Who provides your personal care? (e.g. bathing, toileting, dressing, eating)
please check ALL that apply

- Myself
- Family
- Home-care
- Self-management care
- Supportive living
- Facility living
- None required

Other (please specify)

7. Do you travel for work or pleasure in Alberta and stay in hotels? Please check all that apply

- Work
- Pleasure

Other (please specify)

8. How often? Please check all that apply

- Once a month for work
- Once a month for pleasure
- Once every three months for work
- Once every three months for pleasure
- Once every 6 months for work
- Once every 6 months for pleasure
- Once every year for work
- Once every year for pleasure

Comment:

Appendix C

Hotels Questionnaire and Interview Guide

INTERVIEW QUESTIONS FOR HOTELS

1. Hotel Name _____
Location _____
Your position at the hotel _____
Age of hotel _____

2. What does accessibility mean to you? _____

3. Is your hotel accessible? _____
If yes, why is it important to the property? _____

If not, why? _____

4. Do you have an emergency plan that includes procedures for persons with disabilities?

5. Accessibility

Do you have barrier free/accessible guest room(s)? _____

How many? _____

How often are they used? _____

What accessibility features are in the room? _____

6. What is your opinion of the Self-Assessment Checklist?

Would this tool be used by your property?

7. Do you have anything that you would like to add?

Surveys for Hotels: Creating Accessible Hotels in Alberta

1. Which of these best describes your work?

- Hotel Owner
- General Manager
- Department Leader

Other (please explain)

2. What is your gender?

- Male
- Female
- Prefer not to answer

Tell us about Your Work

3. What community is your property located in? E.g. Grande Prairie, Wainwright, Edmonton etc.

4. How long has your property been open?

5. What types of disabilities have you observed in guests who stay at your property?

- Blind (sightless)
- Visual Impairment (impairment of the sense of sight)
- Deaf (wholly deprived of the sense of hearing)
- Hard of hearing (having a partial loss of hearing)
- Speech (abnormal or difficult function of speech)
- Mobility (inability to move in one's environment with ease)
- Chronic pain (pain that is persistent/often debilitating)
- Developmental (loss of function in cognitive ability, language, social skills)
- Mental/psychological (mental illness, emotional illness or psychiatric disorder)
- Progressive medical condition (worsening over time)
- All of the above

Other (please specify)

6. On average, how many people with disabilities have stayed in your hotel each month:

- 1-5
- 5-10
- 10-20
- I don't know

Other (please specify)

7. Please identify which, if any, features you offer in accessible guest rooms?
(please check all that apply)

- Accessible guest rooms set up for persons in wheelchairs to move freely throughout the room
- Ceiling track in room for transfer lifts used to get in and out of bed or bathtub
- Roll in shower
- Toilet seat raised and grabs bars installed to transfer from wheelchair and mobility devices to toilet
- Lowered light switches, closet bar, access to heating/cooling controls
- Room between furniture that provides space for a full wheelchair to move between
- Doorways of at least 800 mm when the door is in the open position
- Flooring throughout that provides easy movement for a wheelchair
- Grab bars in shower,
- Washrooms that are large enough for safe transfer
- Guest rooms located on main floor
- Guest rooms by the elevator
- Mattress lowered to provide access getting in and out of bed
- Movable bed or space under the bed to provide room to place a hoist
- Doors that swing outward
- All of the above

8. Please identify if your property has from the front entrance to the lobby and reception area the following: (please check for all that apply)

- Access for persons with disabilities with automatic door opening

- Easy access without stairs or with ramps which are sloped according to code
- Lowered reception counter that accommodates persons in wheelchairs/scooters
- Public washroom with accessible toilet/sink/area that accommodates 360 degree turn
- Access through wider corridors into area such as conference rooms, shops, restaurants
- A loop in the reception area and conference rooms for deaf/hard of hearing
- Easy access to elevator
- All of the above

9. Do the accessible parking stalls?

- Have a wide stall in order to fit a van/truck to accommodate loading and unloading from the side
- Enough stalls to accommodate guests renting
- Stall located close to the front/main entrances
- A policy on enforcement for stalls that are used by persons without mobility issues
- Cleared snow/ice to ensure safe path of travel
- Barrier free path of travel from parking to the entrance

Other (please specify)

10. Would your property consider using a kit that provides persons who are deaf or hard of hearing with a notification alerting them to telephone calls, door knocks, alarm clocks and smoke detector?

- | | | | | |
|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|
| Not at all interested | Slightly Interested | Not Sure | Interested | Extremely Interested |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

11. What would you suggest for training within the areas of providing comfort and service for persons with disabilities?

12. In which of the following areas have your guests with disabilities experienced difficulties? (please check all that apply and explain each check in the comment field)

- Transportation from airport/bus to your establishment
- Signs to indicate accessible entrance
- Parking

- Going from the parking/drop off areas to the entrance door of the building
- Going through the entrance door of the building to the reception area and front desk
- Assistance with luggage
- Ramps
- Stairs
- Elevators
- Signing forms and/or other papers
- Going from the reception area to the guest room
- Communicating with the front desk
- Communication with housekeeping, maintenance and other employees
- Accessible rooms on the main floor
- Ability to access washrooms in the hotel public areas
- Ability to access shops, restaurants and conference rooms
- Accessibility equipment
- Washrooms in guest room
- Making payment
- All of the above
- None of the above

Other (please specify)

Tell us about Knowledge of needs for persons with disabilities?

13. Did you receive any training about serving people with disabilities?

- Yes
- No

14. If you answered “yes” to the question above, please answer the following if you answered “No” to the question above, please go on to question 16.

Please indicate if you felt this disability training was one of the following:

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Complete waste of time | Knew most of info | Not Sure | Learned new info | Very good | N/A |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other comments

15. On a scale of 1-5, please rate your knowledge about needs of people with disabilities? (1 being least and 5 being most)

Not at all A little knowledge Neutral Good Excellent

16. What method of training would assist you in understanding customer service and accessibility within your hotel/lodge?

- Books/literature
- Internet/you tube
- In-service/workshops delivered by Disability Awareness Trainer
- Tip sheets on relevant disability issues
- Film/videos produced for the hospitality industry
- Short training questionnaires
- Manual on disabilities in a designated area by customer service counter

Other suggestions:

17. Do people with disabilities, parents or caregivers assist you on how to meet the needs of your guests with disabilities?

- Yes
- No
- Not applicable

18. Do you maintain a list of hotels or services that can serve people with disabilities whom you may be unable to accommodate or provide needed accessibility?

(Other accessible public places, paths of travel to get around, medical services, etc.)

- Yes
- No

Please comment

19. Is there anything that you would like to add?

20. Would you be interested in exploring accessible hotels/lodging further by participating in an individual Focus Group interview? The purpose will be to review a *Hotel Self-Assessment Checklist* and provide feedback. Please provide your name, hotel and email and I will contact you/or you can contact project manager at 780-488-9088, projects@vadsociety.ca.