

Welcome!

Hotels: Weaving an Accessible Welcome Mat,
the final session in the 2013 webinar series on the
Americans with Disabilities Act (ADA) and Lodging,
will begin at

2:00 p.m. Eastern Time



Listening to the Webinar

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Listening to the Webinar (cont.)

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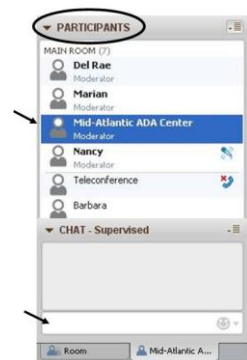
Captioning

- Real-time captioning is provided; open the window by selecting the “cc” icon in the Audio & Video panel
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Submitting Questions

- In the webinar:
 - Double-click on “Mid-Atlantic ADA Center” in the Participant List to open a tab in the Chat panel (keyboard: F-6 and arrow up or down to find Mid-Atlantic ADA Center); type your question in the text box and “enter”
 - Your question will be sent to the presenters; other participants will not be able to see it
- E-mail: hospitality@transcen.org



Technical Assistance

- If you experience technical difficulties
 - Use the Chat panel to send a message to the Mid-Atlantic ADA Center
 - E-mail hospitality@transcen.org
 - Call 301-217-0124



Archive

- This webinar is being recorded and can be accessed within a few business days
 - ADA Hospitality Initiative website:
 - www.adahospitality.org/content/Archives-Compliance-Webinars



Hotels:

Weaving an Accessible Welcome Mat



Today's agenda

- Reservations systems and procedures
- Communication access issues
- Mobility devices
- Transportation systems/shuttles
- Meetings and events
- Emergency planning, preparation, and evacuation



RESERVATION PRACTICES



Reservation practices: 1

1. Individuals with disabilities must be able to make reservations for accessible rooms in the same ways and during the same times as others

- Telephone
- In person
- Third party (reservation service, travel agency, etc.)

Guest room, 1 King, Balcony [Room details](#)

Preferences Selection (optional)

Room 1

Once availability is confirmed, plan on these for your stay
This hotel has a smoke-free policy

Room & Accessibility Preferences

Accessible Room with Tub ▼

Pillow preference
No preference ▼

Rollaway/crib preference
None ▼

Room location
No preference ▼

Early check-in

Extra towels

Feather-free room

CONTINUE



Reservation practices: 2

2. Hotels must identify and describe accessible features of the hotel and the guest rooms in enough detail that an individual with a disability can independently determine whether the facility will meet his/her needs



Reservation practices: 3

3. Hold back accessible guest rooms until all other rooms of that type have been rented



Reservation practices: 4

4. Reserve accessible guest rooms and *remove* them from the reservation system



Reservation practices: 5

5. Guarantee and hold the *specific* rooms reserved by individuals with disabilities, regardless of whether specific rooms are held for others



Third party reservation services

- Hotels need to make accessible rooms available to at least some of the third party services they use, and must provide to third party services information about the hotels' accessible features
- If the hotel makes accessible rooms and information about accessible features available, but the third party fails to provide the rooms or information to customers appropriately, the hotel will not be held responsible



COMMUNICATION ACCESS



Accessible guest rooms

- 2010 ADA Standards change the relationship between mobility-accessible and communication-accessible guest rooms
 - Fewer “overlap” rooms (rooms designed for *both* mobility and communication access)
 - At least one, but not more than 10%, of mobility-accessible rooms can count toward the number of communication-accessible rooms required



Fire alarms

- If fire alarm systems are provided, both audible and visible signals must be *permanently installed*, including in communication-accessible guest rooms
 - New construction
 - When existing alarm system upgraded or replaced, or new system installed



Auxiliary Aids and Services

- Communicate effectively with people with hearing, vision, or speech disabilities
 - For *example*: written notes or printed material, assistive listening devices, interpreter or captioning services, text- or video-based telecommunications equipment or relay services, reading materials aloud, materials in accessible formats (e.g., large print, audio, Braille)



TTYs for Guests

- TTYs must be furnished upon request for guests to use in their rooms



TTYs for Staff

- TTY needed at front desk to respond to guests' inquiries, room service orders, etc.
 - Staff need to be trained to use the TTY



Telecommunications Relay Service

- Communications Assistants (“CAs”) act as go-betweens, relaying conversations between people who use TTYs, video-phones, or Internet-based technologies, and those who use standard telephones



Video Relay Service



Questions?

- Webinar: send a message to the Mid-Atlantic ADA Center in the Chat window
- E-mail: hospitality@transcen.org



MOBILITY DEVICES



Mobility devices

- Traditional wheelchairs (manually operated *or* power-driven), including “scooters,” and other manually operated mobility devices (canes, walkers, etc.) must be permitted in any pedestrian area
- “Other power-driven mobility devices” (OPDMDs) *may* need to be permitted



OPDMD

- *Other power-driven mobility device*
 - Powered by batteries, fuel, or other engines (*not* a traditional battery powered wheelchair or scooter)
 - *May or may not be* designed primarily for individuals with mobility disabilities, but is used by them for personal locomotion
 - EXAMPLES: Golf cars, electronic personal assistance mobility devices (EPAMDs), such as the Segway® PT



OPDMDs: when and where?

- Consider
 - Type, size, weight, dimensions, and speed of device
 - Facility's volume of pedestrian traffic (may vary at different times of day, week, month, or year)
 - Facility's design and characteristics (*e.g.*, indoor vs. outdoor settings, size, availability of storage for the device, if needed)
 - Legitimate safety requirements
 - Potential for substantial risk of serious harm to the immediate environment or natural or cultural resources



What can you ask OPDMD users?

- May NOT ask the nature or extent of disability, but may ask for “credible assurance” that the device is needed because of disability
 - State-issued disability parking permit or other state-issued proof of disability
 - “Verbal representation, not contradicted by observable fact”



TRANSPORTATION



Hotel shuttles

- Fixed routes
 - Set route, set schedule
- Demand responsive
 - Passenger must generally make a request/reservation; route or schedule deviations may be available



Accessible vehicles



- Purchase or lease of a vehicle with seating capacity of more than 16 passengers (including driver) for use on *fixed route* system
 - Vehicle must be accessible
- Purchase or lease of smaller vehicle for fixed route system, or vehicle of *any size* for *demand responsive* system
 - May provide “equivalent” service



Equivalency

- Integrated
- Comparable
 - Schedule/response time
 - Availability (days, times)
 - Service area/destinations
 - Fares (if applicable)



MEETINGS AND EVENTS



Set up for access

- Accessible routes and maneuvering space, accessible counter and table heights, reachable self-serve items
 - Displays and booths
 - Registration and information desks or tables
 - Refreshment and food service stations, buffet lines
 - Tables and seating
 - Integrated wheelchair seating options
 - Access to speaker's platform or dais if needed



Sound systems

- Meeting rooms with audio-amplification systems should offer Assistive Listening Systems (ALS) for the use of people who are deaf or hard of hearing

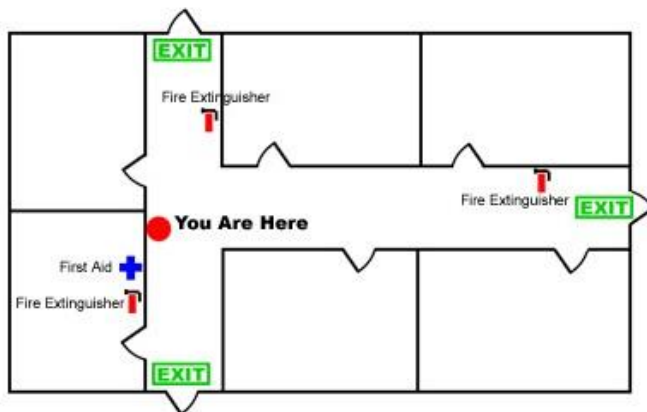


PLANNING FOR EMERGENCIES



Last but not least....

- Emergency planning and evacuation
 - Consider the needs of guests and employees with disabilities



Structural safety

- Make sure facility assessments include a review of emergency notification and evacuation features
 - Accessible means of egress
 - Signage
 - Areas of refuge or rescue assistance, where needed
 - Alarm systems, including visual alert signals in public areas and communication-accessible guest rooms



Information

- Provide information to guests and employees about emergency evacuation features and procedures



Expect the unexpected

- Guests or employees may have “hidden” disabilities
- Individuals who may not need assistance or accommodation in typical circumstances may need help in an emergency



RESOURCES



Tax incentives

- Tax credit for small businesses (30 or fewer employees OR \$1 million or less revenue)
 - Up to \$5,000 to offset cost of removing structural barriers in existing buildings, producing accessible materials (large print, Braille, etc.), or other measures
- Tax deduction for businesses of any size
 - Up to \$15,000 for removing barriers in buildings or vehicles



ADA National Network

1-800-949-4232 V/TTY

www.adahospitality.org

