

# 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**



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## Listening to the Webinar

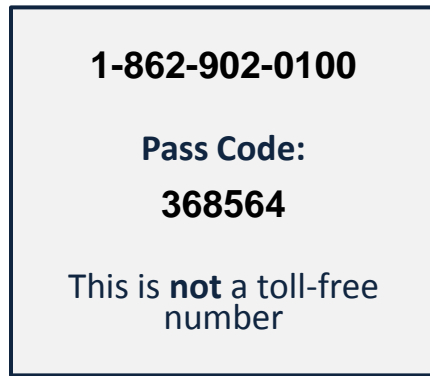
- Online:
  - Please make sure your computer speakers are turned on or your headphones are plugged in
  - Control the audio broadcast via the AUDIO & VIDEO panel
  - If you have sound quality problems, please go through the Audio Wizard by selecting the microphone icon



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## Listening to the Webinar (cont.)

- To connect by telephone:



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## Captioning

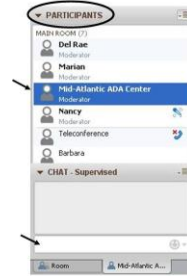
- Real-time captioning is provided; open the window by selecting the “cc” icon in the Audio & Video panel
  - You can re-size the captioning window, change the font size, and save the transcript



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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](mailto:hospitality@transcen.org)



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## 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](mailto:hospitality@transcen.org)
  - Call 301-217-0124



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## 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](http://www.adahospitality.org/content/Archives-Compliance-Webinars)



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## Hotels:

### Weaving an Accessible Welcome Mat



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## Today's agenda

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



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## RESERVATION PRACTICES



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## 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**



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## 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



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## Reservation practices: 3

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



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## Reservation practices: 4

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



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## Reservation practices: 5

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



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## 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



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## COMMUNICATION ACCESS



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### 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



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## 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



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## 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)



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## TTYs for Guests

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



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## 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



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## 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



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## Video Relay Service



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## Questions?

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



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## MOBILITY DEVICES



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## Mobility devices

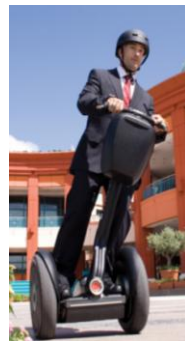
- Traditional wheelchairs (manually operated *or* power-driven), including “scooters,” and other manually operated mobility devices (canes, walkers, etc.) must be permitted in any pedestrian area
- “Other power-driven mobility devices” (OPDMDs) *may* need to be permitted



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## 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



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## 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



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## 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”



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## TRANSPORTATION



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### Hotel shuttles

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



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## 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



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## Equivalency

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



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## MEETINGS AND EVENTS



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### 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



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## 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



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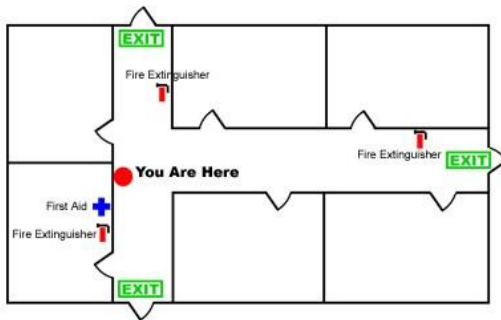
## PLANNING FOR EMERGENCIES



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## Last but not least....

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



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## 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



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## Information

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



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## 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



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## RESOURCES



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## 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



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# ADA National Network

1-800-949-4232 V/TTY

[www.adahospitality.org](http://www.adahospitality.org)



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