

Creating Accessible Hotels in Alberta

Research and Partnership
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National Overview

Federal Government is developing legislation on accessibility based on a national consultation held in 2016-17.

Ontario, Manitoba and Nova Scotia have legislation in place on Accessibility

British Columbia has a 10 year policy framework in place called Accessibility 2024

Alberta Results

The current accessibility requirements under the Alberta Barrier-Free Design Guide and the Alberta Building Code provide a minimum baseline for accessibility.

Information gathered during the project indicates there is significant room for improvement on accessibility within the hotel industry in Alberta.

Persons with disabilities who participated in the study (162) indicated that from their experience:

97.2% of hotels had accessible front door entrances

64.8% had appropriate accessible parking

61.5% did not have a lower counter of access to assistive devices for persons who are deaf 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.

Hotels that participated in the study (40) identified the following areas for improvement:

Descriptions of existing emergency plans to evacuate persons with disabilities were inadequate and place the individual and hotel at risk.

78% of hotels indicated that they had not received training on customers with disabilities.

25% of hotels indicated they were not accessible and 75% indicated they had some accessible features.

Actions

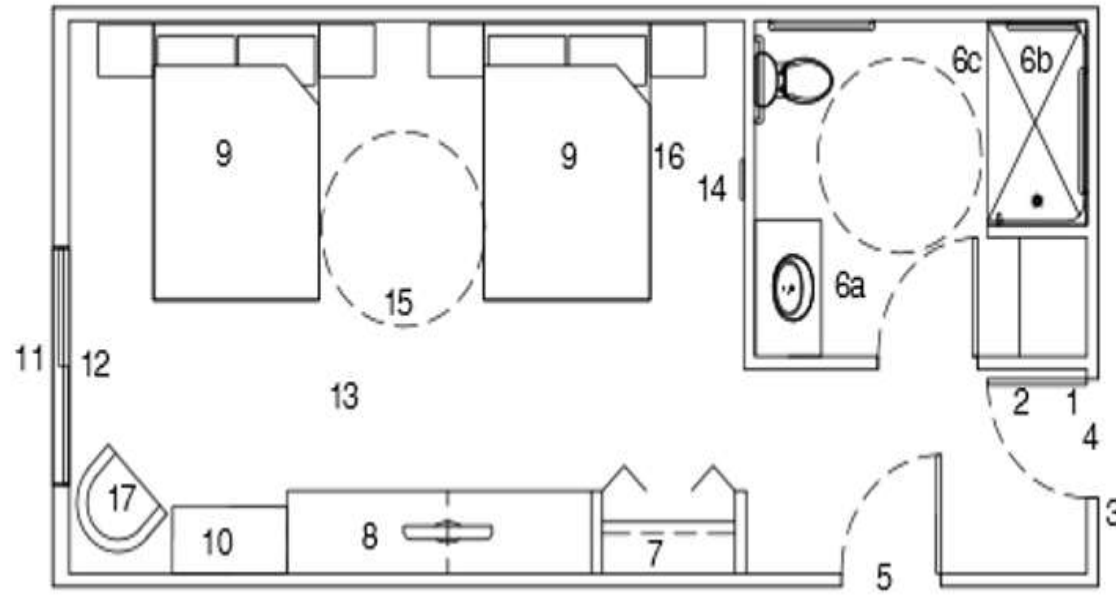
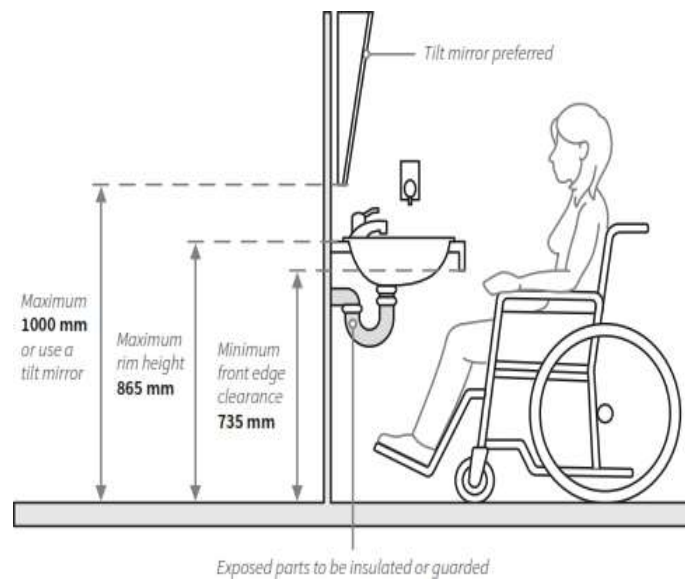
Three tools to assist with assessing and improving best practice accessibility were developed.

- 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.

Action

1. The Board of Directors of Voice of Albertans with Disabilities and the Alberta Hotel and Lodging Association have established a three year strategic plan to move forward accessibility in the hotel industry.

Best Practice Templates of Accessible Hotel Rooms and Bathrooms



Double Queen Bed Room Layout



Accessibility Self-Assessment Guide

Accessibility is defined as “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 self-assessment guide has been developed for hotels to ensure their properties are accessible. It was developed through the *Creating Accessible Hotels in Alberta* Project as a way to support the accommodation industry in response to those with disabilities who travel within Alberta.

Barrier-Free Design Guide – 2017 Design for Independence and Dignity for Everyone

Areas to be considered

- ▶ business practices and training needed to provide better customer service
- ▶ barriers that impact access to information.
- ▶ the built environment
- ▶ addressing accessibility in employment practices.
- ▶ accessible public transportation .

How Voice of Albertans Can Assist

- ▶ Staff Training
- ▶ Accessibility Assessments
- ▶ Connect to local organizations that have expertise.