



Hospitality Accessibility Checklist: Introduction

Scope:

In designing this Accessibility Checklist, the needs of the following groups of people in the disabled community have been considered:

- Persons who are mobility impaired (e.g.: who use a wheelchair, scooter or other mobility aid).
- Persons who are visually impaired (e.g.: persons who are legally blind and persons with low vision).
- Persons who are hearing impaired, (e.g.: persons who are deaf or have poor hearing).
- Persons who are cognitively impaired, (e.g.: persons with learning or memory deficits).

Use of Checklist:

This Checklist has been designed to help those in the hospitality industry to evaluate the physical accessibility of their premises. For ease of use, the Checklist is organized on a 'Scenario' based approach (i.e. how to approach, enter and use, as well as exit a building) and includes questions divided into the following sections;

Part 'A' – Exterior Areas (e.g. Exterior Site, Parking and Landscape Areas, etc.)

Part 'B' – Interior Areas (e.g. Circulation, Lobby, Suites, Bathrooms, etc.)

Part 'C' – Amenity & Recreation Areas (e.g. Swimming Pools, Conference Rooms, Retail Areas, etc.)

Part 'D' – Staff Training (Staff Training, Policies and Programs)

The checklist seeks answers to the individual questions and are limited to three options; **Yes, No, and N/A**

In responding,

- **YES** means that the element in question has been satisfied and that a level of accessibility has been achieved
- **NO** means that there is work to be done, in order to achieve a level of accessibility
- **N/A** means that the question is not applicable in that particular setting



Where questions generate a 'NO' answer, a detailed explanation is required in the Comment column. This information should include dimensions and/or why an element is not accessible. From this information, the scope of required remedial work can be determined.

Sources:

It is important to note that this document is based on accessibility requirements identified in the Ontario Building Code requirements, and 'Best Practices' (as described in the C.S.A. Barrier Free Guidelines and the A.D.A.: Americans with Disabilities Act. It is NOT a mandatory standard. Therefore, 'NO' answers do not necessarily indicate a serious problem that requires immediate attention, only that some work here is desirable and recommended to achieve a level of accessibility.

Some questions with a 'YES' answer may also benefit from an explanation in the Comment column, in order to provide as much information on a particular location as possible.

The 'Alternative Strategies' column is reserved for identifying potential policies or solutions that could be used in lieu of the checklist recommended solution.

Certain questions in the checklist are further explained in illustrations demonstrating the types of solution that work, and clarify such aspects as preferred layout or measurement.

Note: Throughout the checklist, a 'soft' conversion between imperial and metric measurement is used, i.e. measurements are rounded to the nearest 5 mm. This type of conversion is widely accepted in the architectural and construction industries.

Next Steps

From the information identified and recorded in the checklist by the reviewer, a list of remedial work and suggested priorities can be drawn up, together with estimates of the likely capital cost of such work. This will allow individual facility managers to determine priorities, budgets, and schedules of remedial work over the next five years. The remedial work plan can also identify those issues that can be undertaken under normal maintenance activities or regularly scheduled upgrading. Some of the renovations or modifications may require an architect or an engineer to create drawings. For smaller jobs, a general contractor can frequently undertake the work, or facilities staff can re-



organize furniture layouts or change light fixtures (to improve the quality of light) and undertake any needed operational or maintenance changes.

Organizing Strategies for Building or Operational Changes

Many accessibility problems can be grouped and not all require a physical solution. Building owners may therefore wish to group potential solutions under the following heading,

1. **Physical Solutions** – which involve changes to the building layout
2. **Systems Solutions** – which involve changes to building systems (e.g. lighting, communications and signage)
3. **Operational Solutions** – which involve corporate policies, staff training and staff support
4. **Reasonable Accommodation** – A concept in the Human Rights Legislation, which may entail ‘user specific’ adaptations that meet the needs of one, or a few, employee(s) or customer(s).

Solution Adoption:

Selecting the most appropriate solution may also depend on a number of other factors e.g.:

- Whether the building is owned or leased
- Whether a large number or small number of users will benefit from the intended changes
- Whether the solution is a short term or long term remedy
- Whether the building or site can accommodate the change
- Whether the solution is cost effective

This approach to assessment and the development of remedial work plans can be done over a period of 1 – 5 (or more) years, depending on the resources available. By undertaking desired remedial work, G.T.H.A. members can be assured that not only will they have created an accessible work place or service environment, but they will also have met the needs of the people in the disabled community, as well as requirements under the Human Rights Code to treat all persons equally.