

Hospitality Accessibility Checklist

Staff Training, Policies and Programs



No.	Question	Yes	No	N/A	Comments	Alternative Strategies
D.1	Staff Training, Policies and Programs					
D.1.1	Are registration staff members trained to communicate and assist persons with various limitations?					
D.1.2	Is there an staff interpreter/signer who can assist patrons who have visual or hearing limitations?					
D.1.3	Have all front of house staff, including receptionist, concierge, porters and bell boys, been trained to assist people with different disabilities?					
D.1.4	Have all food and beverage staff been trained to assist people with different disabilities?					
D.1.5	Is Retail Staff trained to use disability sensitive language and etiquette?					
D.1.6	Have fitness and recreation staff received training on how to assist persons with different disabilities?					

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D.1.7	Have all housekeeping and service staff been trained to assist people with different disabilities?					
D.1.8	Have all staff been given training on how to assist persons with different disabilities in an emergency situation, (e.g.: Fire)?					
D.1.9	Are there clear policies on the acceptance of guide dogs in the setting?					
D.1.10	Can the hotel accommodate people who have special dietary needs?					
D.1.11	Can the hotel assist patrons who may require help with their own mobility aids?					
D.1.12	Can the hotel arrange for special taxis or other transportation, for persons with varying disabilities?					
D.1.13	Is information on any special accommodation or services readily available to persons with varying disabilities? (e.g.: in large print, on audio tape, in Braille or via web site information)?					