

Hotel/Motel Accessibility Checklist

For your hotel or motel, have you considered:

- Offering assistance to customers with disabilities?
- Having at least one public washroom that is fully accessible for people using mobility devices, marked with the international symbol?
- Offering breakfast menus and the guest information provided in rooms, such as use of the telephone, in alternate formats, including large print, Braille, audio file, or electronic text?
- Offering assistance filling out breakfast menus, if required?
- Having at least one designated guest room that is fully accessible, which has all the features of an accessible room listed below?
- Ensuring there is adequate space for people using mobility aids to maneuver within all the guest rooms?
- Having room numbers in Braille or raised numbers?
- Having door knockers with a flashing light?
- Having a light that flashes when the telephone rings?
- Placing telephones at an easy level for people using mobility aids?
- Volume control and large numbers or large print keypads on all telephones?
- Adequate space beside beds for lateral transfer from mobility aids?
- Lowered bed height for easy lateral transfer from mobility aids?
- Adequate knee space under desks for people using wheelchairs?
- Having thermostats, light switches, lamps, peepholes, and closet racks at a height that is accessible for people using mobility aids?

- Placing microwaves at a height that can be easily accessed by people using mobility aids?
- Having Braille or raised numbers on your microwave buttons?
- Having lever handles on all your sink faucets?
- Grab bars in your bathrooms for toilets and bathtub/shower areas?
- Having a roll-in shower with level access, a fold-down shower bench, and a height adjustable, hand held shower head?
- Adequate space beside toilets for lateral transfer from mobility aids?
- Adequate knee space under sinks for people using mobility aids?
- Placing your soap dispensers, paper towel holders, and mirrors at a height that will allow easy access for people using mobility aids?
- Accepting reservations through multiple formats, such as a number that has texting capacity, your website, or company e-mail?
- Using e-mail, texting, the Canada VRS system, or instant messaging to contact Deaf clients?
- A debit machine with raised, tactile symbols that can extend out or tilt down for people at lower heights?
- Also, please consult the accessibility checklist on restaurants, if this applies to your business.

Sources:

1. "Recruit Ability... A handbook for success in recruitment & hiring individuals with disabilities", Persons with Disabilities Collaborative Partnership Network of Nova Scotia
2. Government of Ontario, "Making buildings and spaces accessible", from http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding_accessibility/making_buildings_accessible.aspx
3. Vision Hotels UK, from <http://www.visionhotels.co.uk/top-tips-for-helping-blind-people-in-hotels/>