



City of Kelowna
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Council Policy

Accessibility Measures for Hotels and Motels

APPROVED June 18, 2007

RESOLUTION: R375/10/04/26
REPLACING: R642/07/06/18
DATE OF LAST REVIEW: April 2010

A. PARKING

Physical Disabilities:

BC Building Code Requirements:

- Accessible pedestrian route from handicapped parking spaces to accessible entrance
- Access aisles from parking stalls should connect to the accessible route to the building entrance
- Vertical signage to designate handicapped accessible parking stalls

Additional Recommendations:

- Extra wide stalls should be available for lift-equipped vans so adequate space is there for the lift and the wheelchair user to exit and enter the vehicle.
- Parking spaces and access aisles shall be level with surface slopes not exceeding 2% in all directions.

B. MAIN ENTRANCE

Physical Disabilities:

BC Building Code Requirements:

- Automatic (push button) or sliding doors
- Level and clear doorways
- Door hardware that is easy to grasp with one hand and does not require tight grasping, pinching or twisting of the wrist.

C. GENERAL

Additional Recommendations:

- A list of the availability of properly equipped rooms should be provided on the internet (hotel web site).

Physical Disabilities:

BC Building Code Requirements:

A portion of the check-in counter that is lowered where a person checks in is a desirable feature for those in wheelchairs or short people.

Hearing Impairment:

BC Building Code Requirements:

- Fire alarms that are strobe lights for each floor.

Additional Recommendations:

- Lobbies should have video phones
- For the deaf – TTY access should be easily available at the lobby
- Permanent locations on each floor for TTY and video phones should be established

Visual Impairment:**BC Building Code Requirements:**

- Clear headroom for those who are blind or have low vision.
- Braille and embossed lettering (large print) must be provided on elevators, hotel information signs, room numbers on doors and bathrooms of rooms that are designated for accessibility for those with disabilities
- Signs on the walls of each floor (near elevator) to identify the floor
- Tactile strips to indicate stair locations
- Contrast colour strips at the edge of steps

Additional Recommendations:

- Braille and embossed lettering (large print) room numbers on doors of all rooms so that those who are visually impaired can determine if they have reached the right room, whether they are staying in the room or visiting someone else in that room;
- Bells in the elevator should be provided to indicate each floor
- Signage for people who are blind or have low vision are trained to look in a consistent location for tactile signs. They cannot find the sign if it is not mounted in the correct location.

D. HOTEL ROOMS

Physical Disabilities:**BC Building Code Requirements:**

- Follow some of the design principles of barrier-free homes, especially location of light switches and doorway widths
- Doors wide enough with lever handles or easy opening preferred.

Additional Recommendations:

- Flooring that has no underlay, is securely fixed or is of a material that is easy to manoeuvre around on in a wheelchair or walker.
- Spacious area, free of heavy furniture,
- A bed that is the right height for the individual that must transfer from wheelchair to bed,
- Adequate room underneath bed to accommodate ceiling lift ;
- Ceiling track lifts for bed transfer
- Mechanism to use with the ceiling track lift should be available at the front desk so that folks don't have to travel with bulky, portable devices
- Curtains that can be pulled from a wheelchair sitting position,
- A telephone beside the bed,
- Light switches which are low-effort such as touch control or rocker panel.
- Closets with lighting and two different heights of clothes rods.
- Windows that can be opened from the inside with one hand or a closed fist.

E. HOTEL ROOM BATHROOM

BC Building Code Requirements:

- Good size bath benches, hand held shower extension, anti-scald features, grab bars in the shower. Note that fold-down seats are sometimes too small to sit on and may be questionable in terms of cleanliness. Any seats must be in good condition with no cracks.
- Non-slip tile
- Toilets with solid raised toilet seats or the high toilets with grab bars at the back and on the side wall by the toilet.

BC Building Code Requirements: (Con't)

- Vanity with opening under sink, water pipes wrapped with material so a person doesn't burn their legs as a lot of people who are paralyzed cannot feel hot & cold.
- Lever handles on sink for those with minimal strength.

Additional Recommendations:

- Roll-in showers with no lip, just sloped entrance
- Adequate access to both sides of the toilet
- Location of faucet handles should be closer to the front of counters;

Hearing Impairment:

BC Building Code Requirements:

- Strobe light in rooms identified as handicapped accessible for fire alarm

Additional Recommendations:

- Doorbell should activate a light inside the room
- Internet access so email can be used in the rooms
- Strobe lights for fire alarm in every room. (people with hearing impairment may not need other handicapped accessible features);
 - Alternatively (or additionally), vibrating devices to serve as an alarm, especially for the beds, as some people will not wake up for a light.
- Contact lists for local associations for the hearing impaired should be provided
- Additional equipment for hearing impaired guests (TTY and video phones)
- TV with closed captioning.

REASON FOR POLICY

Council appointed an Advisory Committee for People with Disabilities in 2006, which is now called the Accessibility Advisory Committee. The Accessibility Advisory Committee undertook work in 2007 to devise guidelines for hotels and motels to better accommodate people with disabilities. Some of the measures are already required in the BC Building Code and these measures are identified. However, the Building Code only applies in new construction requiring a building permit. Proper design for disabilities is strongly encouraged in existing and new construction.

LEGISLATIVE AUTHORITY

Council Resolution.

PROCEDURE FOR IMPLEMENTATION

As outlined in policy.