



Accommodating Guests with Disabilities

Title III of the Americans with Disabilities Act enforces equal opportunity for individuals with disabilities regarding access to accommodations provided to the general public. To promote equal access and inclusion for people with disabilities, this may require removal of barriers, or even the availability of technology or assistive devices.

Between 23.5 % and 28.9 % of Oregonians experience a disability.¹ The vast majority of Oregonians will either eventually have a disability or have a relative or friend who lives with a disability. Seniors and younger people with disabilities represent a significant portion of taxpayers, consumers, travelers, and tourists. **It makes moral and economic sense to consider this population as we design, remodel, and market goods, services, activities and attractions.**

Accessibility Considerations

Access to spaces, services and events can often be provided simply and inexpensively by installing fixtures, amenities, and controls at low levels, by leaving space for accessible pathways, by using lever hardware for doors and faucets or by using off-set, swing-clear hinges for doorways. Marketing and informational material can be provided through digital/electronic formats, and signs can be printed in Braille to help those who are blind identify items or locate spaces. Listed below are some things to consider in accommodating guests with disabilities. For technical assistance on current accessibility standards, go to www.ada.gov.

Parking and Drop-off Areas

- Is there adequate accessible parking, both for cars and lift vans, and is it near the accessible entrances? General rule: one accessible space for every 25 regular parking spaces, with one in each six of those being lift-van accessible.
- Is there adequate signage designating accessible parking spaces?

Spacing, Entries, and Paths of Travel

- Do inaccessible entrances (with stairs, doorways less than 32" wide or those without required clearances on the latch and hinge side, thresholds higher than 1/2", etc.) have signs indicating the location of the nearest accessible entrance?
- Are there curb cuts at drives, parking and drop-offs along the route?
- Is the route of travel at least 36" wide, stable, firm, and slip-resistant? (Path of travel includes such things as sidewalks; halls; between seating, tables, and displays; around beds; to restrooms, terraces, patios, etc.)
- Does the 36" path of travel have any protrusions below 80 vertical inches (such as plants or structural elements) that can't be removed? If so, and the protrusion begins above ground level, a warning object at ground level will allow detection by a person using a cane.
- Is there a 5 foot circle or T-shaped space for turning a wheelchair in order to exit?
- Are door handles operable with a closed fist?

¹ Centers for Disease Control, Disability and Health Data System: Interactive Comparison Maps, 2012, <http://dhds.cdc.gov/dataviews/report?reportId=12&viewId=792&geoReportId=2757&geoId=1&geoSubsetId=&z=1>

- Do doors require more than the maximum amounts of pressure to open?
- Do door closers allow 5 seconds before closing?
- Are carpets and mats low pile, tightly woven and secured at edges?
- Are spaces for wheelchair seating distributed throughout public seating areas?
- Are tabletops or counters between 28 and 34 inches high?
- In accessible units are such things as grab bars, shower, bath controls, paper towels, toilet paper, soap dispensers, purse hangers, irons, ironing boards, hairdryers, and other items at accessible levels, with sufficient skink clearances for access from a wheelchair?
- Are faucet controls operable with a closed fist?
- Are phones, brochures, maps, drinking fountains, etc. wheelchair accessible?

Controls and Signage

- Are all controls and items available for use by the public (including electrical, mechanical, cabinets, games, light switches, heater controls, telephones, door locks, closet rods, irons, hair dryers, curtain/drape controls, and self-service controls) located at an accessible height, and with accessible approach clearance for people of short stature or those who use wheelchairs?
- Are signs, room numbers, etc. mounted on the wall closest to the door handle, with centerline 60 inches from the floor? Are signs also available in Braille?
- Do elevator controls have raised lettering or Braille? Are floor levels indicated in Braille on elevator door jambs?

Emergency

- Do emergency systems have both flashing lights and audible signals?
- Are fire alarms and extinguishers within reach ranges of persons in wheelchairs?

Access to Goods and Services

- To the extent possible, does the layout of the facility allow people with disabilities to obtain materials or services without assistance?
- Are materials available in Braille or digital/electronic format upon request?
- Is video or graphic information in electronic form sufficiently narrated to provide an equal experience for individuals who experience blindness or low vision?
- Do you and your staff refrain from wearing heavily scented products that may create difficulties for individuals with chemical sensitivities?

Resources

For an in-depth site survey or more detailed information, we suggest contacting any of the following:

- Your regional ADA Center (contacts are listed at <http://adata.org/contact-us>)
- Your local Center for Independent Living (contacts are listed at <http://www.ilru.org/projects/cil-net/cil-center-and-association-directory>)

Oregon State Independent Living Council

500 Summer St NE, E-87, Salem, OR 97301

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