

# HOTEL QUESTIONNAIRE

## How To Use This Questionnaire

The "correct" answers are in white boxes and in **this font**. Ask the assistance of a wheelchair user. If you don't know any H/A locals, rent a wheelchair and take it to the Hotel with you for your tour. Do not get out of the chair during your tour, and don't accept a "pusher" — do the moving yourself. To simulate the pain & lack of endurance non-wheelchair mobility-impaired H/As face, put a few pebbles inside your shoes.

Starting with the lobby, tour the Hotel's convention facilities. Can you reach them in your chair, or are there steps in the way? Even an "ornamental" rise of one or two steps can be a barrier for chairs. If you need to find an Accessible way around stairs, check for service elevators or maintenance corridors normally used by Hotel staff. Escalators can be a barrier for folk with crutches, canes, wheelchairs, or arthritic slowing, as well as those with guide dogs or other Service Animals. Narrow aisles or corridors can also effectively bar wheelchairs from restaurants or other areas.

Check the restrooms for "airlock" doors — where the first door leads into a tiny room with a second door leading into the actual bathroom. Can you wheel in and out of them quickly? Some H/As have precarious bladder control, so when they "gotta go", they need to get in **quickly**. Note if the toilet seats are higher, lower, or "normal" height — some H/As need a higher seat, so they can get up again; others need a lower seat so their braces don't pinch them. Can the stall doors be closed without having to grab at the top, bottom, or side? Can the lock be grasped easily? Grease your fingers before trying the locks; if your slippery fingers can't grip easily, neither can our arthritic hands. Don't forget to check **all** the bathrooms; sometimes, only a few are Accessible.

Check out the Hotel's H/A rooms while still in your chair. If you have trouble getting in, if you can't reach closet rods and such because they're too high, if you can't get into the bathroom while still in your chair, but must slide out of the wheelchair and crawl in, the rooms aren't Accessible. Ask if all the Accessible rooms have twin beds, or if some of them have double, queen and/or king beds. Some H/As are married, and prefer to share a bed with their spouse. Can the hotel provide a refrigerator for any Guest Room? Some medications require refrigeration, and the people who need it must be able to get to it **immediately**.

IN CASE OF EMERGENCY OR FIRE, does your Hotel have any way of finding where your H/A guests are? Not all H/As use H/A rooms. Find where Emergency exits are; make sure they are marked, and that all H/A guests know their location. Wheelchairs do not climb stairs easily, the VI cannot or may not see flashing lights, and HI guests will have difficulty hearing sirens or warning bells.

# HOTEL QUESTIONNAIRE

## Entry

Are there Automatic Doors by the entrance: no  yes   
 Curb Cuts: no  yes   
 location   
 Ramps: no  yes   
 location

H/A Parking for guests: no  yes   
 Number & Location:   
  
 Policed: no  yes   
 Penalties: no  yes   
 Steps into the Hotel: no  yes

## Accessible Rooms

Number of Accessible Rooms: 1  2  3   
**4 or more (number)**   
 Located near elevators: no  yes   
 Room numbers are: Painted  **raised**   
**also in Braille**   
**Doorstop:** inside room  **outside room**  no  yes   
 blocks chair entry   
 Door closes automatically: no  yes

**Sturdy grab bars by:**  
 Tub no  yes   
 Toilet no  yes   
 Non-skid strips in tub: no  yes   
**Ball or Siren** in room as alarm:  
**Flashing lights** in room, as alarm  
 no  yes   
**TTY 'phone** in room: no  yes   
 In Hotel: no  yes

**Rooms have**  
 40 inch Entry Door no  yes   
 40 inch Bath Door: no  yes

Following items are Lower	Higher	Same as Standard Rooms
Closet Bars <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Luggage Rack <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Price <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sink <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toilet Seat <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Elevators

**Braille markers** by call buttons:  
 no  yes   
 in elevators: no  yes   
**Floor numbers** are labelled by:  
**Braille markers** on edge of doors:  
 no  yes   
**Raised Letters** on edge of doors:  
 no  yes   
**"Talking" elevator:** no  yes

Go to all floors: no  yes   
 Service Elevators can be used by H/As:  
 At all times: no  yes   
 To avoid overcrowding: no  yes   
 To floors not reachable by public  
 elevator: no  yes   
 In emergencies: no  yes   
 Only in "special cases": no  yes   
 Under no circumstances: no  yes

## Public Restrooms

Raised letters on doors: no  yes   
 Braille signs on doors: no  yes   
 H/A Toilets are on every Convention  
 Function floor: no  yes   
 Have heavy doors: no  yes   
 Have "airlock" doors: no  yes

Seats are: **raised**  **lowered**  standard   
 Booths are: **extra-wide**  standard   
 Doors swing **outward**  inward   
 Handles on stall doors are located:  
**inside**  **outside**   
 Grab bars on stall sides no  yes

## Hotel Restaurants

Have steps at entry: no  yes   
Way around the steps is located:

Restaurant has:

OverSize Print Menus: no  yes

Braille Menus: no  yes

Low-Sodium Diet Menus: no  yes

Diabetic Mrenus: no  yes

Kosher Menus no  yes

Wait Staff are: helpful with questions about food: no  yes

Aware & willing to give information to avoid reactions caused by food allergies: no  yes

Knowledgable about ingredients in sauces and soups: no  yes

Knowlegeable about condiments or garnishes: no  yes

Willing to suggest alternatives to avoid reactions: no  yes

### Service Animal Relief Spot is :

None Specific  Located at:

## Hotel Wheelchairs

The Hotel has Wheelchairs:

no  yes

For guests' use only: no  yes

For free  a charge of: \$

Can be used to get the guest to his/her room no  yes

For duration of their stay no  yes

## IN CASE OF EMERGENCY, Is the Hotel Set Up To:

Locate H/A Guests Anywhere in the Hotel no  yes

Notify H/A Guests if they are in H/A rooms: no  yes

Search for H/A Guests: no  yes

## COMMENTS

