



*An ADA Architectural Barriers Consulting Service of Susan Berry Design, Inc.*  
PO Box 940746, Maitland, FL 32794 407-310-3663 Cell 407-331-4855 Studio  
info@DisabilitySmartSolutions.com www.DisabilitySmartSolutions.com www.Facebook.com/DisabilitySmartSolutions

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Mia Friel

[MFriel@aapmr.org](mailto:MFriel@aapmr.org)

847-737-6076

American Academy of Physical Medicine and Rehabilitation

9700 West Bryn Mawr Avenue, Suite 200, Rosemont, IL 60018

847-737-6000

### **Rosen Center Hotel and Conference Center**

*Due to the large digital file size with all of the photographs, each venue is presented as an individual report.*

## **Accessibility OBSERVATIONAL ADA Site Survey of venues with the AAPMR Event Planning Team for the October 2018 Conference in Orlando, FL.**

*No field measurements*

Site Visit: April 17-19, 2017

Venues: Point Orlando, Cuba Libre Restaurant

Sea World

Hyatt Regency Hotel and Conference Center

B-Line Diner, Lunch

**Rosen Centre Hotel and Conference Center**

Orange County Convention Center

Universal City Walk

- The Groove
- City Walk's Rising Star
- Pat O'Brien's
- Bob Marley, A Tribute to Freedom

Universal's Islands of Adventure

Transportation:

Mears Transportation. Accessible transportation by Client.

Accessible Features are based on both the 2010 ADA Standards for Accessible Design and the 2012 Florida Accessibility Code for Building Construction

- Note: The 2012 Florida has several areas that are more stringent than the 2010 ADA for parking and hotel lodging facilities.
- Not Several of the facilities were built before the 1991 ADA Standard, but should have been brought up to that Standard.
- Consumers expect current ADA Standards.

pg. 1 The comments and observations provided within documents provided by Susan Berry Design, Inc. and/or Disability Smart Solutions (SBD/DSS), are for general information & compliance purposes only. SBD/DSS are not licensed attorneys or architects in the State of Florida. We do not claim to be agents, representatives, or licensees of the DOJ (Department of Justice), ADA (Americans with Disabilities Act) or any other state or government agency. Any information provided is not intended as professional legal advice, nor does it supersede government authority. Susan Berry Design, Inc., Disability Smart Solutions and/or their assignees, do not assume any liability for information contained or omitted within our documentation.

## **Basis for the Report**

The Department of Justice recommendation for their top 4 priorities for Title III (places of public access) regulations:

**Priority 1: Accessible approach and entrance**

- i. Includes site access, parking, accessible paths throughout the property or facility, and entrances

**Priority 2: Access to goods and services**

- ii. Assures that all goods and services are available to all consumers. Includes signage, counter tops, public phones, pools, exercise rooms, braille and auditory signals and other accessible features.

**Priority 3: Access to restrooms and drinking fountains**

**Priority 4: Any other measure necessary**

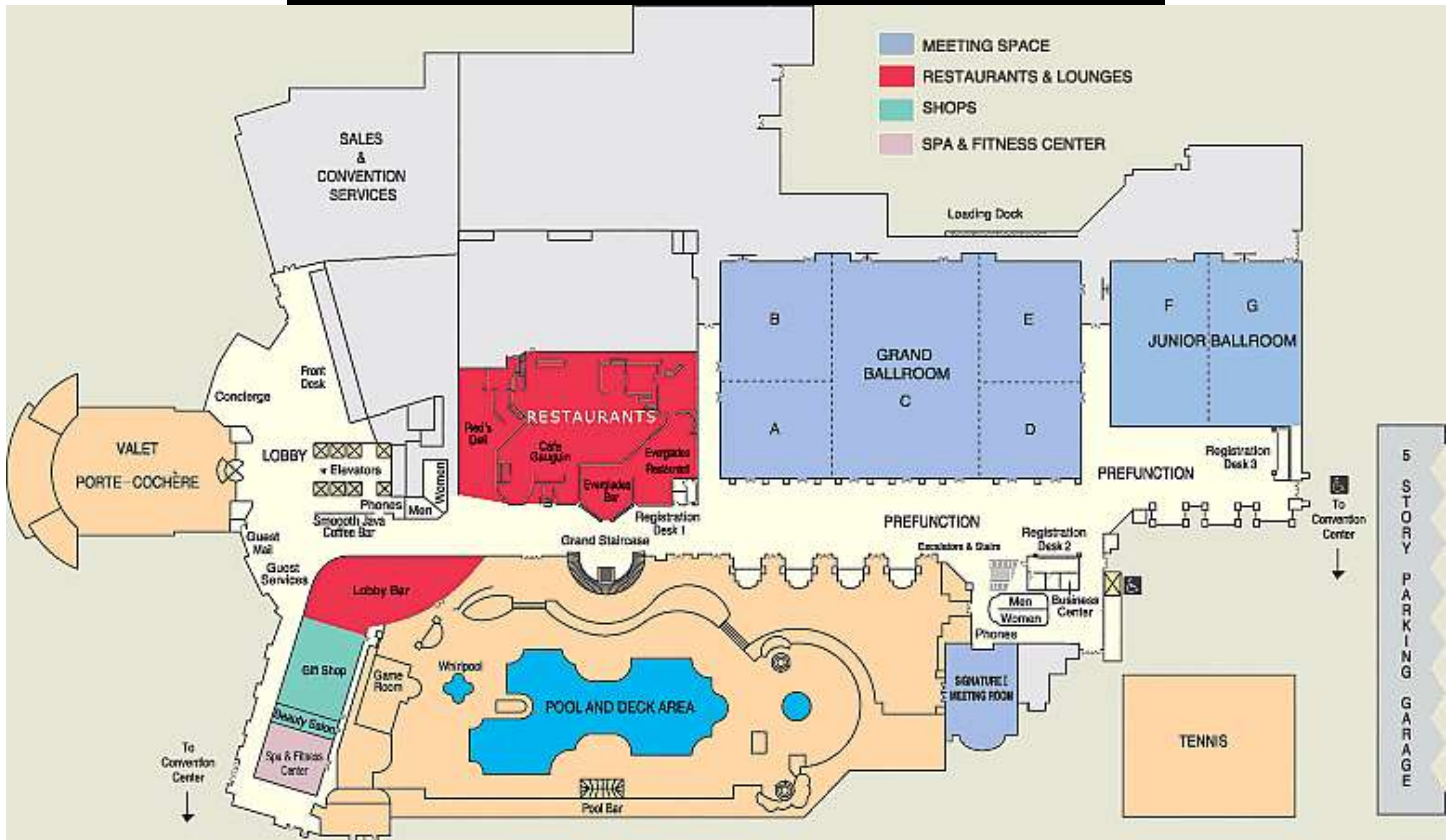
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<b>ITEM</b>	<b>PAGES</b>
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Hyatt Regency Hotel and Conference Center B-Line Diner, Lunch	<i>See individual report, not in this document</i>
<b>Rosen Centre Hotel and Conference Center</b>	
Orange County Convention Center	<i>See individual report, not in this document</i>
Universal City Walk <ul style="list-style-type: none"><li>• The Groove</li><li>• City Walk's Rising Star</li><li>• Pat O'Brien's</li><li>• Bob Marley, A Tribute to Freedom</li></ul> Universal's Islands of Adventure	<i>See individual report, not in this document</i>

**General Facility Concerns include, but are not limited to:**

- Access to goods and services for cross-disability population. Mobility, as well as vision, sound, and sensory.
- Parking
- Drop-off
- Dignified access to all venues
- Accessible paths. Safe and comfortable ease of movement. Smooth surfaces. Accessible ramps and elevators. Easy to understand wayfinding. Emergency egress and areas of refuge.
- Accessible transportation for tours.
- Services
- Information Services and procedures
- Signage and wayfinding
- Customer Service
- Lobby
- Public Amenities
- Restaurants and Shops
- Business Centers
- Vending
- Restrooms and Drinking Fountains
- Communication features and signage
- Supplemental equipment
- Mobility Accessible and Communication Accessible Guest Rooms and Facilities
- Mobility Accessible and Communication Accessible features in all conference, meeting and display spaces.
- Accessible layouts for all function spaces.
  - *Not provided by venue Sales when asked.*
- Accessible stages for all function spaces.
- Accessible performance areas.
- Accessible gathering areas for “Happy Hour” or other “Party” functions.
- Awareness of chemical use, fragrances and ventilation for people with chemical sensitivities.
- Accessible registration areas
- Food functions. Accessibility. Accessible furniture and circulation space. Menu options for food sensitivities. Food and service within reach.
  - *Menus were not reviewed.*
- Accessible concessions.
- Service animal considerations. Relief areas.
- Emergency procedures.
  - *Not reviewed.*

## Rosen Center Hotel and Conference Center



**Access to goods and services for cross-disability population. Mobility, as well as vision, sound, and sensory.**

See below.

I believe the hotel is pre-1991 ADA Standard, so many features DO NOT meet the 2010 ADA Standards.

Overall, the hotel makes an effort to accommodate guests with disabilities.

**Parking**



Complimentary parking for Guests with Disabilities  
78" high garage clearance. **NOT VAN ACCESSIBLE**

**502.5 Vertical Clearance.** Parking spaces for vans and access aisles and vehicular routes serving them shall provide a vertical clearance of **98 inches** (2490 mm) minimum.

There are some accessible surface level parking spaces near the front entry lot and in the back-service lot area.



Accessible aisles, accessible path, signage, and accessible parking spaces **DO NOT** meet 2012 Florida Accessibility Standard. *I did not field measure.*

**Disabled Guests must walk behind other parked cars.**

**No designated accessible path.**

## REAR ENTRANCE AT PARKING GARAGE AND CONFERENCE CENTER

Drop off.

Automatic door opener.



**Painted accessible path leads to a RAISED CURB.**





**FRONT  
ENTRANCE AT  
LOBBY**



Lobby drop off appears to meet ADA Standards.



Valet key drop area counter has a lowered counter for ADA Standard. *Not measured.*



**Pedestrian Access  
Skywalk to OCCC**

**Accessible Skywalk to OCCC**

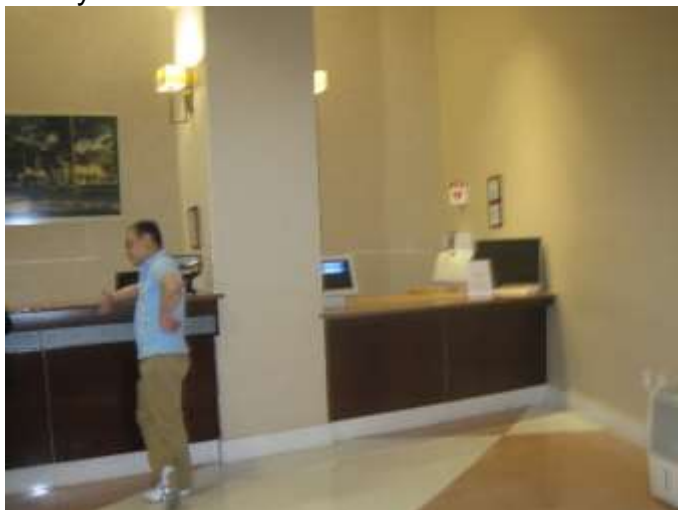


**Dignified access to  
all venues**

Mostly, see comments below

## LOBBY

Lobby front desk has a lowered accessible counter. *Not measured.*



Concierge **DOES NOT** have a lowered accessible counter



Ticket Concierge **DOES NOT** have a lowered accessible counter  
Trash and ATM appear accessible





Guest Business Center in corner is accessible. *Not measured.*



Lobby seating and exit heading towards OCCC



### Lobby Elevators

The elevators appeared to meet ADA Standards

A loose rug in one elevator is an accessible tripping point.



## Lobby Restroom and Drinking Fountains

The drinking fountains I saw were high and low and *looked* accessible.

*Not measured.*

ADA Standard signage



If changing table is in use, it blocks entry and exit to the accessible toilet.

No handle inside stall door.

trash an under the purse/coat hook makes it non-useable.



## Restaurants

### Smooth Java Coffee Bar

Has an accessible counter. *Not measured*



### Sam and Bubbe's Lobby Side Bar & Lounge

**Does NOT have accessible bar seating.**

*I did not review the restaurant.*

Accessible ramp to bar and pool bar door.



### Harry's Pool Side Bar

Does NOT have accessible bar seating.

*I did not review the restaurant.*



### EVERGLADES

The bar DOES NOT have accessible bar seating and all of the bar tables are non-accessible high tops.

The restaurant has accessible seating.

*I did not review the restaurant.*



Café Gauguin has accessible seating options. *I did not review the restaurant.*





### 98 Forty

No accessible bar seating.



### Bansho Sushi

No accessible bar seating.

### Red's Deli

Has lowered counters at check-out and some self-serve items within reach ranges. *Not measured*



### CONFERENCE CENTER

Clear Signage. Raised Letters should be lower per ADA Standards. Braille.

No accessible peepholes in meeting room doors.



Water cooler blocking fire pull access.



The 3 Registration desks look a little higher than 36" high. *Not measured*





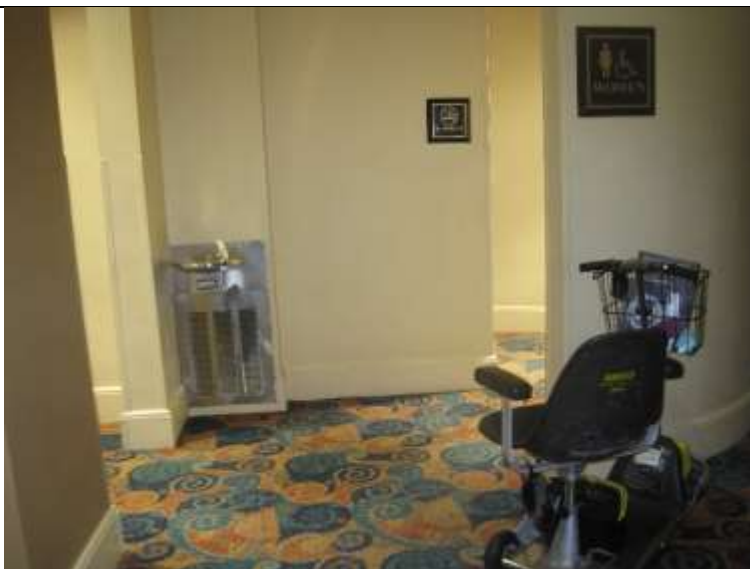
Clear signage and wayfinding for people without visual impairment



We did not observe meeting rooms or ballrooms.

No information on accessible ramps or stairs to raised stage platforms.

## ACCESSIBLE RESTROOM AT CONFERENCE CENTER



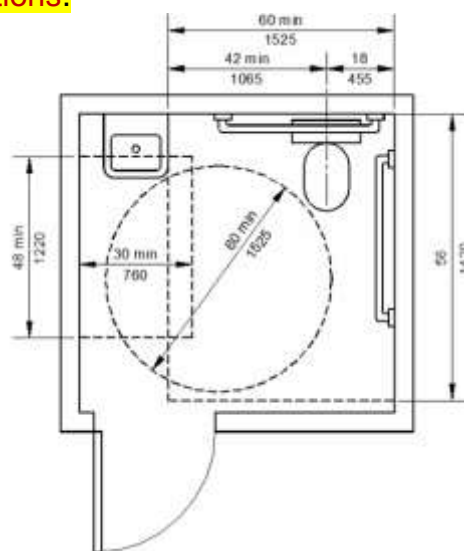
Both drinking fountains appeared to be the same height. Did not measure.

Accessible entry. ADA Standard signage.

Seat dispenser in ADA obstructed reach range Standard.

Sink is very close to toilet. It might be designed for 1991 ADA Standard.

Does not meet current guest expectations.







Trash can impacts clear floor space and access to the door.  
NO door handle on inside. 2010 ADA Standard.



## ACCESSIBLE GUEST ROOM 1011

Mobility Accessible  
Room.  
No doorbell for  
Communication  
Accessible.

I did not review  
room dispersion,  
Florida Special  
Accessible Rooms,  
or room ratios for  
Communication  
Accessible Rooms  
and Mobility  
Accessible Rooms.

Accessible peep hole. Accessible door hardware. Braille and raised room  
identification signage.



NON- Accessible drapery controls



Clear access and approach at doors.

ADA Compliant hardware.  
Latch within ADA forward reach standards.  
Strobe alarms.  
Access to room thermostat



No idea what closed panel is or was.

Clear width access at closet. *Not measured.*

Ironing board, iron and rod and shelf appear compliant. *I did not measure for 48" max. to top of shelf.*



36' clear required at each side of the bed. The closet side of the bed might be a little tighter than 36" in front of the nightstand.

Easy pulls on furniture.

Open frame bed. Comfortable height bed.

Extra outlet at nightstand.



The safe is accessible.

The coffee pot should be on a 34" high counter.

Most guests would believe that the refrigerator is NOT accessible. The door shelves are not accessible.

It does meet the ADA standard of 50% of the refrigerator space between 15" and 48" above the finished floor. I recommend adding a taller refrigerator to the accessible rooms.



If the grab bars are mounted at 34" to 36" high with 12' clear above, there is a very good chance that the towel bar is above the 48" un-obstructed forward reach. It is higher than the 44" obstructed forward reach.

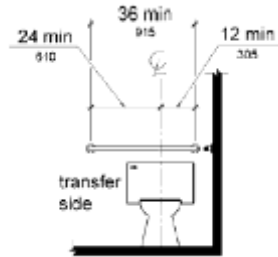
The rear grab bar should extend 24" to the open side from the center of the toilet.

The toilet paper roll is mounted too close to the toilet.

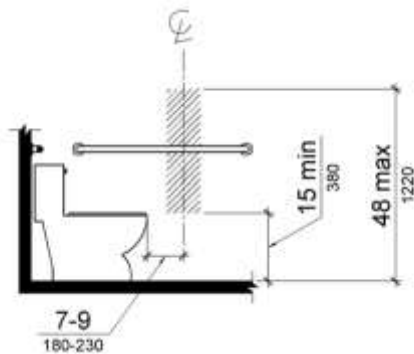
The telephone is located within the 12" of clear space required over the grab bar.



The rear toilet grab bar does not meet the 2010 ADA Standard  
The toilet paper is too close to the toilet.



**Figure 604.5.2 Rear Wall Grab Bar at Water Closets**



**Figure 604.7 Toilet Paper dispenser**

The robe hook is accessible.

The clear width at the sink does not look like 30". Verify. *Not measured*

The uneven floor angled under the sink does not allow for a flat surface for accessible wheelchair approach.

The pipes need to be wrapped.

I *did not measure* the top height of the vanity. It looks close to 34" since it is lower than the grab bar. The clear knee height looks good.

I did not observe an electrical outlet near the sink.





The shower does not meet either the 1991 ADA Standard or the 2010 ADA Standard for a roll in shower.  
I did not measure the shower for 36" width.



Housekeeping needs to leave the adjustable shower head mounted below 48" a.f.f.

The shower hose might be shorter than 59". It doesn't look long enough to reach someone's toes at the other end of the tub.

The shower controls and hand held shower are located on the wrong wall to meet either 2010 ADA Standard or the 1991 ADA Standard

NO PERMANENT SEAT in the accessible roll-in shower. NO SHOWER SEAT IN ROOM. Residential type shower seats MAY NOT be used.

With a permanent shower seat, the existing grab bar needs to be shorter per the Figure 608.3.2. The grab bar should not be above the seat.

Housekeeping needs to leave the adjustable shower head mounted below 48" a.f.f.

608.4 Seats. A folding or non-folding seat shall be provided in transfer type shower compartments. A folding seat shall be provided in roll-in type showers required in transient lodging guest rooms with mobility features complying with 806.2. Seats shall comply with 610.

610.3 Shower Compartment Seats. Where a seat is provided in a standard roll-in shower compartment, it shall be a folding type, shall be installed on the side wall adjacent to the controls, and shall extend from the back wall to a point within 3 inches (75 mm) of the compartment entry. The top of the seat shall be 17 inches (430 mm) minimum and 19 inches (485 mm) maximum above the bathroom finish floor. Seats shall comply with 610.3.1 or 610.3.2.

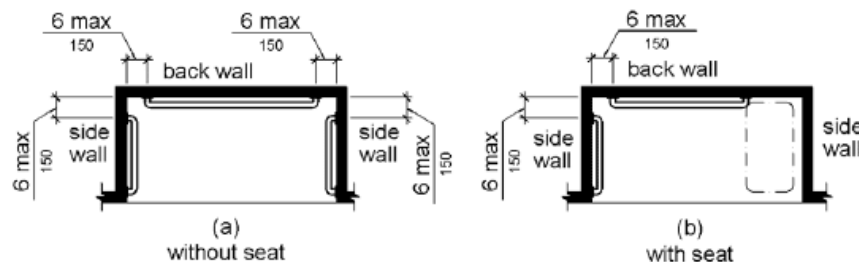


Figure 608.3.2 Grab Bars for Standard Roll-In Type Showers

**Consult an architect for the correct configuration.**

## POOL AREA

I only saw one pool lift.

ADA Standard requires 2 different means of access to a pool larger than 300-foot perimeter.


When the pool is open to guests, access **MUST** be available without assistance.



Accessible ramp to pool deck. I am not sure why there is an uncapped vertical post.

*I did not measure the height of the railing, but it felt short.*



	<p>Accessible doors to pool</p> 
<b>Accessible ramps and elevators.</b>	yes
<b>Accessible layouts for all function spaces.</b>	<i>No printed layouts for function spaces provided. Client may submit for review.</i>
<b>Accessible stages for all function spaces.</b>	not reviewed
<b>Accessible performance areas.</b>	not reviewed
<b>Accessible gathering areas for “Happy Hour” or other “Party” functions</b>	not reviewed
<b>Awareness of chemical use, fragrances and ventilation for people with chemical sensitivities.</b>	None noticed
<b>Food functions. Accessibility. Accessible furniture and circulation space. Menu options for</b>	not reviewed



<b>food sensitivities. Food and service within reach.</b>	
<b>Accessible concessions.</b>	not reviewed
<b>Service animal considerations. Relief areas.</b>	Pet relief area located on side of building. I did not see it located on the website. I did not notice accessible directional signage from the lobby exit or another exit.
<b>Emergency procedures. Emergency egress and areas of refuge.</b>	Not reviewed. I DID NOT see designated Areas of Refuge at upper level stairs.