

# Accessibility and Inclusion Policy & Plan

## Guest Services, LLC

### Lodge at Wakulla Springs State Park

Updated 5/7/18

Following is Guest Services' Accessibility and Inclusion Policy, together with initiatives related to ADA compliance:

#### Guest Service's Accessibility and Inclusion Policy

Building on the core values of equity, respect and accountability, Guest Services strives to provide welcoming and accessible services to the diverse visitors of the Lodge at Wakulla Springs State Park. Our inclusion policy seeks to ensure that our services meet the needs of the Park's visitors regardless of ability, age, race or ethnicity.

Guest Services is committed to meeting and exceeding the requirements of the Americans with Disabilities Act; and Chapter 760, Part I, Florida Statutes, the "Florida Civil Rights Act." Guest Services will not discriminate on the basis of disability or impairment and will not exclude persons with disability or impairment from reasonable access to facilities, Lodge grounds and activities related to Guest Services'-managed activities at Silver Springs State Park.

Guest Services will proactively seek diversity in its workforce that is reflective of the surrounding community and of the visitors to Wakulla Springs State Park.

#### A&I Liaison

Catrina Stith, Guest Services' General Manager at the Lodge at Wakulla Springs State Park, serves as A&I Liaison for Guest Services here. Catrina Stith will work closely and cooperate with Wakulla Springs State Park's A&I Coordinator, as well as Park Manager Amy Conyers, on all issues related to accessibility and inclusion.

Contact Information: Catrina Stith

Telephone \_928-263-7022

Email: wakullagm@guestservices.com

#### A&I Complaints and Issues

Guest Services will immediately report any A&I/ADA-related complaint, claim or lawsuit it may receive to the Park's A&I and the Park Manager.

#### Key Initiatives and Issues Related to A&I

Guest Services will prominently post its A&I policy onsite, as well as on its website, [www.thodgeatwakullasprings.com](http://www.thodgeatwakullasprings.com). Paper copies of the policy will be available to all Guest Services employees at the Lodge at Wakulla Springs, as well as to guests, upon request. Guest Services will also provide accessibility information in its publications.

Retail floor space, lodging and restaurant seating will be maintained to allow wheelchair access. Through property walk downs and routine contact with the Park's A&I Coordinator as well as training provided by Guest Services. Guest Services A&I Liaison will make her familiar with ADA requirements related to Guest Services operation. Guest Services' A&I Liaison will educate and direct others on the Guest Services staff in ADA/A&I matters and issues. This includes required procedures related to the unsolicited collection of comments or complaints related to accessibility, to be certain Guest Services A/I Liaison learns of all such instances.

Guest Services A&I Liaison and Concession Agreement Manager will undergo DEP-required training, including any DEP-provided online or live course when offered, and will be afforded the time to properly meet this responsibility.

Guest Services will have an opportunity to hire its workforce and in that process, will proactively seek to hire according to its Policy Statement with the goal of a diverse associate staff.

Guest services will review its operations at least annually to ensure that they are as accessible as is practicable and at a minimum, compliant with law.

#### Ongoing Initiatives

Guest Services will improve all of its guest lodge rooms, restaurant or soda fountain areas during any scheduled renovations, in part to ensure compliance with ADA.

Guest Services will maintain list of all guests in house with Accessibility limitations

Guest Services will have available TDY phone for hearing impaired