



Accessible Tourism

Date: **Nov/24/2008**

To: **Victoria Conference Centre
720 Douglas St., Victoria
V8W 3M7**

From: **TAVI**

Re: **Accessible Tourism Strategy – accessibility assessment**

Congratulations on participating in the Accessible Tourism Strategy. Together, we are helping British Columbia become a premier travel destination for people with disabilities, seniors and others with accessibility needs.

Your business participated in an accessibility assessment, which collected information on the services you offer for people with mobility, visual or hearing impairments. Your business achieved the following accessibility rating(s):



Partially accessible for people with mobility impairments

Click on the image(s) above to download digital versions of the accessibility icons for use in your marketing materials

You will also receive decals of the above icons in the mail to place on the door or window of your business. Please refer to the [Standards Guide for tips on displaying your icons](#).

Your tourism association(s) will display these icons next to your business listing on its website. The icons can be used in marketing your business to travelers worldwide through publications, websites, visitor centers and other avenues. The icons themselves will serve as a trusted brand of accessibility information to make it easier for people to choose your business when making their travel plans.

Should you require more information on your accessibility rating, your icons or be interested in improving the accessibility of your business, please contact inclusion@2010legaciesnow.com or visit www.accessible-tourism.com.

ACCESSIBILITY ASSESSMENT

Your rating was derived from a list of criteria based on international best practices, Canadian Standards Association and the B.C. Building Code. If there are areas of your

business that can be improved they are listed below. For a complete list of the items assessed, please refer to the [Accessibility Assessment criteria](#)

Public Washrooms

1. There should be at least one grab bar on the wall beside the toilet.

Business Practices

2. Key customer information should also be present in formats accessible for people with hearing impairments (ex. Printed information).
3. Key customer information should also be present in formats accessible for people with visual impairments (ex. Large font, Braille, audio descriptions).
4. Staff should be given training on established emergency plans to ensure they know how to assist people with disabilities in the case of an emergency.
5. There should be flashing alarms in all public areas of the business to alert people with hearing impairments in the case of an emergency.

To learn more about accessible tourism, the assessment process, and what you can do to upgrade the accessibility of your business, contact www.accessible-tourism.com