

2012  
Jurisdictional Scan: Accessibility Policies

**Does your Jurisdiction have policies/guidelines on accommodations for clients with accessibility issues related to Campsite Reservation/Camping Services, not facilities construction?**

JURISDICTION	REPLIED	YES/NO	CONTACT NAME
B.C PARKS	✓	YES	<a href="#">Brian Bawtinheimer</a>

COMMENTS:

We have a Persons With Disabilities Program which provides free camping:  
<http://www.env.gov.bc.ca/bcparks/fees/disability.html>

We also have a Senior's discount for shoulder season camping:  
<http://www.env.gov.bc.ca/bcparks/fees/senior.html>

Both of these are more about financial aid, not special services aimed at improving accessibility.

ALBERTA PARKS	X		
SASKATCHEWAN PARKS	✓	YES	N/A

COMMENTS:

Policy and Guideline # P&SP 2004 20.15

MANITOBA PARKS	X		
ONTARIO PARKS	✓	YES	<a href="#">Bruce van Staalduinen</a>

COMMENTS:

Our Ontario Parks reservation service does accommodate persons with disabilities as required under our Ontarians with Disabilities Act.

For example for our internet reservation website there are tools which can be used to determine if the website meets the standard requirement.

I have provided some of the language from our RFP (2008) below to indicate what we requested from our prospective bidders.:

The system and related support Services (i.e., the call centre) must meet accessibility requirements as outlined in the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11. See:

[http://www.e-laws.gov.on.ca/DBLaws/Source/Statutes/English/2001/S01032\\_e.htm](http://www.e-laws.gov.on.ca/DBLaws/Source/Statutes/English/2001/S01032_e.htm)

### 2.5.3 Accessibility

The Supplier will be required to ensure that the accessibility standards are implemented during the PRRS project. The Supplier will also be required to abide by any changes in Ontario Public Service and Ministry-specific accessibility directives as they arise.

Accessibility requirements are provided in the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11.

### 7.4.19 Accessibility For Ontarians With Disabilities Act (AODA)

The System user interface must comply with the user interface usability requirements as required by the Accessibility for Ontarians with Disabilities Act.

Standard: Compliance with requirements of Act as determined by audits performed by the Ontario Government.

<b>SEPAQ (QUEBEC)</b>	<b>X</b>		
<b>NEWFOUNDLAND &amp; LABRADOR</b>	Inquiring Jurisdiction		<a href="#">Sian French</a>
<b>NOVA SCOTIA</b>	<b>X</b>		
<b>PARKS NEW BRUNSWICK</b>	<b>X</b>		
<b>P.E.I PARKS</b>	<b>X</b>		
<b>GOVERNMENT OF NORTHWEST TERRITORIES</b>	<b>X</b>		
<b>NUNAVUT PARKS</b>	<b>X</b>		
<b>YUKON PARKS</b>	<b>X</b>		
<b>PARKS CANADA</b>	<b>X</b>		
<b>ADDITIONAL RESPONDENTS</b>			
<b>JURISDICTION</b>	<b>REPLIED</b>	<b>YES/NO</b>	<b>CONTACT NAME</b>
<b>WEST VIRGINIA STATE PARKS</b>		YES	<a href="#">Ken Caplinger</a>

**COMMENTS:**

As to campsite reservation accommodations for special needs individuals (I assume we are

talking about the disabled/handicapped) we follow US federal ADA guidelines on a number of sites that must be modified. As to reservations on those, we begin accepting reservations on ALL campsites, modified or otherwise, on February 15 of any given year. We hold the ADA modified sites for a few weeks after that date solely for advance reservation requests from folks who can verify their disability. After that, we do not hold them. They are thrown into the general reservation/rental pool.

**VIRGINIA STATE PARKS**



YES

[Sue Smith](#)

**COMMENTS:**

Virginia do have handicap accessible camping and cabins these are reserved on a first come first served basis and are not kept off line for a handicapped persons sole use.

**NEVADA STATE PARKS**



NO

[Mark Davis](#)

**COMMENTS:**

The Nevada Division of State Parks does not currently have a reservation system. We are currently looking at different reservation systems. Accessibility will be a component of the selection process when/if we move forward with a reservation system. Nonetheless, since we do not have such a system, we cannot respond to that portion of the request.

As it relates to policies to accommodate visitors with special needs, we do not have one. The reason we don't is that the requirements are so dynamic and specific to each individual with special needs. Our park supervisors and staff are aware of the ADA and the need to make reasonable accommodation for those with special needs. They are required to do the best they can to accommodate the needs of each individual as they see the need arise and/or as requests for accommodation are made. If the park supervisors and/or staff are not sure what they can do to make such an accommodation, they contact our division office for guidance.

The Nevada Division of State Parks constructs to accommodate accessibility to the best of our ability, as funds become available. For areas that are not accessible, and cannot be made accessible for whatever reason, and have some historic content such as paleontological or cultural, we put together a video to display the historic elements and describe their history.

I wish we had a better answer for you, but as stated above, accommodation of special needs are specific to the individual. It would be difficult to put a guideline or policy together to cover all areas of special needs or reasonable accommodation.

**KANSAS STATE PARKS**



YES

[Linda Lanterman](#)

**COMMENTS:**

Kansas has the usual fishing docks, ADA campsites, ADA cabins but we also have event that are accessible. For example we will put on a sailing event for those with disabilities or if they want to sail while at the park our Sailing Club will make accommodations. We also have a youth program that encourages sailing with disabilities.

We also allow by special permit request, to allow individuals to use a golf cart or ATV type motorized vehicle in the park to access fishing, restrooms and other amenities. They can't go crazy on these motorized vehicles and they can only carry a licensed adult with them if they

need the help.

We also provide many archery and shooting sports for the disabled. This is not at all locations but many.

If someone needs help, we try to help.

Of course we have trails, restrooms, playgrounds, picnic tables, shelters, laundry facilities etc. We are trying to do more. Once one of our managers was diagnosed with a brain tumor and when that happened we realized how important it was for him to get back out into his park. He has since passed away, but it woke us all up.

**MISSOURI STATE PARKS**



NO - Being developed

[Marian Fleischman](#)

**COMMENTS:**

The guidelines below are being included in a newly developed Request for Proposal for Missouri State Parks' reservation, revenue and sales system that comprises reservations and limited sales made on-line or by telephoning a call center.

- The System shall include Reservation services available at the Call Center through a Telecommunications Device for the Deaf (TDD/TTY) for reserving MSP services and products. At a minimum, the communication line to said TDD/TTY shall be toll free for Customers nationwide and from Canada.
- The Contractor must abide by the Missouri Digital Media Developers (DMD) Website Guidelines, which include the mandatory accessibility information for Section 508 and Chapter 191 compliance for any Website based Systems. Refer to the following Website: <http://www.oa.mo.gov/itsd/cio/standards/ittechnology.htm> (link no longer active)
- Contractor, representing MSP, must adhere to Section 191.863 of the Revised Statutes of Missouri (RSMo) that requires Missouri state agencies to make information technologies accessible to individuals with disabilities. The State of Missouri's Information Technology Accessibility Standards may be found at <http://www.oa.mo.gov/itsd/cio/standards/ittechnology.htm>. (link no longer active)
- The Contractor shall promptly respond to any complaint brought to its attention regarding accessibility of the products provided hereunder that is specified in the Contractor's awarded bid response as compliant products. The Contractor shall resolve such complaints by bringing the product into compliance with the applicable Missouri Information Technology Accessibility Standards at no additional cost to the State and within 30 days of said complaint.
- The Contractor hereby indemnifies and holds harmless the State of Missouri and any Missouri government entity purchasing or using Contractor's products from any claim arising out of the Contractor's failure to comply with the aforementioned requirements of accessibility to individuals with disabilities.

**IOWA STATE PARKS**



YES

[Kevin Szcodronski](#)

**COMMENTS:**

In Iowa, we have a couple camping sites in each state park that are designated as Handicapped Accessible Sites only. They function just like handicapped parking spaces in that our policy is that they can only be occupied by eligible campers. They remain empty if no eligible campers use them. These sites can be reserved via our reservation system. The person when making the reservation must specify their accessibility permit number.

We also have a registration and permit system for physically handicapped park visitors to gain access to specific portions of a state park using ATV, golf carts, or other mobility assistance devices. For example, a person may apply for one of these permits to gain access to a section of woodland to go mushroom hunting.

**FLORIDA STATE PARKS**



NO - No formal guidelines, services exist

[Jerri French/Rockal Brown-Archie](#)

**COMMENTS:**

The Florida Park Service does have accommodation guidelines as it relates to our reservation system and other camping related services.

Text telephone device (TTD) services are available when calling our reservation vendor, Reserve America, and the TDD services are tested periodically by our Reservation Contract Manager. Our ADA accessible campsites are tagged as such in our reservation system and are reserved as last available. If a visitor calls to reserve a specific site that is ADA accessible, the visitor will be informed that the site is an ADA accessible site before confirming the reservation.

When making reservations online, the ADA accessible sites are tagged as such as well. When a visitor attempts to rent an ADA accessible site, there is a message that pops up alerting that the site is ADA accessible, and encourages the visitor to rent a different site if it is not needed for accessibility reasons.

Our parks also reserve 10% of their campsites for emergencies, walk-ins, etc. This reserve is often made up of ADA accessible sites.

Once a camper with a disability arrives, we will go above and beyond to provide reasonable accommodations that are within our ability to provide. Examples of accommodations given may include allowing the visitor to use an Other Power Driven Mobility Device (OPDMD), providing transportation for the visitor from one area of the park to another, extended interpretation services, etc.

We also provide a camping discount to persons with disabilities.

**DELAWARE STATE PARKS**



YES

[Andy Meanor](#)

**COMMENTS:**

Regarding your inquiry into campers with special needs, the State of Delaware offers services for special needs campers to make their reservation process and their stays more convenient.

- The family campgrounds all offer handicapped-friendly sites that are reserved for our handicapped visitors along. The sites are close to ADA compliant bath houses.
- Most cabins and cottages are handicapped accessible.
- The Reservation Call Center not only has a toll-free reservation line, but also offers a separate toll-free TTY service number at 800-639-3911 for those requiring further assistance.

**ARKANSAS STATE PARKS**



YES

[Greg Butts](#)

**COMMENTS:**

Enclosed are a couple of policies addressing accessibility on the subject (note the second cite allows campers who meet disability requirements to use golf carts and ATV's in campgrounds or within specified recreation areas within our state parks):

[http://www.adptfoi.com/Parks/PD3250\\_DOJ%20ADA%20Regulation%20Mobility%20Device\\_FINAL-Signed\\_12.12.11.pdf](http://www.adptfoi.com/Parks/PD3250_DOJ%20ADA%20Regulation%20Mobility%20Device_FINAL-Signed_12.12.11.pdf) (link no longer active)

[http://web.lexisnexis.com/research/retrieve?\\_m=354413885a30bd3aeb18df1257bdd908&docnum=1&fmtstr=FULL&startdoc=1&wchp=dGLzVzk-zSkAl&\\_md5=ccc2362ac396e6dc2452a0a30b804677](http://web.lexisnexis.com/research/retrieve?_m=354413885a30bd3aeb18df1257bdd908&docnum=1&fmtstr=FULL&startdoc=1&wchp=dGLzVzk-zSkAl&_md5=ccc2362ac396e6dc2452a0a30b804677) (link no longer active)

Regarding visitors reserving ADA campsites, we hold them as the last rented and encourage campers to make a request regarding their specific needs by email or phone as noted via the online reservation system or our published information.

**Response Rate (Canadian Respondents): 3/13 for 23%**

**Key Findings:**

- Hard to determine trends in Canada due to missing information from jurisdictions
- Access via ATV/Golf Carts to remote experiences is popular in jurisdictions that responded.
- Many campsites across jurisdictions have designated accessible campsites/services, however these are not always reserved for those with accessibility concerns.
- Accessible sites are often held for a period of time or held until no other sites remain, at which point they are made available to the general public.

**Future Questions to Ask:**

- Is it economically feasible to reserve accessible sites solely for persons with accessibility limitations?
- What does an “accessible” campsite look like? What parts of the camping experience may still be beyond access?

**Resources:**

- [Saskatchewan Environment: Policy and Guideline # P&SP 2004 20.15](#)