

## 7H and Core Hotels Accessibility Guide:

### Core Commitments

- **Diversity:** We celebrate the diverse backgrounds of our guests and team — across race, culture, gender identity, sexual orientation, age, ability, religion, and nationality.
  - **Equity:** We aim to remove systemic barriers and ensure fair treatment and opportunities for all.
  - **Inclusion:** We foster a culture where every individual feels welcomed, respected, and valued.
  - **Accessibility:** We strive to ensure that all guests, regardless of ability, can access our physical spaces, digital platforms, and services.
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### Guest Experience Accessibility

#### Physical Accessibility

- ADA-compliant guest rooms and restrooms
- Step-free entrances, elevators, and ramps
- Tactile/Braille signage and door numbers
- Wide corridors and doorways (min. 32” width)
- Accessible parking and drop-off zones
- Visual fire alarms and vibrating pillows for deaf/hard-of-hearing guests

#### Room Features

- Roll-in showers with grab bars
- Shower chairs and handheld showerheads
- Adjustable-height beds (or low beds upon request)
- Closed-captioned televisions
- Portable hearing kits and visual door knock alerts

#### Front Desk & Concierge

- Staff trained in serving guests with disabilities

- Pen and paper available for non-verbal communication
  - Sign language interpretation upon request (with advance notice)
  - Information materials available in large print and Braille
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### **Digital Accessibility**

- Screen reader compatibility and alt-text for images
  - Keyboard navigation support
  - Clear, readable fonts and high colour contrast
  - Accessibility page on website detailing all available accommodations
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### **Inclusive Guest Services**

- LGBTQ+ inclusive language in marketing and signage
  - Cultural awareness training for all guest-facing staff
  - Multilingual staff or translation services
  - Culturally inclusive dining options (e.g., halal, vegetarian, kosher)
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### **Hiring & Workplace Inclusion**

- Inclusive job postings with accessible language
  - Commitment to hiring people with disabilities and underrepresented backgrounds
  - ADA-compliant staff facilities and flexible shift options
  - Unconscious bias training for hiring managers
  - Employee resource groups (ERGs) for underrepresented staff
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### **Staff Training & Accountability**

- **Annual DEI & accessibility training** for all staff
- Complaint and feedback mechanism for guests and employees
- Regular audits of facilities and practices

- DEI champion or accessibility officer on-site or on call
  - Public commitment to continuous improvement
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### **Emergency Protocols**

- Emergency plans inclusive of persons with disabilities
  - Staff trained in evacuation procedures for mobility, sensory, and cognitive needs
  - Visual, audible, and tactile alerts
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### **Guest Feedback & Transparency**

- Track and publicly share improvements
- Use feedback to guide staff training and operational changes