

## **Guest Services, Inc. ADA/Accessibility Plan**

### GSI's Accessibility and Inclusion Policy

Building on the core values of equity, respect and accountability, Guest Services, Inc. strives to provide welcoming and accessible services to the diverse visitors of Blue Spring State Park and Hontoon Island 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.

GSI 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." GSI will not discriminate on the basis of disability or impairment and will not exclude persons with disability or impairment from reasonable access to facilities, grounds and activities related to GSI managed activities at Blue Spring State Park and Hontoon Island State Park.

Finally, GSI will proactively seek diversity in its workforce that is reflective of the surrounding community and of the visitors to Blue Spring State Park and Hontoon State Park. GSI seeks to reasonably accommodate qualified individuals with a disability as defined by the Americans with Disabilities Act Amendments Act (ADAAA).

### A&I Liaison

Ron Nance, GSI's Area General Manager at Blue Spring State Park and Hontoon Island State Park, serves as A&I Liaison for GSI here. Ron Nance will work closely and cooperate with Blue Spring State Park's A&I Coordinator, as well as Park Manager Dustin Allen and Devin Whitney, Park Manager Hontoon Island State Park on all issues related to accessibility and inclusion.

### Contact Information:

Telephone (407) 821-1349

Email: ron.nance@guestservices.com

### A&I Complaints and Issues

Guest Services, Inc 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, Inc. will prominently post its A&I policy onsite, as well as on its website, [www.website.com](http://www.website.com). Paper copies of the policy will be available to all GSI employees at Blue Spring State Park, Hontoon Island State Park, as well as to guests, upon request. GSI will also provide accessibility information in its publications.

Retail floor space and restaurant seating will be maintained to allow wheelchair access.

Certain activities GSI offers, such as the proposed guided kayak tours, are physical outdoor recreational activities. Guests wishing to participate in these activities must be physically capable of entering the equipment on their own, or with the assistance of their accompanying helpers. GSI encourages guests with special needs to call in advance for any special accommodations that may be possible regarding the use of our rental equipment.

Through property tours and routine contact with the Park's A&I Coordinator as well as training provided by GSI, GSI's A&I Liaison will make himself familiar with ADA requirements related to GSI's operation.

Guest Services, Inc.'s A&I Liaison will educate and direct others on the GSI 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 GSI's A/I Liaison learns of all such instances.

Guest Services, Inc.'s 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, Inc. 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.