

## **Accessibility and Inclusion Policy 2017 at Manatee Springs State Park**

### **Mission**

Anderson's Outdoor Adventures is dedicated to providing reasonable accommodations to ensure our customers and Manatee Springs State Park visitors with disabilities are provided service in compliance with the intent and spirit of the Americans with Disabilities Act and the Florida Americans with Disabilities Accessibility Implementation Act, Sections 553.501-553.514, Fla Stat. (2006), we are committed to provide equal access in a respectful and dignified manner to all visitors.

### **How we help our customers with disabilities at Manatee Springs State Park:**

#### **Persons with hearing impairments and/or speech impairments:**

- Our staff will assist you for rentals, tours, or food ordering by providing a notepad in the event the customer does not read lips or does not have a companion. If the customer uses a synthesized speech device such as an Ipad or Smart phone we welcome you to enter our rental office where the background noise will not impact our ability to hear the device and allow us to serve you effectively.

#### **Persons with vision impairments:**

- Our staff will assist you for rentals, tours, and or food ordering verbally and with descriptive content. In reference to our interpretive boat tours our Captains will use descriptive language in order to help the customer visualize the scenery or scenario. For food ordering our staff will provide samples for tasting and smelling to assist with ordering.

#### **Persons with physical impairments:**

- Our staff will assist customer for rentals, tours, and or food as follows:
  - Rentals – Our staff will assist in the entering and exiting of kayaks and/or canoes as necessary. We do not have any adaptive gear so access to paddling is limited but we will show customers our equipment prior in order for customer to make the decision if it is useable or not.
  - Boat Tours – Our pontoon boat provides a stable platform. Accessibility to the boat is able to accommodate wheel chairs, motorized-aids, and walking aids. Assistance down the incline ramp may be required. The boat itself is not wheel chair accessible but our staff will assist in boarding and disembarking of the customer.
  - Food – our food menus are located just above the ordering window. We do provide a hand held menu for our customers convenience for ordering. Being a take out restaurant our staff will pack the food in containers and provide plastic bags with handles to assist in carrying. We will bring food out to the picnic tables located on the deck as requested.

Again, our goal is to communicate and interact with people who have disabilities to provide them a respectful, professional, and equal experience just as our other customers and park guests receive. If you have any questions and concerns about accessibility please contact us at (352) 493-1699.