



## Accessibility Guide

Shared Commitment – Shared Results

July 27-28, 2009

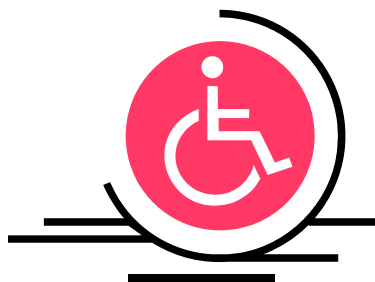
The Westin Gateway, Arlington, VA

Technical Assistance Institute

Administration on Developmental Disabilities

To help facilitate a more accommodating Technical Assistance Institute (TAI) experience, an Accessibility Advisory Team (AAT) developed this comprehensive guide in 2008.

Members of the 2009 TAI Planning Committee reviewed and refreshed the guide to ensure up-to-date information.



## Transportation

From Reagan National Airport (DCA) to the hotel in Arlington there are a number of options for wheelchair transportation.

**Airport Shuttle:** SuperShuttle is a door-to-door service that operates on a shared ride-on demand basis. For information or to book online call 1-800-BLUEVAN or go to [www.supershuttle.com](http://www.supershuttle.com) . Upon arrival proceed to the information desk by the bag claim area and speak with a SuperShuttle representative. After hours, call 1-800-258-3826 and press 1 for dispatch or 2 for reservations.

**Taxi Service:** When you need to take your wheelchair with you, Red Top Wheelchair Accessible Van Service will be there for you. Our vans are equipped with ramps and tie downs for motorized wheelchairs and our Accessible Van drivers are all specially trained. Reservations are available over the phone (703) 522-3333 or via the online reservations system at [www.redtopcab.com](http://www.redtopcab.com) .

**Metrorail:** For customers with disabilities, Metrorail offers an idea way to travel throughout the Washington, DC area. Metrorail stations are easily identifiable from street level – simply look for familiar pylons with station names, rail line colors, elevator locations, and accessible entrances indicated by the International Symbol of Accessibility (ISA). Emergency intercoms are located on every platform, on elevator call buttons and in mini-mezzanines; station managers may not be visible, but have camera view of the area. Station managers and rail station employees have received ADA Customer Service Training and are ready to assist people with disabilities and senior citizens. For more information or to make a travel plan go to [www.wmata.com](http://www.wmata.com) .

From the airport take the **blue line (Largo Town Center)** to the Rosslyn exit. From Rosslyn, transfer to the **orange line (Vienna/Fairfax)** and take the Ballston-MU exit. The elevator to get out of the train level of the metro, to the level where metro card are swiped, is toward the back of the train when you exit at Ballston. From there, take the elevator to the right marked; Elevator to South Side Fairfax Drive. When exiting this elevator take a right and head down N. Fairfax Drive (stay on this). Cross an N. Taylor Street and take a left onto N. Vermont Street. The Westin will be at the end of this street. The distance from the metro to the hotel is a couple of blocks however, if needed taxis are already available outside the metro exits.

From the hotel to get back to the airport take the **orange line (New Carrollton)** to the Rosslyn exit. Transfer to the **blue line (Franconia-Springfield)** and exit at Ronald Reagan Washington National Airport.

**Parking:** Parking at the hotel is valet only and taken care of right at the front door. The parking garage has a ceiling that is high enough to accommodate large accessible vans.

**Metrobus:** The bus is not available from the airport to the hotel. However, access from the hotel to the Metrobus to travel around the area is also a viable alternative for guests with disabilities. All of the busses are wheelchair accessible and equipped with either low-floor ramps or lifts. For more information or to make a travel plan go to [www.wmata.com](http://www.wmata.com)

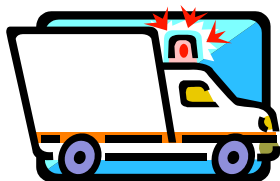
## Food, Fun and Necessities

Within a short distance of the hotel are several restaurants choices. Those in the immediate vicinity include, P.F. Changs, Big Buns Gourmet Grill, Mary's Café', Potbelly's, and Cosi. Pinzimini restaurant and a Starbucks coffee shop are both located in the Westin for added convenience. There will be a complete restaurant list, with directions, included in the TAI check-in information packet.

Ballston Common Mall is located about one block from the hotel. The Mall features a CVS pharmacy, a large food court, five restaurants, various retail stores, movie theaters and a comedy performance club. For more information go to [www.ballston-common.com](http://www.ballston-common.com).

If needed, Medical House LLC is a durable medical equipment supply store located near the Mall at 730 N. Glebe Rd. (703) 527-8516.

There is an ATM at the hotel as well as many ATM's throughout Ballston Mall.



## Emergency

### Evacuation Procedures

The hotel has an evacuation plan in place. The front desk keeps a list of guests in accessible rooms. In case of an emergency, this list is immediately handed to the firefighters upon arrival and they report first to the rooms to check.

Other tips from emergency personnel:

**Stairway evacuation:** Firefighters will call down the elevators and keep them on the main floor as soon as they arrive on scene. Be familiar with the hotel exits and where the stairwell door on

the floor is located. Because of the hotel's smoke handling system, which is designed to pull smoke out of the stairwell, it is actually the safest place to be in an emergency. If the stairwell can be reached, stop and wait on the landing for the emergency personnel. Firefighters will be using the stairs as well so they will see a person using a wheelchair or needing help down the stairs. They have the resources and the personnel to evacuate someone safely and quickly. It is advised that evacuation of wheelchair users should be conducted by trained professionals (i.e. the fire department or other trained emergency responders). Only in situations of extreme danger should untrained people attempt to evacuate wheelchair users. Moving a wheelchair down the stairs is never safe.

**Stay in place:** All the hotel room doors are fire resistant and phone lines or expected to remain in service during most building emergencies. With this approach, the guest may keep in contact with the front desk or emergencies services by dialing 911 and reporting his or her location directly. If the phone lines fail, the individual can signal from the window by waving a cloth or other visible object. Remember, the front desk keeps a list of guests who use accessible rooms. The list is immediately handed over to the firefighters when they arrive and they respond to these rooms first.

## Travel Tips from AAT:

There are green buttons near the doors that look like exit buttons, but they are not. They are used to lock the doors. However, all the doors are properly weighted for ADA compliance and there is usually a doorman ready to open the door for guests.

There are no vending machines at the hotel. Instead, they offer a mini bar loaded with all sorts of drinks and yummy munchies.

**WARNING:** the items in the mini-bar are very expensive and not worth the price. Instead, go to the pharmacy in the mall and stock up!

Keep in mind if a power wheelchair is taken to the airport they have to take it apart to show it. Many chairs never work the same after being taken apart by well meaning airport personnel. The team suggests when traveling use a manual wheelchair.

The automated doors at the mall are a little quick... **watch out!**

Although every corner does have a curd cut, at night be careful because some are not lighted and can be hard to see.

Do not hesitate to contact the concierge if you need anything moved in your room or need assistance of any kind.

There are free wireless laptop hookups in the lobby of the hotel and in Starbucks!