

## **ADA/Accessibility Plan for Topsail Hill Preserve State Park**

Our ADA/Accessibility Plan is designed to comply fully with the Americans with Disabilities Act (ADA) and to create an inclusive environment where all visitors can enjoy the natural beauty and recreational opportunities of the park.

### **1. Compliance with the Americans with Disabilities Act (ADA)**

#### **Review and Compliance:**

- Coldwater Excursions will continuously review our operations, facilities, and programs to ensure full compliance with the ADA. This includes regular assessments of our existing infrastructure and services to identify and address any areas where accessibility improvements are needed.

#### **Accommodations and Program Access:**

- We will provide necessary accommodations and ensure program access to persons with disabilities wherever possible. Specific measures include:
  - **Ramp Access:** Continued access to ramps at the cafe, park store, clubhouse, and other key facilities within the park, including accessible entry points for the tram service.
  - **Accessible Glamping Sites and Bungalows:** Design and maintain glamping sites and bungalows that are fully accessible, including features such as wider doorways, accessible bathrooms, and level pathways.

### **2. Violation of ADA**

#### **Responsibility and Accountability:**

- In the event of any lawsuits or claims regarding ADA violations, Coldwater Excursions will take full responsibility for resolving the issue. If found in violation of the ADA, we will cover all associated legal fees and costs. Our priority will be to rectify the situation promptly and ensure compliance moving forward.

### **3. Accessibility and Inclusion Coordination**

#### **Consultation with A&I Coordinator:**

- Coldwater Excursions will regularly consult with the Department's Accessibility and Inclusion (A&I) Coordinator whenever an ADA-related issue arises. This collaboration will ensure that we are adhering to best practices and making informed decisions regarding accessibility.

### **Designation of A&I Liaison:**

- We have appointed Taylor Elliott as our Accessibility and Inclusion Liaison (A&I Liaison). Taylor will serve as the primary contact for all ADA-related matters and will work closely with the Department to address any accessibility concerns. Contact information for the A&I Liaison is as follows:
  - **Taylor Elliott:** 850-866-9897

## **4. ADA Training and Awareness**

### **Mandatory ADA Training:**

- Coldwater Excursions is committed to ongoing education and training for our staff on ADA compliance and best practices. Our management team will attend the Department's online or in-person ADA training sessions as they become available or are updated.

### **Ongoing Accessibility Education:**

- In addition to formal training, we will provide regular updates and educational resources to staff regarding accessibility and inclusion. This will include updates on any changes to ADA regulations or new accessibility technologies and practices that can be implemented in the park.

## **5. Visitor Feedback and Complaint Resolution**

### **Accessibility Guidelines and Procedures:**

- Coldwater Excursions will strictly follow the accessibility guidelines provided by the Park Manager and the Department. We will work proactively to address any accessibility concerns or complaints raised by visitors.

### **Complaint Handling Process:**

- Visitors with complaints or concerns regarding accessibility can use the established complaint procedure found on the Division's website at [www.FloridaStateParks.org](http://www.FloridaStateParks.org). Coldwater Excursions is committed to resolving any issues to the satisfaction of both the visitor and the Department. Our A&I Liaison, Taylor Elliott, will oversee the resolution process, ensuring timely and effective responses to all complaints.

### **Continuous Improvement through Feedback:**

- We encourage visitors to provide feedback on our accessibility efforts and will use this information to make continuous improvements. By listening to the experiences

of those with disabilities, we aim to create a park environment that is welcoming and accessible to all.

Coldwater Excursions is dedicated to creating an inclusive environment at Topsail Hill Preserve State Park where all visitors can enjoy the natural beauty and recreational opportunities the park has to offer. Through ongoing commitment to accessibility, training, and visitor engagement, we will ensure that our operations align with the highest standards of ADA compliance and inclusivity.