

NOTE: ONLY MEANT FOR PEOPLE NEEDING A GROUND FLOOR UNIT WITH GRAB BARS

Apologies for a long read, but the background may have relevance for anyone new to this process.

We rarely use our time at CH as we mostly have traded into RCI. However, we reserved through SVC in Fall 2017 (when we paid our 2018 dues) for the week of Thanksgiving 2018, October 5-12. We specified a two bedroom Accessible unit since our 92 year old father would be there with us. The person at SVC said he was in Florida so “not sure what they had at CH”, but assured us they “would go out of their way to accommodate our needs”. *(I have these words as exact quotes in my notes from that call.)*

We got an e-confirmation for the correct time period, but did not think to check that it also stated “accessible” ... having been clear about the initial request plus told it was accepted, and not being familiar with the SVC process. That turned out to be a BIG mistake on our part [never ass-u-me].

We called a few times throughout the year, each time mentioning the Accessible request and age 92; we hoped to be able to get a room number, to no avail. We finally learned room numbers are never assigned until the week before a stay, which made sense, and were told to call back around that time.

We did so, but did not know our “Accessible” request was not attached to the reservation, and no one specifically told us that. However, there is a “**Ground Floor Medical**” unit, and that was added to our reservation, along with a note about 92 years old. We were glad for such reassurance, although wondered how an Accessible suite could be other than ground floor, as CH lacks elevators!

We called CH again that week, to ask if we should bring a cookie sheet as we planned to reheat a Longo’s Turkey kit (no problem, in the suite). At that point we inquired *again* about room features, particularly grab bars. That was when we learned we were not slated for an Accessible room – that it was too late, we should have asked for it when we made the reservation.

Believing we had done that, we dug out the original confirmation. That was when we realized it lacked any special notes. We were told 3 Accessible rooms were all booked, and the 4th one was currently out of service. While frustrated, we understood the Front Desk was not being unfair, the genesis of the problem was the reservation made through SVC.

We then asked about the room we were getting. I was told it was on the ground floor -- but *did not* have any grab bars, something our father considers essential to his daily living needs, so we were very worried. However nothing more could be done at that point, so we simply had to wait until checking in to see the situation. We packed a Drive grab bar that we’d used for him elsewhere, with fingers crossed.

The good news is that, there WERE excellent grab bars there, both in the shower and by the toilet in the studio room, as well as grab bars by the main toilet (which also served as a powder room toilet with a sink, having a door separating it from the space for the bathtub and double sinks). It seems the person we spoke to simply did not know; wish that had been otherwise, as it caused us much needless worry.

As it turned out, the “Ground Floor Medical” (GFM) room we had was perfect for our situation. It had a ramp to the doorway without even a single stair. It can fit a walker through doorways, but probably not a regular size wheelchair, thus not eligible to be called “Accessible”. In fact, taking an Accessible room would have been rather a waste, since Dad is not wheelchair bound while others do require that.

DESCRIPTION OF THE UNIT: See photos below re grab bars etc. The unit we had was meant to be used as two bedrooms. There was no lock-off aspect to it, nor did the second bedroom have a microwave. The laundry machines were in a separate room off the entry vestibule, and there were doors to porches off the second bedroom (in the front) and the main living room. Both bedrooms had king beds; there was a queen sleep sofa in the living room and another in the second bedroom. There was a flashlight in

the night table drawer by each bed . The only shower was in the second bedroom bath; it had a toe tester and a handheld apparatus as a height-adjustment option. The main bathroom was set up as a powder room, with a sink and one door to the living room, then another door to the double vanity and spa bathtub (which had a door to the main bedroom). Otherwise, furniture etc. was typical of CH units.

After returning home, we called CH to ask how many GFM rooms exist. The person (Front Desk) could not say, but offered **several helpful and cogent points** for the future. She said to specify the need when making the reservation through SVC, but essentially not to count on it ... they have not always proven reliable in the past. Wait a week, so your reservation will have made its way into the CH system, **then call CH Front Desk** (currently #7). At that time, explain your need and they can be sure it is put into your record. A week or so before your arrival date, **call again** just as a reminder before rooms are assigned. We cannot say if our GFM room is typical of all GFM rooms, so best to double check that for yourself.

Additionally, even if grab bars are not required: if someone has trouble with staircases, let CH know. They have other Ground Floor rooms, with only a few steps, which you can request. And if getting luggage into the unit is a struggle, then simply ask for help at the Front Desk when you check in.

For info shown online: <https://www.extraholidays.com/oro-medonte-ontario/carriage-ridge-resort-and-carriage-hills-resort/rooms/carriage-hills-resort-wheelchair-accessible-two-bedroom> (three photos)

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Grab bars by toilet in bathroom of second bedroom



vanity in bathroom of second bedroom



Shower has 2 grab bars (2nd bedroom bath)



shower seat, safety mat, open entry (2nd bedroom bath)



Grab bars in main bath, aka powder room



ramp leading from sidewalk to front door



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