

**Semi-Structured Interviews Investigating the Need to  
Adjust Current Bed Height Regulations**

**Telephone Survey 2019**

**Conducted for:**

**Florida Building Commission**

**Conducted by:**

**University of Florida Survey Research Center**

**Bureau of Economic and Business Research**

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## Executive Summary

Key informant interviews were conducted with members of the disabled community in order to assess the need to make changes to the Florida Building Code as it relates to bed heights in hotels for travelers with mobility limitations. The interviews were conducted between May 4<sup>th</sup>, 2019 and May 29<sup>th</sup>, 2019. The questionnaire was developed by the UF Survey Research Center and approved by the Florida Building Commission on March 29<sup>th</sup> during a meeting with the Accessibility Technical Advisory Committee. 24 key informant interviews were conducted with members in the disabled community, primarily from members of The Family Café, an organization advocating for needs in the disabled community. Additional participants were recruited via a referral process at the end of the interview. Key takeaways are:

- Beds in public accommodations are too high for members in the disabled community.
- Lower/adjustable beds are difficult to find in hotels.
- Lower beds would be safer and reduce mental stress and improve access to a broad variety of activities for members of this community.

## Method

The University of Florida Survey Research Center (UFSRC) was contacted by members of the Florida Building Commission to explore whether bed heights in public accommodations posed a problem for members of the disabled community, and if so, to look into the nature of those problems. In consultation with members of the Florida Building Commission, it was determined that semi-structured interviews would be the best method for addressing this issue. The UFSRC received institutional review board approval under IRB #201900837 to conduct semi-structured interviews for the project on March 22<sup>nd</sup>, 2019. UFSRC contacted a wide number of organizations that advocate for the disabled community in an effort to gain access to member lists to contact people affected by these issues to participate in a semi-structured interview relating to how the heights of beds in hotels affect the disabled population when traveling. Though many organizations expressed an

initial willingness to help, no organization would allow us direct access to their membership lists. Only one organization, The Family Café, aided our interviewing effort by e-mailing their members on the project's behalf. The UFSRC created an online instrument to help facilitate the scheduling of calls at times and dates most convenient for the respondents. The Family Café sent two e-mails on our behalf on April 10<sup>th</sup> and May 22<sup>nd</sup>, 2019. UFSRC began making calls on May 4<sup>th</sup> and continued through May 29<sup>th</sup>. Due to the challenges the project faced in recruiting qualified respondents, the UFSRC instituted a referral method to augment the respondent pool. At the end of every completed interview, we asked the participant if they knew anybody else affected by these issues. If so, the UFSRC attempted to collect their contact information and conduct the survey with them. Additionally, some participants forwarded the recruitment e-mail they received to other potentially interested persons. Calls were transcribed using [www.rev.com](http://www.rev.com), a reputable vendor UFSRC has used in the past for projects that involved transcriptions. The maximum number of contact attempts made per respondent was limited to six to reduce respondent burden. The average interview took 12 minutes.

## Summary of Themes

Based on our interviews, it is clear that individuals in the disabled community and their caretakers find the heights of beds to be too high when travelling, specifically (though not limited to) people who are shorter than average and people that use wheelchairs. Most respondents do not require the use of a Hoyer Lift or other type of assistive-lift device instead relying on nurses and caretakers to help with transfers into and out of bed. The few respondents we spoke to that did have a Hoyer Lift indicated they do not travel with it. Respondents indicated that they find the heights of beds when traveling to be very much a problem, affecting them and their caregivers in a negative way. Besides the obvious physical burden for caretakers and individuals, they also feel mental distress stemming from feelings of inadequacy and not wanting to be a burden to others. All respondents thought a lower bed height would be beneficial in reducing stress and raising safety and comfort while promoting independence, though finding a lower bed height in most hotels is difficult. Some respondents don't even bother

to ask hotels if there are beds with lower heights: the assumption is that they don't exist. This assumption is borne out in the responses we received with very few respondents reporting hotels being able to accommodate them. Only one respondent said the current standard-- tall bed heights-- is adequate for their needs. Because these individuals assume that hotels will not have beds with lower heights, it doesn't factor into their decision on where to stay. When getting into taller beds, respondents tend to use furniture to help them up. Other improvised accommodations include lining the floor with cushions in case of a fall, and there were reports of using chairs, stools, and ottomans (among other objects) to get into tall beds. Some caretakers will help with shifting weight to help their companion or loved one onto the bed while others have brought blow-up mattresses to use instead of the beds in the room. Typically, individuals and caregivers report feeling angry, uncomfortable, and less independent because the height of the bed was not at an appropriate level for them. One respondent said that sometimes they have to leave their accommodations due to the lack of accessibility. Most respondents, however, don't let the height of beds alter their plans but deal with the discomfort and inconvenience. The elderly and disabled would be the main beneficiaries of a lower- or adjustable bed height standard. It is clear that most beds in public accommodations are currently too tall for those in wheelchairs, making transfers difficult. In conclusion, individuals and caretakers think that an adjustable bed height would be helpful and make a positive difference in their lives.

## Selected Quotes

“Yeah we usually don't use a bed, we bring an inflatable mattress, we put her on the floor because it's easier to go down than it is to go up. And we don't go anywhere... It's disgusting. Nobody wants to be on the floor really. It's, especially in a public place, you don't really know how clean it is or what's been spilled on it or anything. It's like camping and you're paying for it. Might actually be more sanitary to camp because at least she'd be in a tent on the ground. So yeah, it's pretty humiliating.”

“As autism rates and Alzheimer rates and aging population, as these things are growing, there needs to be times for companies to start implementing them. I understand some companies should be allowed to be grandfathered in, or maybe

they're too small to make that accommodation. At least making it code for the large companies raises that bar for people and new construction should definitely be building these kinds of things. It's a reasonable request I think. For equality.”

“One of the greatest challenges when we travel with him is sleeping. Because he can't sleep in a regular bed and we have really worked hard to try to figure out things. Recently he's been with us on a couple of trips and vacations where he's slept in his wheelchair and that was the safest place for him but it certainly wasn't our desire. It is very difficult to find any kind of accommodation. We'd have done better if we had a portable lift. That would've enabled us to lift him out of his chair and he could be accommodated on a floor or special bed but again, needing to have a lift to able to put him back in his chair.”

“I think we were at Disney and they had this sort of old-fashioned theme going on so the beds were higher than normal. I just couldn't get my hip or my leg up to be able to vault myself to the bed itself. So what we had to do was call down to the concierge, and then they brought like a little step stool type thing...Well, it's a little embarrassing, of course, but I thought it was kind of unusual that they would make the beds so high. They said that there was nothing else available. That's the whole style of this particular resort. So it was a little concerning to pay the price for something which was not easily accessible and difficult to get up and down.”

“Well, I'm still fairly mobile and not confined to a wheelchair, so, for me, I would say I've been able to either change hotels or overcome it. For some of my students who are involved in our program, that's really been difficult for them, and there have been times when we've had to say if you can't get up to a higher bed, well, you can't come.”

# Interviewer Guide

## INTRODUCTORY SCRIPT:

Hello, my name is \_\_\_\_\_. I'm calling from the University of Florida.

You received an email from The Family Café in April inviting you to tell us about how the heights of beds affect you or loved ones while traveling. The University is conducting research with the Florida Building Commission to assess and determine the need to adjust the building code by interviewing people affected by current standards.

We are calling you because you completed the online scheduling form when The Family Café e-mailed you. Your input will help inform and shape the commission's ruling

Everything you say will be confidential and will be reported with no identifying information.

There is no compensation for completing the survey, but your answers will help the Florida Building Commission make informed decisions. Your participation is voluntary. There are no right or wrong answers to these questions. You do not have to answer any question you do not wish to answer and you can stop the interview at any time. I want you to know this call will be recorded for quality control purposes and will be transcribed, summarized and aggregated with other participants.

This survey should take 10 to 15 minutes.

(If you have questions about the study, you can contact Perry Leibovitz at 352-392-2908. If you have questions about your rights as a participant, you can call (the University of Florida) IRB#2 at 352-392-0433. )

Issue Area	Stem Question	Follow-up items
General Impression	1. First, I'd like to ask you to tell us a little about yourself and why the height of a bed is an important issue for you relating to mobility.	1b. Anything else?
Hoyer Lift	2. Do you have a Hoyer Lift or other type of assistive-lift device to transfer in and out of beds and chairs?	2a. Do you travel with it? 2b. Is there a specific reason you do not have a Hoyer Lift or other type of assistive-lift device? 2c. Anything else?

Is Bed Height a Problem	3. How much of a problem for you are the heights of beds when traveling?	3a. Can you tell me about a specific example? 3b. How did this affect you/make you feel?
How Helpful	4. How helpful would it be to you if beds in hotels had a lower or adjustable height?	4a. What types of things would you be able to do that you can't do without a lower height? 4b. Overall, please describe how your quality of life would change if bed heights were lower.
Where to stay?	5. When choosing places to stay, do you consider if certain places will have beds with lower height?	5a. How helpful/accommodating are hotels when you ask about beds with a lower height?
Too Tall?	6. What do you do if you the height of the bed is too tall?	6a. Can you give me a specific example? 6b. How did this affect you/make you feel?
Participation in events	7. Are there places or events that you are unable to participate in due to the lack of an accessible bed?	7a. Have you delayed or changed plans because you found out a bed was too tall?
Who would benefit.	8. If hotels in Florida had more beds with a lower height, what types of people would benefit the most?	8a. Why do you think that? 8b. Anything else?
How often are beds accessible	9. When traveling, how often do you encounter a bed height accessible to you?	[IF THEY GIVE VAGUE ANSWER LIKE "A LOT" TRY TO GET A PERCENTAGE OF TIMES.  9a. Do you think this is adequate?
Other	10. Anything else that you would like to share with me?	

Thank you so much for your time and thoughtful comments.

# Interview Transcripts

## Resp 1

Interviewer: Well thank you so much for your input. We have a second one, when traveling was there a time that the height of a bed was an accessibility problem for you or someone you take care of? Would you say yes or no?

Participant: Yes.

Interviewer: I just have to, bare with me [crosstalk 00:12:57] we have to read the preliminary information for this. [crosstalk 00:13:01]

Participant: I do stuff like this all the time for Family Café.

Interviewer: Awesome! So you received and email from the Family Café in April -

Participant: - Yes, I go, this is my eighteenth year I been to it.

Interviewer: Inviting you to tell us how the height of beds affected you or a loved one while traveling, the University is conducting research with the Florida Building Commission to assess and determine the need to adjust the building code by interviewing people affected by current standards. We are calling you because you completed the online scheduling form when the Family Café emailed you. Your input will help inform and shape the commission's ruling. Everything you say will be confidential and will be reported with no identifying information. There is no compensation for completing this survey, but your answer will help the Florida Building Commission make informed decisions. Your participation is voluntary, there are no right or wrong answers to these questions. You do not have to answer any question you do not wish to answer and you can stop the interview at any time. I want you to know that this call will be recorded for quality control purposes and will be transcribed, summarized, and aggregated with other participants. This survey should take ten to fifteen minutes.

So first, I would like to ask you to tell us a little about yourself and why the height of a bed is an important issue for you, relating to mobility.

Participant: My uncle is in a wheelchair and the height of the bed usually in hotels are way too high so it takes a couple people to pick him up to get on top of the bed so it's a very stressful thing.

Interviewer: Anything else?

Participant: Mostly that is a big thing.



Interviewer: Do you have a Hoyer Lift or other type of assisted lift device to transfer in and out of beds and chairs?

Participant: At our house, yes.

Interviewer: Do you travel with it?

Participant: No.

Interviewer: Is there a specific reason you don't travel with it?

Participant: Financial.

Interviewer: Anything else?

Participant: No.

Interviewer: How much of a problem for you are the heights of beds when traveling?

Participant: Very rough.

Interviewer: I know you kind of gave me a specific example earlier but can you just tell me a specific example and how did this effect you/make you feel?

Participant: Yes, actually I get hurt from it sometimes because I'm very tiny, he's bigger than me and my brothers and sisters, all of us, we go around and help him and we have to pick him up and we're small. It's very burdensome and it hurts our bodies in general. It's frustrating to have to pick him up but we love our uncle so we do what we have to do.

Interviewer: Understandable. Can you tell me about a specific example?

Participant: Yes, one time we were going to Disney and the beds - we were going to a convention through Family Café - and he's ready to go to bed at night and he had the wheelchair, and we put it aside and we were lifting him up and the bed was so high up it took four of us to lift him up. He's about 180 pounds and we had to lift him up because he has no feeling from the bottom down, it's dead weight, it's very hard and takes a toll on our bodies. Makes me frustrated a lot.

Interviewer: How helpful would it be to you if beds in hotels had a lower or adjustable height?

Participant: Very beneficial, I believe I would love to have a remote to lower it down so someone could get on and be able to pull it up if you need to go higher or tilt to get out of bed for people that have handicapped problems to get back into the wheelchair and stuff like that, that would be awesome.

Interviewer: What types of things would you be able to do, that you can't do, without a lower height?

Participant: With a lower height it's just bothersome, hurting us physically, just takes a toll on us, but if we had more ergonomic products I think it would be beneficial for everybody.

Interviewer: Overall, please describe how your quality of life would change if bed heights were lower.

Participant: It would be very beneficial and really improve because we would be able to have a less stressful experience when we go anywhere with my uncle. It would be so much easier to go places, lower down he can just get in the wheelchair, we can just scoot him off and be on the bed, it would be awesome.

Interviewer: When choosing places to stay, do consider if certain places will have beds with lower heights?

Participant: No.

Interviewer: How helpful/accommodating are hotels when you ask about beds with a lower height?

Participant: Not accommodating.

Interviewer: What do you do if the height of the bed is too tall?

Participant: We have to lift him up ourselves.

Interviewer: Are there places or events that you are unable to participate in due to the lack of an accessible bed?

Participant: No.

Interviewer: Have you ever delayed or changed plans because you found out a bed was too tall?

Participant: No.

Interviewer: If hotels in Florida had more beds with a lower height, what types of people would benefit the most?

Participant: Any families that have anybody in a wheelchair, mobility issues, that have people that they take care of. It's very hard because when someone has a disability and they're paraplegic or anything its dead weight at the bottom and you have to pick them up and it's very heavy so it would benefit a lot of people.

Interviewer: When traveling, how often do you encounter a bed height that's accessible to you?

Participant: Never

Interviewer: Again, I'm sorry, what percentage would you say?

Participant: About two percent.

Interviewer: Do you think this is adequate?

Participant: No.

Interviewer: Anything else that you would like to share with me?

Participant: That's it.

Interviewer: Thank you so much for your time and thoughtful comments, this will definitely help improve the quality of life, okay?

Participant: Yes.

Interviewer: Thank you for your time, you have a good day.

Participant: You too.

Interviewer: Bye-bye.

### Resp 3

Interviewer: And then so on another topic, when traveling, was there a time that the height of the bed was an accessibility problem for you or someone you take care of? Yes or no?

Participant: Travel is always a problem. It's just, you can't find a facility to use. You have no where to lay them down or ability to get, you know, it becomes a two person event. I mean, literally, in London I was shocked that we went into what they called special needs bathrooms. They were supposed to be only special needs, they weren't for families or anything like that. And they literally had lifts in there that you could use to lift somebody onto the toilet. I was floored. I didn't know how to use them because we don't have anything like that in the US, so that intrigued me.

They had, the London Zoo, literally had a, it was an outside, like a trailer kind of set up, but it had a ramp going up to it. It was a big long room. It had a huge changing table on it that we used and it had the toilet and it had a lift. It had everything. I just think that would be amazing to have places like stadiums, and zoos, and concert halls, and you know, even if they just had one of them that you could find at some point. All of those are challenging things for us.

Interviewer: Mm-hmm (affirmative). Okay. And then so for this topic, we have, when traveling was there a time that the height of the bed was an accessibility problem for you or someone you take care of? Would you say yes or no?

Participant: Oh, the height of the bed? Is that what you said?

Interviewer: Yes.

Participant: Oh, I'm sorry. Yes, yes. That's always a problem.

Interviewer: Oh, okay.

Participant: Those beds are so high. I'm sorry, I didn't catch onto that. We usually, and this is my system now, I take my own little bedside commode for her and I find that to put her on that, I can't really put it real high. Because it's too off balance and it doesn't really work. But then when the beds are super high? And you're trying to get her back up onto the bed? That is really difficult.

I mean, honestly, goodness, even for me sometimes just getting up onto the bed is not the easiest thing. I don't know why hotels want them to be up so high. They are quite high.

Interviewer: Okay.

Participant: I have had problems with [inaudible 00:19:29]

Interviewer: Oh, okay. So, much like the adult changing survey, first I'd like to ask you to tell us a little bit about yourself and why the height of a bed is an important issue for you dealing with mobility?

Participant: Well, I think for me, my back is bad enough at this point that sometimes it's hard to even climb up onto those things, but I'm just trying to think about trying to lift up a 100 pound person and lift them up an extra say 6 inches or four inches or something-

Interviewer: Mm-hmm (affirmative)-

Participant: Is just really, really difficult. I can't, I don't have that kind of a lift. I'm not that tall and just muscle wise, I've literally thrown my back out doing that. So, that happened, actually a month, so not long ago. I didn't have my husband and I tried to lift her and my disc kind of went out of where it was supposed to be. It can happen sometimes.

Interviewer: All right.

Participant: So, yeah, that's hard.

Interviewer: And would there be anything else you'd like to add to that opening statement?

Participant: No.

Interviewer: Okay. Do you have a Hoyer lift or other type of assisted lift device to transfer out of beds and chairs?

Participant: I have a Hoyer lift. I, it is really difficult to use. I need to get a different kind because trying to get the crazy sling underneath of her, and her to control her body the right way, doesn't really work. At least so far, we haven't figured it out. I tried to use it a few times and haven't had much luck.

Interviewer: Okay-

Participant: [crosstalk 00:21:28] We'll probably look at that on Monday. I've got somebody else's used one. I'm not really a fan of the sling one. I like the ones that have the slab on them.

Interviewer: Uh-huh (affirmative). So do you travel with your assisted lift?

Participant: No.

Interviewer: Okay. So how much of a problem for you are the heights of beds when traveling?

Participant: You know, probably one or two, well, maybe a third of the time. I'll just say that.

Interviewer: All right. And would you mind telling me about a specific example?

Participant: No. Pretty much the one where I said I lifted from her toilet to the bed and threw out my disc. That's the best one I can give you.

Interviewer: Okay. [crosstalk 00:22:21] And how did that make you feel or how did that effect you?

Participant: Painful. Pretty much I was in agony for the next three or four hours.

Interviewer: Mm-hmm (affirmative).

Participant: Yeah, that's frustrating and very, you know, really messes up your world.

Interviewer: Okay. So, how helpful would it be to you if beds at hotels had a lower or adjustable height?

Participant: My little noise maker is yelling, so I'm going to walk down the hall. Keep talking, but I'll put you on hold for a sec when I get down there.

Interviewer: Okay.

Participant: Go ahead.

Interviewer: So what types of things would you be able to do that you can't do without a lower height?

Participant: Not get injured.

Interviewer: Mm-hmm (affirmative). Okay.

Participant: Worry less about her falling off of it. That's another thought.

Hang on just a sec. I'm doing an interview about changing-

[crosstalk 00:23:37]

Somebody is doing a [inaudible 00:23:40] thing.

I can't answer questions while you're [inaudible 00:23:46]

Participant: Sorry.

Interviewer: That's okay. You got it? Anything else?

Participant: No.

Participant: Okay. She [inaudible 00:23:55] me. While mom is doing things down the hall with her [inaudible 00:24:00] This is the world we live in.

Okay. I'm back to you now.

Interviewer: All right. So, overall, please describe how your quality of life would change if bed heights were lower?

Participant: I would just basically, probably less physical trauma.

Interviewer: Mm-hmm (affirmative).

Participant: So that would improve, I would think.

Interviewer: Okay. So, when choosing places to stay, do you consider certain places will have beds with a lower height?

Participant: You know I never even thought of that.

Interviewer: Mm-hmm (affirmative).

Participant: This is literally the first time I've had this conversation that I even thought, Gee, I wonder if I can call the hotels and ask them how tall the beds are. I never, ever thought of that.

Usually, we don't have that many choices on where to stay. So-

Interviewer: Okay.

Participant: I guess, it's an interesting way to consider.

Interviewer: And so, what do you do if the height of the bed is too tall?

Participant: Make my husband do all of the lifting.

Interviewer: Okay.

Participant: Pretty much. That's about it.

Interviewer: And so, are there places and events that you are unable to participate in due to the lack of an accessible bed?

Participant: I've never had that. Never considered it, so I guess not really.

Interviewer: Okay. So if hotels in Florida had more beds with a lower height, what types of people would benefit the most? And why do you think that?

Participant: Well, obviously the people who can't get onto them themselves, but that also could be besides the disabled, I think that also could include kids and -

Interviewer: Mm-hmm (affirmative).

Participant: I guess older people. Hard to climb on the high bed when your back hurts. It truly is.

Interviewer: Thank you. So, when traveling, how often do you encounter a bed height accessible to you, and do you think this is adequate?

Participant: I don't think I run into it super frequently.

Interviewer: Mm-hmm (affirmative).

Participant: Maybe 10% of the time I to run into one that seems to be extra tall. Though, for the life of me, I don't know why they want it to be that high.

Interviewer: Mm-hmm (affirmative).

Participant: Or anybody wants them that high.

Interviewer: Oh.

Participant: You know we already answered that, right?

Interviewer: No. I do not.

Participant: He's the best in questions, I know.

Interviewer: So, regarding the topic of bed heights, would there anything else that you would like to share?

Participant: I can't think of anything.

Interviewer: Okay. So then, those are all the questions that I have ma'am.

Participant: Okay.

Interviewer: Thank you so much for taking the time to speak with us. We really appreciate it.

Participant: Sure.

Interviewer: I Hope you have a wonderful day. [crosstalk 00:26:55]

Participant: Thank you, you too.

Interviewer: Thank you. Bye.

Participant: Bye.



## Resp 5

- Interviewer: All right, got through that part. I do have to ask here, when traveling, was there a time where the height of the bed was an accessibility problem for you or someone that you take care of, yes or no?
- Participant: Yes, my grandfather has [inaudible 00:07:57] arthritis and myelopathy so he can't always get up and off the bed, so it has become a problem, yes.
- Interviewer: All right. So you have already told us a little about yourself from the early part of the survey, but for here I'd like to ask you to tell me a little about yourself and as it pertains to the, why the height of a bed is an important issue for you relating to mobility?
- Participant: Well I'm a very short person so I can't really have anything too high up. I also have knee, and back problems myself. I have arthritis so something lower to the ground would be more beneficial to me.
- Interviewer: Do you have a Hoyer Lift or any other type of assisted lift device to transfer in and out of beds or chairs?
- Participant: No, but we do use the scooter for my grandfather, and sometimes occasionally, I've had to use it, as well as my mother due to arthritis issues.
- Interviewer: So, how much of a problem for you, are the heights of beds when traveling?
- Participant: Me, kind of a problem, because they're usually pretty high up and I [inaudible 00:09:01] I'm climbing on and off of the bed so, I've been through quite a bit of hotels that I feel they a little bit more higher than they should be, for safety reasons.
- Interviewer: And if you could, could you tell me a specific example?
- Participant: Well we were in a Hyatt and I'd have to say that it seemed like it was almost four feet of the floor, rather than ground level, it was pretty high up there, you know?
- Interviewer: How helpful would it be to you, if beds in hotels had a lower or adjustable height?
- Participant: Very, very, very helpful.
- Interviewer: What are types of things that you would be able to do, that you can't do without a lower height?
- Participant: Be able to get in and out of a bed more safely. Be able to feel more comfortable, and not feel like I'm going to fall off the bed because there's been a time where I actually had fell off. I had missed my balance, I lost my footing and I actually fell, so yeah. I think it would benefit safety wise if it was lower to the ground.

Interviewer: And jumping off of that, overall, can you describe how your quality of life would change if the bed heights were lowered?

Participant: I would definitely say it would benefit in a better and greater deal. And I'd say from a scale of one to ten I'd give it more of like a nine or ten for me.

Interviewer: When choosing places to stay, do you consider that certain places will have beds with a lower height?

Participant: Yes, I would consider that, and I would hope to see that more in the future.

Interviewer: How helpful or accommodating are hotels when you ask about beds with lower heights, if you do?

Participant: I had been to one or two of them that have had beds at lower heights, so I've actually stayed at one or two of them that have actually had them. Not all of them are that accommodating, but some have been.

Interviewer: And what do you do if a bed is too tall?

Participant: I try to [inaudible 00:10:57], usually on a stool, or a mat that cushions so if I did fall there's cushion down on the ground, if I had to have some cushion for my falling, there wouldn't be an issue of me possibly breaking a bone or something or even my grandfather for that matter.

Interviewer: Mm-hmm (affirmative). And other places or events that you weren't able to participate in, due to lack of accessible beds?

Participant: At this point, no. But I mean I do still try go about and do the things that I usually do. But I really feel that it would be more therapeutic if I did have that option to get a lower bed, or a higher bed or whatever maybe the situation, at the time.

Interviewer: And if hotels in Florida had more beds with lower heights, what type of people do you feel would benefit the most?

Participant: The disabled and the handicapped.

Interviewer: When traveling, how often do you encounter bed height that's actually accessible to you?

Participant: I'd say half of the time, about fifty percent of the time.

Interviewer: And do you feel this is adequate?

Participant: Yes.

Interviewer: Okay. And is there anything else you would like to share with me?

Participant: No, that its.

All right, well [inaudible 00:12:17] thank you very much for your time and help talking to me. I would like to ask though, do you know anybody else who you think we should talk to or that would be interested in sharing their challenges or stories, specifically related to adult changing tables, and or bed heights?

Interviewer: Not at this time, no.

Participant: All right, well those are all the questions I have. Thank you very much again, you have a wonderful day.

Interviewer: Thank you, bye bye.

Participant: Bye.

## Resp 7

Interviewer: And so moving on to the next topic. When traveling was there a time when the height of the bed was an accessibility problem for you or someone you take care of?

Participant: For myself, yes.

Interviewer: And so first I would like you to ask you to tell us a little bit about yourself and why the height of the bed is an important issue for you relating to mobility.

Participant: I use a manual wheelchair and it's mainly for distance but at times I need it right away. It just depends on how I feel in the morning. And I am partially paralyzed and now the new beds, because they are trying to make it easier on the housekeepers, are up higher and they are so much higher than my chair that it's really difficult for me to maneuver. I can generally get down to my chair fairly easily but going back up to the bed gets to be a challenge. Sometimes I don't always have somebody with me so yeah, you have to get creative.

Interviewer: And would there be anything else you would like to add to that opening statement?

Participant: Well, I have been in situations where the regular room is actually better than the handicapped room. I've been through that too.

Interviewer: Do you have a hooyer lift or other type of assistive device to transfer you out of beds and chairs?

Participant: No.

Interviewer: And is there a specific reason you do not have a hooyer lift or other type of assistive lift device?

Participant: Insurance won't cover it.

Interviewer: How much of a problem for you are the heights of beds when traveling?

Participant: It depends on the location. If I can get my chair close to it and it's maybe one or two maybe three inches different, I can just slide over. But if it's more than that, I can't.

Interviewer: So how does effect you or make you feel?

Participant: I get frustrated and I feel that it's been 28 years since the Americans with disabilities act was passed and we still have this issue.

Interviewer: How helpful would it be to you if beds in hotels had lower or adjustable height?

Participant: That would be wonderful.

Interviewer: What types of things would you be able to do that you can't do without a lower height?

Participant: It would be a whole lot easier getting in and out of my chair. I wouldn't need as much help.

Interviewer: Overall, please describe how your quality of life would change if bed heights were lowered.

Participant: It would make it much easier. I would be able to reach the nightstands and transfer to my chair and just be like a normal person.

Interviewer: When choosing places to stay do you consider certain places will have beds with lower heights?

Participant: Yes, I tend to specifically stay at places that I have already been to that I know have lower height.

Interviewer: How helpful or accommodating are hotels when you ask about beds with the lower height?

Participant: Depends on the hotel.

Interviewer: I know you have mentioned this before, what do you do if the height of the bed is too tall?

Participant: What do I do? Well, I get help. That's all I can do. Sometimes if there is enough room I can line my chair if they've got like an ottoman or something, sometimes I can slide on to that and then over. I've done that in some situations.

Interviewer: How does this effect you or make you feel?

Participant: Mainly feel uncomfortable that here we are 28 years since the ADA and sometimes it's getting worse instead of better.

Interviewer: Are there places or events that you are unable to participate in due to a lack of inaccessible bed?

Participant: No. I just make it work. It's all I can do.

Interviewer: Have you delayed or change plans because you found out a bed was too tall?

Participant: Yes. I have actually had to switch hotels after checking into a hotel and discover that the bed was as high as it was. I had one hotel that actually refunded my money because they saw that I had requested a handicap room. Well they put us in a handicap room but they failed to tell me that they raised the bed about 8 inches. And I said 'how can you say this is handicap accessible'. The manager came in and she looked at where the bed was in relation to my chair and she was like I see what the problem is. I can refund your

money. I said okay where am I going to stay and she said we have a contract with the hotel next door so the first hotel had to pay for the second hotel with the \$30 difference. The second hotel was like we have been getting this all day and I said unfortunately you are talking about an 8 inch difference and they were like yeah we have been getting this all the time. The only place they could put me was in an executive suite. That was the only thing they had due to the number of people needing the handicap. I said is that going to cost me more money and they said 'no, the other hotel has to pay for it'. I said 'Okay'. So instead of it being a 3 night stay, like I had paid for, due to the aggravation they gave my fiance and I an additional week free.

Interviewer: Okay

Participant: What turned out to be a 3 night turn out being 10 days. Which we were like 'okay'.

Interviewer: If hotels in Florida had more beds with a lower height, what types of people would benefit the most and why do you think that?

Participant: People with physical disabilities. It would make it easier for them.

Interviewer: When traveling, how often do you encounter that height accessible to you?

Participant: If I stay with hotels that I am familiar with, 95% of the time. If I am going to a hotel that I don't know, I would say maybe 30% of the time.

Interviewer: Do you think this is adequate?

Participant: No. I think we should have lower beds for everybody.

Interviewer: Regarding the subject of bed heights, is there anything else that you would like to share with me?

Participant: I feel that having adjustable beds would solve the problem because I realize not all physically disabled people can use the bed at the same height. I was actually in the suite that I was in had an adjustable bed so my fiance has his bed and I had mine. With the adjustments it was nice because he could make his for what he wanted. Does that make sense?

Interviewer: Yeah.

Participant: That was really cool but I haven't seen that but only one place. We both have two toy chihuahuas who like to be with us. They are both service dogs. The height of the bed does affect them as well because they sleep right with us and if it's too high and they want water they can't get down and get it so we have to put them down and then when they get done we have to pick them back up and put them back with us. So that can wake you up through the night.

Interviewer: One final question. I would just like to ask if you know anybody else that you think we should talk to that would be interested in sharing their challenges and stories specifically related to adult changing tables and our bed heights?

Participant: Not that I am aware of. I do a lot of these surveys, not for the money, I do it to try to help make things better. That's just me. I look at it like this; there may be a problem but guess what? You have got to be part of the solution.

Interviewer: Yeah

Participant: Being in a wheelchair, luckily I can walk some. I am not totally [inaudible 00:23:39] I can do short distance walking. But, you know, somebody who is confined to the chair, I mean I don't know if you guys have talked to [name] and [name]. They are friends of mine in Daytona. He's physically disabled and [name] runs into a lot of the problems that I do especially with hotel heights.

Interviewer: Okay. That would be the end of everything. Those are all of the questions I have ma'am. But I want to thank you so much for your time and talking to us. We really appreciate it.

Participant: No problem

Interviewer: Have a wonderful day.

Participant: You too.

Interviewer: Bye.

## Resp 8

Interviewer: And so, just a follow up question. When traveling was there a time that the height of the bed was an accessibility problem for you or someone you take care of yes or no?

Participant: Yes.

Interviewer: Okay. And so, this would follow around the same format. So, again first I'd like you to tell us a little bit about yourself and why the height of the bed is an important issue for you relating to mobility.

Participant: Well, being of short stature and only being five foot when you have a bed that's right there at you at five foot you have to lift whomever you're wanting to put on that and it makes it very difficult. So, it would be wonderful if there was a step stool of some sort that came down and these beds were no higher than maybe four to four and a half feet tall. I have actually never seen one ever in any place and don't know if there is access to these anywhere in the United States.

Interviewer: And would you like to add anything else to that?

Participant: No.

Interviewer: All right. And do you have a Hoyer lift or other type of assistance lift device to transfer in and out of beds and chairs?

Participant: No.

Interviewer: And how much of a problem for you are the heights of beds when traveling?

Participant: There is no such item in any place I have ever been so that's not applicable.

Interviewer: All right. And how helpful would it be to you if beds in hotels had a lower or adjustable height?

Participant: Oh that would be amazing. That would be amazing.

Interviewer: And what types of things would you be able to do that you can't do without a lower height?

Participant: It would be easier to get off and on the beds and be able to get the people that I care for off and on a lot easier.

Interviewer: And overall please describe how your quality of life would change if bed heights were lower?

Participant: I think that we would travel a lot more, we would go to those places a lot more, and it would definitely be a great convenience.



Interviewer: And so, when choosing places to stay do you consider certain places will have beds with lower height?

Participant: I would hope so yes.

Interviewer: And so, how helpful or accommodating are hotels when you ask about beds with a lower height?

Participant: I have never asked.

Interviewer: And what do you do if the height of the bed is too tall and can you give me a specific example?

Participant: Put a chair over and climb on it.

Interviewer: And so, how does this affect you or make you feel?

Participant: Very angry, uncomfortable.

Interviewer: And are there places or events that you are unable to participate in due to the lack of an accessible bed?

Participant: This is a repetitive question. I'm not going to answer.

Interviewer: All right. And if hotels in Florida had more beds with a lower height what types of people would benefit the most and why do you think that?

Participant: Seniors, and those with handicap and disabilities making it less stressful and easier to accommodate them to get in and out of the bed especially when you have to get up multiple times at night.

Interviewer: And would there be anything else you would like to add to that statement?

Participant: No thanks.

Interviewer: And when traveling how often do you encounter a bed height accessible to you?

Participant: Rarely.

Interviewer: And do you think that this is adequate?

Participant: No.

Interviewer: And so, regarding this topic is there anything else that you would like to share with me?

Participant: No.

Interviewer: And so, thank you very much for your time and help talking to me. And now, I would just like to ask if you know anybody else that you think we should talk to that would be interested in sharing their challenges and stories specifically related to adult changing tables and/or bed heights yes or no?

Participant: No I don't know anyone.

Interviewer: Okay. So, those are all of the questions I have mam but thank you so much for your time.

Participant: Okay thank you bye bye.

Interviewer: Bye.

## Resp 9

Interviewer: We just have a few more questions. When traveling, was there a time that the height of a bed was an accessibility problem for you or someone you take care of? Yes or no?

Participant: Not typically because we're caregivers. We're still fairly young. But, as we get older, that is going to become an issue. I know people that don't have caregivers are going to have issues with bed height no matter what. Based on the fact that they have to transfer, depending on the height of their chair, it's an issue. Because we're caregivers and we're still fairly young, it's not too bad. We've encountered some beds that are a little higher than others. We've encountered beds that are lower than others. Right now, like I said, it's not so much an issue. But, as we get older, those high beds will become an issue for safety for us. The possibility of injuring ourselves while we transfer her to a higher bed or as we lean down real low to get her out of a bed and transfer her to and from a wheelchair.

Like my wife said, just her rolling out of the bed, based on the fact she's a special needs child, there's no way to keep her in the bed if she's really high and she rolls out. Every time we travel we have to go through gyrations to figure out how to keep her in bed. The short answer right now, not a lot of issues in the way of height for us, but other issues like trying to keep her in bed and so forth, for us in particular.

Interviewer: I'd just like to ask if you know anybody else that you think we should talk to that would be interested in sharing their challenges and stories, specifically related to adult changing tables or bed heights. If you don't know any, that's perfectly fine as well.

Participant: My friend that has a special needs child that I went to school with but his child is actually being taken care of full-time by a home. He would be unavailable. The other gentleman I went to school with who has an autistic child but he's high functioning. My wife had some friends but they just recently lost both their special needs kids. So I would have to say no right now.

Interviewer: That's perfectly fine.

Participant: My wife has another friend who has a child that's special needs, but he doesn't travel at all with her. She stays at home. She has caregivers watching her.

Interviewer: Those are all the questions I have sir. I really appreciate your time speaking with us. I hope you have a wonderful day.

Participant: Good luck. Have fun. One of the reasons I answered all your questions is because you're a gator boy, right?

Interviewer: Yes.

Participant: Okay. Both my sisters were gator girls. A bit of fun up there, so enjoy yourself. Are you in the local area or are you up there in Gainesville?

Interviewer: No, I'm in Gainesville.

Participant: Had some fun times there just a couple days ago. I'm up in my fifties now. Enjoy. You guys have fun and good luck with your reports and stuff. This is all gonna be summarized and put together to go to the state? Is that what you're saying?

Interviewer: Yeah. We're reaching out to a bunch of people first, and then everything will be transcribed, and then everything will be summarized. That information, they'll put up with the Florida Building Commission.

Participant: Okay. We appreciate it, but unfortunately, the way this state goes, I have little faith in them. After all the years that we've been going through this, they've treated us, the special needs community in general not us individually, they've treated us poorly. Like I said, the president has shown his true colors in trying to take the money from special needs elderly people and special needs children. We've physically had money taken out of our Medicaid funding for us. To say the least, we have little to no faith. But we can appreciate your dedication and we can appreciate you guys trying to do an in run. If it works, I will applaud you.

Interviewer: Hopefully, it does. Thank you for your time sir.

Participant: No, thank you. Enjoy. Bye.

Interviewer: Bye.

## Resp 10

Participant: Hello.

Interviewer: Yes, hello. So my name is Interviewer. I'm calling from the University of Florida. So just to begin the survey, a powered height adjustable adult changing table is a convenient and safe way for care takers to assist individuals who may be unable to fully care for themselves. For adults who manage mobility limitations or incontinence, they provide a safe, sanitary, and comfortable space for assisted changing. So was there a time that an adult changing table would have been helpful to you or someone you take care of? Yes or no.

Participant: No.

Interviewer: Okay. And when traveling, was there a time that the height of a bed was an accessibility problem for you or someone you take care of? Yes or no.

Participant: Yes.

Interviewer: Okay. So just before we begin, you received an email from the Family Café in April inviting you to tell us about how the heights of beds affect you or loved ones while traveling. The University is conducting research for the Florida Building Commission to assess and determine the need to adjust the building code by interviewing people affected by current standards. So we are calling you because you completed the online scheduling form when the Family Café emailed you. Your info will help inform and shape the Commission's ruling. Everything you say will be confidential and will be recorded with no identifying information. There is no compensation for completing this survey, but your answers will help the Florida Building Commission make informed decisions. Your participation is voluntary. There are no right or wrong answers to these questions. You do not have to answer any questions you do not wish to answer, and you can stop the interview at any time. And I want you to know that this call will be recorded for quality control purposes and will be transcribed, summarized, and aggregated with other participants, and the survey should take about 10 to 15 minutes.

To begin, first I'd like to ask you to tell us a little bit about yourself and why the height of a bed is an important issue for you relating to mobility.

Participant: Okay. My name is [name], and for about a year I was my mother's caretaker. She had lung cancer and a brain tumor, and [inaudible 00:02:17] five or six months. She definitely had a lot of mobility issues on top of mobility issues she already had beforehand.

Interviewer: Mm-hmm (affirmative).

Participant: And any time we would travel, we would either have to stay at friend's houses or have to bring step stools and stuff with us when traveling if we were going to stay in hotels, because the beds would always be too high for her to get into and climb out of safely.

Interviewer: Okay. And then would there be anything else you'd like to add to that statement?

Participant: Not really.

Interviewer: Okay.

And so do you have a Hoyer Lift or other type of assisted lift device to transfer in and out of beds and chairs?

Participant: No. Thankfully, even though [inaudible 00:03:02] we never really had to use a Hoyer lift or any other kind of device like that. She was usually able to climb out of things with the help of either me or a nurse.

Interviewer: Okay. And so how much of a problem for you are the heights of beds when traveling.

Participant: A massive problem. So, like I said, my mom had mobility issues even before she got sick, and afterwards things definitely went down hill, and very quickly. She already wasn't a very tall person, so climbing in and out of beds was already a little bit of an issue, but it would be completely unsafe if there wasn't someone there helping her. And it was one of those things where, being a bit older, she wasn't very comfortable with having other people help her. So it's not only a safety issue, but it's also an issue where she wanted to be independent. I think that definitely would have helped had the beds been even five or six inches lower.

Interviewer: Mm.

And so can you tell me about a specific example, if you have one?

Participant: Sure. Actually, I'm going to say shortly after my graduation in June-ish, we went traveling. We were going to visit my aunt down in Texas, and instead of being at my aunts place like we usually would, we had to stay at a hotel. But unfortunately, because the beds were so high, she had issues getting in and out of it. We knew that it wasn't always going to be someone there with her, and we didn't want to take the chance, so we had to end up canceling reservations and going to stay with my aunt, because we knew that at least there, she would be able to get in and out of bed comfortably and safely.

Interviewer: Okay.

And so then how did this affect you or make you feel?

Participant: Overall, I don't think it really affected me. It was just one of those things where, like, sometimes things suck, and there's nothing we could have done about it right then. Like, you couldn't lower the beds yourself or anything like that. And even traveling with the step stool, we still wanted to make sure that my mom could do it safely. If anything, it definitely made me feel... I don't know the best way to put it. It hurt my feelings a bit because I saw how upset my mom was, and how unhappy she was. We had to change

reservations and lose money because she wasn't able to do something, and it's not like it's her fault. She couldn't help being sick.

Interviewer: Mm-hmm (affirmative).

Participant: But, it's just something small as that, like seeing how someone who was so independent all of her life now really having to have help, and not being able to do something. Not being able to something [inaudible 00:05:35] just got to a hotel and the spend the night there, spend a few nights there. She wasn't able to do that because she wouldn't be able to safely move around.

Interviewer: And so, how helpful would it be to you if beds in hotels had a lower or adjustable height.

Participant: Extremely. Oh my gosh, that would have made a huge difference. And even for myself, like, some hotels, I'm not that tall of a person, but there have been hotels where even I have had to struggle to getting into beds that are that tall. But if they were shorter, that would have helped so much. She would have been able to get in comfortably, get in safely, and would have been able to have that kind of, not only that kind of independence, but I think that would have been a really great morale boost, you know.

Interviewer: And, just to elaborate more on that, overall how do you think her or your quality of life would have changed if the bed heights were lower or adjustable?

Participant: It would definitely have changed. It would have made things a lot better and a lot easier. And, like, even outside of my family, knowing other people who are caregivers and who have been cared for, a lot of times, it's not just the safety thing, which is the biggest thing. We want to make sure that everyone is safe and can be comfortable. No one wants to have to ask, "Hey, do you guys have rooms with lower beds?" Or, you know, have to ask, if you're staying alone or something, no one wants to have to ask, "Hey, can you guys help me?" It would just make things so much easier, and so much calmer. Things would be a lot less stressful. Yeah.

Interviewer: And so when choosing places to stay, do you consider certain places that will have beds with lower heights?

Participant: Yes. Actually, after that incident earlier that I mentioned, we did stop looking at hotels. It wasn't even worth it at that point. We would either stay at a friend's house, or get an Air BNB.

Interviewer: And so when you said, stay at hotels, how helpful or accommodating were they when you asked about beds with a lower height, if you did ask?

Participant: They were helpful as much as they could be.

Interviewer: Mm-hmm (affirmative).

Participant: Most hotels don't have lower beds, and the ones that have something that's a bit lower, they would have been too low. I mean, they were polite about it, but there was really nothing they could have done.

Interviewer: And so, you've kind of answered this before, but just to go over it, what do you do if the height of the bed is too tall?

Hello?

Participant: Can you hear me?

Interviewer: Yeah, I can hear you now.

Yeah, so, I know you said this a bit before, but it's asking, what do you do if the height is too tall?

Participant: If it's too tall and we definitely couldn't work around it, we would just leave. Which, 99% of the times we would just leave and go, if we had a friend who lived in the city, or lived near where we were visiting, stay with them. Or we'd find an Air BNB.

Interviewer: Mm-hmm (affirmative). Okay.

And so, are there places or events that you're unable to participate in due to the lack of an accessible bed?

Participant: Absolutely. We knew that we could only travel to places where we knew people, where we could stay there and be comfortable. So it's like traveling long distances, or even something as small as going to Miami for a weekend. The fear is that we won't be able to find a place that's going to be able to accommodate her, or would be able to accommodate her. And it's just, like, as small as it seems, it's a big hassle.

Like having to call, having to call a hotel and ask, "Hey, are your beds really high?" It shouldn't be that big of a deal, but it's kind of weird, and it's one of those things where it's not necessary to deal with. If the beds were at, like the same height, at a little lower height or even adjustable, that would be perfect.

It's one of those things where, like I said, it's not a big deal, but it's just that one extra thing that people have to do on top of all the other things we have to do as caregivers and as disabled people to make sure everyone can be safe and everyone can be comfortable. It's another thing that makes us feel like outsiders, when we're all a part of the same society.

Interviewer: Mm-hmm (affirmative).

And so I know you mentioned traveling. So have you ever delayed or changed plans because you found out a bed was too tall?



Participant: Not really. I mean, plans haven't really been delayed. We've had to cancel some plans.

Interviewer: Mm-hmm (affirmative).

Participant: So, it might be an issue of, either we find the hotel and it's a great hotel but the bed is too high, and then we can't stay there because my mom couldn't get into bed safely. So we try to find Air BNB, and sometimes we wouldn't be able to find an Air BNB. And if we're traveling in Florida and everything, Florida's not that big of a state, you can easily drive home most nights.

Interviewer: Mm-hmm (affirmative).

Participant: But it's like, it's an unnecessary difficult thing to do. But we've never really delayed them, we've only canceled them. So I guess that would be the change.

Interviewer: Okay.

And so, if hotels in Florida had more beds with a lower height, what types of people would benefit the most? And why do you think that?

Participant: I think everyone would benefit, for the most part. So, like, disabled people obviously, because it makes transferring a lot easier. So just transferring out of a wheelchair, for instance. Wheelchairs aren't that height. It's so much easier to transfer someone into a lower place, than a higher place. There's so many risks that are involved in transferring someone upward.

Interviewer: Mm-hmm (affirmative).

Participant: Especially if it's something that is going to be really soft, like a bed. I think anyone who might be really short. At 5'3", like at sometimes, like I said, I even have issues getting into bed because the beds are so high up. I don't know, I can't think of anyone who wouldn't benefit from it. It's such a small thing, but it really helps.

Interviewer: Yeah.

And would there be anything else you'd like add to that statement?

Participant: No, I mean, I guess I just say I really hope that this happens because, again, like, as small as it does seem, it's just that one extra stone on the camel's back with like, you get tired. You get tired of seeing the person that you're helping and that you really care for and you love, you get tired of seeing them get defeated because it's this one tiny thing that they can't do that everyone else seems to be able to do. And it's such a tiny, like a very minute adjustment that benefits everyone.

Interviewer: And so, when traveling, how often do you encounter a bed height accessible to you.

Participant: In a hotel, never.

Interviewer: And so, do you think this is adequate?

Participant: Absolutely not. It is not adequate at all.

Interviewer: And so, regarding this topic, just in general, is there anything else you'd like to add?

Participant: I mean, the topic of bed height adjustments, or adjustments that can be made in building codes to help people?

Interviewer: It could be anything at all at this point.

Participant: Okay. So, regarding bed heights, like I said, I really hope this happens, because it's a tiny thing that makes a massive difference. And like you mentioned earlier, it's nothing that applies to me or my family, but it's something that is important with changing tables and them being reinforced and adjustable. Like I said, [inaudible 00:13:49] we don't think about, but there are so many families, so many people, who this would be life-changing for them in such great way. I think of how ramps weren't a standardized thing with buildings and building codes, and it's like, now people who have been pushed out of society can be part of a society that they rightfully belong to be in.

Interviewer: Mm-hmm (affirmative).

Participant: So, I look forward to if the building codes change.

Interviewer: Okay.

And so, just a final question. I would just like to ask if you know anybody else that you think we should talk to that would be interested in sharing their challenges and stories, specifically related to adult changing tables and/or bed heights? I mean, it's fine if you don't know anyone.

Participant: Unfortunately, not anyone who would be in the State of Florida.

Interviewer: Mm-hmm (affirmative). Okay, that's perfectly fine. So those are all the questions I have. Thank you so much for sharing your opinions on this and your experiences, and I hope you have a wonderful day, ma'am.

Participant: All right, you do the same.

Interviewer: Mm-hmm (affirmative). Bye.

## Resp 12

Interviewer: Now, we'll move to the next one. When traveling, was there a time that the height of a bed was an accessibility problem for you or someone you take care of, yes or no?

Participant: Yes.

Interviewer: Okay, so now we would lead into... Bare with me because it's very similar. We just have to read the introductory part of this survey. It's very similar to the last one just with some nuances.

Participant: Sure.

Interviewer: You received an email from the Family Café in April inviting you to tell us how the heights of beds affect you or loved ones while traveling. The university is conducting research with the Florida Building Commission to assess and determine the need to adjust the building code by interviewing people affected by current standards. We're calling you because you completed the online scheduling form when the Family Café emailed you. Your input will help inform and shape the commission's ruling. Everything you say will be confidential and will be reported with no identifying information.

Again, there's no compensation for completing the survey, but your answers will help the Florida Building Commission make informed decisions. Your participation is voluntary. There are no right or wrong answers to these questions. You do not have to answer any question you do not wish to answer, and you can stop the interview at any time. I want you to know this call will be recorded for quality control purposes and will be transcribed, summarized, and aggregated with other participants. This survey should take 10 to 15 minutes.

Participant: Okay.

Interviewer: Okay. First, I'd like to ask you to tell us a little bit about yourself and why the height of a bed is an important issue for you relating to your mobility.

Participant: Okay. I have a bad back and a hip injury from when I served in the military, and if a bed or a toilet is too low, it makes it really difficult for me to get up out of that area. We've experienced that a couple of times at different hotels.

Interviewer: Okay, anything else?

Participant: No.

Interviewer: Do you have a Hoyer lift or other type of assistive life device to transfer in and out of beds and chairs?

Participant: Yes.

Interviewer: Do you travel with it?

Participant: No, it's too big.

Interviewer: Okay. How much of a problem for you are the height of beds when traveling?

Participant: It's a low number. I'd probably say maybe 30%.

Interviewer: Can you tell me about a specific example?

Participant: It was one of the times when we were traveling back here from Washington. We had to stay at a hotel and the bed... It just was an old hotel, I guess, and the bed was really low. If my husband wasn't there to help me, I wouldn't be able to get out. I can't get out of low things. I can't get out of low cars.

Interviewer: How did this affect you or make you feel?

Participant: It makes me feel old, and I'm not old.

Interviewer: How helpful would it be to you if beds in hotels had a lower or adjustable height?

Participant: It would be a huge help. Not just for me.

Interviewer: Okay. Okay. Okay, so these are how the questions are worded. I understand that you kind of explained your issue with the bed heights, but just answer it the best you can. So what types of things would you be able to do that you can't do without a lower height?

Participant: That's kind of difficult. I'm not real sure how to answer that. It's more of a I can't have beds too low because it just leaves me in a lot of pain. If I'm in a lot of pain, I can't do my day so I wouldn't be able to go to work without taking a bunch of pills. I wouldn't be able to go enjoy the day whether it be at a theme park or have lunch with friends or go to the movies because I would be in so much pain. I can't sit still. I can't do anything, really.

Interviewer: Okay. When choosing places to stay... Again, I'm very sorry. The way the questions are worded, it's as if they're looking at lower height being advantageous, but just, like I said, answer it to your specific case. When choosing-

Participant: Oh, okay. If we're talking lower beds, I would need a lower bed for my son because, then, he can help me get himself out of bed. He can't get out of a high bed. I need a high bed for me. So in our house, my husband and I's, our bed is high enough that I can get in and out without assistance. My son's bed, it's a hospital bed, basically, so it goes up and down. So if I need to bring him up, so I could change him, then I have him at my waist height that I need in order to change him. Then when it's time for him to go to sleep or for him to help transition out of his bed into his wheelchair or if he just wants to get out

of bed and play on the floor, a lower setting is best for him because he can get in and out.

Interviewer: Okay. When choosing places to stay, do you consider if certain places will have beds with lower height?

Participant: No, I don't.

Interviewer: How helpful or accommodating are hotels when you ask about beds and lower heights?

Participant: Honestly, I've never asked because I've never thought about it.

Interviewer: Okay. What do you do if the height of the bed is too tall?

Participant: Oh, God. I haven't had that happen, and I hope I never do. That would really be a problem with my son. It can't be too tall with my son. I won't be able to get him in the bed.

Interviewer: Okay. Are there places or events you were unable to participate in due to the lack of an accessible bed?

Participant: No.

Interviewer: Okay. Have you delayed or changed plans because you found out a bed was too tall?

Participant: No.

Interviewer: Okay. If hotels in Florida had more beds with a lower height, what types of people would benefit the most?

Participant: People like my son who can help transition in and out of bed and being in a higher level would be dangerous for them.

Interviewer: Okay. Anything else?

Participant: No.

Interviewer: Okay. Again, I know you kind of answered this, but just to clarify, when traveling, how often do you encounter a bed height accessible to you?

Participant: That's a hard question for me. I'm sorry.

Interviewer: It's okay.

Participant: I wouldn't know how to answer that. I don't really consider it.

Interviewer: Okay. Okay. Is there anything else you'd like to share with me?

Participant: No, not as far as beds.

Interviewer: Okay. Well, thank you very much for your time and help talking to me. I would like to ask you if you know anybody else that you think we should talk to that would be interested in sharing their challenges and stories specifically related to adult changing tables and or bed heights, would you say yes or no?

Participant: I actually do know someone. I actually, probably, know a couple of people. I run a cerebral palsy page of Central Florida, and there's quite a few moms on there. One of the moms that I talk to all the time, she has a 24-year-old son who's in a wheelchair with cerebral palsy, and she faces the same issues I do with the bathroom. The only problem is, is that she's hard of hearing and she has hearing aids, so if you called I don't know she'd... When she talks to me on the phone, it's usually we plan it so that she could be somewhere she could hear me. Does that make sense?

Interviewer: Yeah, so who are the two... You said there's two?

Participant: There's a couple. I have to look their names up on my Facebook. Have you emailed me already once?

Interviewer: I can jot down your email. What's that email?

Participant: My email is [email address], [email address], and then I'll get the names for you and forward you their names. I'll see if I can get their emails for you too. My friend, [name], I'll ask her if it's okay to give you her number, and I'll email you her phone number.

Interviewer: Okay. I just put that you do know two people, that we can email you at the [email address], and you will get their information and email us. Okay.

Participant: Yeah.

Interviewer: Okay. Well, those are all the questions that I have. Thank you very much for your time and help. I hope you have a wonderful rest of your night, okay?

Participant: Thanks, you too. Bye-bye.

Interviewer: Thank you, bye-bye.

## Resp 13

Interviewer: When traveling, was there a time that the height of a bed was an accessibility problem for you or someone you take-

Participant: Yes.

Interviewer: ... care of, yes or no? Okay.

Participant: Yes. Yes, definitely.

Interviewer: Okay. This one takes 10 to 15 minutes as well. First, I'd like you to tell us a little about yourself and why the height of a bed is an important issue for you relating to your mobility.

Participant: Okay. I'm 4'5". I'm four foot five inches tall, and every time that I have to go and ... I was born with a dislocated hip also and I just, a few years ago, had surgery on it, and that makes it even harder because, when I go to get on a high bed, my husband has to help me onto the bed because I can't get in it by myself, or take a stool in order to push myself up on the bed. And every time we ask for a handicapped accessible to get onto the bed, they're already filled up.

Interviewer: Okay. Anything else?

Participant: Also, the bathtubs, same way. I cannot get into the bathtub because they ... and then, again, when we ask for an accessible one, of course, they're already filled up by the time we get there.

Interviewer: Okay. Anything else?

Participant: I like the walk-in showers and stuff like that.

Interviewer: Okay. Anything else?

Participant: That's it.

Interviewer: Okay. Do you have a Hoyer lift or other type of assistive lift device to transfer in and out of beds and chairs?

Participant: No, no.

Interviewer: Is there a specific reason you do not have a Hoyer lift or other type of assistive lift device?

Participant: I walk and everything, so I walk. It's just hard for me to get on beds.

Interviewer: Okay. How much of a problem, for you, are the heights of beds when traveling?

Participant: It's a very big problem because then, afterwards, my back is killing me because I'm trying to get on the bed, and I have no way of getting on it without trying to bring a stool, which sometimes that don't work either.

Interviewer: Can you tell me about a specific example?

Participant: Yeah. Because, a lot of times, when we have the beds in there, the floor ... or, if they are carpeted, the stool will slide and, if they're just one of those little tiny footstools, and most times, it'll just slide against the floor, so I have to make sure I could prop it against something in order to get onto the stool to get onto the bed.

Interviewer: Okay. How did this affect you or make you feel?

Participant: Huh?

Interviewer: How did this affect you or make you feel?

Participant: It makes me feel terrible because I don't like to have to try to depend on somebody to try to get me into the bed. No, I'm very dependent on myself. I'm very independent, I mean, no, and that takes away, I feel, my independence [crosstalk 00:15:18]-

Interviewer: I'm sorry. I didn't mean to cut you off.

Participant: Because I like being able to get in and out of bed by myself. I also have trouble, when traveling, even just getting in a van unless I have a lift or something, and sometimes that's not available, and so it is very hard.

Interviewer: Okay. How helpful would it be to you if beds in hotels had a lower or adjustable height?

Participant: A lot more helpful. I would be able to get in and out of bed by myself and wouldn't have to depend on somebody to help me get up into the bed.

Interviewer: Okay. When choosing places to stay, do you consider if certain places will have beds with lower height?

Participant: Usually, the places we do stay, like when we go to the café and that, they use places that they have accessibility, accessible beds and stuff, but they're filled up by the time we get there, and they don't have, even when we call and say we need an accessible, by the time we get there, they're filled up already. There's no in-between there, and then it's like I'm in there, I go in there, and I go, "Oh, gosh, I can't up on the bed now because they didn't give us an accessible bed." There's only so many rooms that will hold people that have to have the wheelchair things and then all like that.

Interviewer: How helpful or accommodating are hotels when you ask about beds with a lower height?

Participant: They're not that helpful if they don't have them.



Interviewer: What do you do if the height of a bed is too tall?

Participant: Then I have to use a stool, have my husband try to help me get up on the bed.

Interviewer: Okay. And, again, how does this affect you or make you feel?

Participant: Huh?

Interviewer: How does this affect you or make you feel?

Participant: It makes me feel uncomfortable. I like to try to do things on my own. It takes away my dependence-

Interviewer: Are there places-

Participant: ... or my independence. Huh?

Interviewer: Are there places or events that you are unable to participate in due to the lack of an accessible bed?

Participant: No, I usually go ahead and try to travel with my husband to like the Family Café and the Florida [inaudible 00:18:05] conferences and stuff like that, but there are times when I'm just thinking about, well, do I really want to go or not because, like I said, half the time, they're not accessible.

Interviewer: Have you delayed or changed plans because you found out a bed was too tall?

Participant: No, I don't usually find out til I get there.

Interviewer: Okay. If hotels in Florida had more beds with lower height, what types of people would benefit the most?

Participant: Those of us that are short could travel and we could go to the hotels better without being worried about the bed's going to be too high.

Interviewer: When traveling, how often do you encounter a bed height accessible to you?

Participant: What? I'm sorry. What?

Interviewer: When traveling, how often do you encounter a bed height accessible to you?

Participant: Not that often.

Interviewer: What percent of the time, would you say?

Participant: About maybe 2%.

Interviewer: Okay. Anything else you would like to share with me?

Participant: No, that's it.

Interviewer: Okay. Well, thank you very much for your time and help in talking to me, and I would like to ask you if you know anybody else that you think we should talk to or would be interested in sharing their challenges and stories [crosstalk 00:19:30]-

Participant: No, I really don't know of anybody because I don't have any numbers to give out. No.

Interviewer: Okay. Well, those are all the questions that I have. Thank you very much for your time and hope you have a wonderful rest of your day. Okay?

Participant: You too. Thank you.

Interviewer: You're welcome. Bye-bye.

Participant: Bye. Bye.

## Resp 14

- Interviewer: No, I appreciate the input. When traveling, was there a time that the height of a bed was an accessibility problem for you or someone you take care of? Yes or no?
- Participant: Yes.
- Interviewer: Okay. Now we continue to the bed height survey. This won't also take 10 to 15 minutes.
- Participant: Not a problem.
- Interviewer: First, I'd like to ask you to tell us a little about yourself, and why the height of a bed is an important issue to you relating to your mobility.
- Participant: I'm [name], I have a wife that has aggressive onset dementia. We had a lovely bedroom suite, a full poster bed, and matching furniture and everything. She got so that she physically could not climb into the bed and was falling out as she was attempting to get in. I pretty much had to remove the frame from the bed and put the mattress and box spring on the ground. When I travel, a place that we look for, well, we're starting to look for any place that has low accessibility with the beds. We limit the amount of time when we do, because of bed height sometimes.
- Interviewer: Okay. Do you have a Hoyer Lift or other type of assisted-lift device to transfer in and out of bed and chairs?
- Participant: Not at this time.
- Interviewer: Is there a specific reason you do not have a Hoyer Lift or other type of assisted-lift device?
- Participant: She's not at the physical state where she needs this, although within the past two weeks, if we're [inaudible 00:14:58] on the floor, that [inaudible 00:14:59] me having to pick her up, and my sore back. I was thinking that besides the Hoyer Lift, there's also something that I've seen in social media that looks almost like a hand truck, and you basically put that behind the patient, the person that's on the ground, you have them scoot backwards with their butt, and then you can almost pump the handle like a hydraulic, and the seat lifts them up. A single person who's a 98-year-old pound woman, showed her lifting a 350 pound male with a seatbelt around him and pumping this thing up. That would be the type of assistive device I would look for. It's much more compact than the Hoyer Lift, and as a physical therapist, that's one of those, hey, this is one of those good things since sliced bread is out.
- Interviewer: Okay. How much of a problem for you are the heights of beds when traveling?
- Participant: Well because I take my wife with me 100% of the time when I travel, it's 100% an issue.

Interviewer: Okay. Can you tell me about a specific example, and how it affected you or made you feel?

Participant: Basically if I'm asleep in the bed, and I'm sleeping next to my wife, and through the night she's gotten up, all of the sudden I'll hear her with her gibberish from the dementia, and as I roll over, wake up, and get up, she's in a kneeling position next to the bed because she couldn't crawl up into the bed tall enough, so she slid onto the floor and is there in a kneeling position, and sleeping in a kneeling position head and upper body on the bed, knees on the floor with her feet.

Interviewer: And how did this affect you or make you feel?

Participant: Well it makes me feel like I'm a bad healthcare provider or caregiver for her because here I am sleeping through the night, and she's got up in the middle of the night, I didn't hear her, and now she can't get back into bed. She's had to sleep in this extremely awkward position.

Interviewer: How helpful would it be to you if beds in hotels had lower or adjustable height?

Participant: If they had pre-registration access, if I knew, for instance, a particular chain had height adjustable beds up and down, I would certainly use them. In the past we've had dogs, and so sometimes we'll take a dog, Red Roof and LaQuinta were two that I knew were pet friendly, so we chose them to navigate that way. Now we don't travel as much because of my wife's medical issues, and height of the bed, like I said, impacts her. If I have knowledge that say a particular chain carries 10% of its room with adjustable height beds for disabled individuals, I'd be certainly more likely to use that service. I'm not aware of any hotel chains that offer that service myself personally at this moment.

Interviewer: What types of things would you be able to do that you can't without a lower height?

Participant: Well, I'm trying to get to Vermont this Fourth of July for a high school reunion, and if I knew that there were accessible rooms like this along the way, I'd be more comfortable in terms of taking my wife as opposed to trying to hire somebody and bring in a family member to watch her while I travel alone.

Interviewer: Okay, overall please describe how your quality of life would change if bed heights were lower.

Participant: It would allow me to spend 100% of the time I'd like to with my handicapped wife because that would give me the access to make it easy for her to get in and out of her bed. As it stands now with her dementia progressing, like I said, our own bed at home, I took out the beautiful box setting and put the box spring and mattress on the floor so she could get in and out. It would improve my ability to take my wife with me socially on traveling experiences 100% of the time. I have family in Virginia I like to visit, I have family in South Carolina I like to visit, but I limit the travels due to my wife's condition.

Interviewer: So when choosing places to stay, do you consider certain places will have beds with lower heights?

Participant: I'm not familiar with positions like that, so I try and make my travel arrangements where I go to a family member, or make it the full distance I need to before I have to get my wife into the bed.

Interviewer: Okay. How helpful or accommodating are hotels when you ask about beds with a lower height, or do you ask?

Participant: I haven't asked recently. Any time I've asked for anything that... with my wife, say ground floor versus second floor, they've not been able to accommodate me. But I've never asked specifically for a bed that has adjustable heights or a lower bed.

Interviewer: Okay. What do you do if the height of the bed is too tall? And can you give me a specific example?

Participant: If the bed height is too tall, I have my wife put her hands to the bed, I manually put one knee up in the bed, shift her weight manually, [inaudible 00:19:57], I manually lift her onto the bed and turn her so she can get into it. Anything that, let's see, a mattress, box spring are about 10 inches, 10 inches, the frame was about 12 inches, so anything over 24 inches is really difficult for her to manipulate.

Interviewer: How did this affect you or make you feel?

Participant: Well it certainly impacts where and how I take my family on vacation and holiday's. It limits the ability for me to take her places, and makes me feel more like I'm tied down to a certain area. That I can't freely travel around like I would like to.

Interviewer: Are there places or events that you are unable to participate in due to the lack of an accessible bed?

Participant: Yes, because my wife has dementia, if I go to say a Scottish festival, she gets fatigued easily, and if I had places where there was a hotel that was close by with a low bed that I could take her there, put her into the air conditioned room, I would be quite comfortable leaving her to something like that, but I've limited the [inaudible 00:21:04] I go to because they don't have that great an ease of an access.

Interviewer: Have you delayed or changed plans because you found out a bed was too tall?

Participant: Not at this time, no. Hang on. Let me clarify that. I chose not to make plans that might put me in that situation. So I've been limited in the regards that I won't make those plans so that might happen.

Interviewer: If hotels in Florida had more beds with a lower height, what types of people would benefit the most?

Participant: Handicapped individuals, both physical and mental. My wife's a handicap is mental, my patients are physical. Obviously, the physical difficulties are the height from anybody climbing into the bed. The mental difficulties, my wife, her motor coordination, she doesn't remember how to climb into a bed. So it's going to help both mental and physical handicapped, or disabled, or impacted patients, clients.

Interviewer: Anything else?

Participant: Other than maybe if they do have places that have high-low beds, or adult changing tables, I don't know if the wheelchair handicap logo is appropriate, but somehow to mark that hotels have this, or the restrooms that have this, so that people become more aware of it, and can start to use that, it would be helpful. Like the little logo for radiation. People know, hey don't go near that, that's radioactive. The little slash, "Do not enter," type thing, people know what that is. The little logo of the guy sitting in the wheelchair, they know that's all for handicap spaces. Some type of logo for the facilities and locations that have these pieces of equipment and access would be beneficial to users.

Interviewer: When traveling, how often do you encounter a bed height accessible to you? What percent of the time?

Participant: I'd say five percent of the time.

Interviewer: Do you think this is adequate?

Participant: Not adequate, no. But also I would say, the industry might not be aware that this is demand that we have. I'm thinking when I travel long distance, when I used to take my family up to Vermont.

Interviewer: Are you still there?

Participant: Yeah, I'm still here.

Interviewer: Oh, okay. Okay. Just wanted to make sure. Okay. Was there anything else you would like to share with me?

Participant: No, I think I got that all pretty good.

Interviewer: Okay. Well, thank you very much for your time and help talking to me. I would like to ask you if you know anybody else that we think we should talk to that would be interested in sharing their challenges and story specifically related to adult changing tables and/or bed heights. Yes or no?

Participant: Thinking offhand, no. All my close friends that have this situation or self-care [inaudible 00:24:07] are in other states. My Scottish group, I know people that also have wives with dementia and things like that. But no, I don't know anybody else locally.

Interviewer: Okay. Well those are all the questions that I have. Again, thank you for your time and help. And I hope you have a wonderful rest of your day, okay?

Participant: All right, you too. Bye now.

Interviewer: Thank you.

## Resp 16

Participant: Hello?

Interviewer: Yes, hello. My name is Interviewer. I'm calling from the University of Florida.

We spoke with someone at this phone number about a survey that assesses and determines the need to adjust the building code by interviewing people affected by current standards. Could I please speak with that person?

Participant: Hello?

Interviewer: Hello? Can you hear me?

Participant: Yes.

Interviewer: Yes, I'm calling from the University of Florida.

Participant: Yes, sir.

Interviewer: Yeah, we spoke with someone at this phone number about survey that assesses and determines the need to adjust the building code by interviewing people affected by current standards.

Participant: Yeah.

Interviewer: Could I please speak with that person?

Participant: That's me.

Interviewer: Okay. And so it says here that we needed to do the bed height survey with you. Is that correct?

Participant: I guess. I don't know. They said they were going to call back.

Interviewer: Yeah. So, I know you did the adult changing tables.

Participant: Yeah.

Interviewer: Okay. So then this is just a follow-up question for another topic, but when traveling, was there a time that the height of a bed was an accessibility problem for you or someone you take care of? Would you say yes or no?

Participant: Yes.

Interviewer: Oh, okay. And then so, just to begin, so first I'd like you tell us a little a bit about yourself and why the height of a bed is an important issue for you, relating to mobility?



Participant: [Name] only has the use of one leg, she only has her right arm and right leg, and that's the reason she is able to move, or I'd have to have a Hoyer Lift with to take with her wherever she goes, or be Iron Man. When we go to hotels, I sometimes will get a key, and go in look in the room before I, because if the beds are up to my waist, and I'm five foot ten and a half, there's no way I can get her in the bed. A lot of times, when we were traveling, I would take the blow-up mattress, a twin bed.

Somebody needs to develop a bed that you put between two hotel beds that blow up, the small one's that are raised air-mattresses, they work great. Because that way the hotel doesn't get their bed wet, if they have an accident, and it's right there where you can get a hold of Susanne and she can sleep well in the air mattress. And it works out real good. But the height of the bed, if it's too high, we have to go to an air mattress that I take everywhere with us when we go to hotels. Hotels should probably provide them, oh well I don't know. They don't do the rollaway beds anymore much.

Interviewer: You mentioned the Hoyer Lift, do you have a Hoyer Lift, or other types of assistance that provides the transfer out of beds and chairs?

Participant: Not right now.

She can still pivot and move on her leg, she has really severe circulation problems too. We're just kinda living on borrowed time. Do you know what I'm saying? [inaudible 00:03:20] They told me when I left [inaudible 00:03:21] with her that five years would probably be a long time, and now she's going to be thirty-three next year. Her cardiologist always looked at me real curious because years you decided you gone keep her and we said, "Yeah buddy, we'll be here til the end."

Anyway that's one of the reasons we moved to Florida too, was high quality of medical care. We lived four hours away from Louisville, Kentucky, in the heart of Appalachian Mountains. When we moved here, we are now about three minutes from care. [Name] had an accident where she just rolled out of her bed, and it was one of those twin beds, so I had to get her one with sides on it so she can't roll out, but the fire department, I mean they were here like in two minutes. I always thought they were standing there. I called for assistance. That's one thing that I think that I love, is the quality of medical care. But anyway, I'm getting into that.

Interviewer: Is there a specific reason you do not have a Hoyer Lift or other types of assisted lift device?

Participant: No, not at this time I don't. I don't need it. I can still move, we can still move and go places with her pivoting on her right leg. But if her leg just becomes to where she can't, we'll be in trouble. Probably be out.

Interviewer: How much of a problem for you are the heights of beds when traveling?

Participant: Well it depends on the hotel. The beds here they are the higher the beds it seems like. The Holiday Inn and Red Roof, we stay at Red Roof a lot, they're perfect. They're not too

high or too low. But the Hyatt Regents, high dollar places, the beds are up to my waist. Like I said I take a blow up mattress with us, a small one. [crosstalk 00:05:05] I just have to lay her down and change her, I can't get her on the bed. I use the blow up mattress.

Interviewer: Okay, so just a follow up question to that, how does this affect you or make you feel?

Participant: Well, it's just part of life. It's [inaudible 00:05:28] in my world.

Interviewer: How helpful would it be to you if beds in hotels had a lower or adjustable height?

Participant: It would be great. It would be wonderful if we could ask for a lower bed because it's an accessibility issue.

Interviewer: What types of things would you be able to do that you can't do without a lower height?

Participant: Like change diapers, putting pants on. For people that can't lay down, and sometimes it's really difficult, they can't stand up either. You're in a quandary.

Interviewer: All right. Overall, please describe how your quality of life would change if that height were lower.

Participant: Well it would just make it easier. I don't have to take in a blow up mattress and things like that to assist myself. Just about it.

Interviewer: I know you have mentioned Red Roof hotels and other hotels having different kinds of heights, so when choosing places to stay, do you consider certain places will have beds with lower heights?

Participant: Oh yeah, I don't know what you would call it, but if I see it [inaudible 00:06:46] and we bring the dogs. Red Roof is usually they're really dog friendly, they advertise that. It's part of it too. They don't have the big high beds and their pet accessible. Those two things right there combined for my dollar.

Interviewer: How helpful or accommodating are hotels when you ask about beds with a lower height?

Participant: I don't ask. I'm just usually so tired that I just want to get in and go to sleep. I can just turn up her blow up bed and it'll be on in three minutes. I can get a sheet or something to put over it and she's ready to lay down. Good for everybody, I can change her and then we can catch our breath from the road.

Interviewer: I know you've mentioned this before, but what do you do if the height of the bed is too tall?

Participant: I use the blow up mattress. The twin bed. When [name] was alive, he was a big man, and he likes to sleep, and those beds, the double beds they have in the hotels, they call them queens but they're not. I would sleep in one and he'd sleep in the other, and

[name] had no space really that she felt comfortable to sleep. I went to Wal-Mart and bought her a high rise, what they call, a high rise blow up mattress, it has the little rim on it, which worked out perfect. They fit right between the two beds, with enough room. You put your mattress down there and you turn it on and it just blows up perfectly. You can still get to your telephone and turn your light off but as far as walk in between the two beds it makes like one continuous bed. She's able to lay down and watch TV and if I need to change her and everything, it's like a changing table. It works out really good for her.

I said if somebody, some marketing company seen it, got a hold of this idea, they'd probably start marketing it to people. Cause it's really a good idea. What is it, necessity is the mother of invention?

Listen, I'm gonna have to get of the phone at 9:30, I mean at 10:30, I've got to go down the hallway, they're having a meeting.

Interviewer: Oh Okay, just let me know whenever you need to go. We just have a few more questions.

Participant: Okay.

Interviewer: Are there places or events that you are unable to participate in due to the lack of an accessible bed?

Participant: There's only been a couple of places, that we've really had some hard times. One was in Lexington, Kentucky in the hotel. When we stop along the road I usually get a king, and I don't ask for handicap accessible rooms anymore because I find out that if you tell them that you want a handicap room, all of a sudden then don't have any availability. I just go and say I need your room with two beds, and non-smoking, pet friendly. That works out for us pretty well. I take ... The doors usually, I mean old hotels, are not wide enough that you can hardly get through yourself.

I'll tell you something else I did. We were somewhere and [name] had an accident. She needed to get a bath but we had a bathtub, but no bathing seat, or no way for her to sit in the bathroom, and no way to get in there, you know what I'm saying? I went outside and I sat and I thought, and I thought, and I thought how can I make a seat? I've used those plastic chairs before at hotels. You know they have them out by the pool? Those little plastic ... Those work really good and they're safe in a bathtub for people that you know ...

But I'll tell you what's the best way, you know your little luggage carrier that you put your luggage on? Got the straps on it, there's usually two or three straps, and you open it and lay your luggage on it? Take that into the bathroom and put it in your bathtub. It fits perfect and it will not move. Then take the back of your toilet, you know how it has the lid to it? Take that lid and put it on top of your luggage carrier, and then put a towel over the whole thing. It works perfect, and it is very safe. [name] can go in there. I took her in there, I put her on it, into the bath, and it works out perfect. Again that's mother

of invention. But it worked, it worked. You don't have a bathing seat, it's one that will work, and it's safe.

Interviewer: Have you ever delayed or changed plans because you found that a bed was too tall?

Participant: No. I just go around it.

Interviewer: If hotels in Florida had beds with a lower height, what types of benefit the most, and why do you think that?

Participant: All of them. I think all of us would benefit. There's more older people in Florida, than there is younger people right now. That's a reason that the younger generation here is so enriched with everything imaginable. I mean people give back out of their hearts, and that's so wonderful. At church, they're constantly out doing things for people. They have a food pantry, they feed like 500 people a week. I mean it's just an awesome place to be in, as far to giving to others.

Interviewer: When traveling how often do you encounter a bed height accessible to you, and do you think this is adequate?

Participant: Pretty much all the time. Pretty much. Like I said, the high dollar places want to try and impress us with a high bed, but the average \$65 to \$75 a night place will give you a lower bed, and clean sheets and all of that.

Interviewer: Would you mind giving me a percentage if you can?

Participant: I wouldn't know, less than one percent for high beds, that I know about. Most of them I think are just low.

Interviewer: Oh okay, and just to make sure other questions said when traveling how often do you encounter a bed height accessible to you?

Participant: All the time, almost 99%. Is it 10:30 yet?

Interviewer: Right now it is 10:15.

Participant: Okay, I still got 15 minutes.

Interviewer: On this topic, just about bed heights in general is there anything else that you'd like to share with me?

Participant: No. Not at all. I am very satisfied with everything.

Interviewer: I would just like to ask you if you know anybody else that you think we should talk to, or that would be interested in sharing their challenges and stories, specifically related to adult changing tables and their bed heights?

Participant: I don't know anybody that would really be interested, I mean, there's a lot of advocates, but I can't tell you anybody right now, sorry.

Interviewer: Okay, [crosstalk 00:14:03] that is perfectly fine. Those are all the questions we had ma'am. Thank you so much for taking the time to speak to us. We really appreciate it.

Participant: Oh yes. God bless you guys and good luck with your survey.

Interviewer: Thank you so much. Have a wonderful day.

Participant: Buh-Bye.

Interviewer: Bye.

## Resp 17

Interviewer: Mm-hmm (affirmative).

And so we just have a followup question on another topic. When traveling was there a time that the height of a bed was an accessibility problem for you or someone you take care of? Yes or no?

Participant: We have not had that experience. Maybe the size? We have not had that experience with the height of the bed personally. I would say whereas it's more of the width of the room to be able to get the child out of the bed and then safely on. Like when there's two beds right next to each other, just to get a child and have to do a double person lift, that's where we have the problem. We've not experienced the height of the beds being a problem, we've experienced just the width of the room and trying to accommodate to get a person on to the beds close enough so you're not ... Am I making sense or? I don't know to explain. What I'm trying to say is that it's just there's not the space that's needed to be able to carry the individual.

Interviewer: Mm-hmm (affirmative).

Participant: So I can't imagine somebody who is actually in the wheelchair having to transfer themselves to get the ... Like we are lifting to get them on to the bed, but a person who's in a wheelchair who has to go from getting it right next to the bed and then getting themselves in, there just doesn't seem to ever be room when there's the two beds, and you need to have that because you've got to have the caretakers to be able to be with the individual as well.

But it just seems the room sizes are smaller, are not accommodated.

Interviewer: Mm-hmm (affirmative). So I would just like to ask if you know anybody else that you think we should talk to that would be interested in sharing their challenges and stories specifically related to the adult changing tables and or bed heights?

Participant: I do know individuals. I would just not feel comfortable giving you their names without first myself contacting them and seeing that it's okay that I give them your names, but yes I do know other parents who are caretakers who also have to do the lifting. But I would just need to be able to contact them first.

Interviewer: Yeah.

Participant: And then let them know of you.

Interviewer: Yeah that's perfectly fine as well. But so then those are all the questions I have ma'am, thank you so much for taking the time to speak with us, we really appreciate it. I hope you have a wonderful day.

Participant: Now would you like me to contact those people and just have them call this number and say that ...

Interviewer: Yeah, so just ... You can give them this number, we also have the toll free number if you would like that as well.

Participant: This is okay. I think I have the toll free number, the 888 number.

Interviewer: Yeah. So you can talk to them and just tell them to give us a call as well.

Participant: Now let me ask you this. My address would be the same at my husbands. However, my husband is a caregiver as well who have to lift, so is it more on the individual that is needing the change, or would you also like him to participate? Would it be beneficial for the research if he also spoke and gave his answers from his point of view since he also is a caretaker who has to ... But he's going to unfortunately have the same address as myself?

Interviewer: Hm, so I don't think the address would be an issue but we are trying to reach caretakers so that in that case-

Participant: Oh okay.

Interviewer: We would want to speak with him, yeah.

Participant: Great.

Interviewer: But I could double check and let my supervisors know about that. I don't know if he was also contacted in the email, but he could also call us as well and let us know.

Participant: Okay.

Interviewer: Mm-hmm (affirmative).

Participant: All right, will do.

Interviewer: All right, thank you so much ma'am.

Participant: Bye bye.

Interviewer: Bye. Mm-hmm (affirmative) bye.

## Resp 19

Interviewer: Okay. So moving on to the next topic, when traveling, was there a time that the height of a bed was an accessibility problem for you or someone you take care of? Yes or no.

Participant: Yes. Very.

Interviewer: Okay. So, first I'd like to ask you to tell us a little bit about yourself, and why the height of a bed is an important issue for you, relating to mobility?

Participant: Yes, sir. Well, like I said before, my mom, I take care of my mom. She's 84, and she has a lot of health problems, and she has a lot of swelling in her legs and arms, so sometimes it's hard for her to get in the bed because it's too high, either me or my son will have to help her to get in the bed.

Interviewer: Would there be anything else you would like to add?

Participant: No. That will be all.

Interviewer: Okay. So, do you have a Hoyer lift or other type of assistive lift device to transfer in and out of beds and chairs?

Participant: No. Either me or my son we help her.

Interviewer: Okay, and so how much of a problem for you are the heights of beds when traveling?

Participant: It's very hard.

Interviewer: Can you tell me about a specific example?

Participant: Well, if we go out, when we're traveling, we go to a hotel. My mom she wants to get a nap or something, either my son or me we have to be there for her because it's hard for her to get in the bed without somebody helping her because sometimes the bed is too high.

Interviewer: So, how does this affect you or make you feel?

Participant: Well, it doesn't affect me, but sometimes my mom she gets frustrated because you know sometimes the people they want to do their own thing, but they can't because of the health problems she has, so she gets frustrated. I always tell her not to worry about it. She has someone to help her.

Interviewer: Okay, and so helpful would it be to you if beds in hotels had a lower or adjustable height?



Participant: It would be great. I don't think about me because I'm still, not that young, but I still younger than my mom because she's 84, but I think of my mom and somebody else, that is better for them, and you help a lot.

Interviewer: Okay. So, what types of things would you be able to do that you can't do without a lower height?

Participant: I'm sorry. Could you repeat that?

Interviewer: Yep. I said what types of things would you be able to do that you can't do without a lower height?

Participant: Well, you see my mom she cannot get in the bed when it's too high by herself. Sometimes, we take like a little stool thing for her. If not, somebody will have to help her to get in the bed.

Interviewer: Overall, please describe how your quality of life would change if bed heights were lower?

Participant: Well, I'm going to say, not for me, but for my mom-

Interviewer: Yeah.

Participant: -it would help a lot.

Interviewer: So, when choosing places to stay, do you consider certain places will have beds with lower heights?

Participant: I'm sorry. Say that again.

Interviewer: Yeah. So, I said when choosing places to stay, do you consider certain places will have beds with lower heights?

Participant: Well, usually when we stay in any hotel, I always go before to see if they have any [inaudible 00:12:56] beds for elderly person.

Interviewer: Okay.

Participant: We are told yes or no, and then from there, we decide do we want to stay in that hotel or not.

Interviewer: So, how helpful are hotels when you ask about beds with a lower height?

Participant: Well, a few of them say that they don't have [inaudible 00:13:14]. They say they don't have it, but when that happens, what we do is [inaudible 00:13:17] for my mom so she can have some kind of help.

Interviewer: All right. What do you do if the height of the bed is too tall?

Participant: Well, if it's too tall, sometimes it's hard for me, so I tell my son that he's a young guy to help me and between me and him, we take my mom and put her on the bed.

Interviewer: So, are there places or events that you are unable to participate in due to the lack of an accessible bed?

Participant: Yes. Yes. That's usually they don't have [inaudible 00:14:00]. They don't have none of the, they just have regular beds.

Interviewer: Have you delayed or changed plans because you found out a bed was too tall?

Participant: Well, sometimes if we go to a hotel that they have the bed too low or too high, that we cannot fix it, what we do we [inaudible 00:14:26] to one of my family member's house and stay there.

Interviewer: All right. So, if hotels in Florida had more beds with a lower height, what types of people would benefit the most, and why do you think that?

Participant: Well, I think everybody could [inaudible 00:14:47]?

Interviewer: Oh, so I said if hotels in Florida had more beds with a lower height, what types of people would benefit the most, and why do you think that?

Participant: Okay. I think everybody could benefit [inaudible 00:15:01]if you're in hotel and mom is not around, you could get in bed. You're an older person and nobody is around and you need some help, you could get in bed without nobody helping you, by yourself, you know.

Interviewer: Okay.

Participant: But, see I [inaudible 00:15:21] the hotel.

Interviewer: Would you mind repeating that? The line cut a little.

Participant: Yes. I think that any age would benefit. If you're a child, a young person, or older person, that way you could get in bed if there's nobody around to help you, you could do it by yourself.

Interviewer: Okay. Thank you. So, when traveling, how often do you encounter a bed height accessible to you or your mom?

Participant: Usually, never. There's not many times that we have encountered that.

Interviewer: So, do you think this is adequate?

Participant: No.

Interviewer: Okay. So, regarding bed heights, is there anything else that you would like to share with me?

Participant: Well, another thing that they should change too is the bathtubs in the public places, like the hotels. The bathtubs are too high for the elderly person to get in. See, with my mom, I have to help her sometimes to get into the bathtub. It is too high.

Interviewer: Okay. So, just one more question. I'd like to ask you if you know anybody else that you think we should talk to that would be interested in sharing their challenges and story, specifically related to adult changing tables and/or bed heights? If you don't know anyone, that is fine as well.

Participant: No, I don't.

Interviewer: Okay. So, those are all the questions I have, ma'am. I want to thank you so much for your time and your responses, and I hope you have a wonderful day.

Participant: Thank you for [inaudible 00:17:07]. I really appreciate it, and I hope you have a nice day. Okay. Thank you.

Interviewer: Thank you. Bye.

Participant: My pleasure. Bye. Bye.

## Resp 21

- Interviewer: All right. And so when traveling, was there a time that the height of a bed was an accessibility problem for you or someone you take care of?
- Participant: Can you repeat that, please?
- Interviewer: Yeah. When traveling, was there a time that the height of a bed was an accessibility problem for you or someone you take care of?
- Participant: Are you talking about an adult bed, or are you talking about a... I've never seen an adult bed. I've never been anywhere that has one, a changing table. So, the only things I've ever seen, are the pull down ones for infants and children. So if you're asking me if I've ever been anywhere that I've encountered an adult changing table, and it was too high, the height was not right, then the answer is, I've never seen one.
- Interviewer: Okay. No, so this question is in regards to another portion of the survey, in relation to the heights of beds when traveling.
- So again, just to repeat it, it said, when traveling, was there a time that the height of a bed was an accessibility problem for you or someone that you take of?
- Participant: Well I would say yes, because there is none. I've never seen one available for me, so yeah, it's a problem, because there's not one there.
- Interviewer: Okay. And so much like the other survey, first I'd like to ask you to tell us a little bit about yourself, and why the height of the bed is an important issue for you relating to mobility.
- Participant: It would be the same thing... Well, it would be because there's a difference. My child, or son, has five different caretakers, and they're all different heights. And then you have myself and my husband who are different heights. You need to have something that's adjustable so that you can have ease of transfer onto the bed, and then that it can be adjusted to the right height, so that you're not injuring the back of the caretaker in performing the hygiene issues.
- Interviewer: Thank you. And so do you have a Hoyer lift, or other type of assisted lift device to transfer in and out of beds and chairs?
- Participant: No.
- Interviewer: Okay. And so is there a specific reason you don't have a Hoyer lift, or other type of assisted lift device?
- Participant: My son can transfer with assist. He couldn't move enough to transfer without having to have a lift at this point.

Interviewer: And how much of a problem for you, or your son, are the heights of beds when traveling?

Participant: Beds?

Interviewer: Mm-hmm (affirmative).

Participant: Like sleeping beds?

Interviewer: Yes.

Participant: Not very much.

Interviewer: Okay. And how helpful would it be to you if beds in hotels had a lower or adjustable height?

Participant: I would say I'm neutral on that. Right now it wouldn't make much of a difference. That's not a big problem for us.

Interviewer: Okay. And when choosing places to stay, do you consider certain places will have beds with lower height?

Participant: No.

Interviewer: And what do you do if the height of the bed is too tall?

Participant: Are you talking about for me, or you talking about for my son?

Interviewer: It could be for you and your son.

Participant: I either use some type of step or chair to get up into it, or I climb, use some foot or leverage somewhere. And if I'm doing it for somebody else, I just assist them, help give them a lift up.

Interviewer: Okay, thank you. And so are there places or events that you are unable to participate in due to the lack of an accessible bed?

Participant: No.

Interviewer: Okay. And if hotels in Florida had more beds with a lower height, what types of people would benefit the most, and why do you think that.

Participant: I would say people who are short in stature. Who would benefit the most? Probably people who are wheelchair dependent and require full access to something for transfer.

Interviewer: Thank you. And so when traveling, how often do you encounter bed height accessible to you or your son, and do you think that this is adequate.

Participant: I always have a bed that is accessible, and it is adequate.

Interviewer: And so regarding the topic of bed heights, is there anything else that you'd like to share with me?

Participant: No.

Interviewer: Okay. I would just like to ask you if you know anybody else that you think we should talk to, that would be interested in sharing their challenges and story, specifically related to adult changing tables and/or bed heights. And if you don't know anyone, that's perfectly fine as well.

Participant: Well, I shared the email again last night with people that I know of personally that would participate in the call. So I don't have anyone else to add, that I haven't already shared it with.

Interviewer: Okay, thank you. So those are all the questions that we have. I want to thank you so much for taking the time out to speak to us, and I hope you have a wonderful day, ma'am.

Participant: Thank you. Bye bye.

Interviewer: Bye.

## Resp 23

Interviewer: Yeah. Definitely. Like I said, we appreciate your time and thoughtful comments. When traveling, was there a time that the height of a bed was an accessibility problem for you or someone you take care of? Yes or no?

Participant: Yes. It is. We bring our own bed with us.

Interviewer: Okay.

Participant: We bring an air mattress, and my son ... We just went to a wedding in New Jersey, and even when we stop for the night, we do the trip in two days. We take out an air mattress, and we blow it up and put it between the two beds, or [inaudible 00:35:58] the hotel that we're actually staying at, we ask them for a one queen or one king in the room so that there is room for my son's air mattress, and that's what he stayed on for 15 days. We bring our own sheets. We bring our own pillowcases. We do our own laundry. Yes. It is very inconvenient because the beds ... Not only that, the beds are now to the floor, so you can't even move them over so you have to either put in between the two beds on a little, tiny air mattress, or, like I said, if we get a king or just ask them for a queen size one bed in the room, there's a little bit more room. We have to move all the furniture around, and then we put his mattress down and then he stays there for the night.

Interviewer: Okay. First, I'd like to ask you to tell us a little about yourself. I know you already explained it, and why the height of a bed is an important issue for you related to mobility.

Participant: One, because he has to sleep on the floor. He's on an air mattress, which really is not like sleeping on a bed. Two, I'm afraid he's going to fall off the bed because there is per se, I'm going to say about ... I think it's six inches on one side where the wall would be. And on the other side, it's the distance between the two beds. Even if I say I slept on one side of the bed with him, he could still fall down into that little six inch hole, especially when he was younger, because that happened to us. We came to Florida and he was sitting on the bed and he wasn't even laying on it. He was sitting on the bed. The next thing we know, we're like, "Where's my son? Where's [name]? Where's [name]?" He was up on the corner of the top of the bed sitting on the floor, the blanket on top of him because he had pulled the blanket with him when he fell. We were like, "Oh, my God. How did he get in that little ..." We had to move the mattress to get him out because you can't move the bed because the bottom is like I said, the baseboard is actually connected to the floor.

My husband used to work in apartments and in a hotel as maintenance. That's how I know that these things are actually drilled to the floor with brackets and stuff. That's one thing where the height is not a good thing for the person because they can fall off and get hurt.

The second thing would be that I have to put him on the floor to change him, because he'll already be on the floor, say, in the morning. We'll just leave him on the floor and

we'll change him there. If I had to pick him up and try to put him onto the bed, I need two people to put him on the bed. And then, even after you give him a shower and stuff, you have to bring him out and put him onto the bed or you put him on the floor, you dry him off, you put his clothes on, then you put him into his chair, and then he sits there until it's bedtime. Yeah.

It's a real inconvenience to people like that. Like I said, we are well self-sufficient, you could say, because we like to travel and so we know that, okay. We bring my son's air mattress, his pillow, his blankets, his little cuddles, which is a little stuffed monkey he carries. That all goes on the floor. Even a roll away is not good. We've had where we've brought in a rollaway and actually put the mattress on the floor and asked somebody to take the rollaway part of the bed out.

Interviewer: Okay.

Participant: If they had a bed that could go up and down to change him, that would be really convenient. It wouldn't hurt your back. You wouldn't be on the floor all the time. But then, if they did have one in each of the rooms, that would be the bed, too.

Interviewer: Okay.

Participant: They could use that as a bed, even.

Interviewer: Okay. Do you have a-

Participant: In actual hotel rooms in the bathrooms, I'm not sure if that would work out that well.

Interviewer: Do you have a Hoyer lift or other type of assistive lift device to transfer in and out of beds or chairs?

Participant: We used to when he was younger, but honestly, the strap, the actual ... It's like a canvas seating, my son was too tiny and he slipped through it all the time. We couldn't use it. The other thing is that you can't use a Hoyer lift very well in a bedroom. Now, in a living room you could do it. But in a bedroom you can't, because one, the legs don't fit under the beds. Two, the legs don't open wide enough to go under the beds. My son's in a hospital bed, so we can higher it and lower it if we had to. But it was more of an inconvenience. It was easier to just put the wheelchair by the side of the bed. We put a gait belt around him. We would hold him up, we would pivot him and put him on the edge of the hospital bed, and then I would put my knee or my body to him, and then I would move him in slowly, or my husband would pull him with the gait belt from the other side of the bed.

Interviewer: Okay. How much-

Participant: A Hoyer lift does not work in, I'm going to say, 90% of normal beds.

Interviewer: Okay. How much of a-



Participant: I don't see them in hospitals even, actually.

Interviewer: Okay. How much of a problem for you are the heights of beds when traveling?

Participant: It depends, because inexpensive hotels, they're probably about four feet off the floor. In more expensive rooms, they could be six or eight feet off the floor, depending on how thick the mattress is and the box springs are. Do I feel safe with my son on them? No. That's why we bring our own bed. Do I feel safe that it's easier to change him? Yes, it is. But then, you have to put towels down across the bed and you have to put the wetting pads across the bed, and then you have to literally pick him out of the wheelchair or pick him up off the floor and lift him onto the bed, which is bad for your back. If you're by yourself, it is very inconvenient. If you have two people, it's not as bad because you have a gait belt on him where you put your one arm under his arm and then you hold the belt and you can actually lift him with a little bit more ease than somebody by themselves.

I have to put him in ... When I used to put him in his bed ... I learned another way now. But when I used to put him in his bed, I actually had to put him in a headlock where I mean that his head would be against my chest bent over, and I would be holding him in a bear hug. But I would have to put my arm around the back of his neck and lock it in place in front to actually lift him up and put him into his bed. Now, I do it a little different. He gives me ... He's learned to give me a bear hug, and I lock my hands behind his back and I pick him up and I put him on the edge of the bed. And he knows now, he's been taught now that he can lift his backside up a little bit and move into the bed a little bit. But that's only because it took years and years of teaching him that, that he could do that.

Those beds, I think they're very high, even for a kid. A child climbing up on there, just a normal child climbing up on there and parents letting them jump on it and they fall off and they crack their head, and the next thing you know they're brain damaged or parents are suing because the kid fell off their bed. I guess it just depends on the situation you're in at the time.

To me, I like the bed a little bit ... About four feet, that's not bad, because I can also sit on the edge of the bed or lay on the edge of the bed and I can lean over and I can talk to my son and I can play with him, where when he's just starting to go to sleep, he's starting to relax for the night, he'll be between the two beds and I'll just lean over and I'll hold his hand and say, "Okay, it's time for bed. You got to go to sleep now." He'll talk a few minutes, babbling his words, and then he just looks at Mommy, he sees Mommy and says, "Okay, it's safe. I'm in a safe place. I'm in a safe environment," and he goes to sleep. If it would be any higher, he'd probably go under the bed, because not everybody has those boards ... We actually had to put pillows underneath the bed on the edge so that he doesn't roll under the bed and get stuck under there, also.

Interviewer: Okay.

Participant: They need more ... The thing is, we could go in a handicap room. But the only difference between a handicap room and a normal room is the shower, the

bathroom. That's not all bathrooms, because some bathrooms have a roll-in shower, and you can go in there with the wheelchair and you can take him and slide him into the shower chair. But I've been to ones where we actually, literally, carried him sideways through a little cubby hole and then into to the bathroom. Not everybody is handicap accessible, even though they've been approved by the state as being handicap accessible. They are not all handicap accessible. You get a grown man and his wife, or whatever, and he's handicapped, there would be no way that that wife could get him into the bathroom. She would just have to wash him without a shower, or whatever.

It's not only my son being 35. Because if you look at my son, my son looks like he's about 25, maybe. He doesn't look 35 weight wise. He's very skinny and thin and he's tall, but he's thin. But then, you get some people that maybe ... My husband is 75, and he weighs, I'm going to say, I think it's 220 or 230. He's a big guy. He used to lift weights for a living and stuff like that, water heaters on his back by himself. He's a big guy, and if he went down, I don't think I could lift him into a bed or into a shower or things like that. I'm basing everything on ... Most of my answers are being based on my son. But then, you have to look at, what if this person was an older person that, not even disabled, just can't get around. Say the wife had to take him into the bathroom or something. What would she do? Lay him on the floor to change him? I don't know. I haven't been in that situation to even tell you what that type of person would have to do. I've not gotten there, yet, thank God.

But I can tell you that my mom, when she was really sickly and I took care of her, it would have been nice to have a changing table that I could have laid her down on to change her diaper and clean her up when we were traveling. No, we didn't have that. We had to go into a family bathroom, and she would have to stand, like I said, in front of the sink and hold onto the sink or the safety bars in the bathroom, and I would have to clean her up, because maybe she had an accident. There's no dignity in the community for these people, and we really need it.

Interviewer: Okay. When choosing places to stay-

Participant: Where did this survey come from, anyhow? Are you in a class or something that they're doing this?

Interviewer: No, no. I work for the Florida-

Participant: How did this come about?

Interviewer: I don't have the specifics as how ... I know that the Florida Building Commission is evaluating, is using this survey to assess and determine the need to adjust the building code by interviewing people affected by current standards. I work for the University of Florida Survey Research Center. We are the ones calling out the participants to get their opinions.

Participant: Okay. Have you gotten opinions like mine? Or am I the first one that you've talked to?

Interviewer: Unfortunately, we're not allowed to elaborate more than outside of what the survey provides us to ask.

Participant: Right.

Interviewer: But I can let you know that your input will be aggregated, transcribed, summarized and aggregated with all these other participants.

Participant: Okay.

Interviewer: Okay. Just to clarify. When choosing places to stay, do you consider if certain places will have beds with lower height?

Participant: No. Because it's mainly a standard height. I just choose to choose a one bed in the room instead of two beds, just so that ... We automatically bring my son's bed with us, no matter where we go.

Interviewer: Okay. Are there places-

Participant: We don't travel on planes. We have a handicap van and we take everything with us. We're totally independent to most people.

Interviewer: Okay. Are there places or events that you are unable to participate in, due to the lack of an accessible bed?

Participant: Not really, because like I said, we bring our own bed.

Interviewer: Okay.

Participant: Even if there was two beds in the room, we would just move furniture around and shove it all in the corner. Actually, we've actually put it in the bathroom or asked the bathroom to take it away, so that we had a little bit more room. Even Café, the rooms that they block off for people are not handicap accessible rooms, most of them. They are just normal rooms. We just ask them to take some of the furniture out. Besides, some of the rooms have glass coffee tables and end tables, and we ask them to remove them because they're dangerous in the situation. So they'll remove them and they'll put them back when our convention is over.

But the hotel itself, if the person's not staying there, I know you've probably never been to this Family Café, but the Family Café runs a whole weekend, and they have approximately 10000 people that show up. I would say 6000 are probably staying in the hotels locally, and the other four are just day trips. The people that ... I'm speaking the ones that they're four, the 4000, they have no place to change their children. They have no place to let their children lay down, say, on a bed for even a half hour so that they're not in their chair for eight hours of the day.

I can also tell you where else it would be good is during hurricane season, the little cots that they put out for the people in the special needs shelters are not up to

standards, or they don't have enough for them, and you have children or adults that are sitting in their wheelchair for eight hours during the day. I actually donated two rollaway beds to Strawberry Crest High School facility at the last hurricane because my nephew is a fireman, and one of his friend's sister-in-law is in a wheelchair, and she was sitting in a wheelchair for eight hours because they didn't have a cot that they could lay her on, and that is unacceptable, because she has to be laying flat. She's only supposed to be sitting up for an hour at a time. That was unacceptable. We actually brought over two cots during the storm. Luckily, it isn't that far from our house, to the young girl.

There is no privacy to change them. They were telling them, "Sorry, we don't have any covers." They actually had people holding blankets up to actually change the consumer, the disabled person. People were being nice and would say, "I'll hold the one blanket for you. I'll hold the other end and you go ahead and change her," and stuff like this.

I'm lucky I have hurricane shutters. Like I said, I'm self-sufficient. I've always been self-sufficient because day one that I found out ... My son was born normal. My son is a reaction to a vaccine. I became very advocate when he became six weeks old and he became disabled, because the military did nothing for you, and you were on your own, and you did everything yourself. I learned to be very independent to my lifestyle and my son's needs. Like I said, they need beds like that at the shelters. If they have to just put them in storage in the meantime, then put them in storage, because that's when you need those changing tables, more than anything, with the building codes. More than anything is the shelters for hurricanes. They know that they're going to be using them from June till November. That's where they really need them, currently, right now.

Interviewer: Okay.

Participant: Especially with them talking about hurricanes coming this way. Luckily, we've never been hit in this area. But we're bound to get hit one of these times. But even at USF. They had the Sun Dome. I'm sure you know where that is, being that you're a UF student. That place was filled with people, and that was supposed to be a special needs shelter. But you can't turn away anybody because their safety, too, counts. But they had nothing there for those people, no changing tables, no beds, no little cots that are on the floor that are maybe an inch off the floor, if that. These are the places where they really need these beds right now. Yes, I do agree they need them in major facilities and stuff. But the biggest threat right now is that they need them for hurricane season.

Interviewer: Okay.

Participant: When they're going to start opening schools and even putting them into a ladies' bathroom or in a classroom and close off all the windows with boards, or whatever, and put boards up. Put hurricane shutters up, whatever they have to do, and assign that one room for changing females and another room for changing males. That's what they need. It would be so much better and it would make it so much easier on

our community of people that really need the help. They can lower them, because if people, maybe they're not as tall. And then, for the people that are taller, they can put them up a little bit higher so that they're not breaking their backs, also. Even when you look at fireman, when they bring in stretchers. They have them low to the ground, and then when they're moving them, they have them up in the air. And then, when they're putting them into their ... When they're taking them out of their rigs, they go back up high again and they take them into the hospital, and then they match them up with a gurney and they pull them over. It's the same type of thing, but with our community, we should have the same kind of options, too, which people don't have. Yes. The building codes definitely need to be changed more towards special needs.

Interviewer: The codes-

Participant: You're going to get a lot of people that aren't special needs are going to say, "Why are we wasting all that money? Their families get enough funding. They get this and they get that." Well, let me tell you something. They don't get anything. They do not get anything. Yes, they get some funding to help. But I can tell you, up until 2000, I supported my son, totally by myself, no grants, no funding, no nothing. I was told, "Go on welfare, and they'll provide everything for me." Well, I didn't want to be a welfare recipient. I didn't that classification on my head. I fought and I took my disability and I became an advocate for disabled people and my son.

But I fight for everybody. I don't just fight for my son. That's why the last four governors have [inaudible 01:00:43] appointed me as the Family Care Council, one of the officers on the Family Care Council. We represent Hillsborough, Manatee, De Soto, Sarasota. And then, we have other sister units. There's 15 councils that I have either been the chair, the vice chair, and I've always been the secretary for the 13 years that I've been doing it. I still do it. I run disability fairs and everything his free. We don't get funding for it. We're all on our own, and it would be nice to see some of these people come out and support us, the people that are normal come out and support us and find out what it's really like to be a disabled person.

Like I said, legislatures need to become disabled for a day or two, and see what it's like to run into a wall because you can't see. See what it's like to be blind and somebody has to feed you or you try to feed yourself. See what it's like to go into a bathroom when you're blind or you're in a wheelchair and the stall is being used, so you have to try to maneuver around into a urinal for a man, or a woman, what is she going to do? Sit in a diaper and pee in her diaper because the handicap stall is being used or she can't move her legs so she falls on the floor or whatever. You know what I mean? They need to know and see what it's like to be disabled before you make decisions about disabled people. Even the building code inspectors. They need to know.

I can tell you, for instance, with a building code inspector. It happened right here in Hillsborough County. There was a company that came into my house and put in a handicap bathroom. I paid over \$10000 for my bathroom. When the people were done, they said, "Do not use the bathroom for at least three days. It has to settle."

Okay, fine. I waited five days. The day I turned my water on in my handicap shower, my brand new shower, all of a sudden, within probably 10 minutes, I started hearing this gurgling. Next thing you know, I had a mud bathroom. Turned out that the building inspectors gave these people a permit to do my bathroom, and they were unlicensed contractors, using somebody's stolen license. They never checked the license out to see that it was not theirs. And then, the county came in about two months later and redid my whole bathroom for free, because I had already paid 10 grand. This guy is still getting arrested as an unlicensed contractor in Hillsborough County. He's made the headlines. He's made the TV. They bust him three months in a row. He goes to court, they slap him on the hand with a fine, and he's back out doing it again.

Interviewer: Okay.

Participant: That's another thing that building inspectors and code inspectors need to start looking better into. Who are the unlicensed contractors? Where do the people find licensed contractors that you can trust? Because they're taking advantage of our people. [inaudible 01:04:26] because I have good morals and good standards and I do a lot of research before I do anything. Unfortunately, that one slipped through me because they even got interviewed. They were even in the newspapers as being one of the top construction companies in Hillsborough County for handicapped bathrooms. Lo and behold, we found the owner of that license and we notified him and he had moved out of state, and he used to rent a house from them, and that's how they got his license. They were using his license, and he had no idea that his license was being destroyed by this family. There's a story for you to bring back to your building code inspectors and people like that. That law needs to be changed. When somebody is doing something wrong and somebody calls up and puts a complaint in, just because they have a fence around the yard, they can't look in that yard. Well, that's wrong, too. Building code inspectors should be able to have access to anybody's property at any time, as long as they have probable cause, and they don't. That's a law that needs to be changed, too, because you're on the building code.

Interviewer: Okay.

Participant: I'm sorry?

Interviewer: It's okay. If hotels in Florida had more beds with a lower height, what types of people would benefit the most?

Participant: Disabled or young kids, that parents wouldn't want them sleeping up on the high beds. But mostly the disabled, and I would say the senior and elderly, because if you took ... I don't know if you're married, but say you were married and you're wife was disabled or your girlfriend was disabled and you wanted to take her to a hotel. Would you prefer a lower bed where you know she's going to be safe, or would you prefer a nine inch high bed?

Interviewer: Yeah, of course.

Participant: There's your answer. I would prefer the lower bed where my person isn't going to get hurt. If I have to leave and go to the bathroom for two seconds, I'm not worried about them rolling off the bed if they were a little bit lower.

Interviewer: Okay. When traveling-

Participant: But that would be in a handicap room or maybe they need a handicap unit and then a semi-handicap unit where maybe the person ... My son doesn't need to have a ... Per se, he doesn't need a handicap room because he's in a wheelchair. If he has to go to the bathroom, he goes in his diaper. It's not like he needs a bathroom that's handicap accessible, okay? Normally, we go into a regular room because we're more independent.

But what I'm saying is, maybe they should have different types of rooms, like a semi-handicap where the person is in diapers so you know they're not going to use the toilet, so you don't have to worry that all the doors have to be 36 inches or wider so a wheelchair could get through. I understand that. But, maybe he doesn't need ... He needs a roll in shower, but he doesn't need a toilet that is four feet off the floor or three feet off the floor, because he's not using that toilet. A normal person wouldn't want to sit on one that's three feet or four feet on the floor. You know what I mean? So have a handicap, yes. A totally handicap where that person uses the toilet, uses the shower, uses this, uses that. That's one thing. But then, you've got people that don't need to use some of those things and maybe make those rooms a little bit less handicap, a little bit different standards, but still have the ability of ... Yes. I would take that room over taking a fully handicap room away from somebody who might really need it.

Interviewer: Okay. What-

Participant: I am a disabled person. My son is disabled. I look at it as the person of the disabled person. I'm not looking at it as, you're not disabled, and you're looking at it one way and I'm looking at it as another. You understand what I'm saying?

Interviewer: Mm-hmm (affirmative).

Participant: Okay.

Interviewer: When traveling, how often do you encounter a bed height accessible to you? What percent would you say?

Participant: I think a nine inch bed is way too high for anybody. But we don't really ... That's the thing. We always just ask for one bed in the room and then my son goes on a mattress, and air mattress. It's a blow up, but it's a nice size air mattress. It's a queen size, so that he starts in the middle and he doesn't make it to the end. But we also carry a little one that goes between the two beds. That's only for overnight. But I prefer him on the floor than having to turn my back two seconds and find him falling

off the floor and splitting his head open. We in particular, don't like the heights of the beds in any handicap rooms. They're the same as in a normal room.

Interviewer: Okay. Is there anything else that you would like to share with me?

Participant: No. I think that's it.

Interviewer: Okay. Well, thank you very much for your time and help talking to me. I would like to ask you if you know anybody else that you think we should talk to that you think would be interested in sharing their challenges and stories, specifically related to adult changing tables and/or bed heights. Yes or no?

Participant: Yes. I actually do. You can call one of my council members. I can give you their number.

Interviewer: Okay. What's their name first?

Participant: [name]

Interviewer: Okay.

Participant: Her last name is [name]

Interviewer: Can you spell it for me?

Participant: [name]

Interviewer: Okay.

Participant: She actually is my vice chair, soon to be my chair. Hold on one second. I'm going to vice chair because you can only hold it for so many years, and then you have to step down, and then you can take it back. She used to be the state chair, also, at one time. Her phone number is [phone], and you can tell her I gave you the number.

Interviewer: Okay.

Participant: I will also inform her I gave you the number that somebody may be calling.

Interviewer: Okay. Well, those are the questions that I have.

Participant: She will definitely be ... Yeah. She would definitely be one person. I can also give you somebody else's number that might be willing to talk to you, because she is in a wheelchair, but she is her own person, and she's very boisterous. She might be able to give you good information, because she is the disabled person that is in a wheelchair. I don't think she can climb into a bed. I think she has to have somebody with her to put her into bed. She might be somebody else that you might want to talk to, too. It's also her cell phone number. Her name is [name].



Interviewer: Okay.

Participant: She goes by [name]. It's [name], and her last name is [name]. It's [name].

Interviewer: Okay. And the number?

Participant: Her cell phone number is [phone].

Interviewer: Okay.

Participant: I think you'll get a lot of good information from both of those people, but [name] would be the best because she lives it every day.

Interviewer: Okay. Well, those are all the questions that I have. Again, thank you very much for your time and thoughtful comments, and I hope you have a wonderful rest of your day, okay?

Participant: Thank you. You, too. If they have any more surveys, you're welcome to call my house any time. I have no problem helping you with surveys.

Interviewer: Okay. Again, thank you so much for your time.

Participant: Thank you. Have a nice day and a nice weekend.

Interviewer: You're welcome. Bye-bye.

Participant: Bye-bye.

Interviewer: You, too. Bye-bye.

## Resp 25

- Interviewer: Okay. Well thank you for your input. Now when traveling was there a time that the height of a bed was an accessibility problem for you or someone you take care of? Would you say yes or no?
- Participant: A bed, like a sleeping bed?
- Interviewer: Well I can repeat the question, I just can't elaborate more than that. So when traveling-
- Participant: I'm sorry.
- Interviewer: It's okay. When traveling, was there a time the height of a bed was an accessibility problem for you or someone you take care of?
- Participant: I would say yes. When we go to hotels, and I assume we're talking about bed, that she can't sleep in a normal bed. So we actually have to purchase a blow up mattress. The height may not be safe for someone that doesn't recognize that there is an edge and they can fall off.
- Interviewer: Okay. So now we would move to the bed/height portion of the survey.
- Participant: Okay.
- Interviewer: And this can take ten to fifteen minutes as well.
- Participant: Okay.
- Interviewer: Okay. So now first I'd like to ask you to tell us a little about yourself and why the height of a bed is an important issue for you relating to mobility?
- Participant: Okay. Again, my daughter has a severe disabling condition. It's called CDKL5. And she has seizures and along with that developmental delays. She is fully there, but she doesn't quite understand things like danger. And the height of a bed, if we could lower it, in certain areas such as like a hotel, if they had an adjustable and accessible rooms and things like that, she would be safer if she was closer to the floor. We literally, if we do put her in a bed, we have to surround her with pillows and sleep with one eye open, hope she doesn't knock it over. She is fairly good about boundaries and about pushing the pillow and going past it, but I know there's other children, that are not quite as cautious as her. And they could get hurt falling out of the bed.
- Interviewer: Okay. Do you have a hooyer lift or other type of assistive lift device to transfer in and out of beds and chairs?
- Participant: No. But we are in the process of building our house and we do plan to actually get one installed in the bathroom and also the bedroom for her.

Interviewer: Okay. Is there a specific reason you do not have a hoist lift or other type assistive lift device?

Participant: Just as the process of building a house, we're just not going to put it in our current home that we're not staying in.

Interviewer: Okay. How much of a problem for you are the heights of bed when traveling?

Participant: I'm actually pretty short. So for 5' tall I sometimes have to climb in the bed. So you can imagine to not only climb in myself but also hold and hoist my child in it, sometimes they're fairly tall and it's challenging. My husband has to help.

Interviewer: Can you give me a specific example?

Participant: I know one of the hotels, we travel frequently, one of the hotels we stayed at had the beds almost to my waist, bottom of my chest area. And I had to stand on my tippy-toes and kind of climb in one knee at a time myself. And I know to put our daughter in it, he had to actually lift her to put her in it because it was so tall.

Interviewer: And-

Participant: I think they make them taller to make them nicer looking but they don't think about who else could be needing that.

Interviewer: And how does this effect you or make you feel?

Participant: I'm pretty much used to being short, but I think with disabilities and with different people their height challenges or their family members not being able to walk, climb up themselves, that would hurt. That would be a challenge that you don't really want to face. The lives of family members that have children and parents and brothers and sisters with disabilities that they have to lift and they have to change and all these things, you know life is hard and I think that anything that makes it harder is just not worth it.

Interviewer: How helpful would it be to you if beds in hotels had a lower or adjustable height?

Participant: I think it would make life 100% easier when we travel. And it would be something we'd go, okay cool, we don't have to worry about bringing our own bed for her. They'd have one.

Interviewer: Okay. What types of things would you be able to do that you can't do without a lower height?

Participant: I would say go to theme parks and vacations and even something as simple as Disney, that the kids would enjoy.

Interviewer: Okay. When choosing places to stay, do you consider if certain places will have beds with lower height?

Participant: I don't because I don't find that most people are very accommodating with disabilities yet. So I don't really discourage us from going anywhere. We just do what we have to do. Like I said we purchased an actual bed for her that we take and we just take our extra measures. But I'm not surprised when places don't have it because people don't really, we've been in accessible rooms but I can't even imagine having a large wheelchair because it would never work.

Interviewer: Okay. How helpful/accommodating are hotels when you ask about beds with a lower height?

Participant: I would never say that I've actually come across a hotel that was helpful with anything as far as our disability.

Interviewer: Okay. Are there places or events that you are unable to participate in due to the lack of an accessible bed?

Participant: Not as of right now. For the most part we choose not to go and do some things because it's challenging and we have so much stuff we have to bring, including a bed. That's just adding to what we have to bring. But as she gets older, that may change also with how heavy she ends up being.

Interviewer: If hotels in Florida had beds with a lower height, what types of people would benefit the most?

Participant: I think the same answer as before. The families of the people with the disability are going to be able to feel like they can go out into the world and they can go do things. We get isolated quite easily with our lives and our lifestyle, that I think it would open to more inclusion and more I guess typicalness.

Interviewer: Okay. When traveling how often do you encounter a bed height accessible to you? Again what percent of the time would you say?

Participant: I was say zero. I've never seen one.

Interviewer: Okay. Anything else that you would like to share with me?

Participant: No. I think that pretty much covers it.

Interviewer: Okay. Well thank you so much for your time and thoughtful comments. And those are all the questions that I have, was there anything else you would like to share with us?

Participant: No sir. I think we're good. And I hope I answered the questions efficiently.

Interviewer: Oh yeah. Like I said, we appreciate your help and thoughtful comments in helping the Florida Building Commission make their decision. Okay?

Participant: Perfect. Well feel free to contact me if you guys have any other questions.

Interviewer: Thank you so much. You have a wonderful rest of your day. Okay?

Participant: Thank you. You too.

Interviewer: Thank you. Buh-bye.

Participant: Bye.

## Resp 26

Participant: Hello

Interviewer: Yes hello my name is [Interviewer] and calling from the University of Florida. So you received an email from the Family cafe in April inviting you to tell us about how the lack of power height adjustable tables in public affects you or your love ones. The University is conducting research with the Florida building commission to asses and determine the need to change the building codes by interviewing people who are effected the current standards. Is now a good time to talk?

Participant: Yes it is.

Interviewer: All right, we'll just start with, so a power height adult changing table is convenient and safe way for caretakers to assist individuals who maybe unable to fully care for themselves. For adults who manage mobility limitations or incontinence they provide a safe, sanitary, and comfortable space for changing, was there a time that an adult changing table would have been helpful to you or someone you take care of?

Participant: Um, no.

Interviewer: Okay. When traveling was there a time when the height of a bed was an access ability problem for you or someone you take care of? Yes or no?

Participant: Yes.

Interviewer: All right.

All right.

So as I said my name is [Interviewer] and I'm calling from University of Florida and you received an email from the family Café in April inviting you to tell us how the heights of beds affect you while traveling, and the University is conducting research with the Florida building commission to assess the need to adjust the building code by interviewing people effected by current standards.

We're calling you because you completed an online scheduling form when the Family Café emailed you and your input will be, will help inform and shape the committees ruling. Everything you say will be confidential, and we will record it with no identifying information. And while there is no compensation for completing the survey your answers will help the Florida building commission make informed decisions. And your participation is voluntary, there are no right or wrong answers to these questions. You don't need to answer, rather you don't have to answer, any questions you do not wish to answer, and you can stop the interview any time.

I also want you to know this call will be recorded for quality control purposes and will be transcribed and, I do apologize, summarized and aggregated with the participants, and the survey should take approximately ten to fifteen minutes to complete.

Participant: Okay.

Interviewer: All right. So first thing I would like to ask you to tell us a little about yourself and why the height of a bed is important, sorry, is an important issue for your mobility.

Participant: Well I have cerebral palsy, and I use a wheelchair by myself so when the bed is high, its really had for me to change over by myself. It causes me to have to rely on other people.

Interviewer: Okay and is there anything else you want to add to this?

Participant: No

Interviewer: Okay, so you mentioned transferring. Do you have a Hoyer lift or any other type of assisted lift device to transfer in and out of beds or chairs?

Participant: No.

Interviewer: All right. How much of a problem for you are the heights of beds when traveling?

Participant: Um, very much, usually when I'm traveling, and I go to the hotels the bed is too high so what ends up happening is that I have to be lifted into the bed by a family member or a friend. And I feel that for me it takes away my independence.

Interviewer: And, you have already touched on this a little bit but how helpful would it be for you if beds in hotels had a lower or adjustable height?

Participant: Well it would be easier and more accessible and I wouldn't have to worry about getting into bed or falling out of the bed if I could adjust the bed height.

Interviewer: Okay. And when choosing a place to stay do you consider if certain places will have beds at floor heights?

Participant: No, because I'm not independent when I travel on my own so I do not need to make the reservations.

Interviewer: Okay, and this one you have also touched on a little bit but what do you do if the height of the bed is too tall?

Participant: Um, I usually have to have assistance.

Interviewer: And could you give me a specific example?

Participant: About four years ago I went on cruise, and the cruise did not have adjustable beds, but was able to still stay by myself, but needed my mother and my sister make sure I could steady myself because if I don't feel stable there is a higher risk of me falling

and injuring myself if I don't feel like I'm stable or if I feel like I'm going to fall. I usually have a hard time.

Interviewer: Are there places or events that you are unable to participate in due to the lack of an accessible bed?

Participant: Not that I could recall.

Interviewer: Okay. If hotels in Florida had beds with a lower height what types of people do you think would benefit the most?

Participant: I think people in wheelchairs and other people with disabilities that have limited mobility.

Interviewer: And when traveling how often do you encounter a bed height that is accessible to you?

Participant: Not that often, and then I'm going to a place that is expensive to me because I am a person with a wheelchair but I really find that hotels are accessible for people in wheelchairs

Interviewer: And is there anything else you would like to share with me?

Participant: No, except thank you for doing this survey.

Interviewer: I want to thank you for actually doing the survey with us because this is really helpful and its really helpful and its something that needs to be done.

I do want to thank you very much for your time and your help with talking to me. I would like to ask if you know anyone else that we should talk to that would be interested in sharing their challenges or their story specifically related to adult changing tables and/or bed heights.

Participant: Am I allowed to forward the email?

Interviewer: I'm not sure, but I believe you would be able to.

Participant: Okay.

Interviewer: Well those are all the questions I have, thank you very much for your time again and you have a great evening.

Participant: Thank you.

Interviewer: All right bye.

Participant: Bye.



## Resp 27

- Interviewer: Okay. Thank you. And so on another topic when traveling was there a time that the height of a bed was an accessibility problem for you or someone you take care of? Yes or no.
- Participant: The height of a bed?
- Interviewer: Mm-hmm (affirmative)
- Participant: We have one of the greatest challenges when we travel with him is sleeping. Because he can't sleep in a regular bed and we have really worked hard to try to figure out things. Recently he's been with us on a couple of trips and vacations where he's slept in his wheelchair and that was safest place for him but it certainly wasn't our desire or it is very difficult to find any kind of accommodation we'd have done better if we could've accommodated him better if we had a portable lift that would've enabled us to lift him out of his chair and he could be accommodated on a floor or special bed but there again needing to have a lift to able to put him back in his chair.
- Interviewer: Mm-hmm (affirmative)
- Participant: We're able to do that when we have some people who are young and strong with us. That's not always the case.
- Interviewer: Oh okay. And then so just to re-ask the question one more time just to double check, so when traveling [inaudible 00:14:52] at the height of the bed was an accessibility problem for you or someone you take care of would you want to go with a Yes or No?
- Participant: I would say the simple answer is certainly is yes.
- Interviewer: Oh okay. So this survey is much like the previous adult changing tables. Would have again it takes around 10 to 15 minutes would you have time to do that one?
- Participant: It's another survey about changing tables?
- Interviewer: No it's configured just like the adult changing tables but it would be in regards to bed heights.
- Participant: Bed heights.
- Interviewer: Mm-hmm (affirmative)
- Participant: Yeah I think we could do that one pretty fast but go ahead.
- Interviewer: Oh okay. And so just like the first one first I'd like to ask you to tell us a little bit about yourself and why the height of a bed is an important issue for you relating to mobility.

Participant: Okay again we're an older couple who adopted a boy that had shaken baby he's completely disabled and we're total care for him and that the we are fortunate enough that we have a canopy bed that keeps him safe bur one of the big difficulties is that we could not get one that had an adjustable height. We had to have it custom the height custom made so that we could get a lift in to get him in and out of the bed. It's not made for that and the canopy makes it hard to find the right lift to do that but we are fortunate in that way but it also makes it difficult that the we change his diaper on that bed and to have it accommodate the lift and everything else it's too high for my wife to actually comfortably change his diaper. I do that most of the time.

Interviewer: Okay. And so you mentioned this but do you have hoyer lift or other type of assisted lift device to transfer in and out of beds and chairs?

Participant: Say that again?

Interviewer: Do you have a hoyer lift or other type of assisted lift device to transfer in and out of beds and chairs?

Participant: Yes.

Interviewer: Okay. And do you travel with it?

Participant: No it's too big. It's an electric lift and it's too big to travel with.

Interviewer: Okay.

Participant: We wish we had one we could travel with.

Interviewer: And so how much of a problem for are the heights of beds when traveling?

Participant: Again the height of the bed is not the main issue. The height of the bed only because we change him on the bed when we travel so it's got to connect to that changing table idea that if there were motel rooms that had special like they have this special hotel rooms for the disabled but that usually has to do with the toilet and the shower facility and what would be more appropriate for us would be indeed a motel room that has a changing table that was right and a bed that would be he could sleep in safely.

Interviewer: Mm-hmm (affirmative) Okay. And how helpful would it be to you if beds in hotels had a lower or adjustable height?

Participant: It would be very helpful.

Interviewer: And so overall please describe how your quality of life would change if bed heights were lower or adjustable.

Participant: It would make us feel like we could travel much more easily.

Interviewer: Okay. And so when choosing places to stay do you consider certain places will have beds with lower height?

Participant: Again we have not run into that so we generally have never we have never looked for that. Mostly what we look for is is there enough space in the room to accommodate us and him in a wheelchair.

Interviewer: Mm-hmm (affirmative). Alright thank you. And so what do you do if the height of the bed is too tall and if that is a problem.

Participant: ... Yeah it makes it difficult to do diaper changes. Sometimes we do diaper changes on the floor.

Interviewer: Okay. Thank you. And so are there places or events that you are unable to participate in due to the lack of an accessible bed?

Participant: I can't think of anything off-hand. Just traveling.

Interviewer: Mm-hmm (affirmative). Okay. Thank you. And so if hotels in Florida had more beds with a lower or adjustable height, what types of people would benefit the most and why do you think that.

Participant: I think the people that would benefit most from that would be people whose disability was not so great that they could assist and transfer and so forth. It's very difficult for those in need of assisted lift because most hotel beds , no matter their height, you can't get a lift underneath them and so you still have to physically be able to lift a person.

Interviewer: Thank you. And so when traveling how often do you encounter a bed accessible to your family?

Participant: We never find a bed that's accessible to our son.

Interviewer: Alright. And so regarding the topic of bed heights is there anything else that you would like to share?

Participant: Well again I would like them to score that for our situation and I think a lot of people that are in our situation the height of the bed is not the main concern. It's the availability of being able to lift our son out of his chair and either put him in a bed or put him on the floor.

Interviewer: Okay. Thank you. And so just before we end I would just like to ask if you know anybody else that you think we should talk to that would be interested in sharing their challenges and stories? Specifically related to adult changing tables and/or bed heights? And if you don't know of anyone that would be perfectly fine as well.

Participant: You know of anyone [name]? Yeah I can't think of anyone off-hand.

Interviewer: Oh okay. That's perfectly fine. So those are all of the questions that I have. I thank you so much for your time and we appreciate you talking to us. I hope you have a wonderful day.

Participant: What? Yeah do you know if they have any changing tables at U-F now?

Interviewer: I wouldn't be aware of that information.

Participant: Okay.

Interviewer: I'm sorry.

Participant: It's alright.

Interviewer: Mm-hmm (affirmative). Have a nice day. Thank you so much.

Participant: You too.

## Resp 29

- Interviewer: Okay, so on another topic, when traveling was there a time that the height of a bed was an accessibility problem for you or someone you take care of, yes or no?
- Participant: Yes.
- Interviewer: Okay, and so again, first I'd like to ask you to tell us a little bit about yourself and why the height of a bed is an important issue for you, relating to mobility.
- Participant: As far as being a caretaker, it's a huge issue if the bed is not high enough that you can transfer the patient directly from a mobility device to the bed. If you have to pick them up from their mobility device, such as a wheelchair, and then lower them onto a different surface, then that's a problem. Also, when you're using that bed as a changing table, then you're running into the same issue that you would if you were out in a public place, because if you don't have a strong back, or if you do have a strong back, but you have a rather large patient, then you can't get anything done if the bed is too low.
- Interviewer: Okay, thank you. Do you have a Hoyer Lift or other type of assisted lift device to transfer in and out of beds and chairs?
- Participant: Yes.
- Interviewer: Do you travel with it?
- Participant: No.
- Interviewer: Okay, and so how much of a problem for you are the heights of beds when traveling?
- Participant: It's a big problem because like I said, we don't travel with the lift, and that's because it's too hard to fit it in our vehicle and put our other kid in, so it becomes an issue when the bed is too low.
- Interviewer: Would you mind telling me about a specific example?
- Participant: Let me ... Oh yes, I can. We went on vacation a few weeks ago, and the beds in all of the rooms were lower to the ground, like they had absolutely no lift, and so we were having to actually bend completely over at the waist to change him, and to put him in bed. It is taxing on your back. For a couple of weeks now I've had a back ache from trying to do that for him.
- Interviewer: Okay, so how helpful would it be to you if beds in hotels had a lower or adjustable height?
- Participant: Extremely helpful. I think that then it would benefit if you were changing on the bed, or if you were resting on the bed, you could lower the height for safety, but

when you were needing to get the patient into bed, or to perform other responsibilities for them, you could just raise the height and then lower it immediately back for safety.

Interviewer: Overall, please describe how your quality of life would change if bed heights were lower or adjustable.

Participant: I think it would encourage us to be going places more, to not be scared of the what if, like if you're going to run into an area that you can't use or if you're going to have to have some kind of confrontation about finding a different room, that sort of thing. I think it would just make it easier on the caregiver, and way easier on the patient.

Interviewer: When choosing places to stay, do you consider certain places will have beds with lower height?

Participant: Yes.

Interviewer: How helpful or accommodating are hotels when you ask about beds with a lower or adjustable height, if you ask?

Participant: I would say they're about 50% accommodating. You've got a 50/50 shot of getting someone who cares and will try to work with you, and then the other 50% is the type of people, because they've never been in that situation because they've never needed the service, they don't have any desire to try and help you.

Interviewer: Okay. What do you do if the height of the bed is too tall?

Participant: We ask for something different, or we just make it work.

Interviewer: Can you give me a specific example?

Participant: Usually it's not that the bed is too tall, but rather too low. It seems like we can make things work if it's only a little bit too high, but when the bed is too low, transitioning him from his wheelchair to the bed is difficult to ... When we were on vacation and the bed is so far down, because his legs don't bend normally, putting him into bed is a huge thing. It requires two people often times, and it's very uncomfortable for him.

Interviewer: How does this effect you or make you feel?

Participant: It makes me feel terrible. I want to fix the issue for him, and I want him to be able to go and do just like everybody else gets to do, but unfortunately sometimes there's just nothing we can do.

Interviewer: Okay. Are there places or events that you are unable to participate in due to the lack of inaccessible beds?

Participant: So far it hasn't really prevented us. It's aggravating but it hasn't prevented us from going. It does make us carefully select where we stay and when we stay because if things are at max capacity, if we don't get something that we can use, then changing that out is an issue as well.

Interviewer: Just a follow up, have you delayed or changed plans because you found out a bed was too tall or too low?

Participant: Yes.

Interviewer: If hotels in Florida had more beds with a lower height, what types of people would benefit the most, and why do you think that?

Participant: I think, again like my response about the changing tables, I think all kinds of people would benefit. I think elderly people that maybe have issues with getting into a low position, or a high position, could set the bed as they needed to get in or out. I think it would make caretaking easier as far as basic responsibilities for people with disabilities, and I also think that it would just make it easier for turning patients in the middle of the night, or helping them get up, or things like that. I think it would benefit a wide range of people, not just people with disabilities.

Interviewer: Thank you. When traveling, how often do you encounter a bed height accessible to you and your family, and do you think this is adequate?

Participant: I would say about 50% of the time we're able to find a bed that's adequate height and no, I don't think that's okay. I definitely wish it would change.

Interviewer: Okay, and so regarding the topic of bed heights in general, is there anything else you'd like to share?

Participant: That's it.

Interviewer: All right, so those are all the questions that I have ma'am. I want to thank you so much for taking the time. We really appreciate it. I hope you have a wonderful day, ma'am.

Participant: Okay, thanks so much.

Interviewer: Thank you, bye.

Participant: All right, bye-bye.

## Resp 30

Interviewer: Okay. Thank you.

On another topic, when traveling, was there a time that the height of a bed was an accessibility problem for you or someone you take of? Yes or no?

Participant: Yes.

Interviewer: Okay.

First I'd like to ask you to tell us a little bit about yourself and why the height of a bed is an important issue for you relating to mobility?

Participant: Like I said, my daughter had a stroke and we have to manually lift her and pick her up. Getting her in the bed, and out of the bed, and she has a feeding pump, and so she has to be so high and lift her head and stuff like that. It makes it hard to go anywhere because it's very hard to get her right.

Interviewer: Okay.

Is anything else you'd like to add to that opening statement?

Participant: No.

Interviewer: Okay.

Do you have a Hoyer lift or other type of assistance lift device that transfer in and out of beds and chairs?

Participant: No, not yet.

Interviewer: Is there a specific reason you do not have a Hoyer lift or other type of assistance lift device?

Participant: Well, because she's seven, so she's not very heavy. But I mean she's putting on weight, so it's getting harder to just carry her around the house and stuff.

Interviewer: Okay.

How much of a problem for you are the heights of beds when traveling?

Participant: Sometimes it's a big problem.

Interviewer: And would you mind telling me about a specific example?

Participant: We actually went to Gainesville to her doctors appointment, we had to stay overnight. I had a very hard time getting her in and out of the bed because the bed



was high. You could imagine the struggle, trying to get her up in there without dropping her.

Interviewer: How does this affect you or make you feel?

Participant: Upset and exhausted.

Interviewer: Okay. Thank you.

How helpful would it be to you if beds in hotels had a lower or adjustable height?

Participant: It would be very helpful for both of us: for me for lifting, and her not being dropped or whatever.

Interviewer: What types of things would you be able to do that you can't do without a lower or adjustable height?

Participant: I mean, we try to not stay overnight and drive back at home, which we're like four hours away. It's exhausting having to make that trip down there and then come all the way back, when if we had them it would be a lot more convenient, because we would be able to stay and rest. But we're not.

Interviewer: Okay.

Overall, please describe how your quality of life would change if bed heights were lower?

Participant: We would be able to, like I said, stay more often and not be so exhausted, and maybe do other things while we were there, because we do live in a small town, and we don't have the opportunities like there is in Gainesville. It would increase all of our quality of life.

Interviewer: Okay. Thank you.

When choosing places to stay, do you consider certain will have beds with a lower height?

Participant: We do. But we really haven't found one that so far that has.

Interviewer: How helpful or accommodating are hotels when you ask about beds with a lower height, and if you ask?

Participant: It's not very helpful.

Interviewer: Okay.

What do you do if the height of the bed is too tall?

Participant: Well, I've ran into that once, and I did have to get somebody to help me pick her up and put her in the bed.

Interviewer: Are there places or events that you are unable to participate in due to the lack of an accessible bed?

Participant: Yes, like I said staying, just going to appointments that she needs to be at. Us having to turnaround and drive back home when we could have just stayed and slept and got up the next morning. That would have been a lot convenient and helpful for all of us.

Interviewer: Have you delayed or changed plans because you found out a bed was too tall?

Participant: Yes.

Interviewer: Okay.

If hotels in Florida had more beds with a lower height, what types of people would benefit the most, and why do you think that?

Participant: Special needs people, their caregivers, people that can get around, but have a hard time trying to get themselves up in a high bed or get themselves up off of a low bed, that have any type of mobility problems would help definitely.

Interviewer: Okay.

When traveling how often do you encounter a bed height accessible to you, and do you think that this is adequate?

Participant: I never have. And no, it's not adequate.

Interviewer: Okay.

Regarding the topic of bed heights, would there be anything else you'd like to share?

Participant: No, thank you.

Interviewer: Okay.

Those are all the question I have then, ma'am. Thank you so much for your time. We really appreciate you taking the time to speak with us, and I hope you have a wonderful day.

Participant: You too.

Interviewer: Thank you. Bye.

## Resp 31

Interviewer: All right. And when traveling with her [inaudible 00:23:25] the height of a bed or with an accessibility problem for you or somebody you take care of? Yes or no?

Participant: The height, yes. Bed heights are often too high.

Interviewer: All right. So same thing here, you received an email from the Family Café in April inviting you to tell us about the heights of beds and their effect on you and your loved ones while traveling. The university is conducting research with the Florida Building Commission to assess and determine the needs to adjust building code by interviewing people who are affected by current standards.

And so same thing here again, I just have to make sure you hear all of this before we get into all of this. I do apologize.

So we're calling you because you completed an online form when the Family Café emailed you and your input will help inform and shape the commission's ruling. Everything you say will be confidential and will be reported with no identifying information. There's no compensation for completing that survey but your answers will help the Florida Building Commission make informed decisions. Your participation is voluntary, there are no right or wrong answers to the questions, and you don't have to answer any questions you do not wish to answer and may stop the interview at any time. I also want to let you know that this call will be recorded for quality control purposes and will be transcribed, summarized, and aggregated with other participants. This survey should take about 10 to 15 minutes to complete.

Okay.

Participant: Okay.

Interviewer: And so here again I'd like you to tell me a little about yourself and why the height of a bed is an important issue relating to mobility.

Participant: So my child has some mobility issues and again, you know, if it's very high then it's ergonomically difficult for me to transfer her from a wheel chair onto the bed. And it would just... They like to do these extra fluffy mattresses now and that's a challenge. And then she has some vestibular issues so I get concerned about, like to doctor's office has really high exam tables, I don't know if that's what you're talking about. But those things aren't really safe. But even really large [inaudible 00:25:35] it's just transferring, you know, you have to lift up [inaudible 00:25:42] or something and that's really hard.

Interviewer: Okay. Do you have a Hoyer Lift or any other type of assisted lift device to transfer in and out of beds or chairs?

Participant: No, at this point we don't have any lift devices. They're really expensive and difficult to transport in and of themselves and so I don't really know what the long term solution is.

Interviewer: Okay. How much of a problem, sorry, how much of a problem for you are the heights of beds when traveling?

Participant: Are heights of beds?

Interviewer: Yes ma'am.

Participant: Yeah we usually don't use a bed, we bring an inflatable mattress, we put her on the floor because it's easier to go down than it is to go up. And we don't go anywhere, so those two things.

Interviewer: Okay. How helpful would it be for you if beds in hotels had a lower or adjustable height?

Participant: I think if they had an adjustable height it would be extremely helpful. And if they were lower, I don't know if that would create problems for tall people. Like I said, my daughter is probably going to be very tall at some point, and so for her, that might be different. Also I know like transport chairs and things like that, their height is different then like special needs strollers and pediatric chairs are smaller. And so there's a lot of variability so I really think the adjustable would be the better investment rather than just trying to make it fit one group and then find out that excludes a whole nother group that has the opposite problem.

Interviewer: When choosing places to stay, and you touched on this one a little bit here, but when you do choose places to stay, do you consider if a certain place will have beds with lower height?

Participant: Well we don't really go places, like I said, we don't consider the height. We don't expect that accomodation at this point.

Interviewer: Okay. And if you do go to a place, what do you do if the height of the bed is too tall?

Participant: We put her on the floor.

Interviewer: Okay. And how does this affect, or how does this make you feel?

Participant: It's disgusting. Nobody wants to be on the floor really. It's, especially in a public place. You don't really know how clean it is or what's been spilled on it or anything. So it's just, it's like camping and you're paying for it. Might actually be more sanitary to camp. Because at least she'd be in like a tent on the ground. So you know, yeah it's pretty humiliating.

Interviewer: Are there places or events that you're unable to participate in due to the lack of accessible beds?

Participant: We do not travel more than an hour away from our home or generally stay overnight anywhere. So we have not been able to go visit family in other states. And we have not been able to go see, you know, participate in like 4H events and things that are out of the Orlando area.

Interviewer: Okay.

If hotels in Florida, sorry, if hotels in Florida had more beds with a lower height, what types of people do you think will benefit the most?

Participant: I think a lot of people would benefit. I think that elderly people would benefit, I know my mom has bad knees and that's a problem for her, you know? And that's why I was saying the adjustable height, because if it's too low then she has trouble getting up from the bed and if it's too high then she has trouble getting on to the bed. And so, you know, for our family though, for my child, if there was a hotel that I could book an accessible room with an adjustable bed we would probably travel. Right now we don't because of the, we can make that accommodation at home but when we leave our house it's basically we have to do everything in the car.

Interviewer: And when you did travel how often did you encounter a bed height that was accessible to you?

Participant: Pretty much never. That's why we decided to not travel anymore.

Interviewer: All right.

And lastly is there anything else you'd like to share with me?

Participant: I understand like small businesses and hotels and things like that, you know, some of these requirements might be arduous for them. But I don't have a lot of sympathy for the big entertainment complexes. And people are, you know, [inaudible 00:31:05] say taxpayer money. But taxpayer money goes to a lot of things for people who are accessible. Like, you know, bike passes, parks and things like that with swings that my child can use. And so I think that some investment needs to be made because really we're dealing with standards that are, I don't know, 20, 30, you tell me how old these building codes are for really making this accommodation.

And as autism rates and Alzheimer rates and, you know, aging population, as these things are growing, there needs to be times for companies to start implementing them. And so I understand some companies should be allowed to grandfather in, or maybe they're too small to make that accommodation. At least making it code for the large companies raises that bar for people and new construction should definitely be building these kinds of things. This is not, it's a reasonable request I think you know? For equality.

Interviewer: Alright.

Participant: Like I said, we can't go see our family, you know? Because we can't get there. They're several states apart and you know, even getting out of Florida. We can't make it to Saint Augustine. And so, you know.

Yeah, I definitely think they should start adding these and the large hotels and stuff that they're building should definitely have this planned in and all government buildings should have this planned in. Schools and things like that need to have a place. You know?

Interviewer: Hello, ma'am are you still there?

Participant: Yeah.

Interviewer: Sorry, I thought you were still finishing your statement, sorry about that.

All right, well I want to thank you very much for your time and help as well as speaking with me today. I know this was very long, but I really do appreciate you for speaking with us.

Participant: Sure.

Interviewer: All right, so that's all the questions I have, you have a great day.

Participant: Thank you.

Interviewer: Okay.

### Resp 33

Interviewer: One little last bit here, when traveling, was there a time that the height of a bed was an accessibility problem for you or someone you take care of? Yes or no.

Participant: The height of the bed?

Interviewer: Yes ma'am.

Participant: Yeah, yeah.

Interviewer: Alright.

I know you said that you had go to at about 10 minutes. There's a second part to this survey that talks about height of beds in hotels, and if they should be adjustable or not. Would now be a good time to continue with that or should we call back another time?

Participant: No, no. It's okay. You go ahead.

Interviewer: Okay.

So, same thing here. You received some emails from the Family Café in April inviting you to tell about the heights of beds, and how they affect your loved ones while traveling. The university is conducting research with the Florida Building Commission to assess and determine the need to adjust the building code by interviewing people affected by current standards.

We're calling you because you completed an online scheduling form, from the Family email... I'm sorry, the Family Café rather, emailed you and your input will inform and shape the commissions ruling. Everything you say will be confidential, and will be recorded with no identifying information. There's no compensation for completing the survey, but your answers will help the Florida Building Commission make an informed decision. Your participation is voluntary. There are no right or wrong answers to these questions, and you don't have to answer any questions you do not wish to, as well as stopping the interview at any time.

I also want to let you know, this call will be recorded for quality control purposes, and will be transcribed, summarized, and aggregated with other participants. The survey should take about 10 to 15 minutes.

All right. First, I'd like to tell a little bit about yourself and why the height of a bed is an important issue for you related to mobility.

Participant: My son with special needs actually hurt his ankle not too long ago, and I had previously hurt my knee. So believe it or not, a few inches makes a big difference in

either someone with a temporary, or long term injury or handicap, to be able to easily sit on a bed or get up from a bed.

I think it's very important and we have been effected, like I said, because of injury, but also handicap. He is special needs, and just to help him get out of bed, or scoot back and scoot up, and get up and out is a challenge sometimes.

Interviewer: Do you have a hooyer lift or any other type of assisted lift device to transfer in and out of beds and chairs?

Participant: No, we don't have a special lift. Nope.

Interviewer: Is there a specific reason why you don't have a hooyer lift or other type of lift device?

Participant: We...he is mobile. I know those are for people usually who have limited mobility in their legs. But he is mobile, so we don't have one at home. We just haven't needed it at home.

Interviewer: Okay.

Participant: Maybe it's the height of our bed at home, I don't know. But yep, we do not have a lift at home.

Interviewer: Okay.

How much of a problem for you, are the heights of beds when traveling?

Participant: Its somewhat of a problem.

Interviewer: How helpful would it be to you if the beds at hotels, that's in hotels rather, had lowered or adjustable heights?

Participant: Adjustable heights would be great. A friend of my aunt, her husband has multiple sclerosis, she has to maneuver from a scooter or a walker, to a bed. Again, helping her up or down, or back and forth is a challenge. I think adjustable heights would be a great idea. Or just a height comparable to the height of a wheelchair. Something easy to maneuver, to get in and out of... sliding in and out of to a chair.

Interviewer: When choosing places to stay, do you consider if certain places will have beds with a lower height?

Participant: Sometimes, yes. Mm-hmm (affirmative).

Interviewer: What do you if the height of a bed is too tall?

Participant: We've had to get something to help step on it, like something to prop the foot up to then be able to shift more easily. A low ottoman or big telephone books from the



past. Now they don't print those, but something to be able to step on. We've had to use some things to help, to able to take those steps on there.

Interviewer: Are there places or events you are unable to participate in due to lack of an accessible bed?

Participant: No, no. Not that I can recall at this time. Most hotels have a handicap room, so those have been okay.

Interviewer: If beds, or if hotels in Florida had more beds with a lower height, what types of people do you feel would benefit the most?

Participant: I think everyone... of all ages. Again, even little kids without problems it could be easier for them, in addition to anyone with maneuvering, any age or disability, who has maneuver in or out of a chair, a wheelchair or a scooter, something like that. I think easily half the population, would it be elderly or young, would benefit.

Interviewer: When traveling, how often- sorry about that- when traveling, how often do you encounter a bed with a height that's accessible to you?

Participant: I'd say like 60 percent of the time.

Interviewer: Do you think that this is adequate?

Participant: It could be better, but it's okay. Could be better.

Interviewer: Lastly, is there anything else you'd like you share with me?

Participant: No, I don't think so. I don't know if there's a certain number of handicap accessible rooms that hotels are supposed to have, but that might be another way to improve accessibility in general for people with handicaps.

Interviewer: All right. Well, I wanna thank you very much for your time and help, as well as talking with me. We do appreciate your time, thank you very much. You have a great day.

Participant: Thank you. You, too. Bye bye.

Interviewer: Bye.

## Resp 34

- Interviewer: Yeah, no problem. Thank you for your time and thoughtful comments about adult changing tables. Now, when traveling, was there a time that the height of a bed was an accessibility problem for you or someone you take care of, yes or no?
- Participant: Yes.
- Interviewer: Okay, so this one would also take 10 to 15 minutes, okay?
- Participant: Okay.
- Interviewer: First, I'd like to ask you to tell us a little about yourself and why the height of a bed is an important issue for you relating to mobility.
- Participant: Well, for me, I don't have... I have a disease which doesn't allow me to take the full weight of my body and sort of volt it up onto a high bed. So that's the inconvenience is trying to figure out how to make it to a bed which is higher than normal height.
- Interviewer: Okay. Do you have a Hoyer lift or other type of assistive lift device to transfer in and out of beds and chairs?
- Participant: No, I don't normally need that.
- Interviewer: Okay. How much of a problem for you are the heights of beds when traveling?
- Participant: I would say maybe only 10% of the time are the beds higher than I can manage. But when they are, then it's the difficulties of getting in the bed, and then there's also the difficulties for using them in the nighttime to go to the bathroom and then come back and then back onto the bed. Those are pretty significant issues.
- Interviewer: Can you give me a specific example?
- Participant: Well, when was it we were... I think we were at Disney and they had this sort of old-fashioned theme going on, so the beds were higher than normal. I just couldn't get my hip or my leg up to be able to volt myself to the bed itself. So what we had to do was call down to the concierge, and then they brought like a little step stool type thing.
- Interviewer: Okay. Okay. How did this affect you or make you feel?
- Participant: Well, it's a little embarrassing, of course, but I thought it was kind of unusual that they would make the beds so high. They said that there was nothing else available. That's the whole style of this particular resort. So it was a little concerning to pay the price for something which was not easily accessible and difficult to get up and down.
- Interviewer: How helpful would it be to you if beds in hotels had a lower or adjustable height?

Participant: I think that should be necessary in the ADA rooms. I don't know how anybody in a wheelchair would have been able to do these beds.

Interviewer: Okay. What types of things would you be able to do that you don't do without a lower height?

Participant: Well, easily and safely get into the bed, and then easily and safely get out of the bed without anxiety.

Interviewer: Okay. When choosing places to stay, do you consider if certain places will have beds with lower heights?

Participant: I am more aware of it now, and I do ask the height of the bed. Also, ask for walk-in walk-out showers and things like that. And it's a mixed bag. Some places have it, and some places are just like, "We have nothing of the sort."

Interviewer: Okay. How helpful/accommodating are hotels when you ask about beds with a lower height?

Participant: Well, they try, but when they say they have nothing to be able to be of assistance, that's kind of discouraging. Recently, I think this year alone, maybe I've had to change reservations from four different places because they said they didn't have any way to accommodate a lower bed.

Interviewer: Okay. What do you do if the height of the bed is too tall?

Participant: Well, I usually ask my husband. We usually try to rig something so that I have some sort of stairs. And, of course, first thing call the concierge and see if they've got some kind of stairs.

Interviewer: Can you give me a specific example?

Participant: The new Jimmy Buffett hotel in Orlando was on soft opening, and we got a chance to stay there. We had to end up putting a chair next to the bed to use as sort of a halfway point to be able to get up to the bed. Because they hadn't made arrangements yet, maybe yet, and maybe they're not going to, but it sounded like they were going to, but they just weren't in yet, to have some sort of stairs to be able to get up to higher beds.

Interviewer: Okay. How does this affect you or make you feel?

Participant: Well, it's a hassle. You're trying to have a good time, you're trying to relax, and it just interferes with the ability to just be on vacation.

Interviewer: Okay. Are there places or events that you were unable to participate in due to the lack of an accessible bed?

Participant: Well, I'm still fairly mobile and not confined to a wheelchair, so, for me, I would say I've been able to either change hotels or overcome it. For some of my students who are involved in our program, that's really been difficult for them, and there have been times when we've had to say, "If you can't get up to a higher bed, well, you can't come."

Interviewer: So have you delayed or changed plans because you found out a bed was too tall?

Participant: Yes, and definitely changed is probably more often because I'm kind of stubborn. But changing plans and going to another place, absolutely, yeah.

Interviewer: Okay. If hotels in Florida had more beds with a lower height, what types of people would benefit the most?

Participant: Well, I think anyone who has issues with walking and standing on their own. That's a lot of people as far as the elderly are concerned as well as it's a lot of people in the disabled community.

Interviewer: So when traveling, how often do you encounter a bed height accessible to you? Like what percentage would you say?

Participant: I would say maybe 15%.

Interviewer: Okay. Is there anything else... Oh, I'm sorry. Do you think this is adequate?

Participant: I would hope that they would look at the whole picture, and when they have bathrooms where they have roll-in roll-out showers and things like that, that they would put in lower beds. It just seems pretty logical to me. But, so far, I haven't seen designers of the hotels that actually thought, oh, if we're doing the shower, we probably better change out the beds and drop them down at least six or seven inches. But maybe somebody's trying it. I haven't seen it yet.

Interviewer: Okay. Is there anything else you'd like to share with me?

Participant: No, I'm good.

Interviewer: Okay. Thank you very much for your time and help talking to me. Your thoughtful comments will definitely help the Florida Building Commission make informed decisions.

Participant: Great. Well, thanks for doing this, again.

Interviewer: No problem. Those are all the questions that I have. Thank you very much for your time again, and hope you have a wonderful rest of your day, okay?

Participant: You're welcome. Have a good night.