

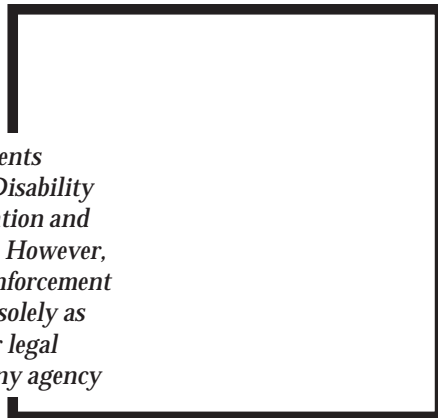
Checklist for Existing Facilities version 2.1

ADA TITLE III COMPLIANCE MATERIALS

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The Americans with Disabilities Act Checklist for Readily Achievable Barrier Removal

August 1995

Checklist for Existing Facilities version 2.1

Introduction

Title III of the **Americans with Disabilities Act** requires public accommodations to provide goods and services to people with disabilities on an equal basis with the rest of the general public. The goal is to afford every individual the opportunity to benefit from our country's businesses and services, and to afford our businesses and services the opportunity to benefit from the patronage of all Americans.

The regulations require that architectural and communication barriers that are structural must be removed in public areas of **existing facilities** when their removal is **readily achievable**—in other words, easily accomplished and able to be carried out without much difficulty or expense. **Public accommodations** that must meet the barrier removal requirement include a broad range of establishments (both for-profit and nonprofit)—such as hotels, restaurants, theaters, museums, retail stores, private schools, banks, doctors' offices, and other places that serve the public. People who own, lease, lease out, or operate places of public accommodation in existing buildings are responsible for complying with the barrier removal requirement.

The removal of barriers can often be achieved by making simple changes to the physical environment. However, the regulations do not define exactly how much effort and expense are required for a facility to meet its obligation. This judgment must be made on a case-by-case basis, taking into consideration such factors as the size, type, and overall financial resources of the facility, and the nature and cost of the access improvements needed. These factors are described in more detail in the ADA regulations issued by the Department of Justice.

The process of determining what changes are readily achievable is not a one-time effort; access should be re-evaluated annually. Barrier removal that might be difficult to carry out now may be readily achievable later. Tax incentives are available to help absorb costs over several years.

Purpose of This Checklist

This checklist will help you identify accessibility problems and solutions in existing facilities in order to meet your obligations under the ADA.

The goal of the survey process is to plan how to make an existing facility more usable for people with disabilities. The Department of Justice (DOJ) recommends the development of an Implementation Plan, specifying what improvements you will make to remove barriers and when each solution will be carried out: "...Such a plan...could serve as evidence of a good faith effort to comply...."

Technical Requirements

This checklist details some of the requirements found in the ADA Standards for Accessible Design (Standards). The ADA Accessibility Guidelines (ADAAG), when adopted by DOJ, became the Standards. The Standards are part of the Department of Justice Title III Regulations, 28 CFR Part 36 (*Nondiscrimination on the basis of disability... Final Rule*). Section 36.304 of this regulation, which covers barrier removal, should be reviewed before this survey is conducted.

However, keep in mind that full compliance with the Standards is required only for new construction and alterations. The requirements are presented here as a guide to help you determine what may be readily achievable barrier removal for existing facilities. The Standards should be followed for all barrier removal unless doing so is not readily achievable. If complying with the Standards is not readily achievable, you may undertake a modification that does not fully comply, as long as it poses no health or safety risk.

In addition to the technical specifications, each item has a scoping provision, which can be found under Section 4.1 in the Standards. This section clarifies when access is required and what the exceptions may be.

Each state has its own regulations regarding accessibility. To ensure compliance with all codes, know your state and local codes and use the more stringent technical requirement for every modification you make; that is, the requirement that provides greater access for individuals with disabilities. The barrier removal requirement for existing facilities is new under the ADA and supersedes less stringent local or state codes.

What This Checklist is Not

This checklist does not cover all of the requirements of the Standards; therefore, it is **not** for facilities undergoing new construction or alterations. In addition, it does not attempt to illustrate all possible barriers or propose all possible barrier removal solutions. The Standards should be consulted for guidance in situations not covered here.

The Title III regulation covers more than barrier removal, but this checklist does **not** cover Title III's requirements for nondiscriminatory policies and practices and for the provision of auxiliary communication aids and services. The communication features covered are those that are **structural** in nature.

Priorities

This checklist is based on the four priorities recommended by the Title III regulations for planning readily achievable barrier removal projects:

Priority 1: Accessible **approach and entrance**

Priority 2: Access to **goods and services**

Priority 3: Access to **rest rooms**

Priority 4: Any **other measures** necessary

Note that the references to ADAAG throughout the checklist refer to the Standards for Accessible Design.

How to Use This Checklist

✓ **Get Organized:** Establish a time frame for completing the survey. Determine how many copies of the checklist you will need to survey the whole facility. Decide who will conduct the survey. It is strongly recommended that you invite two or three additional people, including people with various disabilities and accessibility expertise, to assist in identifying barriers, developing solutions for removing these barriers, and setting priorities for implementing improvements.

✓ **Obtain Floor Plans:** It is very helpful to have the building floor plans with you while you survey. If plans are not available, use graph paper to sketch the layout of all interior and exterior spaces used by your organization. Make notes on the sketch or plan while you are surveying.

✓ **Conduct the Survey:** Bring copies of this checklist, a clipboard, a pencil or pen, and a flexible steel

tape measure. With three people surveying, one person numbers key items on the floor plan to match with the field notes, taken by a second person, while the third takes measurements. **Be sure to record all dimensions!** As a reminder, questions that require a dimension to be measured and recorded are marked with the ruler symbol. Think about each space from the perspective of people with physical, hearing, visual, and cognitive disabilities, noting areas that need improvement.

✓ **Summarize Barriers and Solutions:** List barriers found and ideas for their removal. Consider the solutions listed beside each question, and add your own ideas. Consult with building contractors and equipment suppliers to estimate the costs for making the proposed modifications.

✓ **Make Decisions and Set Priorities:** Review the summary with decision makers and advisors. Decide which solutions will best eliminate barriers at a reasonable cost. Prioritize the items you decide upon and make a timeline for carrying them out. Where the removal of barriers is not readily achievable, you must consider whether there are **alternative methods** for providing access that are readily achievable.

✓ **Maintain Documentation:** Keep your survey, notes, summary, record of work completed, and plans for alternative methods on file.

✓ **Make Changes:** Implement changes as planned. Always refer directly to the Standards and your state and local codes for complete technical requirements before making any access improvement. References to the applicable sections of the Standards are listed at the beginning of each group of questions. If you need help understanding the federal, state, or local requirements, contact your Disability and Business Technical Assistance Center.

✓ **Follow Up:** Review your Implementation Plan each year to re-evaluate whether more improvements have become readily achievable.

To obtain a copy of the Title III regulations and the Standards or other technical information, call the U.S. Dept. of Justice ADA Information Line at (800) 514-0301 Voice, (202) 514-0381 TDD, or (800) 514-0383 TDD. For questions about ADAAG, contact the Architectural and Transportation Barriers Compliance Board at (800) USA-ABLE.

Priority

1 Accessible Approach/Entrance

People with disabilities should be able to arrive on the site, approach the building, and enter as freely as everyone else. At least one route of travel should be safe and accessible for everyone, including people with disabilities.

Route of Travel (ADAAG 4.3, 4.4, 4.5, 4.7)

Is there a route of travel that does not require the use of stairs?

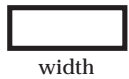
Yes No

- Add a ramp if the route of travel is interrupted by stairs.
- Add an alternative route on level ground.


Is the route of travel stable, firm and slip-resistant?


- Repair uneven paving.
- Fill small bumps and breaks with beveled patches.
- Replace gravel with hard top.

 Is the route at least 36 inches wide?


 width

- Change or move landscaping, furnishings, or other features that narrow the route of travel.
- Widen route.

 Can all objects protruding into the circulation paths be detected by a person with a visual disability using a cane?


 distance from wall/
 height

- Move or remove protruding objects.
- Add a cane-detectable base that extends to the ground.
- Place a cane-detectable object on the ground underneath as a warning barrier.


In order to be detected using a cane, an object must be within 27 inches of the ground. Objects hanging or mounted overhead must be higher than 80 inches to provide clear head room. It is not necessary to remove objects that protrude less than 4 inches from the wall.

Do curbs on the route have curb cuts at drives, parking, and drop-offs?

- Install curb cut.
- Add small ramp up to curb.

Ramps (ADAAG 4.8)

 Are the slopes of ramps no greater than 1:12?


 slope

- Lengthen ramp to decrease slope.
- Relocate ramp.
- If available space is limited, reconfigure ramp to include switchbacks.

Slope is given as a ratio of the height to the length. 1:12 means for every 12 inches along the base of the ramp, the height increases one inch. For a 1:12 maximum slope, **at least** one foot of ramp length is needed for each inch of height.

QUESTIONS

POSSIBLE SOLUTIONS

Ramps, continued

Do all ramps longer than 6 feet have railings on both sides?

Yes No

Add railings.

 Are railings sturdy, and between 34 and 38 inches high?

height

Adjust height of railing if not between 30 and 38 inches.
 Secure handrails in fixtures.

 Is the width between railings or curbs at least 36 inches?

width

Relocate the railings.
 Widen the ramp.


Are ramps non-slip?

Add non-slip surface material.

 Is there a 5-foot-long level landing at every 30-foot horizontal length of ramp, at the top and bottom of ramps and at switchbacks?

length


Remodel or relocate ramp.

 Does the ramp rise no more than 30 inches between landings?

rise

Remodel or relocate ramp.

Parking and Drop-Off Areas (ADAAG 4.6)


 Are an adequate number of accessible parking spaces available (8 feet wide for car plus 5-foot access aisle)? For guidance in determining the appropriate number to designate, the table below gives the ADAAG requirements for new construction and alterations (for lots with more than 100 spaces, refer to ADAAG):

Total spaces	Accessible
1 to 25	1 space
26 to 50	2 spaces
51 to 75	3 spaces
76 to 100	4 spaces

number of accessible spaces

Note widths of existing accessible spaces:

Reconfigure a reasonable number of spaces by repainting stripes.

 Are 8-foot-wide spaces, with minimum 8-foot-wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans?

width/vertical clearance

At least one of every 8 accessible spaces must be van-accessible (with a minimum of one van-accessible space in all cases).

Reconfigure to provide van-accessible space(s).

QUESTIONS

POSSIBLE SOLUTIONS

Parking and Drop-Off Areas, continued

Are the access aisles part of the accessible route to the accessible entrance?

Yes No

Are the accessible spaces closest to the accessible entrance?

Are accessible spaces marked with the International Symbol of Accessibility? Are there signs reading "Van Accessible" at van spaces?

Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?

- Add curb ramps.
- Reconstruct sidewalk.
- Reconfigure spaces.
- Add signs, placed so that they are not obstructed by cars.
- Implement a policy to check periodically for violators and report them to the proper authorities.

Entrance (ADAAG 4.13, 4.14, 4.5)


If there are stairs at the main entrance, is there also a ramp or lift, or is there an alternative accessible entrance?

Do not use a service entrance as the accessible entrance unless there is no other option.

Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?


Can the alternate accessible entrance be used independently?

- If it is not possible to make the main entrance accessible, create a dignified alternate accessible entrance. If parking is provided, make sure there is accessible parking near all accessible entrances.
- Install signs before inaccessible entrances so that people do not have to retrace the approach.
- Eliminate as much as possible the need for assistance—to answer a doorbell, to operate a lift, or to put down a temporary ramp, for example.
- Widen the door to 32 inches clear.
- If technically infeasible, widen to 31-3/8 inches minimum.
- Install offset (swing-clear) hinges.
- Remove or relocate furnishings, partitions, or other obstructions.
- Move door.
- Add power-assisted or automatic door opener.

 Does the entrance door have at least 32 inches clear opening (for a double door, at least one 32-inch leaf)?


 clear opening

 Is there at least 18 inches of clear wall space on the pull side of the door, next to the handle?


 clear space

A person using a wheelchair or crutches needs this space to get close enough to open the door.

QUESTIONS

POSSIBLE SOLUTIONS

Entrance, continued

 Is the threshold edge 1/4-inch high or less, or if beveled edge, no more than 3/4-inch high?

Yes No

height

- If there is a single step with a rise of 6 inches or less, add a short ramp.
- If there is a threshold greater than 3/4-inch high, remove it or modify it to be a ramp.


 If provided, are carpeting or mats a maximum of 1/2-inch high?

height

- Replace or remove mats.

Are edges securely installed to minimize tripping hazards?


- Secure carpeting or mats at edges.

 Is the door handle no higher than 48 inches and operable with a closed fist?

height

- Lower handle.
- Replace inaccessible knob with a lever or loop handle.
- Retrofit with an add-on lever extension.


The “closed fist” test for handles and controls: Try opening the door or operating the control using only one hand, held in a fist. If you can do it, so can a person who has limited use of his or her hands.

 Can doors be opened without too much force (exterior doors reserved; maximum is 5 lbf for interior doors)?

force

- Adjust the door closers and oil the hinges.
- Install power-assisted or automatic door openers.
- Install lighter doors.

You can use an inexpensive force meter or a fish scale to measure the force required to open a door. Attach the hook end to the doorknob or handle. Pull on the ring end until the door opens, and read off the amount of force required. If you do not have a force meter or a fish scale, you will need to judge subjectively whether the door is easy enough to open.

 If the door has a closer, does it take at least 3 seconds to close?

seconds

- Adjust door closer.

Priority

2 Access to Goods and Services

Ideally, the layout of the building should allow people with disabilities to obtain materials or services without assistance.

Yes No


Horizontal Circulation (ADAAG 4.3)


Does the accessible entrance provide direct access to the main floor, lobby, or elevator?

- Add ramps or lifts.
- Make another entrance accessible.


Are all public spaces on an accessible route of travel?


- Provide access to all public spaces along an accessible route of travel.

 Is the accessible route to all public spaces at least 36 inches wide?


 width

- Move furnishings such as tables, chairs, display racks, vending machines, and counters to make more room.


 Is there a 5-foot circle or a T-shaped space for a person using a wheelchair to reverse direction?


 width


- Rearrange furnishings, displays, and equipment.


Doors (ADAAG 4.13)

 Do doors into public spaces have at least a 32-inch clear opening?


 clear opening


- Install offset (swing-clear) hinges.
- Widen doors.

 On the pull side of doors, next to the handle, is there at least 18 inches of clear wall space so that a person using a wheelchair or crutches can get near to open the door?


 clear space

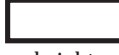
- Reverse the door swing if it is safe to do so.
- Move or remove obstructing partitions.

 Can doors be opened without too much force (5 lbf maximum for interior doors)?



 force


- Adjust or replace closers.
- Install lighter doors.
- Install power-assisted or automatic door openers.

 Are door handles 48 inches high or less and operable with a closed fist?


 height

- Lower handles.
- Replace inaccessible knobs or latches with lever or loop handles.
- Retrofit with add-on levers.
- Install power-assisted or automatic door openers.

 Are all threshold edges 1/4-inch high or less, or if beveled edge, no more than 3/4-inch high?


 height

- If there is a threshold greater than 3/4-inch high, remove it or modify it to be a ramp.
- If between 1/4- and 3/4-inch high, add bevels to both sides.

QUESTIONS

POSSIBLE SOLUTIONS

Rooms and Spaces (ADAAG 4.2, 4.4, 4.5)



Are all aisles and pathways to materials and services at least 36 inches wide?

Yes No

width

Rearrange furnishings and fixtures to clear aisles.



Is there a 5-foot circle or T-shaped space for turning a wheelchair completely?

width

Rearrange furnishings to clear more room.

Is carpeting low-pile, tightly woven, and securely attached along edges?

Secure edges on all sides.
 Replace carpeting.



In circulation paths through public areas, are all obstacles cane-detectable (located within 27 inches of the floor or higher than 80 inches, or protruding less than 4 inches from the wall)?

height/
 protrusion

Remove obstacles.
 Install furnishings, planters, or other cane-detectable barriers underneath.

Emergency Egress (ADAAG 4.28)

If emergency systems are provided, do they have both flashing lights and audible signals?

Install visible and audible alarms.
 Provide portable devices.

Signage for Goods and Services (ADAAG 4.30)

Different requirements apply to different types of signs.



If provided, do signs and room numbers designating permanent rooms and spaces where goods and services are provided comply with the appropriate requirements for such signage?

Provide signs that have raised letters, Grade II Braille, and that meet all other requirements for permanent room or space signage. (See ADAAG 4.1.3(16) and 4.30.)

• Signs mounted with centerline 60 inches from floor.

Y N
 height

• Mounted on wall adjacent to latch side of door, or as close as possible.

• Raised characters, sized between 5/8 and 2 inches high, with high contrast (for room numbers, rest rooms, exits).

character height

• Brailled text of the same information.

• If pictogram is used, it must be accompanied by raised characters and braille.

QUESTIONS


POSSIBLE SOLUTIONS

Directional and Informational Signage

The following questions apply to directional and informational signs that fall under Priority 2.

Yes No

 If mounted above 80 inches, do they have letters at least 3 inches high, with high contrast, and non-glare finish?



 letter height


Review requirements and replace signs as needed, meeting the requirements for character size, contrast, and finish.

Do directional and informational signs comply with legibility requirements? (Building directories or temporary signs need not comply.)

Review requirements and replace signs as needed.

Controls (ADAAG 4.27)

 Are all controls that are available for use by the public (including electrical, mechanical, cabinet, game, and self-service controls) located at an accessible height?


 height

Relocate controls.


Reach ranges: The maximum height for a side reach is 54 inches; for a forward reach, 48 inches. The minimum reachable height is 15 inches for a front approach and 9 inches for a side approach.

Are they operable with a closed fist?

Replace controls.

Seats, Tables, and Counters (ADAAG 4.2, 4.32, 7.2)

 Are the aisles between fixed seating (other than assembly area seating) at least 36 inches wide?


 width


Rearrange chairs or tables to provide 36-inch aisles.

Are the spaces for wheelchair seating distributed throughout?


Rearrange tables to allow room for wheelchairs in seating areas throughout the area.


Remove some fixed seating.

 Are the tops of tables or counters between 28 and 34 inches high?


 height

Lower part or all of high surface.
 Provide auxiliary table or counter.

 Are knee spaces at accessible tables at least 27 inches high, 30 inches wide, and 19 inches deep?


 height/
 width/
 depth

Replace or raise tables.

QUESTIONS

POSSIBLE SOLUTIONS

Seats, Tables, and Counters, continued



At each type of cashier counter, is there a portion of the main counter that is no more than 36 inches high?

Yes No

height

- Provide a lower auxiliary counter or folding shelf.
- Arrange the counter and surrounding furnishings to create a space to hand items back and forth.



Is there a portion of food-ordering counters that is no more than 36 inches high, or is there space at the side for passing items to customers who have difficulty reaching over a high counter?

height

- Lower section of counter.
- Arrange the counter and surrounding furnishings to create a space to pass items.

Vertical Circulation (ADAAG 4.1.3(5), 4.3)

Are there ramps, lifts, or elevators to all public levels?

- Install ramps or lifts.
- Modify a service elevator.
- Relocate goods or services to an accessible area.

On each level, if there are stairs between the entrance and/or elevator and essential public areas, is there an accessible alternate route?

- Post clear signs directing people along an accessible route to ramps, lifts, or elevators.

Stairs (ADAAG 4.9)

The following questions apply to stairs connecting levels *not* serviced by an elevator, ramp, or lift.

Do treads have a non-slip surface?

- Add non-slip surface to treads.

Do stairs have continuous rails on both sides, with extensions beyond the top and bottom stairs?

- Add or replace handrails if possible within existing floor plan.

Elevators (ADAAG 4.10)

Are there both visible and verbal or audible door opening/closing and floor indicators (one tone = up, two tones = down)?

- Install visible and verbal or audible signals.



Are the call buttons in the hallway no higher than 42 inches?

height

- Lower call buttons.
- Provide a permanently attached reach stick.

Do the controls inside the cab have raised and braille lettering?

- Install raised lettering and braille next to buttons.

QUESTIONS

POSSIBLE SOLUTIONS

Elevators, continued

Is there a sign on both door jambs at every floor identifying the floor in raised and braille letters?

Yes No

Install tactile signs to identify floor numbers, at a height of 60 inches from floor.

If an emergency intercom is provided, is it usable without voice communication?

Modify communication system.


Is the emergency intercom identified by braille and raised letters?


Add tactile identification.

Lifts (ADAAG 4.2, 4.11)

Can the lift be used without assistance? If not, is a call button provided?


At each stopping level, post clear instructions for use of the lift.
 Provide a call button.

 Is there at least 30 by 48 inches of clear space for a person in a wheelchair to approach to reach the controls and use the lift?


 clear space

Rearrange furnishings and equipment to clear more space.

 Are controls between 15 and 48 inches high (up to 54 inches if a side approach is possible)?


 height

Move controls.

Priority

③ Usability of Rest Rooms

When rest rooms are open to the public, they should be accessible to people with disabilities.

Getting to the Rest Rooms (ADAAG 4.1)

If rest rooms are available to the public, is at least one rest room (either one for each sex, or unisex) fully accessible?

Reconfigure rest room.
 Combine rest rooms to create one unisex accessible rest room.

Are there signs at inaccessible rest rooms that give directions to accessible ones?

Install accessible signs.

Doorways and Passages (ADAAG 4.2, 4.13, 4.30)

Is there tactile signage identifying rest rooms?

Mount signs on the wall, on the latch side of the door, complying with the requirements for permanent signage.

Add accessible signage, placed to the side of the door, 60 inches to centerline (not on the door itself).

QUESTIONS


POSSIBLE SOLUTIONS


Doorways and Passages, continued

Are pictograms or symbols used to identify rest rooms, and, if used, are raised characters and braille included below them?

Yes No


- If symbols are used, add supplementary verbal signage with raised characters and braille below pictogram symbol.

 Is the doorway at least 32 inches clear?


 clear width


- Install offset (swing-clear) hinges.
- Widen the doorway.

 Are doors equipped with accessible handles (operable with a closed fist), 48 inches high or less?


 height


- Lower handles.
- Replace knobs or latches with lever or loop handles.
- Add lever extensions.
- Install power-assisted or automatic door openers.

 Can doors be opened easily (5 lbf maximum force)?


 force


- Adjust or replace closers.
- Install lighter doors.
- Install power-assisted or automatic door openers.


 Does the entry configuration provide adequate maneuvering space for a person using a wheelchair?


 clear width

- Rearrange furnishings such as chairs and trash cans.
- Remove inner door if there is a vestibule with two doors.
- Move or remove obstructing partitions.

A person in a wheelchair needs 36 inches of clear width for forward movement, and a 5-foot diameter or T-shaped clear space to make turns. A minimum distance of 48 inches clear of the door swing is needed between the two doors of an entry vestibule.

 Is there a 36-inch-wide path to all fixtures?



 width


- Remove obstructions.

Stalls (ADAAG 4.17)

Is the stall door operable with a closed fist, inside and out?

- Replace inaccessible knobs with lever or loop handles.
- Add lever extensions.

 Is there a wheelchair-accessible stall that has an area of at least 5 feet by 5 feet, clear of the door swing, OR is there a stall that is less accessible but that provides greater access than a typical stall (either 36 by 69 inches or 48 by 69 inches)?


 length/
width

- Move or remove partitions.
- Reverse the door swing if it is safe to do so.

QUESTIONS

POSSIBLE SOLUTIONS

Stalls, continued

In the accessible stall, are there grab bars behind and on the side wall nearest to the toilet?

Yes No

Add grab bars.

 Is the toilet seat 17 to 19 inches high?

Add raised seat.

height

Lavatories (ADAAG 4.19, 4.24)

 Does one lavatory have a 30-inch-wide by 48-inch-deep clear space in front?

- Rearrange furnishings.
- Replace lavatory.
- Remove or alter cabinetry to provide space underneath.
- Make sure hot pipes are covered.
- Move a partition or wall.


A maximum of 19 inches of the required depth may be under the lavatory.

clear space

 Is the lavatory rim no higher than 34 inches?

Adjust or replace lavatory.

height

 Is there at least 29 inches from the floor to the bottom of the lavatory apron (excluding pipes)?

Adjust or replace lavatory.

height

Can the faucet be operated with one closed fist?

Replace with paddle handles.

Are soap and other dispensers and hand dryers within reach ranges (see page 7) and usable with one closed fist?

- Lower dispensers.
- Replace with or provide additional accessible dispensers.

 Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower?

- Lower or tilt down the mirror.
- Add a larger mirror anywhere in the room.

height


Priority

4 Additional Access

Note that this priority is for items not required for basic access in the first three priorities.

When amenities such as drinking fountains and public telephones are provided, they should also be accessible to people with disabilities.

Drinking Fountains (ADAAG 4.15)

 Is there at least one fountain with clear floor space of at least 30 by 48 inches in front?


Clear more room by rearranging or removing furnishings.

clear space

QUESTIONS

POSSIBLE SOLUTIONS


Drinking Fountains, continued

 Is there one fountain with its spout no higher than 36 inches from the ground, and another with a standard height spout (or a single "hi-lo" fountain)?

Yes No

height


Are controls mounted on the front or on the side near the front edge, and operable with one closed fist?

 Is each water fountain cane-detectable (located within 27 inches of the floor or protruding into the circulation space less than 4 inches from the wall)?


height/
 protrusion

- Provide cup dispensers for fountains with spouts that are too high.
- Provide accessible cooler.
- Replace the controls.
- Place a planter or other cane-detectable barrier on each side at floor level.

Telephones (ADAAG4.31)

 If pay or public use phones are provided, is there clear floor space of at least 30 by 48 inches in front of at least one?

clear space

 Is the highest operable part of the phone no higher than 48 inches (up to 54 inches if a side approach is possible)?

height

 Does the phone protrude no more than 4 inches into the circulation space?

protrusion

Does the phone have push-button controls?

Is the phone hearing-aid compatible?

Is the phone adapted with volume control?

Is the phone with volume control identified with appropriate signage?

If there are four or more public phones in the building, is one of the phones equipped with a text telephone (TT or TDD)?

Is the location of the text telephone identified by accessible signage bearing the International TDD Symbol?

- Move furnishings.
- Replace booth with open station.
- Lower telephone.
- Place a cane-detectable barrier on each side at floor level.
- Contact phone company to install push-buttons.
- Have phone replaced with a hearing-aid compatible one.
- Have volume control added.
- Add signage.
- Install a text telephone.
- Have a portable TT available.
- Provide a shelf and outlet next to phone.
- Add signage.

Making Places of Public Accommodations Accessible to All

A STEP BY STEP GUIDE



Please note that this is not to be construed as a legal document. If you have questions involving legal issues, please contact an attorney.

This handbook is available in alternative formats on request.

INTRODUCTION

This new handbook, “Making Places of Public Accommodations Accessible to All,” will help businesses deal with provisions of the Americans with Disabilities Act (Title III) that require virtually every business to provide “reasonable accommodations” to persons with disabilities.

In the context of this part of the ADA, the term “disability” mostly applies to persons with mobility and sensory impairments. Perhaps they use a wheelchair or cannot hear well or have a visual or communication impairment.

There are several good reasons for accommodating people with disabilities. Certainly, one reason is that if a business chooses not to provide an accommodation, it is subject to lawsuits and fines. While that is reason enough to comply, it is the least persuasive. The law is the “stick,” or compliance document. Let’s be more interested in “carrots,” or incentives.

What are the incentives to provide customers reasonable accommodation?

Your bottom line. There are more than 49.7 million people with disabilities in the United States. This group of potential customers has more than \$250 billion in discretionary income. Why would any business choose to exclude or limit access to their business for a large number of people, especially when accommodation of such persons is usually an inexpensive *investment*?

The word *investment* is used deliberately. Businesses regularly make investments in advertising to get more people into their stores. Most accommodation investments are low cost when compared to the very high cost of advertising and they have the same effect as advertising: getting more people through the door.

Your business reputation. We live in a small community, one in which tolerance and generosity are highly valued attributes. And, because we are small, “the word” gets around quickly. Why would any business risk being branded as mean spirited, or worse, by not cheerfully making every reasonable effort to accommodate people with disabilities? And people with disabilities typically have family, friends and associates who may be more likely to patronize your business because of your attitude towards accessibility.

Your other customers. If your business is more accessible to customers with disabilities, it is also more accessible to other customers. Ah, we’re back to the bottom line; more people in the door, more money in your pocket!

You! How do you want to feel about yourself and your personal reputation and place in the community? The best reason to provide reasonable accommodation to people with disabilities is that it’s the right thing to do! Put yourself (or someone you really care about) in the place of a blind person or a person who uses a walker or wheelchair. How would you feel if you (they) couldn’t get into your business?

Hopefully, you will learn two important things from this handbook:

- The ADA is not a harsh act; it uses words like “reasonable” and “common sense.”
- Providing reasonable accommodation usually is not expensive.

Let this handbook serve as your guide to doing the right thing and, as a byproduct, achieving compliance with federal and state standards of accessibility.

If you have questions, please call us at SOCIL (740) 689-1494 or toll free (888) 957-6245

ADA Myths and Truths

Myth #1: It costs too much to make an existing business accessible.

TRUTH: The ADA, contrary to what you might have heard, is based on common sense. As explained elsewhere in this handbook, existing businesses have to make only “readily achievable” steps to improve accessibility. Readily achievable means, essentially, affordable. If you can’t afford it, you don’t have to do it. Remember, there are federal tax credits and deductions available to help offset the costs of making accessibility improvements. These are described later in this handbook.

Myth #2: The ADA has led to a litigation explosion, with businesses being sued over trivial matters.

TRUTH: In the first five years after the ADA was passed, there were about 650 lawsuits. Given that the ADA applies to tens of thousands of businesses, employees and units of government, that’s not exactly an explosion.

Myth #3: Restaurants, even restaurants that have never had a blind customer, have to provide Braille menus.

TRUTH: Restaurants have to provide equal service to people with disabilities, including blind customers. Having a server read the menu to a blind customer is perfectly acceptable. Making it clear that you are willing to do so may result in your having more customers in general, including blind customers. Maybe you haven’t had any blind customers because you don’t provide this service. If you want to have your menus printed in Braille, Access USA in New York, 1-800-263-2750 or www.access-usa.com, provides this service.

Myth #4: Accessibility doesn’t benefit very many people and thus it is not worth the expense.

TRUTH: Again, making accessibility improvements does not often cost that much, and if it costs more than you can afford, you don’t have to do it. Second, accessibility benefits more people than you might think. It benefits people who meet the legal definition of having a disability, of course, and that alone justifies the expense. But accessibility also benefits people who have temporary impairments — people, for example, who may be using a cane for only a short time. Accessibility benefits parents who are pushing strollers. It benefits people who do not have legal disabilities, but because of their size, can put the extra space in a restroom to good use. Watch at the main Post Office sometime, and you will notice that most people choose to use the ramp rather than the stairs.

Myth #5: If a person with a disability requests an accommodation, I have to do what they want, even if there’s a cheaper way to accommodate the person.

TRUTH: The law requires you to make reasonable accommodations for a person with a disability, but not necessarily the exact accommodation the person requests. Let’s say you run a dry cleaning business with steps at the main entrance. A customer with a disability requests that you pick up and deliver his clothes to him. If pick up and delivery is not a standard service, you don’t have to do that for him. Instead, you could install a ramp, post a sign to direct customers to another, accessible entrance or have an employee meet the customer at the door.

What the ADA Requires

Title III of the Americans with Disabilities Act prohibits the exclusion of people with disabilities from places of public accommodation and requires that businesses remove barriers to accessibility when it is affordable to do so. This handbook addresses how businesses can attract this often overlooked customer base.

What is a “public accommodation?”

Public accommodations include stores, restaurants, bars, theaters, hotels, recreation facilities, museums and schools. Nearly all types of private businesses that serve the public are covered, regardless of size.

Many older businesses were built without features to accommodate people with disabilities. This lack of accessibility makes it impossible for many people with disabilities to take part in everyday activities such as eating in a restaurant or shopping in a store.

Different responsibilities apply, depending on whether you operate an existing facility, you’re remodeling an existing facility or you’re constructing a new building. Contrary to a common

assumption, existing facilities are not exempted by “grandfather provisions.”

While it may not be possible for some businesses, especially small businesses, to make their facilities fully accessible, there usually is much that can be done to make the business more accessible. Under the ADA, you must remove barriers to accessibility if doing so is “readily achievable”. The readily achievable requirement is based on the size and resources of the business. So businesses with more resources are expected to do more to remove barriers than businesses with fewer resources. Barrier removal is an ongoing obligation — you need to remove additional barriers in the future as you have the funds to do so.

What are architectural barriers?

Architectural barriers are physical features that limit or prevent people with disabilities from obtaining the goods or services that the public accommodation offers. They can include parking spaces that are too narrow to accommodate people who use wheelchairs; steps at the entrance or to part of the selling space of a store; round doorknobs or door hardware that are difficult

to grasp; aisles that are too narrow for a person using a wheelchair; a high counter or narrow checkout aisles at a cash register; and fixed tables in dining areas that are too low to accommodate a person using a wheelchair.

In evaluating what barriers need to be removed, a helpful general resource is the ADA Guide for Small Businesses, available at <http://www.usdoj.gov/crt/ada/smbusgd.pdf>. It's also a good idea to seek input from people with disabilities; they can make valuable contributions to the barrier-removal process. Members of the **Southeastern Ohio Center for Independent Living** are available for consultations. Call 740-689-1494 or toll free 888-957-6245 for information. Finally, for detailed technical assistance, you should consult the ADA Standards for Accessible Design. These can be found at www.usdoj.gov/crt/ada/stdspdf.htm. Most public libraries also have copies of the Standards.

Sometimes, existing conditions, limited resources or both will make it not readily achievable to follow the Standards fully. When this happens, your accessibility improvements may deviate from the Standards so long as the measures do not pose a significant health or safety risk.

When deciding which barriers to remove first, the Standards require that you do the following:

- First, provide access to the business from public sidewalks, parking and public transportation.
- Second, provide access to the areas where goods and services are made available to the public.
- Third, once these barriers are removed, provide access to public rest rooms. When these barriers have been removed, it may be necessary to remove any remaining barriers, such as those that limit use of public telephones and drinking fountains.

The following examples illustrate common barriers and suggest solutions that may be readily achievable. Inserted in this handbook is a checklist that will help you evaluate your business's accessibility.

Step One: Making Parking Accessible

When parking is provided for the public, designated accessible parking spaces must be provided, if doing so is readily achievable. Restriping a parking lot is usually considered affordable, or readily achievable. An accessible parking space must have space for the vehicle and an additional space that serves as an access aisle. A sign with the international symbol of accessibility must be located in front of the parking space and mounted high enough so it is not hidden by a vehicle parked in the space. The space must be marked as accessible on the pavement as well. On signs, it's better to use the term "accessible parking" rather than "handicapped parking."

Accessible parking spaces should be the spaces closest to the accessible entrance that is on level ground. An accessible route must be provided between the access aisle and the accessible entrance. This route must have no steps or steep slopes and it

must have a slip-resistant surface. Van accessible spaces must be at least eight feet wide, must have an access aisle that is at least eight feet wide and must be designated by a sign with the international accessibility symbol and which says "van accessible." Other accessible parking spaces for cars must have an access aisle that is at least five feet wide; other features are the same as for vans, but omitting the "van accessible" sign.

The number of accessible parking spaces that must be provided is based on the total number of parking spaces that you provide. For example, if your parking lot has 25 or fewer spaces, then at least one must be an accessible parking space. If it has 50 or fewer spaces, it must have at least two accessible parking spaces. If you provide only one accessible parking space, it must be a van accessible space. Where more than one accessible parking space is required, one of eight accessible parking spaces must be van accessible.

For more information about accessible parking, visit www.usdoj.gov/crt/ada/business.htm and click on "Restriping Parking Lots."

Step Two: Making the Entrance Accessible

Providing physical access to a facility's entrance is basic. Having even one step at the front door can prevent access by a person using a wheelchair and can make entry difficult for many people with other mobility disabilities.

You may make it accessible by using an alternate accessible entrance or by adding a ramp. When a business has two public entrances, in most cases, only one must be accessible. When one entrance is not accessible but another entrance is, a sign must provide direction to the accessible entrance. The alternate entrance should be safe and open during store hours. If the accessible entrance is locked due to security concerns, you must provide a way for customers to notify staff to open the door, such as a buzzer, and you must train your staff to respond appropriately. Make sure that there's a clear path to this accessible entrance and that it's not littered with trash or obstructed by equipment. Do what you can to make sure this entrance doesn't look like a back door. On all of your paths for customers, take care to avoid overhangs or protruding elements that a person with visual impairments can't see.

When a ramp is added to provide an accessible entrance, the slope of the ramp should be as shallow as possible, no more than one inch of height for every foot of length. For details about slope requirements, review the Standards. It is best to grade the area that is adjacent to the ramp to avoid an abrupt drop-off. If a drop-off exists, then a barrier such as a raised edge or railing must be installed. Edge protection is important because it prevents people from rolling off the edge of the ramp.

Another way to provide access at an entrance is to use a platform or folding lift. A lift may be a good solution where little space exists for a ramp or when an entrance serves more than one level. Lifts require periodic maintenance and must meet

safety codes but are worthwhile considerations when a ramp is not feasible.

When it is not readily achievable for you to provide an accessible entrance, you must provide the goods and services in some other way, if doing so is readily achievable. For example, if a restaurant has steps at the entrance and no accessible entry is possible, providing home delivery or some alternative service may be required. Or, it may be possible to receive an order by telephone and to have a clerk bring the order to the customer outside. If you provide alternative service, you should publicize this, so customers know about your commitment to meeting their needs.

Step Three: Making Doors Accessible

Most entrances to stores and businesses use 36-inch wide doors that are wide enough to be accessible for people who use wheelchairs. However, some older doors are narrow. It may be possible to use special "swing clear" hinges that provide more clearance without replacing the door and door frame. Door openings can sometimes be enlarged.

Inaccessible door hardware also can prevent access. Many people with mobility disabilities find some types of handles difficult to use. Round door knobs (which require tight grasping and twisting to operate) or handles with a thumb latch are very difficult to use and are thus inaccessible. These must be modified or replaced, if doing so is readily achievable. Such a modification is usually relatively easy and inexpensive. A round doorknob can be replaced with a lever handle or modified by adding a clamp-on lever. In some cases, a thumb latch can be made inoperative so the customer may pull the door open without depressing the latch. A flat panel-type pull handle can be replaced with a loop-type handle.

Step Four: Making the Shopping Area Accessible

After ensuring that your parking and entrance are accessible, you must next make sure that people with disabilities will be able to get to the items that you are selling. When sale items are displayed on shelves, the store must provide an accessible route to fixed shelves and displays, if doing so is readily achievable.

If the maneuvering space adjacent to shelves and displays is too narrow, the space should be widened. In general, a 36-inch wide accessible route is needed, with a slightly larger space required at corners. Be sure the path is not obstructed by sale items, vending machines or other obstacles.

Some businesses will have difficulty providing enough maneuvering space between all displays and shelving without reducing selling space and substantially affecting profitability. This may be considered in determining if it is readily achievable to provide access to all sales areas. If access is not provided to all sales areas, then alternative services, such as having staff available to retrieve items, must be provided, if doing so is readily achievable.

It is not necessary to locate all merchandise within reach of people who use wheelchairs, crutches or walkers. Items can be placed at any height but staff should be available to assist customers who may have difficulty reaching or viewing items. Again, this service should be publicized with appropriate notices.

Step Five: Making Counters Accessible

When sales or service counters are provided, the counters must be accessible, if doing so is readily achievable.

At counters having a cash register, a section of counter at least 36 inches long and not more than 36 inches above the floor is required. This provides a lowered surface where goods and money may be exchanged. An alternative solution is to provide an auxiliary counter nearby.

In addition to not being higher than 36 inches, all accessible counters must have a clear floor space in front of the accessible surface that permits a customer using a wheelchair to pull alongside. This space needs to be at least 30 inches by 48 inches. If you cannot provide an accessible sales or service counter or auxiliary counter nearby, such as a table or desk, you may provide a clip board or lap board for use until you can find a more permanent solution.

Checkout aisles have different requirements. An accessible checkout aisle must provide a minimum of a 36-inch-wide access aisle and it must be identified by a sign with the international symbol of accessibility mounted over the aisle. The counter adjacent to the accessible checkout aisle cannot be higher than 38 inches. If a lip is provided between the counter and the checkout aisle, its maximum height is 40 inches.

Step Six: Making Tables Accessible

If you provide tables, then at least five percent of the tables (or at least one) must be accessible, if doing so is readily achievable. Accessible seating must be provided at each accessible table to accommodate people using wheelchairs. Movable chairs may be used for these tables and the chairs may be removed when customers using wheelchairs use the table. The same requirements apply to fixed tables in outdoor areas such as picnic areas.

An accessible table is between 28 and 34 inches high. At least 27 inches of knee clearance must be provided. An accessible route must provide access to each accessible table and a clear floor area 30 inches by 48 inches must be provided at each accessible seating location. This clear floor area must extend 19 inches under the table to provide leg and knee clearance.

If it is not readily achievable to provide the minimum number of accessible tables in all areas where fixed tables are provided, then the services must be provided in another accessible location, if doing so is readily achievable. However, these alternate location(s) must be available for all customers and not just people with disabilities.

Step Seven: Making Restrooms Accessible

If you provide public restrooms, you need to make them accessible to people with disabilities, if doing so is readily achievable. For specific details, consult the Standards. One popular solution is to transform the men's restroom into a unisex, accessible, family restroom.

Step Eight: Making Policies and Procedures Accessible

Policies: Businesses must review their policies and procedures for serving customers and change those that exclude or limit participation by people with disabilities. For example, if a store has a policy to exclude all animals, the policy must be changed to permit people who use service animals, such as seeing-eye dogs, to enter the store with their service animals.

Communicating with Customers: Customers who have hearing or speech disabilities may need to communicate with sales staff without using speech. Some people who are deaf are able to use speech but unable to understand words spoken by others, while other deaf people are not able to use speech. People with such disabilities may require extra time to complete their message or extra attention by staff to understand what is being said. When speech communication is not possible, simple questions, such as the price of an item, may be handled with pen and paper or a mixture of speech and written notes. Staff should be aware of the need to use notes or both speech and notes. It is appropriate to ask the customer how he prefers to communicate. Be sure to address your conversation to your customer with a disability and not to his companion or interpreter.

When more complex or lengthy communications are needed, it may be necessary to provide a sign language interpreter in, for example, negotiating the purchase of an automobile or home. But most business communications with customers involve only simple communications that can be done using pen and paper.

Many people with hearing or speech disabilities use a telecommunications device for the deaf (TDD) instead of a standard telephone. This device has a keyboard for entering messages and a visual display to view the content of a conversation from another person using a TDD. To make it easier for people who use a TDD to communicate with people who do not have a TDD, there is a national network that handles voice-to-TDD and TDD-to-voice calls. Customers who use a TDD may telephone your business using a relay network. The relay's operator has a TDD and translates TDD and voice messages. The caller using a TDD calls the relay operator, who then calls your business. The caller types the message into the TDD and the operator reads the message to you. You respond by talking to the operator, who then enters your message into the TDD, verbatim.

Step Nine: Making Your Web Site Accessible

When people think about making their businesses accessible, they tend to think of doorways and parking. Often overlooked is that growing business portal, websites. Make sure that

your company website is accessible to people with visual impairments. A good source of tools, checklists and guidelines is available from the Web Accessibility Initiative, <http://www.w3.org/WAI/References/QuickTips/>.

Step Ten: Finding Financial Help to Improve Accessibility

To help businesses comply with the ADA, Section 44 of the IRS Code allows a tax credit for small businesses and Section 190 of the IRS Code allows a tax deduction for all businesses.

The tax credit is available to businesses with total revenues of \$1,000,000 or less in the previous tax year or with 30 or fewer full-time employees. This credit can cover 50% of the eligible access expenditures in a year up to \$10,250 (current maximum credit of \$5000). The tax credit can be used to offset the cost of undertaking barrier removal and alterations to improve accessibility; providing accessible formats such as Braille, large print and audio tape; making available sign language interpreters or readers for customers, and for purchasing certain adaptive equipment.

The tax deduction is available to all businesses, with a maximum deduction of \$15,000 per year. The tax deduction can be claimed for expenses incurred in barrier removal and alterations.

To learn more about the tax credit and tax deduction provisions, contact the Department of Justice ADA Information Line listed in the Resources section. Also, there's a tax incentive resource kit for businesses available at www.usdoj.gov/crt/ada/taxpack.htm.

New Construction and Alterations

The ADA and the Ohio Building Code require that newly constructed facilities meet or exceed the minimum requirements of the ADA Standards. Alterations to facilities, spaces or elements (including renovations) also must comply with the Standards. If you build a new facility or modify an existing one, (for example, restriping the parking area, replacing the entry door or renovating the sales counter), make sure to consult the Standards and the regulations for the specific requirements. Renovations or modifications are considered to be alterations when they affect the usability of the element or space; for example, installing a new display counter or moving walls in a sales area. However, simple maintenance, such as repainting a wall, is not considered an alteration by these laws.

Accessibility Checklist

What follows is an accessibility checklist. You may use this to evaluate your business yourself. Once your business is found to be accessible, you will be entitled to a SOCIL decal that you may display to let potential customers know you're accessible. The Chamber will then be able to identify your business as being accessible in the Chamber's business directory.

Accessibility Project Screening Form

PARKING	YES	NO	N/A	COMMENTS
1. If parking is provided, is at least 1 per 25 spaces reserved for accessible parking? Appropriate eye-level signs?				
2. Are accessible parking spaces at least 96" wide with access aisle along side an additional 60" wide?				
3. Is at least 1 (per 8) accessible parking space "van accessible": with 96" wide access aisle?				
4. Easy wheelchair access from parking space to sidewalk?				
ACCESS ROUTE (TO GET TO ENTRANCE, COMMON AREAS, ETC.)	YES	NO	N/A	COMMENTS
1. Are all parts of facility connected by access routes that are at least 36" wide (except doors); clear of protruding objects between 27" and 80" from ground; vertical changes in level over 1/4" beveled?				
2. Ramps/cutaways: Slope does not exceed 1:12" and at least 36" wide? Ramps longer than 6' must have railings 34" - 38" high and uninterrupted slope cannot exceed 30'. A ramp that is 30' or more requires a 5' x 5' level area for passage and resting.				
ENTRANCE & INTERIOR DOORS; ELEVATORS & STAIRS	YES	NO	N/A	COMMENTS
1. Is there clear signage to the accessible entrance?				
2. Hinged, not revolving, easy-opening (can be opened with a closed fist) doors with at least one 32" clear opening?				
3. Are all thresholds no higher than 3/4" with beveled edge and a slope no greater than 1:2?				
4. If there are ELEVATORS: wheelchair accessible and serving all levels not ramped?				
5. Car controls no higher than 48", closed fist operable and marked with raised characters and both visual and audible floor indicators?				
<i>*To measure the grade of a ramp, determine the height (the difference between the highest and lowest points) in inches, then measure the length of the ramp. 1:12 means 12" of length for every inch of height</i>				
COMMON AREAS (INTERIOR AND EXTERIOR)	YES	NO	N/A	COMMENTS
1. Are all the appropriate accommodations and facilities of your business or operation usable by persons with physical disabilities, with 36" wide accessible routes free of protrusions from 27" to 80" high?				
PUBLIC RESTROOMS AND DRINKING FOUNTAINS	YES	NO	N/A	COMMENTS
1. If there are public restrooms, does at least one per floor have at least a 32" clearance at the door and accessibility signage?				
2. Is there unobstructed space 5' x 5' (including the sink and toilet)? If a stall is provided, is it 5' x 5'?				
3. Are there grab bars at the back and side of the toilet; toilet height 17-19"?				
4. Are fixtures reachable from a seated position and operable with a closed fist?				
MERCHANDISE DISPLAY, SERVICE COUNTERS, DRESSING ROOMS	YES	NO	N/A	COMMENTS
1. Is a portion of the service counter space no more than 36" high or is there lower space to the counter's side (minimum: 36" wide)?				
2. Are accessible service counter spaces distributed throughout the space?				
3. Is a portion of the merchandise counter space no more than 36" high or is there lower space to the counter's side (minimum: 36" wide)?				
4. Is a portion of the merchandise space within the reach ranges of: Forward reach: 15" - 48" Side reach: 9" - 54"				
5. If there are public dressing rooms, are the following provided in an accessible dressing room area? Unobstructed space 5' x 5'? Hinged, easy-opening (can be opened with a closed fist) doors with at least a 32" clear opening? Bench, 24" x 48", fixed to wall along the long dimension, 17" - 19" high Clear floor space for a parallel transfer (36" x 48") Full-length mirror, 18" wide x 54" high, viewable from bench and while standing				
CUSTOMER SERVICE AND EMPLOYMENT	YES	NO	N/A	COMMENTS
1. Does your staff receive information during orientation on how to serve customers with disabilities?				
2. Do you have materials available in alternative formats for people with visual disabilities?				
3. Do you provide additional support to customers with disabilities? If so, how do you let them know support is available?				
4. Do you employ people with disabilities?				
5. Are you familiar with the resources available in case an employee with a disability needs an accommodation?				

Resources

Organizations

Southeastern Ohio Center for Independent Living (SOCIL)

A non-profit 501(C)(3), non-residential, consumer-controlled organization that serves a wide range of people with significant disabilities throughout Fairfield & Hocking Counties.

(740) 689-1944
(888) 957-6245
www.socil.org

ADA - Ohio

ADA-OHIO provides information, referral, technical assistance, and training to businesses and people with disabilities regarding the Americans with Disabilities Act of 1990 (ADA).

The staff at ADA-OHIO is committed to quality customer service by providing you with accurate information and resources in a timely manner.

(614) 844-5410
(800) ADA-OHIO
www.ada-ohio.org

Access Board

Offers technical assistance on the ADA Accessibility Guidelines.

(800) 872-2253 (Voice)
(800) 993-2822 (TTY)
www.access-board.gov

Department of Justice ADA Information Line

The ADA Information Line is available during weekdays to provide technical assistance on the ADA Standards for Accessible Design and other ADA provisions. It also provides a 24-hour automated service for ordering ADA materials.

(800) 514-0301 (Voice)
(800) 514-0383 (TDD)
www.usdoj.gov/disabilities.htm

Great Lakes Disability and Business Technical Assistance Center

One of ten regional centers funded by the Department of Education to provide technical assistance on the ADA. They're an excellent resource for getting up-to-date information about business questions and access to free publications. One toll-free number connects to the center in your region.

(800) 949-4232 (Voice & TDD)
www.adagreatlakes.org

Ohio Legal Rights

The Ohio Legal Rights Service (OLRS) is an independent state agency and the federally and state designated Protection and Advocacy system and Client Assistance Program for children and adults with disabilities in the State of Ohio. The mission of the OLRS is to protect and guarantee the human, civil, and legal rights of Ohioans with disabilities.

(800) 282-9181 (Voice)
(800) 858-3542 (TTY)
<http://olrs.ohio.gov/ASP/HomePage.asp>

Publications

ADA Guide for Small Business

ADA Tax Incentives for Businesses

Common ADA Errors and Omissions in New Construction and Alterations

Readily Achievable Barrier Removal and Van-Accessible Parking Spaces

Restriping Parking Lots

These and many other publications are available for free at
www.usdoj.gov/crt/ada/publicat.htm



Our thanks to The Greater Bloomington Chamber of Commerce for allowing us to use this booklet to educate our community.

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www.socil.org