

HOW TO MAKE YOUR BUSINESS ADA COMPLIANT

The Americans with Disabilities Act (ADA) is a federal law that prohibits discrimination based on disability and requires that businesses make their goods, services, and facilities accessible to people with disabilities.



Making your business accessible to everyone is important and required by law under the Americans with Disabilities Act (ADA). This guide takes you on a walking tour of your business to ensure all areas meet ADA standards. Following these guidelines creates a welcoming environment for all customers and employees.

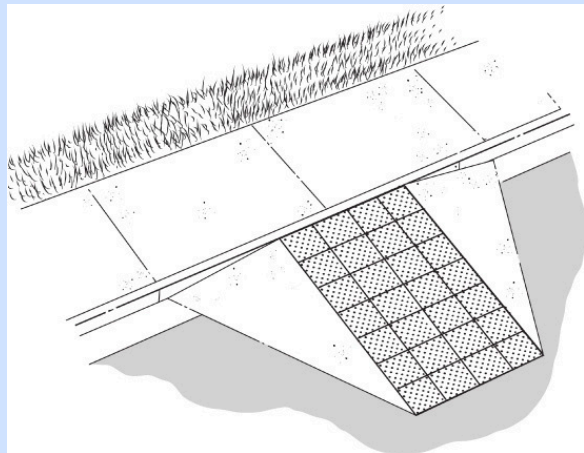
- This tour goes over the most common ADA violations alleged in lawsuits.
- For a complete guide to ADA compliance, scan the QR code to access Public Counsel's guide.



Next, imagine you are outside your business in a wheelchair. Can you get from the street to the curb?

Examine the curbs around your business, could a wheelchair user get to your business entrance?

- The top of a curb ramp must be flat so wheelchair users can turn safely.
- Without a curb ramp, wheelchair users can't cross the curb to reach the entrance.
- The maximum slope for curb ramps is 8.33% meaning the curb ramp cannot be too steep.
- If you do not have control of the curb in front of your business then you can try contacting your city about making the area more accessible, but it is not your responsibility to make changes.



Now, imagine you are trying to enter your business. Do you have steps or a ramp leading to the entrance?

If you only have steps, make sure there is an alternate entrance for wheelchair users and proper signage posted.

- If you have a doorbell, ensure that the doorbell is at an accessible height, no more than 48 inches from the ground.
- An accessible entrance with a ramp should not exceed a 8.33% slope and must be at least 36 inches wide.
- Make sure your doorways are wide enough so that they are accessible to wheelchair users.
- The doorway must be flat and doorways must have a minimum width of 32 inches when the door is open 90 degrees.



Now go inside your business. Could you safely get through your business in a wheelchair?

Ensure that wheelchair users have an accessible route through your business.

- Make sure there is nothing protruding from the walls or blocking the pathway that would prevent a wheelchair user from getting through.
- Examples of obstacles include: cords, merchandise, and ATM machines.
- Accessible routes must be at least 36" wide.

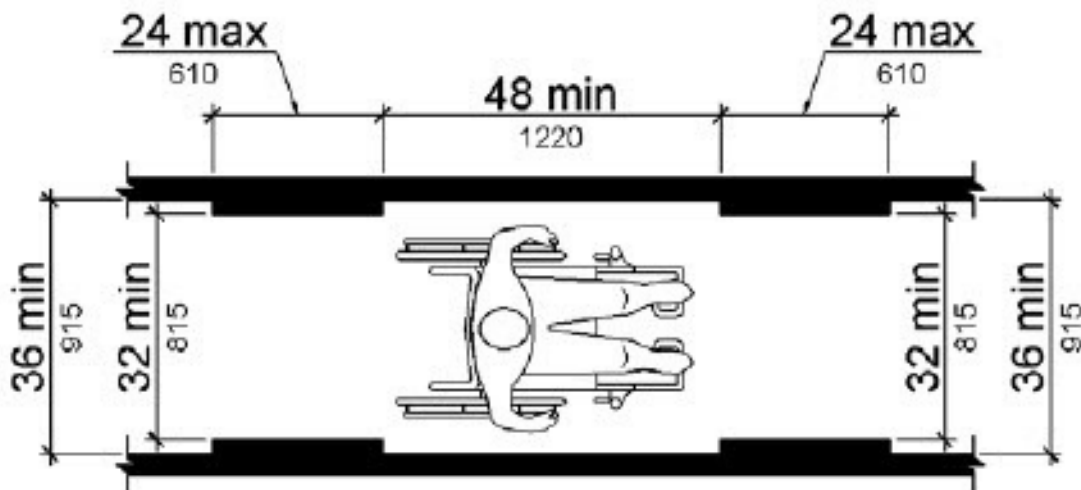
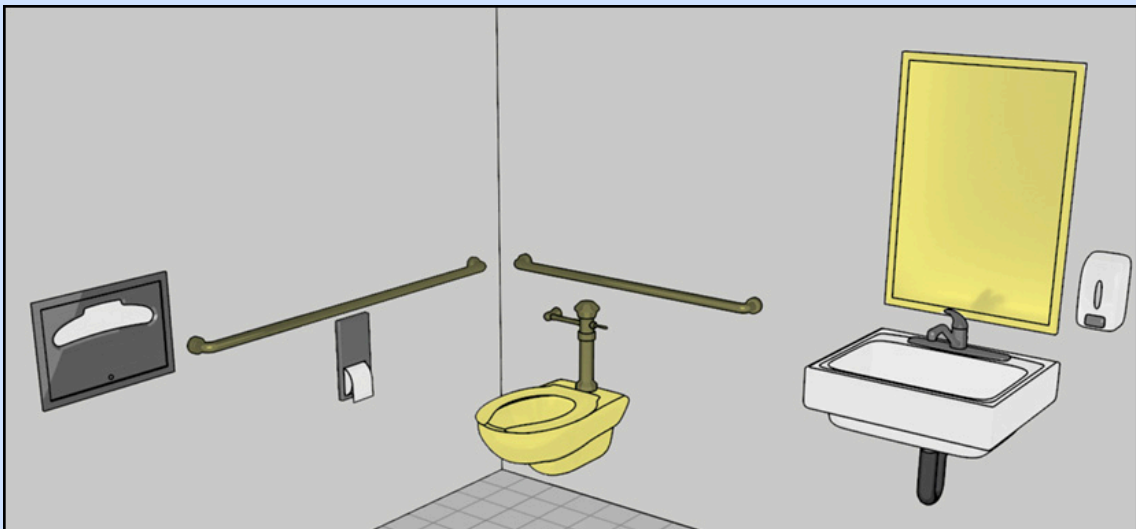


Figure 403.5.1
Clear Width of an Accessible Route

Does your business have a restroom that is open to the public?

- To make your restroom accessible, be sure to provide grab bars and include enough space for a wheelchair to turn around in front of the toilet.
- Sinks, toilets, mirrors, toilet paper dispenser and other amenities in the bathroom must be at proper heights.

For more information about accessible bathrooms and required dimensions, please scan the QR code here.



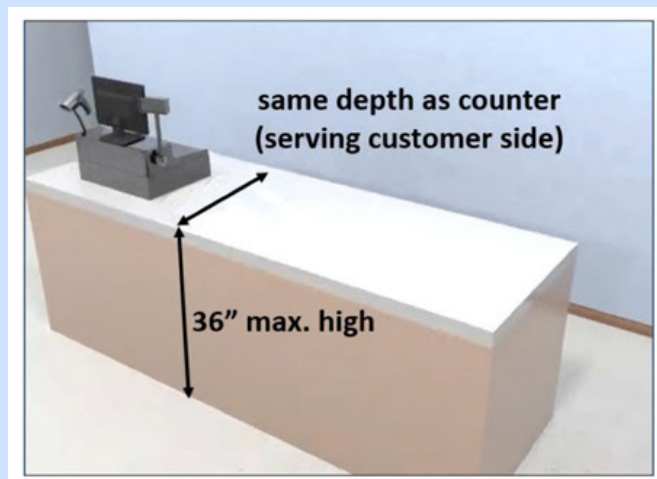
U.S. Access Board

Now, it's time to checkout!

Is your countertop wheelchair accessible?

Ensure that wheelchair users are able to use the counters to checkout.

- Make sure the area near the countertop is free from any barriers. (For example, a trash can, cords, chairs)
- ADA counter height requirements dictate that service counters must be under 36 inches high and less than 36 inches long.
- Counters must have at least a clear 30 by 48-inch area in front of them for adequate wheelchair access.



People who use wheelchairs are your customers and clients! Making these changes benefits everyone.

Want more information or dedicated help?

- **Get a Certified Access Specialist (CASp) Inspection**
 - Your business can gain “CASp inspected” status by having an expert in construction-related accessibility inspect your business.
 - For more information about CASp inspections scan the QR code below.
- **Reach out to Public Counsel**
 - Public Counsel can provide legal help to small businesses with respect to ADA compliance.
 - If you want legal assistance, complete the Public Counsel intake by scanning the QR code below.



Public Counsel:



CASp:

