

# ***BOOST*** *Your* ***BUSINESS***

WELCOMING CUSTOMERS  
WITH DISABILITIES

Accessibility for  
Small Business

**DOR** DEPARTMENT of  
REHABILITATION  
Employment, Independence & Equality

# ACKNOWLEDGEMENTS

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# **BOOST** *Your* **BUSINESS**

## Welcoming Customers With Disabilities

### Accessibility for Small Business

## INTRODUCTION

As a group, people with disabilities have a large amount of discretionary income. It cannot be spent on your goods, products, or services if a customer with a disability is unable to enter, shop, or participate when you are open for business.

This manual and the accompanying DVD are designed to assist business owners in making business establishments accessible to customers with disabilities.

Compliance with minimum accessibility requirements is the key to ensuring that your place of business is accessible to all your customers. Check with your local building department, a design professional, Certified Access Specialist, or Disability Access Services if you need technical assistance on accessibility requirements.

# ***BOOST*** *Your* ***BUSINESS***

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# PARKING

When customers arrive at your place of business, having accessible parking is essential. To assist you in determining how many accessible parking places are required, use the table below:

## Auto and Van Parking Space Requirements

<u>Total</u>	<u>Accessible</u>
01 – 25	1 van space
26 – 50	1 auto + 1 van space
51 – 75	2 auto + 1 van space
76 – 100	3 auto + 1 van space

For lots over 100 spaces, refer to the Division of State Architect's Access Compliance Reference Manual.

The minimum size required for accessible parking spaces is 9 feet wide. The minimum size for access aisles are 5 feet wide for auto accessible and 8 feet wide for van accessible. All are required to be at least 18 feet deep.

## Accessible Parking



# PATH OF TRAVEL

The exterior path of travel to your business should provide an accessible path along the normal route that everyone uses. It should be the closest and most practical route from accessible parking.

Accessible parking spaces should not be located in a place that forces your customer to walk or wheel behind someone else's car to get to your business entrance.

The path of travel must be 48 inches wide, level, stable, firm, and slip-resistant. The cross-slope must be two percent or less.

## Cross Slope



## Path of Travel Sign



# CURB RAMPS

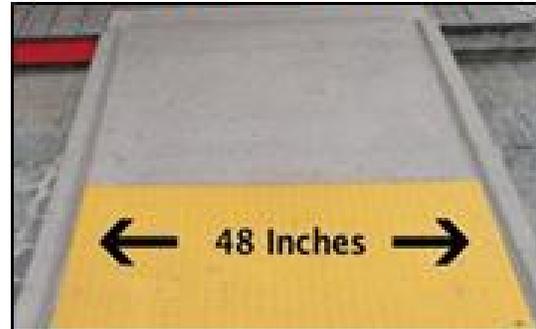
A curb-ramp is a slope that crosses over a curb. Curb-ramps help potential customers cross over curbs at accessible parking or at sidewalks leading to your business.

Curb-ramp areas to assess include:

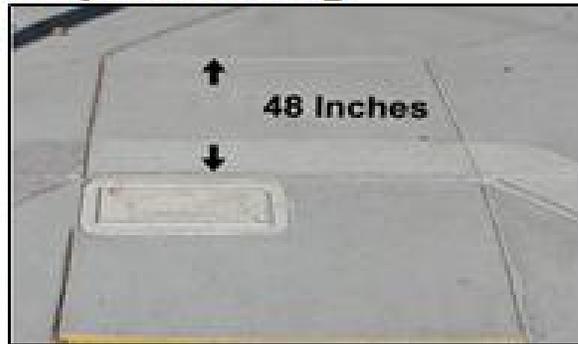
## Curb Ramp Slope



## Curb Ramp Width



## Top Landing



## Bottom Landing



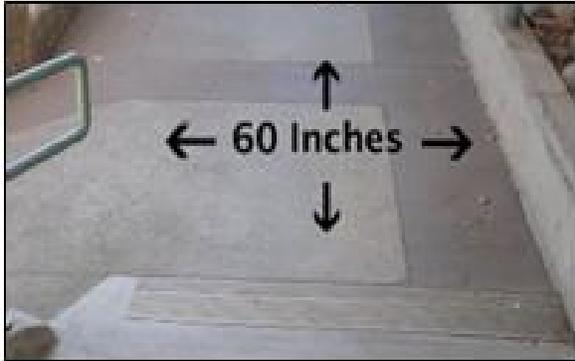
## Side Flares



# RAMPS

A steep slope on a path of travel may prevent customers from entering your place of business. Ramp slopes at or below the maximum 8.33 percent can make it easier for people with disabilities, disabled veterans, older adults, or shoppers with strollers to access your services. Other items to examine are:

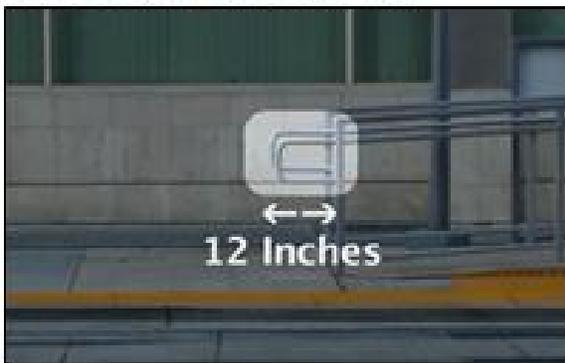
## Bottom Landing



## Intermediate Landing



## Handrail Extension



## Height of Handrails



## Wheel Curb Guide



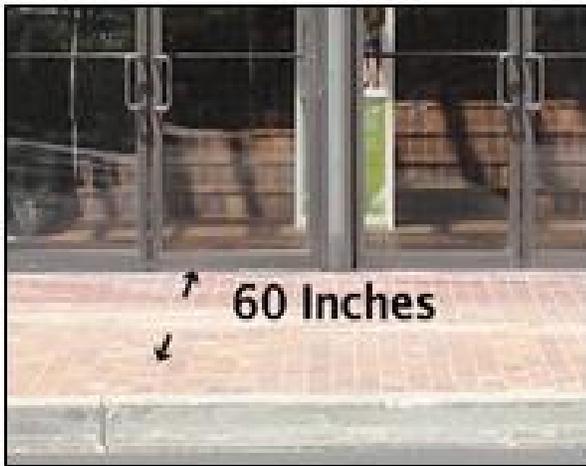
# DOORS AND ENTRANCES

Can you imagine the types of difficulties your customers might encounter if they are visually impaired or have difficulty walking into your business? When doors are difficult to open, your customers may be out in the cold and you without a sale.

Doors should require no more than 5 pounds of force to open. The area next to the latch, on the pull side of the door, must be free of wastebaskets, displays, or decorative items.

Below are other elements to be considered:

## Pull Side Clear Space



## Door Clear Width



## Accessible Door Hardware



## Door Push Side Smooth Surface



# HALLS

Once inside your business, how will your customers get around? Is there enough room for wheelchairs, walkers, or crutches between the aisles?

For safety, items such as fire extinguishers, pictures, or shelves must not stick out into the path of travel more than 4 inches. Hallway widths may vary with the occupancy load of your facility. Be sure your halls and aisles comply with the minimum width requirements.

**Hallway Width**



**Protruding Object**



**Firm Carpet and Slip-Resistant Tile**



# FOUNTAINS

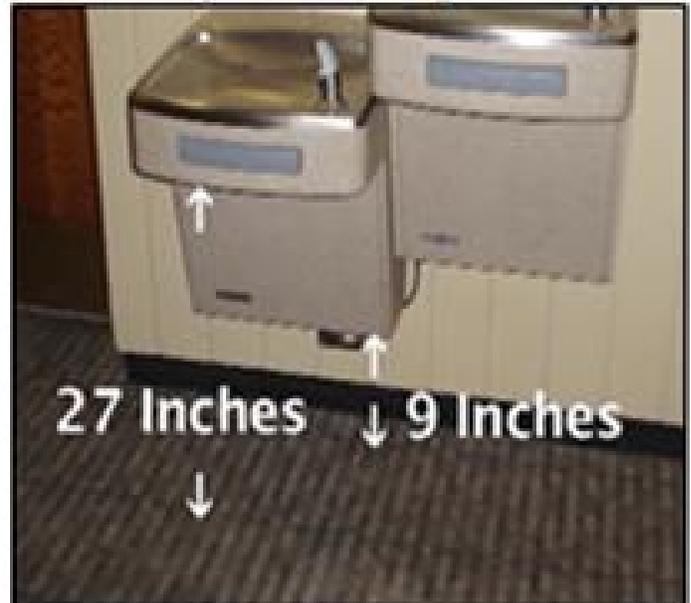
If drinking fountains are provided, at least one must be accessible.

A high-low type of fountain must be chosen when fountains are replaced or installed. With a high-low drinking fountain, customers who use wheelchairs, crutches, or have difficulty bending can use one of the fountains. Below are a few of the required elements:

## 30 Inch Floor Space



## Clear Space Height



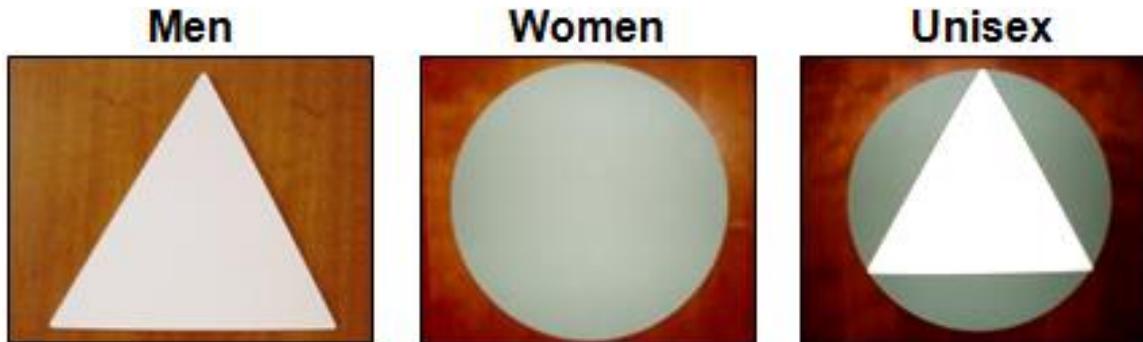
## Bubbler Height



# SIGNS

## RESTROOM

It may feel like you're back in geometry class all over again when it comes to signs, especially restroom signs. But, how will your customers with limited vision find the correct restroom without these signs?



The restroom signs must be centered 60 inches high on the restroom doors.

The signs with raised letters and Braille identify the Men's, Women's or Unisex restroom. They must be mounted on the wall on the latch side of the door. The International Symbol of Accessibility (ISA) is usually placed with the same signage.

**Restroom Braille Sign**



**Missing Braille Sign**



# SIGNAGE

Signs that identify permanently named rooms and spaces must have raised letters and Braille.

## Signage with Raised Letters and Braille



Signs providing information or giving direction do not need raised letters and Braille.

## Informational and Directional Signage



# RESTROOMS

## FIXTURES

At least one of each type of dispenser or other equipment must be located on an accessible path of travel.

Faucet controls and other operable controls must be usable with one hand without tight grasping, pinching, or twisting of the wrist.

The maximum pressure allowed to operate controls is 5 pounds of force.

### 40" Mirror Height



### 34" Max. Counter Height



### 40" High Maximum to the Operable Controls



# RESTROOMS

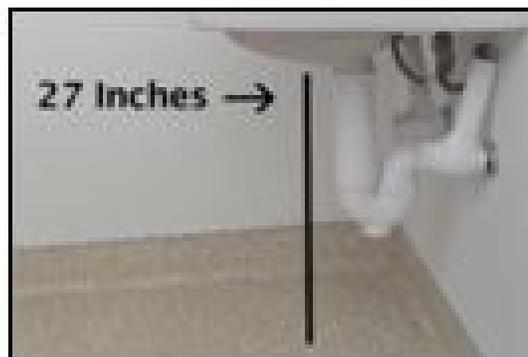
## CLEAR SPACE UNDER THE SINK

Clear space allows a person using a wheelchair for mobility to move close enough to use faucet controls, dispensers, or a mirror. Clear space must also be provided under an accessible sink. Hot water and drain pipes must be wrapped or insulated to prevent injury. Required clear space measurements are:

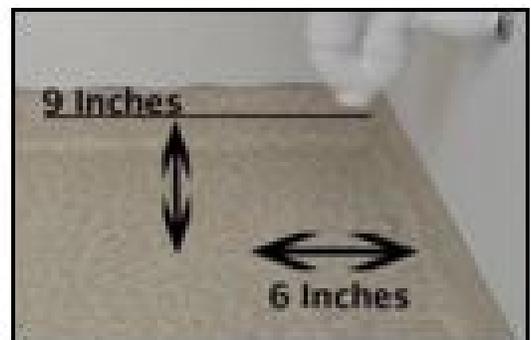
### Under Sink Clear Space



### Under Sink Clear Space



### Toe Clearance



# RESTROOMS

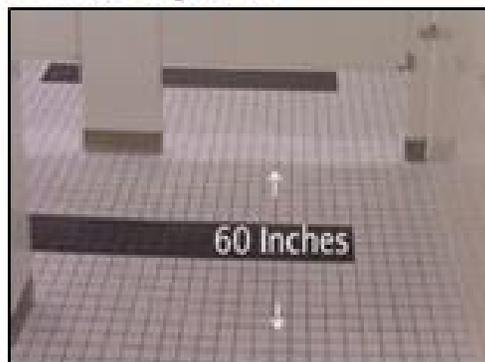
## TOILET STALLS

Restroom design determines the clear space requirements for multiple accommodation restrooms. Restrooms with multiple stalls, side opening, or center opening stall doors have different requirements.

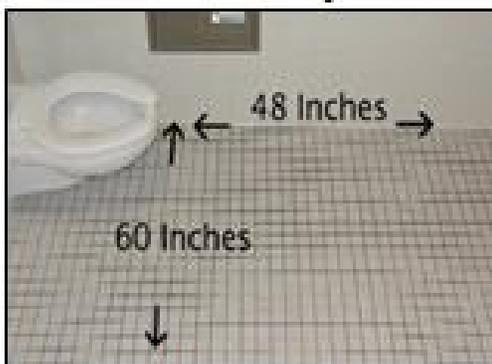
**Path of Travel to Stall  
Clear Space**



**Pull to Open Door  
Clear Space**



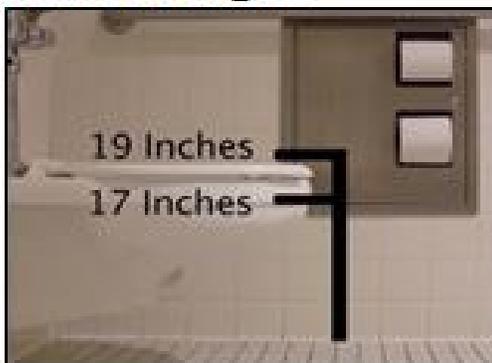
**Out-Swinging Door  
Toilet Clear Space**



**In-Swinging Door  
Toilet Clear Space**



**Toilet Height**



**Toilet Paper Height**



# RESTROOMS

## SINGLE ACCOMMODATION RESTROOMS

**Question:** When it comes to an accessible restroom, how much space is required?

**Answer:** Enough space for a customer to use the restroom and then continue shopping.

In older restrooms, the clear space in front of the toilet must be at least 30 inches wide by 48 inches deep. The clear space between the toilet and a fixture must be at least 28 inches.

### Clear Space in Front of Toilet



### Clear Space Beside the Toilet



# STAIRS

In addition to a ramp, you may have steps or stairs leading to the entrance of your business. Accessibility features on stairs help customers with physical or visual difficulties shop at your store.

Safety features and proper signs are a must. Stairs used to exit buildings during an emergency are required to have “Exit Stair Up” or “Exit Stair Down” signs.

Contrasting stripes on stairs help customers with limited vision to see the stair steps.

### Stair Exit Sign



### Stair Striping



### Handrail Extension



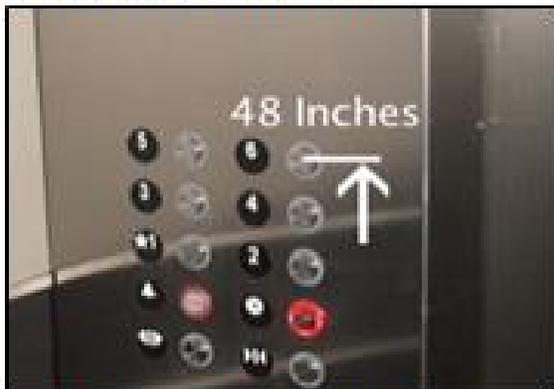
### Handrail Height



# ELEVATORS

Elevators must be accessible and usable at all times when the building is occupied. The only exception is when the elevator is down for maintenance. Even then, an alternate means of access to your goods, products, and services must be provided. Below are some of the minimum requirements:

## Call Button Height Front Approach



## Side Approach



## Braille Sign Height



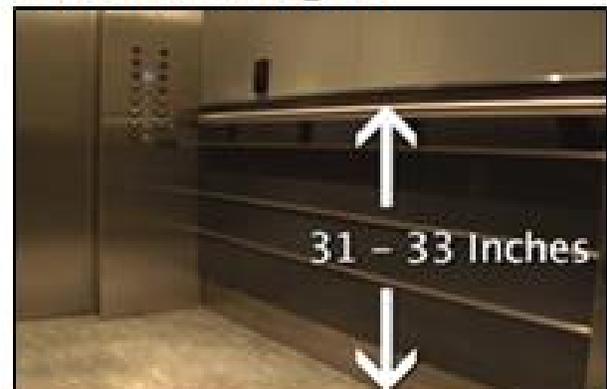
## Entrance Width



## Elevator Gap



## Handrail Height



# ELEVATORS

## COMMUNICATION SYSTEMS

Customers with hearing or visual impairments must be able to alert emergency personnel should they become trapped in an elevator. In case of emergency, both visual and audible communication is required inside an elevator.

### Visual and Audible Emergency Communication



# ALARMS

Emergency alarms must also have both visual and audible alerts to enable customers with hearing or visual impairments to respond in case of an emergency.

## Visual and Audible Emergency Alarm



## TIPS & RESOURCES

To add new accessible parking spaces, or to re-stripe your existing lot, contact your city or county building department for the requirements in your area.

To learn about the [benefits provided by a CASp](#) (Certified Access Specialist) inspection, visit <https://www.dor.ca.gov/Home/BoostYourBusiness>

For a [list of CASp inspectors](#) in your area, visit [https://www.apps2.dgs.ca.gov/DSA/casp/casp\\_certified\\_list.aspx](https://www.apps2.dgs.ca.gov/DSA/casp/casp_certified_list.aspx)

For [information on physical access requirements](#) visit the International Code Council. <https://codes.iccsafe.org/>

For questions on [Readily Achievable Barrier Removal](#), visit <https://www.ada.gov/reachingout/lesson41.htm>

For helpful information on how to attract more customers through [ADA compliance](#), go to <https://www.ada.gov/business.htm>

To obtain free technical assistance from an ADA specialist, call toll free 1-800-514-0301

For information on the [Disabled Tax Credit \(IRS 8826\)](#) or the [Section 190 Tax Deduction \(IRS 535\)](#), go to [www.ada.gov/taxincent.htm](http://www.ada.gov/taxincent.htm) or [www.ada.gov/taxincent.pdf](http://www.ada.gov/taxincent.pdf)

## TIPS & RESOURCES (CONTINUED)

To add a visual alarm to your existing emergency system, call the State Fire Marshal, an architect, or your local building department.

### [California Office of the State Fire Marshal](#)

Main # (916) 445-8200

Website <https://osfm.fire.ca.gov/>

## DISABILITY ACCESS SERVICES

[Disability Access Services](#) (DAS) is your centralized resource and information on disability access. Contact us for free confidential guidance and technical information on physical accessibility, program access, disability employment, reasonable accommodations, digital accessibility of electronic and information technology, and disability awareness.

Main # (916) 558-5755

TTY # (844) 729-2800

TRS # (711) Telecommunication Relay Service

[DAS E-mail](#) [DASinfo@dor.ca.gov](mailto:DASinfo@dor.ca.gov)

[DAS Website](#)

<https://www.dor.ca.gov/Home/DisabilityAccessServices>

## GLOSSARY OF TERMS

This glossary provides definitions for terms used in the Boost Your Business DVD. Where appropriate, definitions are adapted from the California Code of Regulations, Title 24, Part 2.

- **Access Aisle** Clear area next to an accessible parking stall to allow drivers or passengers with disabilities to enter or exit a vehicle.
- **Accessible Route** A continuous pathway that a person with a disability can use to go from place to place. Exterior accessible routes may include parking access aisles, curb ramps, crosswalks, sidewalks, ramps, and lifts. An accessible route does not include stairs, steps, or escalators.
- **Accessibility** The combination of built in features leading up to, or inside a business that allow the services and products of a business to be fully usable by persons with disabilities.
- **Audible Signal** Sounds in elevators or from emergency alarms used to communicate to people who have limited vision.
- **Braille** Tactile dots used by people who are blind or have low vision to access written information.
- **Clear Space** The area on the ground or floor required for a person with a disability to approach or use a counter, fixture, or other feature provided by a business.
- **Cross Slope** The sideways slope of a sidewalk or other path of travel.

## GLOSSARY OF TERMS (CONTINUED)

- **Door Jamb** The area on each side of a door or elevator.
- **Latch Side/Strike Side** Area on the door jamb where the door closes and latches shut.
- **Level Surface** A surface that does not have a slope in any direction more than two percent.
- **Nosing** The area at the front edge of a stair tread, usually rounded to prevent tripping.
- **Occupant Load** Maximum number of people allowed inside a business or portion of a building.
- **Operable Control**
  - 1) The place on a piece of equipment or appliance used to insert or withdraw coins or cards.
  - 2) A control to activate or deactivate appliances.
  - 3) A handle or lever used to adjust equipment or appliances.
- **Pounds of Force (lbf.)** A measure of the pressure required to open doors, activate faucets, press toilet flush handles, or other controls.
- **Raised Characters** Letters or numbers that are raised above the surface, usually on signs to allow way-finding for people who are blind or low vision.
- **Ramp** A walking surface intended for pedestrians which has a running slope greater than five percent.
- **Running Slope** The slope that is parallel to the direction of travel.
- **Threshold** Area of floor at the bottom of a doorway.

## ALTERNATE FORMATS

This booklet is available in alternate formats as a reasonable accommodation for an individual with a disability. To request a copy in Braille, large print, or digital media please [email Disability Access Services](mailto:email@DASinfo@dor.ca.gov) at [DASinfo@dor.ca.gov](mailto:DASinfo@dor.ca.gov).

### DISCLAIMER

The information in this booklet and the Boost Your Business DVD are provided for educational purposes.

The information presented here is an introduction to basic accessibility. Compliance with the basic educational concepts in this booklet and the Boost Your Business DVD does not suggest that your business is fully compliant with current federal and state accessibility requirements.

Disability Access Services provides technical assistance on the [Americans with Disabilities Act](#) (ADA), California laws, and Regulations. For legal questions about how these laws apply to your business please consult an attorney.

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# DISABILITY ACCESS SERVICES RESOURCES

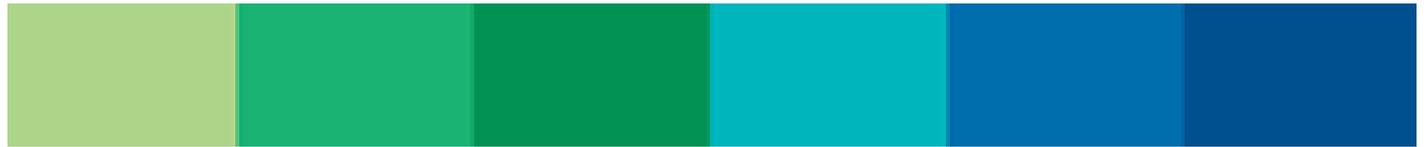
Additional information on Federal and State of California accessibility requirements as they pertain to people with disabilities can be obtained through the [Disability Access Services](#) webpage.



The [Employment Today](#) video highlights key differences between the California Fair Employment and Housing Act and the Federal Americans with Disabilities Act. It clarifies employer responsibilities and provides answers to your most frequently asked questions.



Is your online presence accessible to customers with disabilities? Employees and customers both will benefit when [Digital Access](#) is built into all your electronic services.



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