Accessibility: Public Areas Checklist

This checklist identifies some of the most common conditions in public areas of a business which can limit accessibility for people with disabilities. It cannot serve as an exhaustive listing of all standards that may be relevant to your business. Every property is unique and there is no substitute for an inspection by a Certified Access Specialist ("CASp Inspector").

Inspection Date: _____

Inspection Type: ☐ Initial ☐ Post-Incident ☐ Periodic ☐ Change in Process

Yes	No	
☐	☐	If your business uses any sort of customer-service counter, table at which visitors sit or reception desk, make sure an appropriate number (but no fewer than one in any case) is no higher than 34" above the floor, has a completely clear 36" wide by 24" deep for transactions, and provides an area below the counter which is at least 27" high and 19" deep area for wheelchair (all 30 inches wide) for the knees and feet of the wheelchair user. If you have a number of customer service counters, more accessible counters may be required. If food or drink are to be (or might be) consumed at the table(s) each may need to be at least 50 inches long.
☐	☐	Have you made sure that public aisles in your business offer at least 44" clearance?
☐	☐	• Some aisles with products on both sides may require as much as 60" clearance. If you have less than 36" in any public area, can you reposition items to increase clearance or close the area off for display?
☐	☐	Have you checked trip hazards in your business's interior and exterior? Trip hazards include any threshold/ transition greater than ¼" (½" if beveled), ramps with excessive slopes and transitions between floor surfaces.
☐	☐	Have you addressed potential accessible issues at your public entrances?
☐	☐	• Door pressure: If the door requires more than 5 lbs. of pressure to open, then the door may be too heavy for many people with disabilities. Fire doors can require up to 15 lbs of pressure to open.
☐	☐	• Door clearance: It's recommended that a business create 24" of clearance to the left and right of the door (on both the inside and outside), as well as a 5'x5' clear area on each side of the door;
☐	☐	• Door handles: Should not require pinching, twisting or grasping to operate;
☐	☐	• Door kick-plates: Doors through which the public may pass should have appropriate kick-plates installed on the "push" side if they do not have a smooth, uninterrupted surface there or are hollow;
☐	☐	• Doorways should have 5'x5' landings with less than 2 percent slope in any direction on each side;
☐	☐	• Door signage: If a public doorway meets applicable standards for disabled accessibility, an appropriate International Symbol of Accessibility (ISA) wheelchair pictogram with the size of the wheelchair image at least 6" high and appropriate Braille letters should be posted on the wall adjacent to the door latch, with the centerline of the sign 60" above the floor. In California , a business should use Grade II Braille (which provides for contractions); and
☐	☐	• Floor mats: Unsecured floor mats can trip someone in a walker or foul in the wheels of a wheelchair; they should be secured, replaced with another traction surface or embedded.
☐	☐	Is the lowest overhead clearance in any public area at least 80 inches above the walking surface? If not, can it be modified or can barriers be installed which will not limit accessibility but will prevent people from entering areas with less than 80 inches of overhead clearance?
☐	☐	Have you checked that self-service devices in your business, such as vending machines, don't have hardware that requires pinching, twisting or grasping to operate? If any item a user might have to touch is higher than 48 inches above the finished floor surface (40 inches in a restroom) it may need to be repositioned or replaced.
☐	☐	• Have you made sure that self-service devices feature appropriate Grade II Braille legends/ instructions?

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☐ ☐ If you have touch-screen point-of-sale devices, it may be necessary to ensure they are accessible to people with visual impairments. Check with an attorney highly experienced in ADA/accessibility issues and a Certified Access Specialist ("CASp Inspector").

☐ ☐ Does your business have a policy of allowing qualified service animals appropriate access? Do your employees understand that, under most circumstances, it may be inappropriate for them to ask whether an animal is a qualified service animal? Do your employees know that such animals generally are not required to display medallions, vests or other evidence of qualification as service animals? Although the U.S. Department of Justice limited the categories of qualified service animals to dogs and miniature horses, standards under California law may not be as clear. Employers should maintain a written policy about service animals and ask employees to initial it regularly. It is suggested that a manager's approval should be required if such an animal or someone using one is to be excluded from the business for any reason. Signs which read "no dogs" or "no pets other than service dogs" or that make other similar representations may be considered discriminatory; check with a qualified attorney before posting a sign or if such signs are to remain posted.

☐ ☐ Have appropriate way-finding signs been appropriately posted? For example, directional signs to exits, emergency exits, restrooms, elevators and stairways may all be appropriate in certain structures.

☐ ☐ If you have a Web site or use Internet-only promotions, have you confirmed that each of them is fully navigable by screen-reading programs like Jaws for Windows?

☐ ☐ • If not, can you modify them so that they are?

Corrective Action Required (list action to be taken, by whom and by what date)

Corrective Action	Person Responsible	Completion Date

CalChamber does not provide legal, tax or design advice and you should contact a qualified attorney as to any matter of legal significance to you, your business or your property.

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