

ACCESS TO GOODS & SERVICES

The layout of your building should allow people with disabilities to obtain goods and services and to participate in activities without assistance.

- Elevator buttons should be no more than 54" above the floor.
- The threshold of a doorway should be no more than 1/4" high, or beveled to allow easier access.
- Carpeting should be no higher than 1/2".
- At least 5 percent of restaurant seating should

accommodate people with disabilities, and dining surfaces should be 28"-34" above the floor, with accessible seating at larger tables for individuals with disabilities dining with family members.

- Counter surfaces at retail stores should be no more than 38" above the floor.
- If your customers order from a menu consider providing large print and Braille menus or uploading your menu to a service such as the Tappy Menu app for customers who are visually impaired.

CITY PROGRAMS

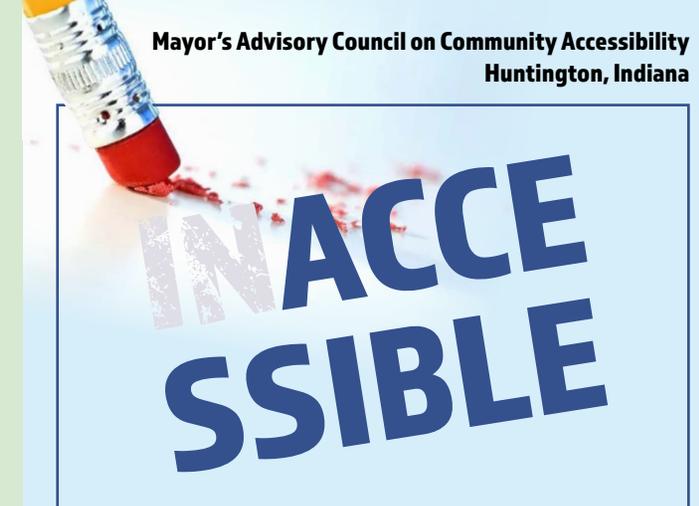
- Contact us at **(260) 356-1400 ext. 2026** for assistance completing a site accessibility review.
- Visit www.huntington.in.us/sidewalks for details on a sidewalk replacement and ADA-compliant ramp work program. Open to residential and business property owners within city limits, the program covers up to half the cost of approved sidewalk replacements and the full cost of ADA-compliant ramp work.
- Watch for details about the city's annual Downtown Roll-Around that gives participants a first-hand experience of downtown Huntington in a wheelchair.



REQUIREMENTS FOR PLACES OF PUBLIC ACCOMODATION

Businesses and non-profit organizations that serve the public must remove architectural barriers when it is "readily achievable" to do so; in other words, when barrier removal is "easily accomplishable and able to be carried out without much difficulty or expense." The decision of what is readily achiev-

able is made considering the size, type and overall finances of the public accommodation and the nature and cost of the access improvements needed. Public accommodations' ADA obligations for barrier removal are in the Department of Justice's ADA Title III regulations 28 CFR Part 36.304.



The Basics of ADA Compliance for Existing Facilities

This pamphlet is meant to help Huntington businesses think about accessibility and how they provide goods and services to people with disabilities. Providing better service to this group of customers will only help business owners provide better service to everyone.

Some basic guidelines are highlighted in the sections that follow, but this should not be thought of as an all-inclusive look at ADA requirements.

For a complete ADA checklist, visit <https://www.adachecklist.org/doc/fullchecklist/ada-checklist.pdf>, and refer to it throughout this pamphlet for related images and guidelines.

ISSUE: Customers with disabilities often encounter difficulties regarding accessibility to a number of local businesses and therefore take their business elsewhere, often outside of Huntington.

QUESTION: How accessible is your business to customers with disabilities?

OPPORTUNITY: Expand your customer base and increase customer loyalty by ensuring your business is accessible to everyone.

ENTRANCES & AISLEWAYS

Consider how your building's entrances and aisles can be difficult to navigate for a person who uses a wheelchair or who has limited mobility due to a disability.

Where to start: Remove any obstacles that might block an entrance, exit or aisle. Are these surfaces level? Does a bump or an incline make it difficult to enter? Does at least one entrance not require the use of stairs? Is the door heavy to open?

ADA Basics:

- An accessible route from arrival points and an accessible entrance should be provided for everyone. The route should be stable, firm and slip-resistant.

- The access route to the entrance and all interior aisles and pathways should have a minimum width of 36". Floor displays should not impede the aisle way.
- Curb ramps should be installed where an accessible route crosses a curb.
- Each section of ramp should have no greater than 1" of height gain for every 12" of ramp run.
- The approach to the pull side of a door should provide 18" of clearance on the latch side of the door and 60" inches clear depth.



PARKING

Most of us have driven to a store only to leave when there isn't a place to park. Imagine how much more frustrating this can be for a person with a mobility disability. Attract more customers to your store by considering ADA parking guidelines.

Where to start: If your location has a parking lot, consider if you're meeting ADA standards for accessible parking spaces and whether there is an accessible route from the parking lot to your entrance.

ADA Basics:

- Locations that provide parking to the public should have at least one accessible space for every 25 spaces.

- » 1-25 spaces: 1 accessible space.
- » 26-50 spaces: 2 accessible spaces.
- » 51-75 spaces: 3 accessible spaces.
- » 76-100 spaces: 4 accessible spaces.

- Accessible spaces should be at least 8' wide with an access aisle that is 5' wide.

- At least one of every six or fraction of six accessible spaces should be van accessible.

- Van accessible spaces should be at least 11' wide with a 5' access aisle or 8' wide with an 8' access aisle.

RESTROOM FACILITIES

When restroom facilities are open to the public they should be accessible to people with disabilities.

Where to start: Are the route and entrance to your restroom facilities accessible? Is there proper signage displayed locating accessible restrooms? Is there floor space for a person in a wheelchair? Is hardware installed at the proper heights?

ADA Basics:

- The door hardware (knob, handle, etc.) should be between 34"-48" from the ground.
- There should be a 36" wide path to all bathroom fixtures.
- There should be enough floor space for a 60" diameter circle for a wheelchair to turn around.
- Counter surfaces should be no more than 34" above the floor.
- Operable parts of soap and towel dispensers

Open the [ADA Checklist](#) for more helpful illustrations.

should be no more than 48" above the floor.

- Clearance around a toilet should be 60" from the side wall and 56" from the rear wall. (See image 3.31 above)
- The top of the toilet seat should be no less than 17" and no greater than 19" from the floor.
- An accessible toilet should have a grab bar at least 42" long on the side wall, located no more than 12" inches from the rear wall and mounted 33" to 36" above the floor.

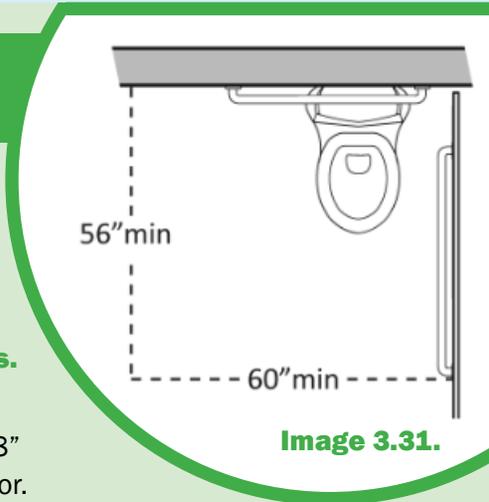


Image 3.31.