Appendix II: Recommended Disability-Friendly Business Checklist ☑

Considerations for Evaluating Accessibility

☐ Is the entrance to the business accessible to people with mobility limitations? Is the entrance to the building on an even, hard surface without steps?

☐ If the accessible entrance is not immediately apparent, are there directional signs?

☐ Are there handicapped parking signs and spaces with necessary access space for vans with lifts?

☐ Does the building have accessible restrooms, phones and water fountains?

Other Considerations to Include Depending on the Type of Business and Its Services to the Public

☐ Post a notice on the front door that assistance will be provided for people with disabilities.

☐ Install sensors or automatic doors.

☐ Install a lift or elevator.

☐ Have Braille on elevator panels and on signs for public restrooms.

☐ Have Braille or large print available on menus and business cards.

☐ Have a TTY and volume controls on a public telephone or assistive technology device.

☐ Have movable seating and accessible tables that accommodate wheelchair users.

☐ Have wide aisles or appropriately spaced displays of merchandise so wheelchair users can maneuver through.

☐ Make the company's Web site user-friendly to visitors with disabilities (e.g., including "text-only" versions for persons with visual impairments or supplying text for audio clips for persons who are deaf or hard of hearing).

Considerations for Evaluating Customer Friendliness

❏ Is staff alert and helpful to customers who have visible disabilities?

❏ Does someone on staff know sign language?

❏ Has the business offered disability awareness training to its staff?

❏ If removal of a barrier is not readily achievable, are the goods, services, etc., made available through alternative methods?

Considerations for Evaluating Employment Friendliness

❏ Are people with disabilities included in the job applicant pool?

❏ When interviewing people with disabilities, is the focus on the candidates' skills and abilities rather than on their disabilities?

❏ Has an effort been made to educate management and human resources personnel on the *Americans with Disabilities Act of 1990* (*ADA*)?

❏ Are policies, practices and procedures flexible enough so that necessary modifications can be made to ensure that the skills and abilities of applicants with disabilities are equally represented?