ADA Checklist

Is your space open to everyone?

The Americans with Disabilities Act (ADA) is federal civil rights law. This is the full checklist for our seven-step ADA walk, plus an eighth step on policies and people, with room to check off what is already in place and list what to fix first. Walk through your space the way a customer, patient, student, staff member, or visitor would.

How to use it: Check a box when the item is already in place. Leave it blank if it is not, or if you are not sure. Dimensions are minimums from the 2010 ADA Standards for Accessible Design unless an item says otherwise.

1 Parking & Arrival

Accessible spaces are painted and signed, the striped access aisle stays clear, and a smooth, level route leads to the door.

- [ ] Accessible spaces have the accessible-parking sign, mounted high enough to be seen over a parked vehicle.
  §502.6
- [ ] Car spaces are at least **96"** wide, each next to an access aisle at least **60"** wide.
  §502.2, §502.3.1
- [ ] At least one in every six accessible spaces is a van space: **132"** wide with a **60"** aisle, or **96"** wide with a **96"** aisle.
  §208.2.4, §502.2
- [ ] Access aisles are striped and kept clear. Nothing is parked, stored, or piled in them.
  §502.3.3
- [ ] Spaces and aisles are level, with no slope steeper than 1:48 (about 2%) in any direction.
  §502.4
- [ ] A firm, slip-resistant route at least **36"** wide leads from the spaces to the entrance, on a slope no steeper than 1:20 (5%), with a ramp wherever the level changes.
  §403, §405

2 Entrance

A level entrance, a door that opens with one hand, and a threshold no higher than ½".

- [ ] At least one entrance is accessible and has no steps. If it isn't the main entrance, a sign at the main entrance points to it.
  §206.4, §216.6
- [ ] There is level space on both sides of the door for approaching and opening it.
  §404.2.4
- [ ] The door opening is at least **32"** wide when the door is open 90 degrees.
  §404.2.3
- [ ] Door handles work with one hand, with no tight grasping, pinching, or twisting, and sit **34"–48"** above the floor.
  §404.2.7
- [ ] The threshold is no higher than **½"**, and any edge over ¼" is beveled.
  §404.2.5, §303.3
- [ ] Interior doors open with no more than 5 pounds of force.
  §404.2.9

3 Movement & Access

Aisleways are clear, with no boxes, cords, or displays, and room for a wheelchair to turn around.

- [ ] Aisles and walkways are at least **36"** wide and kept clear of boxes, cords, and displays.
  §403.5.1
- [ ] There is room to turn a wheelchair around: a **60"** circle or a T-shaped space, at least at dead ends and where routes turn.
  §304.3
- [ ] Where two wheelchairs cannot pass each other, there is a **60"** passing space at least every 200 feet.
  §403.5.3
- [ ] Nothing sticks out more than **4"** into a walkway between **27"** and **80"** above the floor.
  §307.2
- [ ] Floors are firm, stable, and slip-resistant. Carpet is firmly attached, with pile no higher than **½"**.
  §302
- [ ] Where the floor changes level, there is a ramp no steeper than 1:12, with handrails if it rises more than **6"**, or an elevator.
  §405.2, §405.8

4 Reach Range

Switches, controls, shelves, and displays that visitors use are within reach, between 15" and 48" above the floor.

- [ ] Light switches, thermostats, outlets, and other controls visitors use are between **15"** and **48"** above the floor.
  §308
- [ ] Controls work with one hand and need no more than 5 pounds of force, with no tight grasping, pinching, or twisting.
  §309.4
- [ ] There is clear floor space at least **30" × 48"** in front of each control, dispenser, or display.
  §305.3
- [ ] Shelves, displays, and racks customers use are within that same range, or staff are ready to help with what is out of reach.
  Best practice

5 Transactions

A counter section at least 36" wide and no higher than 36", card readers within easy reach, and staff glad to fetch what's out of reach.

- [ ] At least one section of each sales or service counter is no higher than **36"** and at least **36"** long.
  §904.4
- [ ] There is clear floor space at that counter section, **30" × 48"**, so a wheelchair user can pull up alongside.
  §904.4, §305
- [ ] Card readers and PIN pads are within reach (**15"–48"**) and work with one hand, or they can be moved or handed over.
  §308
- [ ] Checkout aisles and waiting lines are at least **36"** wide.
  §904.3
- [ ] Staff know to step around the counter, or pass items across, whenever it helps.
  Practice

6 Restrooms

A clear route, a door that opens with one hand, room to turn, grab bars, and a sink, mirror, and dispensers within specified reach ranges.

- [ ] A clear route leads to the accessible restroom, and it is signed with the accessible symbol.
§216.8
- [ ] The door opening is at least **32"** wide, with a handle that works with one hand.
§404.2
- [ ] There is a **60"** turning circle, or a T-shaped space, inside.
§603.2.1
- [ ] The accessible stall has clear space at least **60"** wide and **56"** deep for a wall-hung toilet, or **59"** deep for a floor-mounted one.
§604.3.1
- [ ] The toilet seat is **17"–19"** above the floor.
§604.4
- [ ] Grab bars are **42"** long on the side wall and **36"** long on the rear wall, **33"–36"** above the floor.
§604.5, §609.4
- [ ] The sink rim or counter is no higher than **34"**, with knee space underneath and insulated pipes.
§606
- [ ] The bottom edge of the mirror is no higher than **40"** above the floor.
§603.3
- [ ] Soap, towel, and tissue dispensers are within reach (**15"–48"**) and work with one hand.
§308, §603.5

7 Signs & Communication

Permanent room signs are high-contrast with raised letters and Braille.

- [ ] Permanent room signs (restrooms, room numbers, exits) have raised characters and Braille.
§216.2, §703
- [ ] Signs are on the latch side of the door. The baseline of the lowest tactile characters is **48"** above the floor, and the highest is no more than **60"**.
§703.4
- [ ] Signs have a non-glare finish, and the characters contrast strongly with their background.
§703.5

8 Policies, People & Practice

The things no one can see on a walk-through: how your team greets, asks, and helps.

- [ ] Staff know the only two questions they may ask about a service animal: Is the dog required because of a disability? What work or task has it been trained to do?
28 CFR §36.302(c)(6)
- [ ] Staff never ask for paperwork, a vest or ID, the person's diagnosis, or a demonstration.
28 CFR §36.302(c)(6)
- [ ] Staff know a service dog may be asked to leave only if it is out of control and its handler does not correct it, or if it is not housebroken.
28 CFR §36.302(c)(2)
- [ ] There are no extra fees or deposits for people with service animals.
28 CFR §36.302(c)(8)
- [ ] Staff can communicate with people who are deaf, hard of hearing, blind, or have a speech disability, for example with pen and paper, large print, or an interpreter when needed.
28 CFR §36.303

- [ ] The website, online booking, and forms work with a screen reader and without a mouse (WCAG 2.1 AA is the common benchmark).
  Best practice
- [ ] Staff know a policy can be changed when a person with a disability reasonably needs it, and who to ask.
  28 CFR §36.302(a)
- [ ] Accessible features stay usable. Elevators work, aisles and accessible parking stay clear, and staff report problems quickly.
  28 CFR §36.211
- [ ] For an existing building, there is a plan to fix the barriers that are readily achievable to remove, and it is reviewed regularly.
  28 CFR §36.304
- [ ] Customers can easily find someone to contact about accessibility, by phone and online.
  Best practice

What to fix first

List up to five things to fix first. Weigh what matters most for access against what is feasible for you, and put them in the order you plan to tackle them.

1 _____

2 _____

3 _____

4 _____

5 _____

About you

Name _____ **Business** _____

Email _____ **Phone** _____

Fill it out online

Scan to open this checklist on your phone or computer, with larger text and a way to send your results to us.

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Dimensions are from the 2010 ADA Standards for Accessible Design (ada.gov) and the Department of Justice's Title III regulation (28 CFR Part 36). Requirements vary by facility type and by when a space was built or altered. This is a general guide, not a legal determination. New work must meet the full Standards and applicable codes.

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Questions about your space? Let's talk.

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(814) 996-0220 | **www.designbycbl.com**