



A Project of the Burton Blatt Institute at Syracuse University

1-800-949-4232 (v/tty)
ADAsoutheast.org

Small Business and the ADA Resource Sheet

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Answers to ADA Questions

[ADA National Network](#)

1-800-949-4232 (voice/tty)
www.adata.org

The [ADA National Network](#) provides information, guidance and training on the Americans with Disabilities Act (ADA), tailored to meet the needs of business, government and individuals at local, state, regional, and national levels. The ADA National Network consists of ten Regional Centers located throughout the United States that provide local assistance to ensure that the ADA is implemented wherever possible. All calls are free and confidential!

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Information, Guidance and Training on the Americans with Disabilities Act (ADA)

1419 Mayson Street, Atlanta, GA 30324

404-541-9001 (v/tty) • 1-800-949-4232 (v/tty) • 404-541-9002 (Fax)

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ADA Overview

[ADA Update: A Primer for Small Business \[Web file\]](#) [\[PDF file\]](#)

www.ada.gov/regs2010/smallbusiness/smallbusprimer2010.htm
www.ada.gov/regs2010/smallbusiness/smallbusprimer2010.pdf

An illustrated guide developed by the U.S. Department of Justice to help small businesses understand the new and updated requirements of the revised ADA regulations.

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Communication

[Effective Communication Fact Sheet](#)

www.adata.org/communication

This fact sheet highlights several changes that were made in the 2010 ADA regulations and discusses various forms of communication required under the ADA. The document explains the importance of the context and complexity of the communication in choosing an appropriate means of communication.

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Marketing to Customers with Disabilities

[Customers with Disabilities Mean Business \[Web file\]](#) [\[PDF file\]](#)

www.ada.gov/busstat.htm
www.ada.gov/busstat.pdf

The U.S. Department of Justice believes that compliance with the ADA makes good business sense. Businesses can tap into a huge and growing market of people with disabilities, and customers with disabilities can gain access to services, products, and employment opportunities. The census and financial information presented in this publication is gathered from a number of sources and illustrates how businesses can benefit by welcoming customers with disabilities.

[Gathering Input from Customers with Disabilities \[Web file\]](#) [\[PDF file\]](#)

www.ada.gov/custinfo.htm
www.ada.gov/custinfo.pdf

A fact sheet developed by the U.S. Department of Justice to assist businesses in obtaining customer feedback from individuals with disabilities.

[Webcourse: Reaching Out to Customers with Disabilities](#)

www.ada.gov/reachingout/intro1.htm

This webcourse was developed by the U.S. Department of Justice to explain how the ADA applies to businesses. It contains ten short lessons that show business owners and operators how to comply with the ADA and welcome a whole new group of customers.

[Webcourse: At Your Service: Welcoming Customers with Disabilities](#)

www.wiawebcourse.org

A free self-paced webcourse for people interested in discovering best practices for working with customers who have disabilities.

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Service Animals

[Service Animals Fact Sheet](#)

www.adata.org/animals

This fact sheet discusses the revised definition of a service animal as a dog trained to perform work or tasks to benefit a person with a disability and explains the conditions for use of a miniature horse as a service animal. It presents information about inquiries that can be made to determine if an animal is a service animal, and when and where a service animal is allowed access.

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Parking

[Accessible Parking Fact Sheet](#)

www.adata.org/parking

Information on accessible parking is included in the 2010 ADA Standards for Accessible Design. State and local government agencies, commercial facilities and businesses that provide goods and services to the public must designate spaces for accessible parking to ensure that people with disabilities can gain access to their facilities. This fact sheet summarizes the U.S. Department of Justice's regulations including number and types of spaces required, signage, and construction specifications.

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ADA Business Connection by the U.S. Department of Justice

[Information for Businesses including ADA Publications, ADA Business Briefs, Design Standards, and ADA Regulations](#)

www.ada.gov/business.htm

A web page dedicated to providing ADA information for businesses.

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ADA Standards for Accessible Design

[Overview of 2010 Standards of Design Fact Sheet](#)

www.adata.org/standards

This fact sheet presents a brief history of the development and adoption of the 2010 ADA Standards for Accessible Design. It describes compliance dates and the safe harbor provision, as well as examples of elements and facilities affected by the new Standards and some of the changes made to the requirements of the 1991 ADA Standards.

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Tax Credits and Deductions

[ADA Quick Tips: Tax Incentives \[PDF file\] \[Text file\]](#)

www.adainfo.org/sites/adainfo.org/files/ADA-Quick-Tips-Tax-Incentives.pdf

www.adainfo.org/sites/adainfo.org/files/ADA-Quick-Tips-Tax-Incentives.txt

A brochure with information about tax incentives for business owners who comply with the Americans with Disabilities Act. The brochure includes a chart with the three Federal tax incentives.

[IRS Form 8826 Disabled Tax Credit \[PDF file\]](#)

www.irs.gov/pub/irs-pdf/f8826.pdf

Internal Revenue Service form to claim the disabled access credit.

[Barrier Removal Costs](#)

www.irs.gov/publications/p535/ch07.html#en_US_2011_publink1000208925

Information from the Internal Revenue Service regarding barrier removal costs.

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