

DBTAC FAQs

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ABOUT DBTAC

- **DBTAC** stands for “Disability and Business Technical Assistance Centers.”
- **DBTAC** is the leader in providing information, guidance and training on the American with Disabilities Act, tailored to the needs of business, government and individuals at local, regional and national levels.
- **DBTAC** is not a compliance or regulatory agency. All inquiries are strictly confidential.
- **DBTAC** is made up of 10 regional centers around the country.
- **DBTAC** has been funded by the [National Institute on Disability and Rehabilitation Research \(NIDRR\)](#) since 1991.



DBTAC SERVICES

- **DBTAC** has **Information Specialists** who answer questions about the ADA via a national toll free hotline at 1-800-949-4232 (voice/TTY). Offices are open Monday-Friday, 9:00 a.m.-5:00 p.m. All calls are strictly **confidential**.
- **DBTAC** maintains an extensive collection of accurate ADA- and disability-related publications. [The document collection](#) consists of more than 7,400 documents. A list with short descriptions of each publication can be found at www.adata.org/documents/index.html.
- **DBTAC** provides **referrals to local organizations** for issues outside of its area of expertise.

- **DBTAC** is the leader in providing [training opportunities](#) tailored to the needs of business, government and individuals.
- **DBTAC** posts **up-to-date ADA information** on its national and individual websites, newsletters, and e-mail distribution lists.

WHAT DBTACS CAN AND CANNOT DO

DBTACs Can...

- Promptly answer your questions about the Americans with Disabilities Act (ADA);
- Provide accurate ADA publications;
- Provide referrals to resources to help you find the additional information or service that you need such as sign language interpreters, assistive technology consultants and vendors, and accessibility surveys;
- Offer objective information about your responsibilities under the ADA and explain possible actions that might resolve your situation;
- Inform and educate your supervisors and managers regarding the reasonable accommodation process; and
- Expand your capacity to resolve challenging ADA issues on your own or with the assistance of our State Resource Network.

DBTACs Cannot...

Provide legal advice.

- Take advocacy action.
- File a complaint on behalf of a person with a disability with the federal enforcement agencies.
- Act as a legal representative in or out of court.
- Intervene in a pending lawsuit or private dispute.
- Require anyone to take corrective action or follow the law.
- Close businesses down or publicize what businesses are not in ADA compliance.
- Pay for accommodations or provide financial assistance for making accommodations.
- Help individuals find a job or work with an employer to obtain specific job accommodations.

EXAMPLES OF QUESTIONS DBTAC CAN ANSWER

- What are our responsibilities to accommodate a person with a disability during the application process?

- Do we need to provide the requested accommodation or can we look at alternatives?
- What is the definition of a service animal?
- Can we request documentation of a disability from an applicant who requests an accommodation for the interview?
- Do I need to restripe my parking lot to include an accessible parking space for an employee who has a disabled license plate on their vehicle?
- Does a church with 20 employees have to comply with the ADA?
- Does the ADA cover my business if I operate it out of my home?
- Does our human resource office need to have a TTY?
- Are we required to relocate our human resource office if it is not accessible to someone who uses a wheelchair?
- Does our website for recruitment and filling out an application have to be accessible?
- Does an applicant or current employee have to tell us that they have a disability?
- What information is considered “medical” and what is prohibited from being shared with others?
- Are we required to provide a taxi for an employee who cannot drive in order for the employee to get to work and/or to meetings that take place out of the office?
- Are we required to provide a wheelchair for an employee with limited mobility in order to get around the office?
- Are we required to install automatic doors on our front entrance?
- Are we required to have our employee handbook available in Braille or large print?
- Can I fire an employee because they had a seizure at work?
- How much medical information can we ask for when an employee requests an accommodation?
- How is disability defined under the ADA?

Remember: All Contacts Are Strictly Confidential

**DBTAC: National Network of ADA Centers
1-800-949-4232 (voice/TTY)**

www.adata.org

www.adacourse.org

www.adaanniversary.org