

ADA compliance issues can be complex, but there are some relatively simple steps that nonprofits can take to enhance access to their services. You can use this checklist to assess where you are and the areas where you need to improve. Simple compliance steps are highlighted in blue.

The last column refers you to sections of this guide for information about each item. “Access” or “accessibility” includes physical access as well as access to services and programs.

This is not a complete or detailed guide to compliance. More detailed checklists for specific areas, along with specific action steps, are found later in this guide. An agenda for action is in Section 10.

PLANNING AND POLICIES <b>MANAGEMENT</b>		Y	N	See these sections in guide
1	Have you informed your staff that they cannot deny individuals with disabilities the opportunity to participate in your services and activities or afford an opportunity that isn't equal to that provided to others?			2, 7.a, 7.b
2	Do you emphasize accessibility in ads, programs, notices and newsletters, and on your website?			6.c, 8.b, 10.e
3	As part of long-range and annual planning, grant proposals and fundraising efforts, do you address accessibility issues with regard to facilities and/or services and include them as a cost of your operations?			10.a, 10.g
4	If you receive federal funding, have you done a self-evaluation and transition plan and followed the funding agencies' section 504 requirements?			1.c.1
5	Has your leadership made a commitment to compliance and articulated it to management, staff and the public?			10.a
6	Do you have a process for responding to requests for communication assistance such as interpreters or Braille or recorded materials?			6, 10.d.2, Tip Sheets 2 and 5, Template B
7	Do you have a process for responding to requests for policy modifications (e.g., assistance with forms, leeway in deadlines or participation requirements) if disability related?			2.a, 7, Template C
8	Do you make sure any vendors or contractors who work with you carry out your services in compliance with the ADA?			2.c (text box), 5.a (text box), 9.e
9	Have you ensured that you do not impose surcharges on people with disabilities for services or auxiliary aids like interpreters?			2.c (text box), 6.a (text box)
10	Do you make sure your services are carried out in an integrated way, that any separate programs for people with disabilities are separate because of necessity, and that there is a choice of participating in “regular” programs?			2.d, 7.c
11	Do you stay current with proposed and new regulations that affect your obligations? Have you reviewed DOJ's 2010 regulations?			2, 2.b, 5.a, 5.b, 5.c, 6.c, 7.d, 9.f, 9.g, 9.i, 10.g

PLANNING AND POLICIES		Y	N	See these sections in guide
<b>STAFF</b>				
12	Is your staff aware of how to interact with individuals with disabilities, and does staff treat them with courtesy and dignity?			1.a, 1.d, 4, 10.f, Tip Sheet 1
13	Is your staff aware of your accessibility policies?			2.a, 5.e, 8.c, 10.d.3, 10.g, Templates B and C
14	Does your staff know how to locate interpreters and obtain materials in accessible formats?			6, 10.d.2, Resources Section D, Tip Sheets 2 and 5
15	Does your staff know how to use telecommunications relay services?			6.c, Glossary, Tip Sheet 4
16	Does your staff know the only two questions it can ask an individual about an animal that may be a service animal?			7.d, Tip Sheet 3
17	If people come to your office or another location for appointments or on a walk-in basis, do you accommodate those who cannot stand while waiting or have difficulty filling out forms, and notify visitors aurally and visually of their turn to meet with staff?			7.f
18	Does your staff know how to alert people with disabilities of an emergency in the area and how to assist them in leaving the building or sheltering?			7.e
19	Does your staff know how to obtain accessible transportation when providing or arranging transportation for individuals or groups?			9.h
<b>FACILITIES</b>				
<b>EXISTING BUILDINGS AND FACILITIES</b>				
1	Have you evaluated your facilities for physical accessibility within the last two years? Do you have a process for doing so regularly?			5, 10.c.1, 10.d.1
2	Do you ensure that places where you carry out your services and activities are accessible? If they are not, do you move the services to accessible locations or make other modifications to ensure participation by those who have disabilities?			2.b, 5, 8, 10.c.1
3	At locations where people come for your services, do you ensure the following:			5 (for all subsets of question 3)
	a. There is an accessible route to an accessible entrance from parking, drop-off points, public transportation and public sidewalks.			
	b. The accessible route is kept clear of obstructions and snow.			5.e
	c. At least one entrance is accessible (e.g., with a level entrance or ramp).			
	d. If there is more than one floor or level, each is connected by an elevator or lift with accessible controls. (See Section 5.a, exemptions.)			

FACILITIES (Continued)		Y	N	See these sections in guide
<b>EXISTING BUILDINGS AND FACILITIES</b>				
	e. Signs are accessible to people who are blind or have low vision.			
	f. Accessible restrooms are provided with accessible stalls and lavatories and directional signage.			
	g. At least one service counter is lowered and kept uncluttered.			5.e
	h. Doors have a 32-inch clearance and usable hardware (e.g., lever handles).			
	i. Meeting areas and at least one drinking fountain and public phone, if provided, are accessible.			
	j. Printed materials (e.g., brochures) are within easy reach of someone using a wheelchair or a person of short stature.			
	k. Other spaces and equipment are accessible (theaters, seating, showers, food service, medical equipment).			
	l. Interior routes and spaces are kept free of obstructions (boxes, trash receptacles, plants).			5.e
4	Do you ensure that staff and volunteers accurately inform clients and visitors of accessible features of your building?			Template D
5	Do you ensure through maintenance contracts and follow-up that accessible equipment (elevators, lifts, automatic door openers) is maintained in working order and repaired promptly?			5.e
<b>FACILITIES</b>				
<b>NEW CONSTRUCTION AND ALTERATIONS</b>				
6	Do you require compliance with federal, state and local accessibility requirements by architects, contractors and others involved in new construction and attach the standards to the contract?			5.a
<b>FACILITIES</b>				
<b>OTHER BUILDINGS (LEASES, ETC.)</b>				
7	When you look for new space to lease or use, do you make every effort to find space that meets accessibility requirements or can be altered to meet them?			5.d
8	If you lease your current building, have you made accessibility changes to the parts over which you have authority and requested accessibility changes from your landlord?			5.d

COMMUNICATION		Y	N	See these sections in guide
1	Have you reviewed any materials you distribute to see if they are welcoming to people with disabilities and reflect a diverse population?			1.a, 4
2	If you distribute print materials (e.g., brochures, forms, exhibits, handbooks) or have displays of print information, do you have those that are frequently used available in large print or other alternate formats such as Braille, electronic format, recorded tape or disk?			2.c, 6, Glossary, Tip Sheet 5, Template B
3	Do you make those materials and others available in alternate formats (including those listed and by oral description or providing a person who is a reader) as appropriate to the individual and the situation on request?			See box above.
4	If you communicate through oral means (spoken or recorded), e.g., by phone, in person or over the phone, do you make the communications accessible, or are you prepared to make them accessible, through all these means, when each is appropriate?			2.c, 6, Glossary, Tip Sheets 2 and 4, Template B
	a. through interpreters (sign language, oral, video remote interpreting)			Tip Sheet 2
	b. with CART or captioning			6.b, 6.d
	c. through writing notes			6.d
	d. through electronic means such as UbiDuo or other keyboard devices			6.b, 6.c, 6.d
	e. with TTYs or telecommunications relay service			6.b, 6.c, Tip Sheet 4
	f. for people with speech disabilities, with a communication board			6.b
	g. by taking extra time to communicate or understand			6.b
5	If you produce or use videos, DVDs or television broadcasts, or make audio-visual presentations, do you make them accessible:			6.a, 6.b, 6.c, Glossary
	a. through captioning, closed or open?			
	b. if at a presentation, with interpreters?			
	c. to people with disabilities?			
6	If you use automated phone menus, is there a way to skip the menu and talk directly with a staff person?			6.c

MEETINGS AND EVENTS		Y	N	See these sections in guide
1	Do you hold public meetings and events only in accessible facilities or have a way to give notice and move the meeting to an accessible location, depending on the circumstances and attendees?			8, Tip Sheets 6-10 for all of this section of the quick check
2	Are accessible entrances clearly marked?			
3	Is information provided in advance about how to make requests for modifications or auxiliary aids and the accessibility of the meeting?			
4	Are accessible restrooms, seating, stages, speaker platforms and microphones provided?			
5	Are assistive listening devices provided?			
6	Are interpreters for people who are deaf or hard of hearing available upon request?			Tip Sheet 2
7	Are materials provided in alternate formats such as large-print, electronic format?			Tip Sheet 5
8	Is accessibility at the meetings maintained?			Tip Sheet 9
WEBSITES				
1	Have you evaluated your website for accessibility?			9.i, 10.d.4
2	Do you ensure that new content is accessible?			9.i, 10.d.4
VOLUNTEERS AND BOARDS				
1	Do you ensure that volunteers with disabilities have an equal opportunity to participate?			7.a, 7.b
2	Do you make efforts to include people with disabilities on your advisory boards and committees?			7.b
3	Have you identified people with disabilities who can provide input about access to your services, programs and facilities?			10.b
4	Do you ensure an equal opportunity for participation by artists, performers and potential interns with disabilities?			7.a, 7.b, 9.a.3
TRANSPORTATION				
1	If transportation (or a voucher for transportation) is provided as a service to, from or within an event, as part of an event or service, or in any other way, is equivalent accessible transportation provided?			9.h