



The Americans with Disabilities Act

The Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act of 2008, makes it unlawful to discriminate in employment against a qualified individual with a disability. The ADA also outlaws discrimination against individuals with disabilities in State and local government services, public accommodations, transportation and telecommunications.

First signed into law on July 26 1990, the Americans with Disabilities Act is a wide-ranging legislation intended to make American Society more accessible to people with disabilities.

The ADA is divided into five titles:

- Title I Employment
- Title II State and Local Government Entities
- Title III Places of Public Accommodation
- Title IV Telecommunications
- Title V Miscellaneous Provisions

ADA regulatory guidance and enforcement is provided at by:

The Equal Opportunity Employment Commission; U. S. Department of Justice Civil Rights Division; U.S. Department of Transportation Civil Rights Division; and the Federal Communications Commission.

Employment (Title I)

All private employers with 15 or more employees and all public employers, regardless of size, are required to comply with the ADA's employment provisions.

If you have a disability and are qualified to do a job, the ADA protects you from job discrimination on the basis of your disability. Under the ADA, you have a disability if you have a physical or mental impairment that substantially limits a major life activity. The ADA also protects you if you have a history of such a disability, or if an employer believes that you have such a disability, even if you don't.

To be protected under the ADA, you must have, have a record of, or be regarded as having a substantial, as opposed to a minor, impairment. A substantial impairment is one that significantly limits or restricts a major life activity.

Major life activities include, but are not limited to:

Caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, sitting, reaching, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, interacting with others, and working; and

The operation of a major bodily function, including functions of the immune system, special sense organs and skin; normal cell growth; and digestive, genitourinary, bowel, bladder, neurological, brain, respiratory, circulatory, cardiovascular, endocrine, hemic, lymphatic, musculoskeletal, and reproductive functions. The operation of a major bodily function includes the operation of an individual organ within a body system.

If you have a disability, you must also be qualified to perform the essential functions or duties of a job, with or without reasonable accommodation, in order to be protected from job discrimination by the ADA. This means two things.

First, you must satisfy the employer's requirements for the job, such as education, work experience, training, skills, licenses, other requirements.

Second, you must be able to perform the essential functions of the job with or without reasonable accommodation. Essential functions are the fundamental job duties that you must be able to perform on your own or with the help of a reasonable accommodation. An employer cannot refuse to hire you because your disability prevents you from performing duties that are not essential to the job.

Reasonable accommodation is any change or adjustment to a job or work environment that permits a qualified applicant or employee with a disability to participate in the job application process, to perform the essential functions of a job, or to enjoy benefits and privileges of employment equal to those enjoyed by employees without disabilities. For example, reasonable accommodation may include:

- providing or modifying equipment or devices,
- job restructuring,
- part-time or modified work schedules,
- reassignment to a vacant position,
- adjusting or modifying examinations, training materials, or policies,
- providing readers and interpreters, and
- making the workplace readily accessible to and usable by people with disabilities.

An employer is required to provide a reasonable accommodation to a qualified applicant or employee with a disability unless the employer can show that the accommodation would be an undue hardship -- that is, that it would require significant difficulty or expense. Undue hardship does not remove all accommodation requirements. That portion of the accommodation that is not an undue hardship must be provided.

It is the employee's responsibility to request an accommodation. After an employee asks for an accommodation, the employer may request documentation from a medical professional to confirm disability and need for the accommodation. The information must be kept confidential. And the information must not be more intrusive or extensive than is job-related or consistent with business necessity.

Even though the employer makes the final determination of the reasonable accommodation, EEOC encourages interactive communication between employer and employee to identify what accommodation is needed and will be effective.

State and Local Government (Title II)

Public entities include state and local government and its departments, agencies, or other instrumentalities.

“No qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any public entity.”

All activities, services, and programs of public entities are covered, including activities of state legislatures, courts, town meetings, police and fire departments, jails, motor vehicle licensing, and employment. Public transportation systems, such as public transit buses, must be accessible to individuals with disabilities including fixed route and para-transit service.

Existing facilities must meet the program accessibility requirements. The bottom line is state and local government programs must be operated in a way that when viewed in their entirety, they are readily accessible to and usable by individuals with disabilities.

Other sections cover requirements for new construction and alterations, maintenance of existing facilities, historic preservations, service animals, mobility devices, ticketing, employment, and communications. Clarification is made that there are no requirements for person devices and personal services.

Current ADA regulations implementing Title II are available at www.ada.gov/regs2010/ADAregs2010.htm

Responsibilities of Title II ADA Coordinators

DOJ's Title II Regulations contain a requirement that “public entities with 50 or more employees to designate a responsible employee to oversee ADA compliance . . . and to adopt grievance procedures.” (Title II, Section 35.107)

The requirement for designation of a particular employee and dissemination of information about how to locate that employee helps to ensure that individuals dealing with large entities are able to easily find a responsible person who is familiar with the requirements of the ADA, and can effectively communicate those requirements to other individuals in the city or county government who may not be aware of their responsibilities.

The ADA Coordinator is expected to be the responsible party within the Title II entity when it comes to overseeing that the policies, practices and procedures of the entity do not discriminate against persons with disabilities. Further, there is an explicit expectation that the public entity provides the ADA Coordinator with authority, support, and education needed to carry out the requisite duties of this position.

U.S. Department of Justice (DOJ) regulations and DOJ Disability Rights Section guidance includes the following as ADA Coordinator responsibilities:

1. Notification. Providing adequate public notice of the ADA and its requirements.

2. Grievance Procedure that receives and responds to complaints at the local level.
3. Effective Communication. Including sign language interpreters, Braille or large print documents, availability of telephone devices for the deaf - TDDs, utilization of relay services in city services, law enforcement and court.
4. Law Enforcement –awareness of disability issues during police field work such as how to communicate with and a driver who is deaf. Providing reasonable accommodation during law enforcement, court procedures, and related activities.
5. Employment is covered under Title I. All Title II entities are covered by employment provisions regardless of size.
6. Voting access often pertain to counties, but all local, state, and national-level elections are covered.
7. Emergency management services that include people with disabilities. Often a county wide or regional governmental collaboration.
8. Curb ramps and access to public transportation.
9. Developing and tracking the entity’s self-evaluation and transition plans.
10. How the entity deals with accessibility in Places of Public Accommodation (Title III) when issuing building permits for new construction, alterations, and additions.

Public Accommodations and Commercial Facilities (Title III)

Title III of the ADA prohibits discrimination on the basis of disability by public accommodations and requires places of public accommodation and commercial facilities to be designed, constructed, and altered in compliance with the accessibility standards established by this part.

Current ADA regulations implementing Title III are available at www.ada.gov/regs2010/ADAregs2010.htm

§ 36.104 Definitions.

Place of public accommodation means a facility operated by a private entity whose operations affect commerce and fall within at least one of the following categories –

(1) **Place of lodging**, except for an establishment located within a facility that contains not more than five rooms for rent or hire and that actually is occupied by the proprietor of the establishment as the residence of the proprietor. For purposes of this part, a facility is a "place of lodging" if it is –

(i) An inn, hotel, or motel; or

(ii) A facility that –

(A) Provides guest rooms for sleeping for stays that primarily are short-term in nature (generally 30 days or less) where the occupant does not have the right to return to a specific room or unit after the conclusion of his or her stay; and

(B) Provides guest rooms under conditions and with amenities similar to a hotel, motel, or inn, including the following –

- (1) On- or off-site management and reservations service;
- (2) Rooms available on a walk-up or call-in basis;
- (3) Availability of housekeeping or linen service; and
- (4) Acceptance of reservations for a guest room type without guaranteeing a particular unit or room until check-in, and without a prior lease or security deposit.

(2) A restaurant, bar, or other **establishment serving food or drink**;

(3) A motion picture house, theater, concert hall, stadium, or other **place of exhibition or entertainment**;

(4) An auditorium, convention center, lecture hall, or other **place of public gathering**;

(5) A bakery, grocery store, clothing store, hardware store, shopping center, or other **sales or rental establishment**;

(6) A laundromat, dry-cleaner, bank, barber shop, beauty shop, travel service, shoe repair service, funeral parlor, gas station, office of an accountant or lawyer, pharmacy, insurance office, professional office of a health care provider, hospital, or other **service establishment**;

(7) A terminal, depot, or other station used for specified **public transportation**;

(8) A museum, library, gallery, or other **place of public display or collection**;

(9) A park, zoo, amusement park, or other **place of recreation**;

(10) A nursery, elementary, secondary, undergraduate, or postgraduate private school, or other **place of education**;

(11) A day care center, senior citizen center, homeless shelter, food bank, adoption agency, or other **social service center establishment**; and

(12) A gymnasium, health spa, bowling alley, golf course, or other **place of exercise or recreation**.

Disability means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment

The term *disability* does not include –

- (i) Transvestism, transsexualism, pedophilia, exhibitionism, voyeurism, gender identity disorders not resulting from physical impairments, or other sexual behavior disorders;
- (ii) Compulsive gambling, kleptomania, or pyromania; or
- (iii) Psychoactive substance use disorders resulting from current illegal use of drugs.

Exemptions:

Private club means a private club or establishment exempted from coverage under title II of the Civil Rights Act of 1964 (42 U.S.C. 2000a(e)).

Religious entity means a religious organization, including a place of worship.

Current illegal use of drugs means illegal use of drugs that occurred recently enough to justify a reasonable belief that a person’s drug use is current or that continuing use is a real and ongoing problem.

Persons posing a direct threat. *Direct threat* means a significant risk to the health or safety of others that cannot be eliminated by a modification of policies, practices, or procedures, or by the provision of auxiliary aids or services, as provided in § 36.208.

§ 36.201 General Requirements

No individual shall be discriminated against on the basis of disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages, or accommodations of any place of public accommodation by any private entity who owns, leases (or leases to), or operates a place of public accommodation.

Both the landlord who owns the building that houses the public accommodation, and the tenant who owns or operates the place of public accommodation are public accommodations under this law.

§ 36.203 Integrated Settings

A public accommodation shall afford goods, services, facilities, privileges, advantages, or accommodations to an individual with a disability in the most integrated setting appropriate to the needs of the individual.

§ 36.301 Eligibility Criteria

Eligibility criteria may not be used that screen out or tend to screen out individuals with a disability.

- For example, excluding individuals with cerebral palsy from a movie theater or restricting individuals with Down's Syndrome to only certain areas of a restaurant would violate the regulation.
- Requirements that tend to screen out individuals with disabilities, such as requiring a blind person to produce a driver's license as the sole means of identification for cashing a check, are also prohibited.

Safety requirements may be imposed only if they are necessary for the safe operation of a place of public accommodation. They must be based on actual risks and not on mere speculation, stereotypes, or generalizations about individuals with disabilities.

- For example, an amusement park may impose height requirements for certain rides when required for safety.

Extra charges may not be imposed on individuals with disabilities to cover the costs of measures necessary to ensure nondiscriminatory treatment, such as providing qualified interpreters or removing structural barriers.

§ 36.302 Modifications in policies, practices, or procedures.

(a) *General.* A public accommodation shall make reasonable modifications in policies, practices, or procedures, when the modifications are necessary to afford goods, services, facilities, privileges, advantages, or accommodations to individuals with disabilities, unless the public accommodation can demonstrate that making the modifications would fundamentally alter the nature of the goods, services, facilities, privileges, advantages, or accommodations.

Examples:

- A department store would need to modify a policy of only permitting one person at a time in a dressing room if an individual with a disability needs the assistance of a companion in dressing.
- Modify existing practices to permit the use of service animals.

(b) *Specialties* –

(1) *General.* A public accommodation may refer an individual with a disability to another public accommodation, if that individual is seeking, or requires, treatment or services outside of the referring public accommodation's area of specialization, and if, in the normal course of its operations, the referring public accommodation would make a similar referral for an individual without a disability who seeks or requires the same treatment or services.

(2) *Illustration – medical specialties.* A health care provider may refer an individual with a disability to another provider, if that individual is seeking, or requires, treatment or services outside of the referring provider's area of specialization, and if the referring provider would make a similar referral for an individual without a disability who seeks or requires the same treatment or services. A physician who specializes in treating only a particular condition cannot refuse to treat an individual with a disability for that condition, but is not required to treat the individual for a different condition.

(c) ***Service animals.***

Definition: *Service animal* means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other

species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition.

The work or tasks performed by a service animal must be directly related to the individual's disability. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing non-violent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors.

The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition.

(1) *General.* Generally, a public accommodation shall modify policies, practices, or procedures to permit the use of a service animal by an individual with a disability.

(2) *Exceptions.* A public accommodation may ask an individual with a disability to remove a service animal from the premises if:

(i) The animal is out of control and the animal's handler does not take effective action to control it; or

(ii) The animal is not housebroken.

(3) *If an animal is properly excluded.* If a public accommodation properly excludes a service animal, it shall give the individual with a disability the opportunity to obtain goods, services, and accommodations without having the service animal on the premises.

(4) *Animal under handler's control.* A service animal shall be under the control of its handler. A service animal shall have a harness, leash, or other tether, unless either the handler is unable because of a disability to use a harness, leash, or other tether, or the use of a harness, leash, or other tether would interfere with the service animal's safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler's control (e.g., voice control, signals, or other effective means).

(5) *Care or supervision.* A public accommodation is not responsible for the care or supervision of a service animal.

(6) *Inquiries.* A public accommodation shall not ask about the nature or extent of a person's disability, but may make two inquiries to determine whether an animal qualifies as a service animal.

A public accommodation may ask: (1) if the animal is required because of a disability and (2) what work or task the animal has been trained to perform.

A public accommodation shall not require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal. Generally, a public accommodation may not make these inquiries about a service animal when it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability (*e.g.*, the dog is observed guiding an individual who is blind or has low vision, pulling a person's wheelchair, or providing assistance with stability or balance to an individual with an observable mobility disability).

(7) *Access to areas of a public accommodation.* Individuals with disabilities shall be permitted to be accompanied by their service animals in all areas of a place of public accommodation where members of the public, program participants, clients, customers, patrons, or invitees, as relevant, are allowed to go.

(8) *Surcharges.* A public accommodation shall not ask or require an individual with a disability to pay a surcharge, even if people accompanied by pets are required to pay fees, or to comply with other requirements generally not applicable to people without pets. If a public accommodation normally charges individuals for the damage they cause, an individual with a disability may be charged for damage caused by his or her service animal.

(9) *Miniature horses.*

(i) A public accommodation shall make reasonable modifications in policies, practices, or procedures to permit the use of a miniature horse by an individual with a disability if the miniature horse has been individually trained to do work or perform tasks for the benefit of the individual with a disability.

(ii) *Assessment factors.* In determining whether reasonable modifications in policies, practices, or procedures can be made to allow a miniature horse into a specific facility, a public accommodation shall consider –

(A) The type, size, and weight of the miniature horse and whether the facility can accommodate these features;

(B) Whether the handler has sufficient control of the miniature horse;

(C) Whether the miniature horse is housebroken; and

(D) Whether the miniature horse's presence in a specific facility compromises legitimate safety requirements that are necessary for safe operation.

(iii) *Other requirements.* Sections 36.302(c)(3) through (c)(8), which apply to service animals, shall also apply to miniature horses.

§ 36.303 Auxiliary aids and services. [Communication]

(a) *General.* A public accommodation shall take those steps that may be necessary to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services, unless the public accommodation can demonstrate that taking those steps would fundamentally alter the nature of the goods, services, facilities, privileges, advantages, or accommodations being offered or would result in an undue burden, *i.e.*, significant difficulty or expense.

(b) *Examples.* The term "auxiliary aids and services" includes –

(1) Qualified interpreters on-site or through video remote interpreting (VRI) services; notetakers; real-time computer-aided transcription services; written materials; exchange of written notes; telephone handset amplifiers; assistive listening devices; assistive listening systems; telephones compatible with hearing aids; closed caption decoders; open and closed captioning, including real-time captioning; voice, text, and video-based telecommunications products and systems, including text telephones (TTYs), videophones, and captioned telephones, or equally effective telecommunications devices; videotext displays; accessible electronic and information technology; or other effective methods of making aurally delivered information available to individuals who are deaf or hard of hearing;

(2) Qualified readers; taped texts; audio recordings; Brailled materials and displays; screen reader software; magnification software; optical readers; secondary auditory programs (SAP); large print materials; accessible electronic and information technology; or other effective methods of making visually delivered materials available to individuals who are blind or have low vision;

(3) Acquisition or modification of equipment or devices; and

(4) Other similar services and actions.

(c) *Effective communication.*

(1) A public accommodation shall furnish appropriate auxiliary aids and services where necessary to ensure effective communication with individuals with disabilities. This includes an obligation to provide effective communication to companions who are individuals with disabilities.

(i) For purposes of this section, "companion" means a family member, friend, or associate of an individual seeking access to, or participating in, the goods, services, facilities, privileges, advantages, or accommodations of a public accommodation, who, along with such individual, is an appropriate person with whom the public accommodation should communicate.

(ii) The type of auxiliary aid or service necessary to ensure effective communication will vary in accordance with the method of communication used by the individual; the nature, length, and complexity of the communication involved; and the context in which the communication is taking place. A public accommodation should consult with individuals with disabilities whenever possible to determine what type of auxiliary aid is needed to ensure effective communication, but the ultimate decision as to what measures to take rests with the public accommodation, provided that the method chosen results in effective communication. In order to be effective, auxiliary aids and services must be provided in accessible formats, in a timely manner, and in such a way as to protect the privacy and independence of the individual with a disability.

(2) A public accommodation shall not require an individual with a disability to bring another individual to interpret for him or her.

(3) A public accommodation shall not rely on an adult accompanying an individual with a disability to interpret or facilitate communication, except –

(i) In an emergency involving an imminent threat to the safety or welfare of an individual or the public where there is no interpreter available; or

(ii) Where the individual with a disability specifically requests that the accompanying adult interpret or facilitate communication, the accompanying adult agrees to provide such assistance, and reliance on that adult for such assistance is appropriate under the circumstances.

(4) A public accommodation shall not rely on a minor child to interpret or facilitate communication, except in an emergency involving an imminent threat to the safety or welfare of an individual or the public where there is no interpreter available.

(d) *Telecommunications.*

(1) When a public accommodation uses an automated-attendant system, including, but not limited to, voicemail and messaging, or an interactive voice response system, for receiving and directing incoming telephone calls, that system must provide effective real-time communication with individuals using auxiliary aids and services, including text telephones (TTYs) and all forms of FCC-approved telecommunications relay systems, including Internet-based relay systems.

(2) A public accommodation that offers a customer, client, patient, or participant the opportunity to make outgoing telephone calls using the public accommodation's equipment on more than an incidental convenience basis shall

make available public telephones, TTYs, or other telecommunications products and systems for use by an individual who is deaf or hard of hearing, or has a speech impairment.

(3) A public accommodation may use relay services in place of direct telephone communication for receiving or making telephone calls incident to its operations.

(4) A public accommodation shall respond to telephone calls from a telecommunications relay service established under title IV of the ADA in the same manner that it responds to other telephone calls.

(5) This part does not require a public accommodation to use a TTY for receiving or making telephone calls incident to its operations.

(e) *Closed caption decoders.* Places of lodging that provide televisions in five or more guest rooms and hospitals that provide televisions for patient use shall provide, upon request, a means for decoding captions for use by an individual with impaired hearing.

(f) *Video remote interpreting (VRI) services.* A public accommodation that chooses to provide qualified interpreters via VRI service shall ensure that it provides –

(1) Real-time, full-motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or grainy images, or irregular pauses in communication;

(2) A sharply delineated image that is large enough to display the interpreter's face, arms, hands, and fingers, and the participating individual's face, arms, hands, and fingers, regardless of his or her body position;

(3) A clear, audible transmission of voices; and

(4) Adequate training to users of the technology and other involved individuals so that they may quickly and efficiently set up and operate the VRI.

(g) *Alternatives.* If provision of a particular auxiliary aid or service by a public accommodation would result in a fundamental alteration in the nature of the goods, services, facilities, privileges, advantages, or accommodations being offered or in an undue burden, *i.e.*, significant difficulty or expense, the public accommodation shall provide an alternative auxiliary aid or service, if one exists, that would not result in an alteration or such burden but would nevertheless ensure that, to the maximum extent possible, individuals with disabilities receive the goods, services, facilities, privileges, advantages, or accommodations offered by the public accommodation.

Example: A menu in Braille is not required if waiters will read the menu to blind customers.

§ 36.406 Accessibility Standards for new construction and alterations .

The requirement to comply with the "**2010 ADA Standards for Accessible Design**" goes into effect on **March 15, 2012**. At that time, the 2010 standards must be followed for new construction, alterations, readily achievable barrier removal (Title III entities), and program access (Title II entities). (Section 35.151 (c) (3) and 26.406 (3).

§ 36.211 Maintenance of accessible features.

(a) A public accommodation shall maintain in operable working condition those features of facilities and equipment that are required to be readily accessible to and usable by persons with disabilities by the Act or this part.

(b) This section does not prohibit isolated or temporary interruptions in service or access due to maintenance or repairs.

§ 36.304 Removal of barriers.

(a) *General.* A public accommodation shall remove architectural barriers in existing facilities, including communication barriers that are structural in nature, where such removal is readily achievable, *i.e.*, easily accomplishable and able to be carried out without much difficulty or expense.

(b) *Examples.* Examples of steps to remove barriers include, but are not limited to, the following actions –

- (1) Installing ramps;
- (2) Making curb cuts in sidewalks and entrances;
- (3) Repositioning shelves;
- (4) Rearranging tables, chairs, vending machines, display racks, and other furniture;
- (5) Repositioning telephones;
- (6) Adding raised markings on elevator control buttons;
- (7) Installing flashing alarm lights;
- (8) Widening doors;
- (9) Installing offset hinges to widen doorways;
- (10) Eliminating a turnstile or providing an alternative accessible path;
- (11) Installing accessible door hardware;
- (12) Installing grab bars in toilet stalls;
- (13) Rearranging toilet partitions to increase maneuvering space;
- (14) Insulating lavatory pipes under sinks to prevent burns;
- (15) Installing a raised toilet seat;
- (16) Installing a full-length bathroom mirror;
- (17) Repositioning the paper towel dispenser in a bathroom;
- (18) Creating designated accessible parking spaces;
- (19) Installing an accessible paper cup dispenser at an inaccessible water fountain;
- (20) Removing high pile, low density carpeting; or
- (21) Installing vehicle hand controls.

§ 36.305 Alternatives to barrier removal.

(a) *General.* Where a public accommodation can demonstrate that barrier removal is not readily achievable, the public accommodation shall not fail to make its goods, services, facilities, privileges, advantages, or accommodations available through alternative methods, if those methods are readily achievable.

(b) *Examples.* Examples of alternatives to barrier removal include, but are not limited to, the following actions –

- (1) Providing curb service or home delivery;
- (2) Retrieving merchandise from inaccessible shelves or racks;
- (3) Relocating activities to accessible locations;

(c) *Multiscreen cinemas.* If it is not readily achievable to remove barriers to provide access by persons with mobility impairments to all of the theaters of a multiscreen cinema, the cinema shall establish a film rotation schedule that provides reasonable access for individuals who use wheelchairs to all films. Reasonable notice shall be provided to the public as to the location and time of accessible showings.

Resources

U. S. Department of Justice ADA Homepage, the most comprehensive resource on the Americans with Disabilities Act. www.ada.gov

Independence, Inc.

2001 Haskell Avenue
Lawrence, KS 66046
Phone: (785) 841-0333; TDD: (785) 841-1046
Toll Free: (888) 824-7277
Website: www.independenceinc.org

Information, advocacy and technical assistance is provided to individuals with disabilities and businesses concerning the Americans with Disabilities Act, Fair Housing Act, Kansas Act Against Discrimination, Kansas Residential Landlord & Tenant Act, other laws and policies. People with disabilities learn how to exercise their rights, use negotiation and mediation to resolve differences and when necessary file complaints.

Great Plains ADA Center

100 Corporate Lake Drive
Columbia, MO 65203
Phone: 573-882-3600 (V/TTY)
Toll free: 1-800-949-4232
Website: www.adaproject.org

The Great Plains ADA Center in Columbia, Missouri provides technical assistance, training, and materials on all areas of the Americans with Disabilities Act and related disability laws to individuals and entities in Iowa, Kansas, Missouri, and Nebraska.

Job Accommodation Network (JAN)

Phone: 1-800-526-7234; TTY: 1-877-781-9403

Website: <http://askjan.org/>

The Job Accommodation Network (JAN) provides guidance on workplace accommodations and disability employment issues. JAN assists helps people with disabilities enhance their employability, and teaches employers how to capitalize on the value and talent that people with disabilities add to the workplace.

Federal Enforcement Agencies

Equal Opportunity Employment Commission

(ADA Title I, Employment)

Robert A. Young Federal Building

1222 Spruce St, Room 8.100

St Louis, MO 63103

Phone: 1-800-669-4000

TTY: 1-800-669-6820

Resources, guidance, how to file a complaint: www.eeoc.gov/laws/types/disability.cfm

U.S. Dept. of Justice

(ADA Title II, State & Local Government
and Title III, Public Accommodations and
Commercial Facilities)

950 Pennsylvania Avenue, NW

Civil Rights Division

Disability Rights - NYAVE

Washington, D.C. 20530

The ADA statute, ADA Title II and III regulations, technical assistance materials, enforcement information, and general ADA information is available on DOJ's website: <http://www.ada.gov>

DOJ's ADA Information Line: 1-800-514-0301 (Voice) 1-800-514-0383 (TTY)

How to file a Title II complaint: www.ada.gov/t2compfrm.htm

How to file a Title III complaint: www.ada.gov/t3compfrm.htm

Frequently asked questions about filing an ADA complaint with DOJ:

www.ada.gov/fact_on_complaint.htm

Cities and Counties: First Steps Toward Solving Common ADA Problems

www.usdoj.gov/crt/ada/civiccommonprobs.htm

State Enforcement

Kansas Human Rights Commission

900 SW Jackson, Suite 568-S

Topeka, KS 66612-1258

(785) 296-3206 (Voice)
(785) 296-0245 (TTY)
Website: www.khrc.net

The Kansas Act Against Discrimination (KAAD) provides similar disability based discrimination coverage as the ADA in:

- Employment (Employers with 4 or more employees)
- Places of public accommodation and commercial facilities

Local Enforcement

Human Relation Division, City of Lawrence, Kansas

1006 New Hampshire

Lawrence, KS 66044

(785) 832-3310

Website: <http://www.lawrenceks.org/attorney/>

Chapter X, Article I of the Code of the City of Lawrence, Kansas provides local enforcement of disability based discrimination in employment and public accommodations.

- Employment, covers any person in the city employing 2 or more persons who are not members of such person's immediate family.
- Places of public accommodation

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