

## Additional Resources

The Department of Justice operates a **toll-free ADA Information Line:**  
*Voice - 800-514-0301*  
*TDD - 800-514-0383 TDD*

**ADA Guide for Small Businesses**  
[www.ada.gov/smbusgd.pdf](http://www.ada.gov/smbusgd.pdf)

**ADA Information and Technical Assistance**  
[www.ada.gov/business.htm](http://www.ada.gov/business.htm)

**Certified Access Specialist Institute**  
[www.casinstitute.org](http://www.casinstitute.org)

**California Commission on Disability Access**  
[www.cdda.ca.gov](http://www.cdda.ca.gov)

**IRS Credits & Deductions**  
[www.irs.gov/businesses](http://www.irs.gov/businesses)

**CalCap ADA Financing**  
[www.treasurer.ca.gov/cpcf/calcap/ada](http://www.treasurer.ca.gov/cpcf/calcap/ada)



CITY OF SAN CARLOS  
600 Elm Street, San Carlos, CA 94070  
[www.cityofsancarlos.org/ADA](http://www.cityofsancarlos.org/ADA)  
650-802-4100

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SAN CARLOS



# ADA Laws and Business Compliance

Make your business or organization more accessible and inclusive for all





## Reminder to San Carlos Businesses about Laws Related to People with Disabilities

Making your business accessible isn't just a wise business decision, it's the law.

**24.8%**

of all adults in San Mateo County have one or more disabilities.

The average cost to remove a barrier to access is

**\$4,000.**

The average cost to settle a lawsuit, including the expense of paying your attorney, is

**\$30,000.**

## What are Businesses Expected to Do?

Businesses that serve the public MUST:

- Remove architectural barriers in existing facilities where readily achievable (ensure entrances, door handles, shelves, maneuvering space, aisles, bathrooms, service counters, and other features are accessible to and useable by people with disabilities).
- Modify policies and practices that discriminate against people with disabilities.
- Provide auxiliary aids and services for people with hearing, vision, or speech impairments.

Even if your business doesn't serve the public, it must comply with accessible design standards when constructing or altering facilities.

## Laws that Govern Public Access Requirements for your Business:

- Title III of the Americans with Disabilities Act (ADA) of 1990
- California Disabled Persons Act
- The Unruh Civil Rights Act
- Title 24 of the California Building Code
- The Construction-Related Accessibility Standards Compliance Act under Senate Bill No. 1608

**The City of San Carlos does not create or enforce ADA laws.**

This guide is intended only as a resource to educate local businesses and organizations and encourage compliance with accessibility laws.

## Act Now!

1. Senate Bill 1608 protects businesses from lawsuits if they hire a Certified Access Specialist (CASp) to survey their premises to identify barriers to access. If you are sued, the CASp inspection report makes you eligible to request a 90-day stay of the lawsuit and an Early Evaluation Conference. Without a report, you cannot benefit from this valuable opportunity.
2. Review the report provided by your CASp. The report either certifies that you have complied with state and federal disability access laws, or explains the steps necessary to achieve full compliance. The report will also provide a recommended timeline for removal of all "readily achievable" barriers to access.
3. Remove barriers over time, according to the CASp report's timeline, and as you can afford to do so.
4. Use tax credits and deductions to help reduce (or eliminate) the costs of barrier removal. Tax incentives are available to help absorb costs. See "Additional Resources" section for links.
5. Be proactive and hire an attorney if you have any questions.

