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Department of Justice

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ADA Regulations and Technical Assistance Materials

ADA MATERIALS AVAILABLE FREE FROM THE DEPARTMENT OF JUSTICE

The U.S. Department of Justice provides free ADA materials. Printed materials may be ordered by calling the [ADA Information Line](#) (1-800-514-0301 (Voice) or 1-800-514-0383 (TDD)). Automated service is available 24-hours a day for recorded information and to order publications.

Publications are available in standard print as well as large print, audiotape, Braille, and computer disk for people with disabilities.

Unless noted, the ADA publications have not yet been updated to reflect the [revisions to the Department's ADA regulations](#) that took effect on March 15, 2011.

ADA LEGAL DOCUMENTS

[Current Text of the Americans with Disabilities Act of 1990, as amended including changes made by the ADA Amendments Act of 2008 \(P.L. 110-325\)](#). The ADA prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay services.

[Revised Final ADA Regulation for Title II](#), as printed in the Federal Register on September 15, 2010, and effective on March 15, 2011.

The Department of Justice's regulation implementing title II, subtitle A, of the ADA which prohibits discrimination on the basis of disability in all services, programs, and activities provided to the public by State and local governments, except public transportation services.

[Revised Final ADA Regulation for Title III](#), as printed in the Federal Register on September 15, 2010, and effective on March 15, 2011.

The Department of Justice's regulation implementing title III of the ADA, which prohibits discrimination on the basis of disability in "places of public accommodation" (businesses and non-profit agencies that serve the public) and "commercial facilities" (other businesses). The regulation includes Appendix A to Part 36 - Standards for Accessible Design establishing minimum standards for ensuring accessibility when designing and constructing a new facility or altering an existing facility.

[2010 ADA Standards for Accessible Design](#)

On March 15, 2012, compliance with the 2010 Standards will be required for new construction and alterations. **In the period between September 15, 2010 and March 15, 2012**, covered entities may choose between the [1991 ADA Standards](#) (without the elevator exemption for Title II facilities), the Uniform Federal Accessibility Standards (Title II facilities only), and the 2010 Standards.

[1991 ADA Standards for Accessible Design](#)

[ADA Regulation for Title II](#), as printed in the Federal Register on July 26, 1991 and effective until March 15, 2011.

[Title II Technical Assistance Manual](#) (1993) [Supplement](#)

[ADA Regulation for Title III](#), as printed in the Code of Federal Regulations July 1, 1994 and effective until March 15, 2011.

[Title III Technical Assistance Manual](#) (1993) and [Supplement](#)

GENERAL ADA PUBLICATIONS AND INFORMATION

[ADA Questions and Answers](#). A 31-page booklet giving an overview of the ADA's requirements for ensuring equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation, and requiring the establishment of TDD/telephone relay services. (Spanish, Cambodian, Chinese, Hmong, Japanese, Korean, Laotian, Tagalog and Vietnamese editions available from the [ADA Information Line](#).)

[ADA Information Services](#). A 2-page list with the telephone numbers and Internet addresses of Federal agencies and other organizations that provide information and technical assistance to the public about the ADA.

ADA Designated Investigative Agencies. A 4-page list of the nine federal agencies that are designated to investigate disability-related discrimination complaints filed against State and local government programs under title I or title II of the ADA or against Federally funded or assisted programs under Section 504 of the Rehabilitation Act.

[Investigative Agencies \(HTML\)](#) | [Investigative Agencies \(PDF\)](#)

Enforcing the ADA: A Status Report from the Department of Justice. A brief report issued by the Justice Department each quarter providing timely information about ADA cases and settlements, building codes that meet ADA accessibility standards, and ADA technical assistance activities. (for the most current issue)

Enforcing the ADA: Looking Back on a Decade of Progress. A 41-page special edition of the Department of Justice's quarterly status report highlighting accomplishments and activities from 1990 through 2000.

[Enforcing the ADA: Looking Back on a Decade of Progress \(HTML\)](#)
[Enforcing the ADA: Looking Back on a Decade of Progress \(PDF\)](#)

A Guide to Disability Rights Laws. A 21-page booklet that provides a brief overview of ten Federal laws that protect the rights of people with disabilities and provides information about the federal agencies to contact for more information. (Spanish, Cambodian, Chinese, Hmong, Japanese, Korean, Laotian, Tagalog and Vietnamese editions available from the [ADA Information Line](#).)

[Disability Rights Laws \(HTML\)](#)
[Disability Rights Laws \(PDF\)](#)
[Disability Rights Laws \(En Español\)](#)

A Guide for People with Disabilities Seeking Employment. A 2-page pamphlet for people with disabilities providing a general explanation of the employment provisions of the ADA and how to file a complaint with the Equal Employment Opportunity Commission. (Spanish edition available from the [ADA Information Line](#).)

[Employment \(HTML\)](#) | [Employment \(PDF\)](#)

ADA: Know Your Rights -- Returning Service Members with Disabilities. This 28-page booklet is designed to provide military service members who have been seriously wounded in Operation Iraqi Freedom or Operation Enduring Freedom a basic understanding of their rights under the ADA and where to turn for additional information and assistance.

[Returning Service Members with Disabilities \(HTML\)](#)
[Returning Service Members with Disabilities \(PDF\)](#)

ADA Mediation Program. A 6-page publication that provides an overview of the Department's Mediation

Program and examples of successfully mediated cases.

[ADA Signing Ceremony video](#). This 22-minute streaming video documents the speech given by President George H. W. Bush when he signed the Americans with Disabilities Act (ADA) into law on July 26, 1990. In the video, President Bush speaks to a huge audience of activists, Congressional supporters, people with disabilities, and their families and friends gathered on the south lawn of the White House.

BUSINESSES AND NON-PROFIT SERVICE PROVIDERS: TECHNICAL ASSISTANCE MANUALS AND PUBLICATIONS

[Title III Technical Assistance Manual](#) (1993) and [Supplement](#) An 83-page manual that explains in lay terms what businesses and non-profit agencies must do to ensure access to their goods, services, and facilities. Many examples are provided for practical guidance. (Spanish edition available from the [ADA Information Line](#).)

[Title III Highlights](#) | [Title III Highlights \(En Español\)](#) A 12-page outline of the key requirements of the ADA for businesses and non-profit agencies. This publication provides detailed information in bullet format for quick reference. (Spanish edition available from the [ADA Information Line](#).)

Accessible Stadiums. A 4-page publication highlighting features that must be accessible in new stadiums and providing guidance on line of sight for wheelchair seating locations.

[Accessible Stadiums \(TEXT\)](#) | [Accessible Stadiums \(PDF\)](#)

[Access To Medical Care For Individuals With Mobility Disabilities](#). This 19-page publication provides guidance for medical care professionals on the ADA's requirement to provide accessible health care to individuals with mobility disabilities. This document includes an overview of general ADA requirements, commonly asked questions, and illustrated examples of accessible facilities, examination rooms, and medical equipment.

ADA Guide for Small Businesses. This 15-page illustrated guide presents an overview of some basic ADA requirements for small businesses that provide goods and services to the public. It provides guidance on how to make their services accessible and how tax credits and deductions may be used to offset specific costs. (Spanish, Cambodian, Chinese, Hmong, Japanese, Korean, Laotian, Tagalog and Vietnamese editions available from the [ADA Information Line](#).)

[ADA Guide for Small Businesses \(HTML\)](#)
[ADA Guide for Small Businesses \(PDF\)](#)

ADA-TA: A Technical Assistance Update from the Department of Justice. A serial publication that addresses two topics in each issue: "Common Questions" answers questions about ADA requirements; "Design / Details" provides information and illustrations of particular design requirements.

Volume 1: Readily Achievable Barrier Removal and Van-Accessible Parking Spaces

[Barrier Removal and Van-Accessible Parking \(HTML\)](#)
[Barrier Removal and Van-Accessible Parking \(PDF\)](#)

Common ADA Errors and Omissions in New Construction and Alterations. This 13-page document lists a sampling of common accessibility errors or omissions that have been identified through the Department of Justice's ongoing enforcement efforts. The significance of the errors is discussed and references are provided to the requirements of the ADA Standards for Accessible Design.

[Common Errors \(HTML\)](#) | [Common Errors \(PDF\)](#)

ADA Business Briefs. Short publications explaining specific ADA issues that are designed to be easily printed and distributed to employees.

[Communicating with People Who are Deaf or Hard of Hearing in Hospital Settings](#)

[Communicating with Guests Who are Deaf or Hard of Hearing in Hotels, Motels, and Other Places of Transient Lodging](#)

[Restriping Parking Lots](#)

[Service Animals](#)

[Assistance at Gas Stations](#)

Ten Small Business Mistakes video. This thirteen-minute streaming video identifies common mistakes that small businesses make when trying to comply with the ADA and addresses the importance and value of doing business with 50 million people with disabilities. The video features statements by store owners expressing their doubts or misunderstandings about the ADA followed by responses from Assistant Attorney General R. Alexander Acosta and other Department of Justice employees explaining the law in common sense terms.

Commonly Asked Questions About Service Animals. A 3-page publication explaining the requirements of the ADA regarding animals that accompany and provide services for a person with a disability. (Spanish edition available from the [ADA Information Line](#).)

How to File a Title III Complaint | How to File a Title III Complaint (En Español). This publication details the procedure for filing a complaint under title III of the ADA, which prohibits discrimination based on disability by businesses and non-profit agencies. (Spanish edition available from the [ADA Information Line](#).)

Commonly Asked Questions About Child Care Centers and the Americans with Disabilities Act A 13-page publication explaining how the requirements of the ADA apply to Child Care Centers. The document also describes some of the Department of Justice's ongoing enforcement efforts in the child care area and it provides a resource list on sources of information on the ADA.

Questions and Answers: the ADA and Persons with HIV/AIDS. A 16-page publication explaining the requirements of the ADA for employers, businesses and non-profit agencies that serve the public, and State and local governments to avoid discriminating against persons with HIV/AIDS. (Spanish edition available from the [ADA Information Line](#).)

Questions and Answers: The ADA and the Rights of Persons with HIV/AIDS to Obtain Occupational Training and State Licensing. A 2-page document addressing questions about how the requirements of the ADA apply to the rights of persons with HIV/AIDS in occupational training and state licensing.

[Questions and Answers: The ADA and the Rights of Persons with HIV/AIDS to Obtain Occupational Training and State Licensing \(HTML\)](#)

[Questions and Answers: The ADA and the Rights of Persons with HIV/AIDS to Obtain Occupational Training and State Licensing \(PDF\)](#)

Tax Incentives for Business (HTML) | PDF -- Information to help businesses understand and take advantage of the tax credit and deduction available for complying with the ADA.

Assistance at Self-Serve Gas Stations. A 1-page document providing guidance on the ADA and refueling assistance at self-serve gas stations.

[Self-Serve Gas Stations \(HTML\)](#) | [Self-Serve Gas Stations \(PDF\)](#)

Common ADA Problems at Newly Constructed Lodging Facilities. An 11-page document lists a sampling of common accessibility problems at newly constructed lodging facilities that have been identified through the Department of Justice's ongoing enforcement efforts.

[Common ADA Problems at Newly Constructed Lodging Facilities \(HTML\)](#)
[Common ADA Problems at Newly Constructed Lodging Facilities \(PDF\)](#)

Five Steps To Make New Lodging Facilities Comply With The ADA. A 3-page document highlighting five steps that owners, operators, and franchisors can take to make sure that new lodging facilities comply with the ADA.

[Five Steps To Make New Lodging Facilities Comply \(HTML\)](#)

[Five Steps To Make New Lodging Facilities Comply \(PDF\)](#)

Americans with Disabilities Act Checklist for New Lodging Facilities. This 34-page checklist is a self-help survey that owners, franchisors, and managers of lodging facilities can use to identify ADA mistakes at their facilities.

Americans with Disabilities Act Guide for Places of Lodging: Serving Guests Who Are Blind or Who Have Low Vision. A 12-page publication explaining what hotels, motels, and other places of transient lodging can do to accommodate guests who are blind or have low vision.

[Serving Lodging Guests Who Are Blind or Who Have Low Vision \(HTML\)](#)

[Serving Lodging Guests Who Are Blind or Who Have Low Vision \(PDF\)](#)

STATE AND LOCAL GOVERNMENTS:

TECHNICAL ASSISTANCE MANUALS AND PUBLICATIONS

Title II Technical Assistance Manual (1993) and **Supplement** A 56-page manual that explains in lay terms what State and local governments must do to ensure that their services, programs, and activities are provided to the public in a nondiscriminatory manner. Many examples are provided for practical guidance. (Spanish edition available from the [ADA Information Line](#).)

Title II Highlights | Title II Highlights (En Español). An 8-page outline of the key requirements of the ADA for State and local governments. This publication provides detailed information in bullet format for quick reference. (Spanish edition available from the [ADA Information Line](#).)

Communicating with People Who Are Deaf or Hard of Hearing: ADA Guide for Law Enforcement Officers - This 8-panel pocket guide provides basic information for officers about ADA requirements for communicating effectively with people who are deaf or hard of hearing.

[ADA Guide for Law Enforcement Officers \(HTML\)](#)

[ADA Guide for Law Enforcement Officers \(PDF\)](#)

Model Policy for Law Enforcement on Communicating with People Who Are Deaf or Hard of Hearing - This 4-page document serves as a model for law enforcement agencies when adopting a policy on effective communication with people who are deaf or hard of hearing. Agencies are encouraged to download and adapt the policy to suit their needs.

[Model Policy for Law Enforcement \(HTML\)](#)

[Model Policy for Law Enforcement \(PDF\)](#)

ADA Guide for Small Towns. A 21-page guide that presents an informal overview of some basic ADA requirements and provides cost-effective tips on how small towns can comply with the ADA.

[ADA Guide for Small Towns \(HTML\)](#)

[ADA Guide for Small Towns \(PDF\)](#)

Access To Medical Care For Individuals With Mobility Disabilities. This 19-page publication provides guidance for medical care professionals on the ADA's requirement to provide accessible health care to individuals with mobility disabilities. This document includes an overview of general ADA requirements, commonly asked questions, and illustrated examples of accessible facilities, examination rooms, and medical equipment.

ADA Checklist for Polling Places. This 39-page checklist is a self-help survey that voting officials can use to determine whether a polling place has basic accessible features needed by most voters with disabilities.

ADA/Section 504 Design Guide: Accessible Cells in Correction Facilities. A 5-page publication providing guidance on preventing discrimination against inmates with mobility disabilities through the design of accessible cells in State and local correctional facilities.

[Accessible Cells \(HTML\)](#)

[Accessible Cells \(PDF\) – screen version \(328k\)](#)

[Accessible Cells \(PDF\) – print version \(2.4MB\)](#)

The ADA and City Governments: Common Problems. A 9-page document that contains a sampling of common problems shared by city governments of all sizes, provides examples of common deficiencies and explains how these problems affect persons with disabilities.

[ADA and City Government: Common Problems \(HTML\)](#)
[ADA and City Government: Common Problems \(PDF\)](#)

An ADA Guide for Local Governments: Making Community Emergency Preparedness and Response Programs Accessible to People with Disabilities. A 11-page illustrated publication that provides guidance on preparing for and carrying out emergency response programs in a manner that results in the services being accessible to people with disabilities.

[Emergency Preparedness Guide -- HTML](#)
[Emergency Preparedness Guide -- PDF](#) (print version, 3.5mb)
[Emergency Preparedness Guide -- PDF](#) (screen version, 1.5mb)

Accessibility of State and Local Government Websites to People with Disabilities. A 5-page publication providing guidance on making State and local government websites accessible.

[Accessible Websites \(HTML\)](#)
[Accessible Websites \(PDF\) - screen version \(236k\)](#)
[Accessible Websites \(PDF\) - print version \(1444k\)](#)

Accessible Stadiums. A 4-page publication highlighting features that must be accessible in new stadiums and providing guidance on line of sight for wheelchair seating locations.

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[Readily Achievable Barrier Removal and Van-Accessible Parking \(PDF\)](#)

Commonly Asked Questions About the ADA and Law Enforcement. A 12-page publication providing information for law enforcement agencies in a simple question and answer format.

[Commonly Asked Questions About the ADA and Law Enforcement \(HTML\)](#)
[Commonly Asked Questions About the ADA and Law Enforcement \(PDF\)](#)

Questions and Answers: The ADA and Hiring Police Officers. A 5-page publication providing information on ADA requirements for interviewing and hiring police officers.

[Questions and Answers: The ADA and Hiring Police Officers \(HTML\)](#)
[Questions and Answers: The ADA and Hiring Police Officers \(PDF\)](#)

Commonly Asked Questions About Title II of the ADA. A 6-page fact sheet explaining the requirements of the ADA for State and local governments. (Spanish edition available from the [ADA Information Line](#).)

Access for 9-1-1 and Telephone Emergency Services. A 10-page publication explaining the requirements for direct, equal access to 9-1-1 for persons who use teletypewriters (TTYs).

[Access for 9-1-1 and Telephone Emergency Services \(HTML\)](#)
[Access for 9-1-1 and Telephone Emergency Services \(PDF\)](#)

Questions and Answers: the ADA and Persons with HIV/AIDS. A 16-page publication explaining the requirements of the ADA for employers, businesses and non-profit agencies that serve the public, and State and local governments to avoid discriminating against persons with HIV/AIDS. (Spanish edition available from the [ADA Information Line](#).)

Questions and Answers: The ADA and the Rights of Persons with HIV/AIDS to Obtain Occupational Training and State Licensing. A 2-page document addressing questions about how the requirements of the ADA apply to the rights of persons with HIV/AIDS in occupational training and state licensing.

[Questions and Answers: The ADA and the Rights of Persons with HIV/AIDS to Obtain Occupational Training and State Licensing \(HTML\)](#)

[Questions and Answers: The ADA and the Rights of Persons with HIV/AIDS to Obtain Occupational Training and State Licensing \(PDF\)](#)

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Title II Complaint Form | [Title II Complaint Form \(En Español\)](#). Standard form for filing a complaint under title II of the ADA or section 504 of the Rehabilitation Act of 1973, which prohibit discrimination on the basis of disability by State and local governments and by recipients of federal financial assistance. (Spanish edition available from the [ADA Information Line](#).)

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