

Examining Business and Employer Inquiries on ADA Title III: From 2016 to 2021

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The current report examines a subset of 1868 records extracted from 20,062 technical assistance calls entered into the OMS system from 2016 to 2021. OMS is a national administrative database that the entire National Network uses to collect qualitative and quantitative information about our work’s outputs and short-term outcomes. The robust search feature of the OMS allows for targeted searches on categorical data (e.g., topics, titles) and terms used in text fields. The subset of data included exclusively one primary topic of Title III and was characterized as a complex call conducted in English. Most of the calls were made by business entities (n=1868), with a small number accounted for by employers (n=6). The records incorporate discussions on 18 topics related to Title III of the Americans with Disabilities Act (ADA). The topics are as follows:

1. Facility Access
2. Service Animals
3. Effective Communication
4. Accessible Parking
5. Reasonable Modification of Policy and Procedures
6. General ADA Information
7. Accessible Technologies
8. Non-Discrimination
9. Transportation
10. Reasonable Accommodation
11. Barrier Removal
12. Housing
13. Tax Benefits
14. Housing (ADA)
15. Emergency Preparedness
16. Program Access
17. Enforcement
18. Education

Table 1 presents the distribution of the frequency of calls corresponding to each topic.

Topic	Count	Percentage
Facility Access	724	39%
Service Animals	486	26%
Effective Communication	233	12%
Accessible Parking	113	6%
Reasonable Modification of Policy and Procedures	99	5%
General ADA Information	38	2%
Accessible Technologies	35	2%
Non-Discrimination	30	2%
Transportation	26	1%

Reasonable Accommodation	22	1%
Barrier Removal	16	1%
Housing	13	1%
Tax Benefits	11	1%
Housing (ADA)	7	0%
Emergency Preparedness	5	0%
Program Access	4	0%
Enforcement	3	0%
Education	3	0%
Grand Total	1868	100%

This study uses a thematic analysis approach to examine the range of inquiries presented by business callers across diverse topics. The current study aims to identify the information needs about Title III as inquired by business and employer callers and use this insight to inform the development of a Title III toolkit that supports the unique challenges of small businesses. The findings reveal distinct thematic patterns within the top 5 topics associated with Title III.

1. Facility Access

1.1. Accessibility in Construction and Renovations

This theme includes inquiries related to maintaining or achieving ADA compliance during construction or renovation projects. These could include questions about creating accessible entrances, bathrooms, and pathways, accommodating accessibility during a renovation, or ensuring new construction projects adhere to ADA standards. These calls often include questions about specific features or elements of accessibility, such as the requirements for ramps, lifts, bathrooms, and other aspects of an accessible environment. These inquiries could also delve into questions related to the accessibility definitions, requirements for height, dimensions, or other specifications, as well as the details of how to make these features compliant or could involve troubleshooting when a specific feature is not working as intended. For example, a caller was planning to open a therapy office and inquired about moving into a building with three entrance steps but an internal elevator. They were wondering if this meets the compliance standards. Another caller is designing a space for an industrial-sized freezer for frozen food manufacturing in their facility. They wanted to know what is required for accessibility.

1.2. ADA Compliance in Historical Facilities

This theme focuses on calls regarding the difficulties of ensuring accessibility in existing and historic buildings. Since older structures often pose unique challenges to accessibility, the callers inquired about specific questions about how to maintain the character of a historic building while making it compliant or could involve exploring the options for making an existing non-compliant facility more accessible. For example, a caller owns a historic bed and breakfast. She wants to know what the ADA obligations are and whether she is required to have an ADA statement somewhere. Another caller is refurbishing a historic building with an elevator from the 1950s that measures 53-in x 62-in internally. They inquired if the elevator’s size was acceptable. Another owner of a shop in an older building, built before accessibility laws and with no wheelchair access due to a large step, has received a complaint from a lawyer regarding access. They are seeking advice on how to proceed.

1.5. Local Codes and Regulations Intersecting with ADA

This theme involves inquiries about navigating local building codes, zoning rules, and other regulations in conjunction with ADA compliance. This includes calls from people trying to understand how their local laws interact with ADA requirements or seeking advice on ensuring compliance with both sets of regulations. For example, a caller is renovating a cafe. There is a women's toilet room (TR) with two stalls and a single-user "family" toilet room (ST) that serves as an accessible men's TR. The space has an occupancy of 48 people. The state plumbing code indicates that a TR is needed for each gender (the required ratio is one lav and toilet for every 30 women and one lav and toilet for every 60 men). The local plumbing inspector said that the TRs are fine. The caller wants to be sure they are ADA-compliant.

1.6. Specific Business/Property Scenarios and Accessibility

This theme covers calls that revolve around unique business scenarios or property types. For example, calls could relate to the requirements for service businesses, such as theaters, hotels, gyms, salons, restaurants, mixed-use spaces, or other public places, and how to make these spaces accessible. For example, a caller who recently purchased a hotel is reviewing a checklist that includes ensuring the correct number of rooms, installing audible call buttons on the elevator, and making the shower seat permanent. They are seeking guidance on these requirements. Another caller plans to open a gym and has a disabled daughter. They are inquiring about accessibility requirements, potential associated costs, and whether a new bathroom needs to be accessible.

1.7. Resources, Guidance, and Training Support in ADA Compliance

This theme would include calls on seeking specific resources, such as checklists or forms, that can guide a business owner in assessing their compliance. This could also include requests for direct assistance, like asking a compliance expert to visit a location and provide personalized guidance, training, or certificate requests.

2. Service Animal

2.1. Differentiation Between Service Animals and Emotional Support Animals

A common concern is to seek clarification about the differences between service animals (SAs) and emotional support animals (ESAs) and if different rules apply to SAs and ESAs. Additionally, many inquiries centered on the validity of service animal certifications and whether businesses can ask for proof of such certifications. For example, one caller wanted to know if emotional support animals are service animals, while another caller, who is a hotel manager, inquired about emotional support or comfort animals, noting they have experienced multiple comfort animals and refusing to pay pet fees. The manager wants to know about service animals and emotional support animals. Additionally, there were questions related to the legal rights and obligations attached to different types of animals, such as dogs or miniature horses.

2.2. Verification of Service Animal Status

Another common inquiry relates to verifying whether an animal is a service animal or a pet. The callers want to understand what constitutes valid documentation or identification for service animals. It often concerns what questions businesses are allowed to ask, how to ask for proof or certification, what forms of proof or certification are valid, and whether asking for such proof infringes upon any laws or regulations, as some callers have experienced that they suspect customer or clients falsely claiming their pet as pet animals to bypass restrictions. For example, a caller questioned whether they could request documentation to confirm a disruptive animal's status as a service dog. Similarly, another caller wanted

to know under what circumstances she could deny an animal entry to her business due to space restrictions.

2.3. Managing Service Animals in Specific Settings

This theme includes inquiries focusing on the conduct of service animals, such as barking, in particular settings, such as restaurants, hotels, and other businesses, and wanted to know what business obligations are when dealing with these behaviors when facing uncontrolled behavior of the animal or customer complaints related to the animals. Callers expressed frustration when customers falsely presented their pets as service animals, bypassing business policies. There was also a worry about the potential legal implications of wrongly denying access to a genuine service animal based on suspicion of false representation. For example, one caller wanted to understand what actions were permissible when a service animal was off-leash and disrupting their facility, while another caller sought clarification on whether service dogs could ride in shopping carts. Another caller also asked if they could have persons with service animals sign a waiver to pay for any damages the animal may cause and whether this would be discriminatory.

2.4. ADA Compliance and Business Responsibilities

This theme includes inquiries about business responsibilities and compliance with the ADA and other laws regarding service animals. Some asked about specific laws and regulations, while others were unsure of the correct procedures and protocols when interacting with a service animal and its handler. Callers sought explicit explanations and informational documents to clarify their rights and responsibilities regarding service animals. They also wanted to know how the service animal regulations under the ADA apply to specific or unique business environments or settings, such as restaurants, hotels, Airbnb, clinics, grocery stores, gyms, or festivals. For example, one caller questioned the suitability of a pet policy at a haunted attraction they ran, stating, “We run a haunted attraction for October. There are air blasts, loud noises, bright flashing lights, fog machines, and actors jumping out and acting and trying to scare. For the safety of the pet, the owner, and our staff, is it acceptable to have a no-pet policy in place?” Another caller inquired about the business responsibilities of his restaurant and stated, “I provide food safety consulting to restaurants. A frequent concern and cause of confusion, as well as occasional customer complaints, is the rules on allowing service animals in restaurants?” Another caller asked, “What can you ask someone who comes in with a dog? I was told there are only two questions you can ask them. Is this correct?” A caller shared that she is a real estate agent showing applicants rental property typically ‘no pets allowed. She had an applicant with an emotional support pet but was unsure what to do.

2.5. Health, Safety, and Cleanliness Concerns

This theme relates to calls about health and safety issues associated with service animals, including cleanliness, allergies, and the potential risk of aggressive behavior. Callers raised concerns related to the potential health conflicts that arise when accommodating service animals. Businesses have expressed concerns about situations where customers or employees have allergies or fears related to animals. Calls ranged from concerns about service animals being in food preparation areas and cleanliness in public facilities such as swimming pools to questions about special considerations like allowing service animals to ride in shopping carts. They seek guidance on navigating such situations while complying with ADA requirements to allow service animals. For example, one caller asked, “The Revised Ordinances of Honolulu and the Department of Health have regulations regarding public swimming pools restricted from pets. Does this apply to service animals, and if they are allowed into pools, what requirements are

there to maintain good hygiene?” In another situation, a caller manages a restaurant and wants to know about the SA guidelines.

2.6. Policy Development and Enforcement

The inquiries highlighted challenges faced by business owners in developing business policies that respect the rights of people with disabilities while also safeguarding their businesses. Questions ranged from whether certain proofs or certifications could be asked for service animals, how to handle potential damages caused by service animals, and how to ensure that policies were not violating ADA regulations. For example, one caller submitted a draft pet policy for review to ensure ADA compliance. Similarly, another caller, a hotel worker, wants to discuss their service animal policy as many people have tried to bring their animals into their motel in the past six months. Another caller shared that their customer left the animal unattended in a cabin, and the dog "messed" all over the new carpet in many locations. The caller wanted to know how he should best address this in his policies.

3. Effective Communication

3.1. Provision of Interpreters and Auxiliary Aids

This theme concerns the ADA Title III requirements for businesses to provide sign language interpreters or auxiliary aids to facilitate effective communication. These services are essential in various sectors, such as healthcare and education, and events to ensure equal participation of people who are D/deaf or hard of hearing. However, businesses often have concerns about the financial burden of providing interpretation services and accommodations, the scope of their obligations, and the process for doing so. For example, businesses wonder if they need to absorb the cost of interpreters or if they can pass the expense on to their customers. A caller asked if they were required to provide the interpreter or if that was the client’s responsibility. If they do need to provide one, how does this work, and where can they find one? What if there are issues with the cost? Business entities such as merchandise stores, private driving schools, counseling centers, and fitness facilities also inquired about their obligations to accommodate D/deaf or hard-of-hearing customers. For example, a caller from a business that sells eyeglasses has a request from a customer who is deaf and wants a sign language interpreter to communicate his wish to buy eyeglasses. Similarly, businesses that host events, from concerts to seminars, also question their duties to provide interpreters upon request. Lastly, there are inquiries from the healthcare sector, including clinics and audiology practices, about their responsibility to facilitate effective communication with deaf patients.

3.2. Applying ADA in Different Contexts

A recurring theme from the inquiries involved questions about employer’s obligations under the ADA, how to apply ADA regulations and the requirement for providing accommodations within specific contexts, including healthcare settings, fitness events, educational presentations, private businesses, and historical venues. Many businesses question whether the ADA Title III requirements apply to their specific circumstances. Inquiries falling under this theme reveal a need for clarity on the applicability of the ADA to various types of businesses or properties. For example, an employer asked, “As the resort is on private property, are we subject to the ADA?” A healthcare provider asked about their responsibilities in providing accommodation (e.g., interpreters) during home visits. Another tour company employer asked about the company’s responsibilities in providing interpreters to a customer who requested accommodation to participate in the touring event but did not make a reservation. This comment also

suggests employers are unsure about their responsibilities when accommodation is requested with short notice, given that arranging such accommodation requires time.

3.3. Cost and Burden for Providing Effective Communication

This theme focuses on the inquiries related to the financial responsibilities of different parties in providing accommodations. This includes discussions about whether the host venue or the event organizers are responsible for providing accommodation, whether the costs can be passed to the clients, or if certain services should be covered by insurance. For example, a healthcare employer asked whether she should pay for the ASL interpreter for one of her D/deaf clients who has undergone a psychological evaluation or whether the client's family should cover the cost. Another employer shared, "I work for a small nonprofit (under ten employees), and we have been asked to provide a sign language interpreter for an upcoming event. Are we required to pay for the interpreter or just find one? Are there organizations that supply this service for free? We most certainly do not want to discriminate, but we also have a small budget and would like to know what we legally have to provide." Other employers also expressed financial concerns about continuing to pay for interpreters for recurring events after covering the cost of the first session. Moreover, employers wanted to know if they could charge no-show fees to their customers and patients who requested pre-established accommodation (e.g., interpreters) but failed to attend. This theme reflects a need to clarify how the ADA addresses financial considerations, what constitutes an undue burden, and how organizations can balance their legal responsibilities with their financial constraints.

3.4. Handling Individual Accommodation Preferences

Employers shared that some customers or patients may prefer one form of communication support over another, such as in-person interpreters over online interpreters, or prefer specific interpreters. Employers were seeking guidance in handling such situations. For example, Caller 501 noted that they generally provide video remote interpreters but were unsure about their obligation when a patient demanded an in-person interpreter. A caller asked if the organization should be obligated to provide another interpreter if their client complained about her current interpreter and requested the change. These inquiries reflect a need for guidance on managing these individual preferences within the framework of legal obligations under the ADA and how to address situations where conflicts might arise between what an organization typically provides and what an individual specifically requests.

3.5. Accessibility in Contents, Training Materials, and Signage

Several inquiries focus on how to make business-related content and employee training materials accessible. This might involve accommodations, such as video captioning or transcription, offering ASL interpretation for employee training, and complying with requirements for signage, including those featuring braille or other tactile elements. The inquiries also include ensuring ADA compliance for online services and content. For example, inquiries from callers, including real estate developers, operators of facilities such as ski resorts, and businesses with buildings listed on the National Register of Historic Places, frequently related to the rules around placement and specifications of signs, such as whether they need to include Braille on resident room signage, or how to comply with signage rules within historically significant buildings.

3.6. Concerns Around Digital Accessibility

With a large part of modern communication, business, and services moving online, the accessibility of digital content is a growing area of concern. This theme includes inquiries about accessibility in the

digital realm, such as making websites or web conferences accessible to people with disabilities. Employers expressed a need for guidance on digital accessibility standards and the application of the ADA in digital contexts. For example, a caller was looking for information regarding the application of WCAG 2.0 to their website. Another caller from a membership club hosting podcasts and providing online training courses are looking to understand how to make their content accessible, whether through transcriptions, sign language interpretation, or other accommodations.

3.7. Technical and Specific Requirements

This theme concerns technical and specific equipment or infrastructural requirements for facilitating effective communication under the ADA. For example, a caller inquired about TTY phone requirements for hotels. Another caller asked, “How many neck loops are needed for hearing aid compatibility in theaters of different sizes.” A caller inquired how to best inquire about accommodations needed by attendees for the event, such as what language to use on the registration form and how much they can ask. These inquiries suggest a need for more detailed information on the best practices with exact standards and requirements under the ADA to ensure effective communication, especially in public spaces and about specific technologies or systems.

4. Accessible Parking

4.1. Understanding Basic ADA Requirements for Accessible Parking

This theme includes inquiries related to gaining a fundamental understanding of what the ADA mandates in terms of accessible parking under ADA Title III. They may not seek answers to specific problems but instead try to grasp basic standards, requirements, and general practices. For example, one caller had questions about what accessible spaces needed to look like. Another caller wanted some general information about accessible parking spaces. Another caller wanted to know whether pregnant women can use accessible parking spaces and if pregnancy is considered a disability. They are also considering whether to designate specific parking spaces for pregnant women or if they can utilize existing accessible spaces.

4.2. Ensure Accessible Parking Compliance

Many inquiries revolve around ensuring compliance with ADA guidelines, seeking clarifications on specific rules or scenarios, or raising concerns about potential violations. These reflect the practical challenges and ambiguities employers encounter when adhering to or understanding ADA regulations.

4.2.1. Specifications for Accessible Parking

This theme includes questions regarding specifications (e.g., measurement, numbers, locations, signage) for accessible parking. Callers inquired into specific ADA requirements for accessible parking, such as guidelines for accessible parking spaces based on specific locations. For example, one caller from a construction company asked about their obligations to provide accessible parking at a job site—a large gravel pit. Another caller shared that they have two lots, but collectively less than 25 spaces. The lot out front for the general public to enter their business has 1 accessible space. The second lot is reserved for existing customers (they have already made a purchase). They want to know if the 1 space in front makes them compliant with the law or do they need another accessible space in the second reserved lot. Another caller is starting a business at her home. She wanted to know if the ADA requires that a parking lot be in any location relative to a building or within a maximum distance from an accessible entrance. The caller wants a parking lot in front of her house, and the town wants her to put it behind her.

Other specification questions related to the number of parking spaces required or signage specifications, for example, a caller asked, Would the minimum ADA accessible spaces apply to the required 20 spaces or the 100 actual spaces? Another caller asked, “For parking stalls, is it required to have both the sign with the ADA wheelchair symbol and the painted wheelchair symbol on the parking pavement or can I have just one of either the sign or painted pavement?”

4.2.2. Responsibility and Maintenance of ADA Parking

This theme revolves around questions about who is responsible for ensuring ADA parking spots are available, well-maintained, and properly marked, whether it is about snow removal or ensuring the right signage. For example, one caller wanted to know whose responsibility it is to maintain the ADA parking spots at their place of employment, stating, “We had snow over the last two days and noticed that the ADA parking spots had not been cleared of snow or ice. Who is responsible for that?” Another caller has questions about the accessible parking sign requirement in WA. She owns a preschool, and the accessible parking spots only have the stencil. Many people park in these spots because they are not properly marked. She is looking for information on the requirements and sign vendors.

4.2.3. Situational Challenges

This theme includes inquiries about access to parking in specific situations. For example, some inquiries involve situations that fall outside standard business models, such as temporary changes in service, events, or unique businesses like RV storage and how they interact with ADA parking requirements. For example, one caller wants to know if accessible parking is required at private boat/RV storage. Other inquiries include questions raised due to construction, renovations, or infrastructural changes that impact accessible parking. For example, one caller was having issues at a shopping center as accessible parking spaces were removed due to construction. Another caller, a general manager at a restaurant, shared that they transitioned their parking, including accessible parking spaces, to drive-thru lanes due to COVID. They were considering reopening just the restrooms to their guests and asked if they must reinstate the accessible parking spot or if they can keep it as drive-thru lanes until full dining service resumes.

4.2.4. Business Layout Complexity

The theme includes challenges posed by the location and layout of accessible parking for their businesses, especially when they are part of larger complexes or multi-use areas. For example, one caller is concerned about the lack of accessible parking directly in front of their office, while another caller discusses the possible location of an accessible parking spot behind their business but is concerned about the issue of the spot being in an alley and wonder if the business can rely on the accessible parking spot on the street for their customers. Another caller, a hair salon manager, shared that their business is in a mixed-use property comprising businesses and condominiums. They are facing an issue with residents parking in spaces meant for accessible business parking due to a lack of separate accessible parking for residents’ second vehicles. They are seeking clarity on whether there are distinct business and residential parking requirements in multi-use areas. Similarly, a caller’s business is in his residence, where this home/office does not have its own parking, so visitors park on the community’s private roads. An insurance assessor advised him to designate one accessible parking spot for the office. The caller wants to know if he is required to ensure the parking sign aligns with regulatory standards if he marks a spot on the private road for parking.

4.3. Ensuring the Compliance of ADA

This theme includes comments around concerns regarding legal implications, particularly lawsuits, arising from perceived or actual ADA violations in their parking facilities. Callers wanted to gain a deeper understanding of the nuances of the law, especially when they believed their facilities might not meet ADA standards or when they have been sued. For example, one caller noted that they restriped parking lots and asked whether curbs must be painted, as someone is suing them for this reason. Another caller mentioned owning a restaurant with four parking lanes designed for two cars. These lanes have a gradient exceeding 1:50. Although the top of each parking lane can flatten to fit one car, there is a four-inch drop over one parking space's length at the top. The caller expressed that there is no straightforward solution and queried the possibility of designating an accessible parking space arbitrarily, as they are facing litigation over the issue.

Other inquiries capture questions about the right to verify an individual to use an accessible parking space. For example, one caller, a camp organizer, shared that due to high demand and a sell-out year, they want to introduce reservations for the accessible camping area but are unsure if they could ask attendees to send a photo of their hangtag/placard/license plate, confirming their right to use the accessibility parking spots.

5. Reasonable Modification of Policy and Procedures

5.1. Modification of Policies Based on COVID-related Concerns

This theme includes questions related to the unique challenges posed by the COVID-19 pandemic. Many inquiries address the complications around mask mandates and how they intersect with the ADA. For example, one caller who manages a retail store and has Immune compromised staff wanted to know the process of dealing with guests refusing to wear masks and claiming to have a disability that they cannot wear masks. The manager knows that he cannot ask for proof of a disability but wants to know how to help protect our staff and other guests in this situation. Similarly, another caller from a private membership-based pool mentioned a family claiming a disability prevents them from wearing masks. The pool board is uncertain about the requirements for mask exemptions due to disabilities, particularly in confined spaces. Another caller asked if he could allow a basketball player with a disability not to wear a mask if the child's parents said he could not because of his disability. A caller shared that they have adopted the health guidelines of taking the temperatures of anyone entering the facility. One of their customers says the dot from the gun causes a rash, and she wants to bring in her own gun to take her temp. Does the ADA say they have to use a special type of gun? Business owners were grappling with ensuring the general public's safety while accommodating people who may be unable to comply due to health reasons.

5.2. Modifications in Policies and Procedures

This theme focuses on understanding the application of existing business policies in specific circumstances. Inquiries within this theme address challenges related to interpreting and applying existing policies for accommodating people with disabilities, especially when circumstances might not align directly with these established guidelines, and that there is the need to adjust or modify established policies and procedures to cater to the specific needs of people with disabilities. For example, the bank caller discussed a dilemma concerning a wealthy customer with visual impairment and hand amputation who cannot sign withdrawal slips. While the customer has a Prompt Corrective Action (PCA), the bank is concerned about potential banking compliance issues and ensuring the PCA

does not withdraw unauthorized amounts. They seek guidance on whether requiring a signature would violate the ADA. Another caller asked, “I had a customer state because he was disabled, walking with canes, he was, according to ADA, allowed to bypass the hour-long line and be helped immediately. Is this accurate?” A caller referenced a specific program with two diabetic students and only one staff member trained in diabetes care. An incident occurred where a diabetic child had to be taken home because the trained staff member was not present. The caller questions if this situation is acceptable under the ADA. These inquiries require a nuanced understanding of the situation and the boundary of ADA’s provisions.

5.3. Verification of Disability Status

This theme revolves around verifying disabilities when a modification or accommodation is requested. This often leads to questions about requesting documentation, such as doctor’s notes or formal acknowledgments, without infringing on the person’s rights or privacy. For example, the caller, who oversees accessibility services at music festivals, encountered a dilemma when pregnant attendees sought access to platforms reserved for people with disabilities. They pondered whether a doctor’s note should be required, verifying the individual has medical complications that align with ADA-related disabilities or a note from a healthcare provider.

5.4. Assistance and Accompanying Aides

The theme is related to the rights and responsibilities of businesses when it comes to caregivers, personal attendants, or assistants accompanying individuals with disabilities. Some inquiries focus on whether attendants should receive free services or have different levels of access, while others discuss how businesses can accommodate these needs. For example, a roller-skating center manager received a caregiver's request for free admission and skate rentals. The client skates independently, and the center offers free spectator spots. The manager seeks guidance on their legal obligations concerning the caregiver’s request. Similarly, a golf course owner explained that all spectators must pay a cart fee to be on the course. A blind golfer requested his wife to accompany him as a spotter without paying the fee, arguing that she aids him due to his disability. The owner allowed her on the course but insisted on the fee. They inquired if this breached any ADA regulations.

5.5. Accessibility and Auxiliary Services

This theme includes inquiries involving ensuring accessibility or provision of auxiliary aids/services for people with disabilities. These include concerns around physical infrastructure (e.g., ramps, parking), communication assistance (e.g., sign language interpreters, screen readers), and service modifications. For example, the student services coordinator from a university inquired about a student with fibromyalgia needing a policy modification. Although the student’s condition worsens in the cold, her doctor deemed an accessible parking placard unnecessary but approved an on-campus parking request to be closer to entrances. The university declined this accommodation, and the coordinator sought alternative solutions. The caller, who runs a dance studio, teaches advanced square-dancing classes aimed at competition preparation. One student using a power wheelchair struggles to match the class tempo, impacting other students in her group. Additionally, her need for more space would require removing one group of students due to space constraints. The caller sought guidance on how to proceed.