



CITY OF TOPEKA

Diversity Equity and Inclusion Office
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Frequently Asked Questions and Common ADA Violations

What is ADA?

ADA stands for the Americans with Disabilities Act. It is a federal law intended to protect people with disabilities from discrimination and improve accessibility in public accommodations. The Americans with Disabilities Act applies to any business that sells services or goods. The law states that all new construction from 2011 and after must be built with an accessible design and that all businesses/companies must comply with all ADA regulations.

What is Accessible Design?

Accessible design means adapting your facility to provide a more accessible environment for all, including those with disabilities. An accessible design helps someone with a disability who, for example, may be in a wheelchair or have low vision, to have the ability to navigate the facility independently. More information on ADA standards can be found [here](#).

Parking

Having the right number of marked and van-accessible spaces is important. In addition, there must be an accessible route with a curb ramp from the parking spaces to the facility's front door. It's also important for the curb ramps to be at the proper slope range. Be sure to properly post ADA signage to identify the parking spots, including van-accessible spots.

Restrooms

Business facilities must provide accessible restrooms at their location to comply with ADA standards. Some common ADA violations include no wheelchair-accessible stalls, incorrect sink height, or no emergency indicator in the stall. In addition, you must have the correct ADA signage posted to comply with ADA requirements.

Service Animals

All accessible buildings must have a sign on the door that allows for service animals. One of the most common violations is a 'no pets' policy, which is against the ADA's requirements for a business to be compliant. A person with a disability who needs their service animal with them for assistance is, by law, allowed to bring the trained service animal into any facility.

ADA Compliant Signs

The ADA requires facilities to have proper signage. Consult local laws to see what is specified, as additional requirements may apply. General information and resources on ADA can be found [here](#).

Sources

ADA Central: [The 5 Most Common ADA Violations - ADA Central Signs](#)

Archive ADA: [Federal and ADA Disability Resources](#)

US Department of Justice Civil Rights Division: [2010 ADA Standards for Accessible Design | ADA.gov](#)