



Resources to help cover the cost of improvements

Accessible Barrier Removal Grant

San Francisco small businesses can apply for up to \$10,000 to make your business more accessible. Get reimbursed for:

- Furniture
- Fixtures
- Equipment
- Permit fees
- Labor & materials
- CASp inspections & report

Learn more and apply at sf.gov/adagrant

Tax credits and deductions

Make sure to take advantage of the annual Federal ADA Tax Credits and Deductions that are available to you for accessible improvements you make and not covered by the grant program.

- Up to \$5,000 for the credit - Form 8826 (Disabled Access Credit)
- Up to \$15,000 in deductions - Publication 535 "Business Expenses" (tax deduction)

San Francisco's central point of information for small business.

Office of Small Business can help with permits, referrals to CASps, updates on laws, and more.



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sf.gov/osb



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SAN FRANCISCO
OFFICE OF ECONOMIC &
WORKFORCE DEVELOPMENT

Websites and technology also need to be accessible.



Point of Sale

Can blind and low-vision customers use your Point-of-Sale technology? Be sure that your payment counter and device are accessible, such as:

- 30" x 48" clear floor space in front of the device
- High color contrast
- Font size of 3/16 inch or more
- If your touch screens is smooth, without any tactile buttons, it should have a numbered keypad with a raised dot on the number 5 key, or another way for a visually impaired person to process a transaction with privacy



Websites

Some people with disabilities use assistive technology, like screen readers, when they are online. If you're not sure if your website is accessible, visit wave.webaim.org. This is a free tool that you can use to test your site.

This document is intended as an informal overview. It is NOT legal advice and does not replace the professional guidance of an architect, CASp, or attorney with knowledge of federal, state, and local regulations.

Last updated April 2023

*According to the Department of Labor



A guide to making your small business more accessible

Accessibility is good for business.

1 in 10 San Franciscans reports a disability and in the US, people with disabilities have over \$175B in spending power.*

Learn how to improve the accessibility of your business, to serve patrons with disabilities and comply with local, state, and federal laws.



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Accessibility rules and laws can be complicated, and we are here to help.

A basic overview

All businesses in the United States must provide equal access to their goods and services to people with disabilities. These laws are what's known as the ADA, or the Americans with Disabilities Act. California has more rules for buildings. In San Francisco, the "Accessible Business Entry" program focuses on making sure that everyone can safely enter buildings.

Tenant or landlord?

If you rent your location, you and your landlord are BOTH responsible for whether the entry is accessible. Check your lease: often landlords require tenants to pay for changes to your door, removing steps, or other work.

The inside of your business also needs to be accessible, and that is the responsibility of the business owner. This includes restrooms, service counters, seating, and more. If these areas are not currently accessible, you need to consider alternative accommodations, like phone orders or curbside service.

Are there any exceptions?

Not usually. Even if your building is old or historic, all businesses need to be accessible. However, you are only required to do work that is "Readily achievable:" changes that can be done without much difficulty or expense. You can also make costlier changes over time. You don't have to do everything at once, but do need a plan and timeline.

Consider the most essential parts of your business.

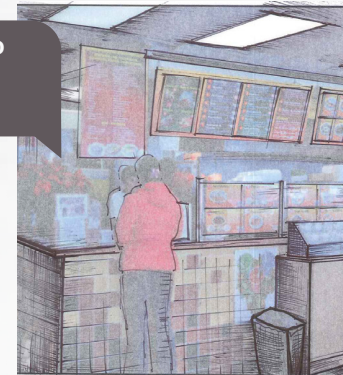
These are only a few diagrams, and don't cover everything. Find more information at sf.gov/osb/ada



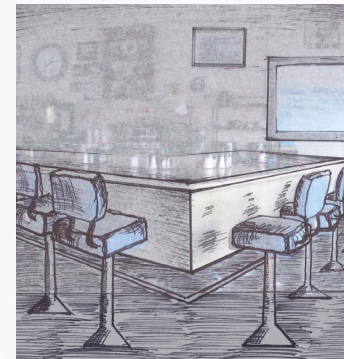
Multiple steps at entrance



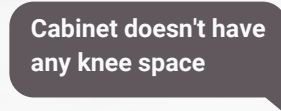
No push-button for an automated door



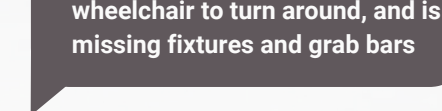
Service counter is too high for customers in wheelchairs



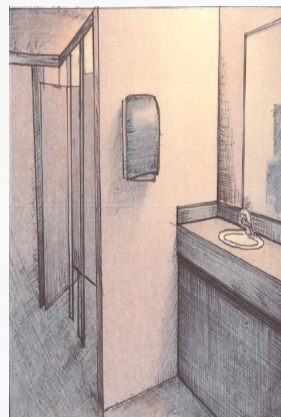
Bar with fixed seating at a raised bar doesn't include a lower, open option for patrons in wheelchairs



Cabinet doesn't have any knee space



Bathroom is too small for a wheelchair to turn around, and is missing fixtures and grab bars



Get advice from a Certified Access Specialist (CASP)

The best way to make sure your business is accessible is to get advice from a professional. Working with a CASp inspector can save you time and money, by knowing exactly what you need to do.

Find a list of CASp inspectors and apply for a grant to cover the cost at sf.gov/osb/ada.