

## Contents

<b>Introduction</b>	<b>13</b>
<b>About this toolkit</b>	<b>13</b>
<b>Section I: Serving Customers with Disabilities</b>	<b>14</b>
<i>Topic: Overview of the ADA</i>	<b>14</b>
What this means	15
<i>Topic: Access to Your Store's Goods &amp; Services</i>	<b>16</b>
Reasonable Modifications	16
Limitations of ADA Requirements for Reasonable Modifications	16
Service Animals	17
<i>Topic: Communicating with Customers with Disabilities</i>	<b>19</b>
ADA Requirements for Effective Communication	19
Recognizing, Respecting, and Valuing Differences	20
<i>Topic: Making the Built Environment Accessible</i>	<b>22</b>
New Construction	22
Readily Achievable Barrier Removal	22
Usability	22
<b>Section II: Managing Employees with Disabilities</b>	<b>25</b>
<i>Topic: Overview of the ADA's Employment Provisions</i>	<b>25</b>
<i>Topic: Reasonable Accommodations</i>	<b>26</b>
<i>Topic: Interviewing Candidates with Disabilities</i>	<b>27</b>
<i>Topic: Performance Management</i>	<b>29</b>
<b>Additional Resources for Managers</b>	<b>31</b>
Appendix 1: Checklist for Maintaining Accessible Features	32
Appendix 2: Customer Service Tips for Frontline Staff	37