



RAMP Stamp of Approval Self-Assessment

9 Questions to Assess your Accessibility

The following questions are intended to jump start conversations at your business or organization about the degree to which your premises are accessible for all individuals with disabilities, with a special focus on individuals who use mobility aids or have mobility-based disabilities.

If you are a representative of a business or organization seeking to receive a RAMP Stamp of Approval, you are encouraged to complete this Self-Assessment prior to your Roll Through. These questions do not necessarily represent required criteria to qualify for a RAMP Stamp of Approval, nor determine compliance with relevant state and federal regulations.

Question 1: Does your premises have accessible parking?

If you answered yes, then you're already on way to having an accessible business or organization. It's good practice to make sure there is ample signage directing patrons to accessible parking spots, ensuring nearby landscaping is trimmed to keep signs visible and walkways clear, and make necessary repairs to parking lots and sidewalks to remedy any substantial cracks or splits. To make your premises both accessible and inclusive, accessible parking spots should be located proximate to the entrance where people who use mobility aids can most easily access.

Question 2: Is there an entrance at least 36 inches wide and able to be reached without stairs, steps, or ledges?

If you answered yes, then a person using a mobility aid, such as a wheelchair, can access your premises. Also consider whether this entrance has an automated or assist button to open the door and whether there is sufficient space on either side of the door for a person in a wheelchair to turn around (a minimum of about 6 feet by 6 feet). You can make your premises both accessible and inclusive by ensuring the main entrance is accessible (it doesn't feel very welcoming to have to enter through a back door or through a staff-only space).

Question 3: How many spaces within your premises are accessible?

One way to assess the accessibility of distinct spaces within your premises is to walk through your space while holding a yardstick across your hips. For example, you might walk through the main dining room in your restaurant. If the yardstick hits walls, chairs, or other obstacles, it may be a sign that the space could be a bit tight for people who use mobility aids. As you walk around, try to notice any changes in floor level or flooring material. Abrupt changes and some flooring material (like some plush carpets, cobblestones, and gravel) can be particularly difficult to navigate if you rely on a mobility aid.

You should also consider the heights of counters, tables, or other venues within your space that you use to conduct business. For example, a person sitting in a wheelchair might have a tough time



socializing with other patrons at a restaurant that only has high-top tables. A good rule of thumb is that at least some portion of a counter, set of tables, and relevant signage, buttons, kiosks, etc., should be no higher than 36 inches from the ground.

For your premises to be both accessible and inclusive, consider every space – for a restaurant, this could include the dining room, host stand and waiting area, outdoor seating, bar area, and kitchen (some staff may rely on mobility aids, too, and accessible spaces tend to be easier for everyone to use).

Question 4: Is there an accessible bathroom?

Generally, an accessible bathroom has a door that is at least 36 inches wide, ample space for a person using a wheelchair to turn around, appropriately placed grab bars around the toilet, and a sink, soap dispenser, and hand dryer that are all within reach for someone who is sitting. You should consider whether the accessible bathroom requires steps to enter from spaces within your premises, whether there is clear signage about which bathroom(s) or stall(s) are accessible, and whether there is clear wayfinding from inaccessible bathrooms to an accessible bathroom. If you have hooks or shelves for bags in your bathroom, consider whether someone who is seated would be able to reach those places easily. You can go beyond accessibility to inclusion by making sure bathroom and stall doors open outwards and close in a manner that allows a person who uses a wheelchair to open and close those doors without requiring assistance.

Question 5: Is the cash register, check out, or similar space accessible?

Examples of spaces include retail store cash registers (think grocery store or clothing boutique), host stands (think restaurants), and registration hubs (think check-ins and check-outs at doctor offices and hotels). At least a portion of the counter space should be no higher than 36 inches, the payment screen (if present) should be no higher than 36 inches, and the payment widget (think credit card reader) should be within reach for someone who is sitting. To be both accessible and inclusive, train your staff on appropriate and respectful interactions with people who have a disability or use a mobility aid. RAMP offers training at no cost – sign up [here!](#)

Question 6: If your premises have more than one floor, is there a ramp or elevator to provide access?

For many people who rely on mobility aids, even a single step renders a space inaccessible. Ramps or elevators are necessary to access spaces on floors other than the main entrance. If your premises have just one or two steps, consider investing in a “suitcase ramp” – a portable ramp available at low- or no-cost depending on available state resources (learn more [here](#)). If your premises have stairs, make sure there are appropriate handrails. To be both accessible and inclusive, make sure you schedule any maintenance downtime for elevators outside of business hours and notify patrons if an elevator is out of order.



Question 7: Are emergency egresses and protocols for people who use mobility aids clearly marked?

Your premises should have appropriate signage not only directing people to accessible exits, but instructing people on where to wait for help if they are unable to reach the exit. For example, elevators should not be used during fire alarms; people who are on above-ground floors who cannot walk down stairs must be able to find out where to go and what to do in an emergency. Make sure your staff are trained in appropriate protocols. RAMP offers training at no cost – sign up [here!](#)

Question 8: To what extent do you foster a culture of inclusion?

Accessible premises allow anyone to be physically in the space, but inclusive premises make everyone feel like they belong there. Having to ask for assistance, ask people to move themselves or other things out of the way, or ask for special accommodation does not make for a welcoming, inclusive environment. Consider how you can create an environment that welcomes all people; this might include intentional design choices, training for staff, and adjustments to sales. Here are a couple examples:

- Restaurant: If you offer food or drink specials, make sure the space where patrons can take advantage of those specials is accessible. Half price apps at a bar with only high-tops isn't a helpful special for a patron in a wheelchair.
- Retail: If you have a sale display, make sure it is accessible. Sale items are often placed in the back of a store, in a basement, or on an upper floor. Make sure all patrons can get to the space with the sale items.
- Recreation: Some premises, like nature trails and high school stadiums, may naturally present more challenges for people who use mobility aids. Consider providing detailed information online about which spaces are accessible and any interruptions to accessibility so people who use mobility aids can plan their visit accordingly.

Question 9: Want to learn more about accessibility? Schedule your Roll Through with RAMP!

Now that you've started to think about the extent to which your premises are accessible, schedule a Roll Through! During a Roll Through, a RAMP representative will take a look at your premises, offer suggestions for how to improve the accessibility and inclusion of your space, and provide guidance and resources for further support. The Roll Through is a safe space to ask questions and learn about how to make your premises accessible. RAMP does not expect all premises to be fully accessible. Even if you know your space is not accessible, schedule a Roll Through to start the conversation. Information discussed during Roll Throughs and preliminary results may be held confidential; RAMP's intent is to help and celebrate any business or organization that wants to improve their accessibility and inclusion, and will never disparage a business or organization for taking this first step. Schedule your Roll Through [here!](#)