

Agenda Item 7:

CCDA: Access to Goods, Support, Services, and Equipment Accessible Routes and Service Access Toolkit

CCDA Educational Materials Development:

Resource	Purpose	Key Content
One-Page Handout: Maintaining 36-Inch Accessible Routes	Educate businesses on maintaining accessible paths of travel.	1. Why clear aisles matter 2. Common obstructions 3. 36-inch clearance guidance 4. Employee responsibilities 5. Quick compliance tips
One-Page Handout: Accessible Service Counters	Educate businesses on accessible customer transactions.	1. Importance of accessible counters 2. Common barriers 3. Alternative service methods 4. Customer service best practices
Daily Accessibility Walkthrough Checklist	Provide a practical tool for daily compliance monitoring.	1. Entrance checks 2. Aisle clearance checks 3. Service counter checks 4. Temporary display review 5. Corrective action documentation