# CCDA Community Gathering Events Toolkit Usage and Feedback

**Suggestions for Improvement:**

1. Modify the toolkit to be a one-page fact sheet
2. Modify the toolkit to be a fold out brochure
3. Add tabs to help navigate
4. Add a section about "If a barrier is found…" then a step by step guide
5. Add more picture examples of violations and then how they look after they are remedied
6. Add success stories from businesses, not just Certified Access Specialists

**Feedback received at Central Valley Community Gathering event (November 14, 2019):**

1. Change title of toolkit. Some suggested titles are:
   a. "California Disabled Access Information Toolkit"
   b. "California Disabled Access Compliance Toolkit"
   c. "California Business Disabled Access Compliance Toolkit"

2. On page 22, explore different visual to represent how frequent certain operation tasks related to disabled access should be performed.

3. Starting on page 26 create more concise bulleted lists in the "Making Operations Accessible to Guests with Disabilities" section. Provide general, overview statements and then provide reference where more specifics can be found.

4. Reorder the toolkit so the top violations are first.

5. Be more clear about requirements based on the number of employees (full time versus part time).

6. Think about how to make the legal section less daunting to business owners.

7. Provide a flyer in the toolkit about the local "Accessible City" initiative.

8. Include information about how to make business websites accessible.