CCDA Community Gathering Events Toolkit Feedback

Overall 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.

Feedback received at Northern California Community Gathering event (February 26, 2019)

1. Include information about website accessibility requirements and resources for compliance.

Feedback received at Southern California Community Gathering event (June 12, 2019)

1. No feedback on toolkit received.

Revisions discussed at March 27, 2019 Checklist Committee meeting

1. For website accessibility concerns, add statement to direct business owners to their legal counsel and webmasters for guidance. Keep information provided to no more than one page.
2. Reorder the toolkit; list Top Ten Alleged Violations first.
3. Develop one-page executive summary of most important information businesses need to know.
4. Add tabs throughout toolkit to assist with navigation.
5. Change title of toolkit to: "Disability Access Toolkit for Restaurants".
6. Use asterisks to direct individuals to more detailed information or one-pagers.
7. 'Making Your Operations Accessible to Guests with Disabilities' section:
   a. Pick three or four most important bullets and add 'good' and 'bad' access visual examples.
   b. Make bullet points more concise and use wider spacing between bullet points for improved readability.
8. 'Local Contact Info' page:
   a. Maximizing space with longer lines.
   b. Creating a similar sheet titled "Questions to Ask of My CASp".
9. Create space for notes at the end of each section in toolkit.