



# ADA Compliance

## Quick Reference Card

### What is the ADA?

The **Americans with Disabilities Act (ADA)** is a federal law designed to ensure equal rights and opportunities for people with disabilities.

#### The ADA is followed by various entities:



Government Agencies



Businesses



Non-Profit Organization

#### Key Provisions of ADA

##### Title I: Employment

Prohibits job discrimination, mandates disability accommodations.

Ensures disabled individuals' access to public services.

##### Title II: Public Services

##### Title III: Public Accommodations

Makes public places like hotels and stores accessible to the disabled.

Ensures phone accessibility for hearing and speech disabilities.

##### Title IV: Telecommunications

#### Who is Protected by ADA?

- ✓ Those with physical or mental impairments affecting major life activities.
- ✓ Individuals with a history of such impairments.
- ✓ People perceived as having an impairment.

### Craft Inclusive Job Descriptions

1. **Use Gender-Neutral Language:** Avoid gender-specific terms.
2. **Focus on Essential Job Functions:** List only necessary skills and qualifications.
3. **Offer Reasonable Accommodation:** Highlight ADA-friendly policies.
4. **Embrace Diverse Perspective:** Encourage varied backgrounds.
5. **Simplify Language:** Avoid jargon and complex terms.

### Importance of ADA in Hiring

When it comes to recruitment, the ADA plays a vital role, and here's how:

**Inclusivity:** Ensuring fair job applicant consideration.

**Reasonable Accommodations:** Adapting for inclusive participation.



**Equal Opportunity:** Leveling the employment playing field.

### The Do's and Don'ts of ADA-Compliant Hiring

#### Do's



**Fair Evaluation:** Assess job-relevant skills.



**Accommodate:** Provide necessary adjustments.



**Train Staff:** Educate on ADA norms.

#### Don'ts



**No Disability Queries:** Avoid pre-offer disability inquiries.



**Prevent Discrimination:** Ignore disability biases in hiring.

### Avoid Discriminatory Language

Avoid words that stereotype or offend based on race, gender, or other factors. Here's how to avoid them:

- Choose **inclusive**, non-exclusionary words.
- Welcome all backgrounds **equally**.
- Use **gender-neutral language** always.
- Emphasize skills, not age.
- Prevent disability **discrimination**.
- Avoid race and ethnicity **stereotypes**.
- **Highlight** abilities, not traits.
- Visuals should reflect **diversity**.



## Interview & ADA Compliance

Preparing accessible interviews isn't just about being fair; it's about being thoughtful and considerate of everyone's unique needs. Here's how you can make your interviews more accessible.



- Clearly explain interview format and expectations.
- Ensure physical and mental accessibility.
- Focus on skills, avoid assumptions.
- Adapt to candidates' needs and preferences.
- Allow extra response time, offer breaks.
- Clarify next steps, offer contact for assistance.

### Types of Questions to Ask During Interview

- ✓ **Open-Ended Questions:** Encourage detailed responses.
- ✓ **Close-Ended Questions:** Seek specific information.
- ✓ **Probing Questions:** Delve deeper into topics.



## Accommodations & Onboarding

### What Are Reasonable Accommodations?



Reasonable accommodations are essential adjustments or modifications provided in a work or learning environment to enable individuals with disabilities to enjoy equal opportunities.

### Examples of Reasonable Accommodations

- 1** Physical Adjustments: Install ramps to replace stairs, enhancing wheelchair accessibility.
- 2** Technological Assistance: Provide screen reading software for those with visual impairments.
- 3** Flexible Scheduling: Adapt work or learning hours to accommodate medical appointment.

### How to Implement Accommodations in Onboarding?

Here's a step-by-step guide that will help you set up a welcoming, inclusive, and supportive environment for everyone.

- **Identify Needs:** Understand new hires' needs via surveys or discussions.
- **Develop Plan:** Coordinate with various departments for timely preparations.
- **Implement Accommodations:** Integrate support into orientation and onboarding.
- **Evaluate and Adjust:** Regularly check and update accommodations as needed.



## Maintain Compliance & Continuous Learning

### Build and Maintain an Inclusive Culture



**Inclusivity** in business is key, creating a culture that embraces diversity and values everyone, leading to enhanced commitment, engagement, productivity, and satisfaction.

This sense of belonging fosters higher team commitment and satisfaction.

**Conduct Regular Compliance Checks:** Compliance checks are essential for legal and operational health, ensuring adherence to rules and regulations.



Pinpoint business areas needing checks.



Systematically review each area.



Establish frequency for thorough, timely checks.



Record all results for tracking and legal purposes.



Select appropriate tools or methods.



Address issues promptly for risk minimization.



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Job Hunting  
Personal Branding  
US Citizenship



### Compliance & Safety

Active Shooter  
Discrimination  
Drugs & Alcohol  
Harassment  
Safety  
Security



### Customer Service

Customer Care  
Customer Service Basics



### Diversity

Bias  
Diversity in HR  
Inclusion



### Google

Calendar  
Chrome  
Classroom  
Docs  
Drive  
Forms  
Gmail  
Sheets  
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Hiring  
HR  
Talent Management



### Leadership

Leadership  
Management  
Project Management



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