

Effective January 1, 2024

As required by the State of California and Senate Bill 748, the City of San José is providing the following information about building accessibility to applicants for a business license or renewal of a business license.

The City offers grants to help with the cost of accessibility improvements. Making your business accessible is good for everyone. It makes your business available to more customers. Learn more:

www.sanjoseca.gov/ADAGrant

Para ver este documento en español, visite www.sanjoseca.gov/BusinessTax. Para solicitar un formato alternativo, envíe un correo electrónico a BusinessTax@sanjoseca.gov, llame al (408) 535-3500 (voz) o al 7-1-1 (TTY).

Để xem tài liệu này bằng tiếng Việt, hãy truy cập www.sanjoseca.gov/BusinessTax. Để yêu cầu định dạng thay thế, hãy gửi email tới BusinessTax@sanjoseca.gov, gọi số (408) 535-3500 (thoại) hoặc 7-1-1 (TTY).

如欲以中文（繁體）檢視本文件，請瀏覽 www.sanjoseca.gov/BusinessTax。如欲索取其他格式文件，請電郵 BusinessTax@sanjoseca.gov，致電 (408) 535-3500（語音）或 7-1-1 (TTY)。

若以简体中文查看此文档，请访问 www.sanjoseca.gov/BusinessTax。若请求提供其他格式，请发送电子邮件至 BusinessTax@sanjoseca.gov，或致电 (408) 535-3500（语音）或 7-1-1（电传打字）。

To view this document in a different language or ADA alternative format, email BusinessTax@sanjoseca.gov, call (408) 535-3500 (voice) or 7-1-1 (TTY).

STATE OF CALIFORNIA MANDATORY ADA DISCLOSURE

ATTENTION: You may be subject to liability for failure to meet your legal obligation to comply with state and federal disability access laws. The recent issuance or renewal of a business license or equivalent instrument or permit does not mean that your business has been determined to be in compliance with state and federal disability access laws.

Please see the following material for more information.

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ENSURING EQUAL ACCESS TO YOUR BUSINESS

The State of California wants to ensure that all people have equal access to public and private services. Many people with disabilities do not have equal access to services because many business owners do not take the time to ensure that their businesses are accessible. Some common problems disabled people encounter are:

- (1) The building has architectural barriers that make it difficult or impossible for someone using a wheelchair, walker, or other mobility device to get inside or move around.
- (2) The business uses a website that does not work with screen reading devices and other assistive technology.
- (3) The business does not allow people with disabilities to enter the building with their service animals.
- (4) The staff do not receive Americans with Disabilities Act (ADA) training and do not know about the requirements to modify practices or to provide auxiliary aids and services.

As the operator of a business, it is your responsibility to ensure that your business provides equal access to people with disabilities. **Refusing to make your business accessible is discrimination under state and federal law. People with disabilities and the government have the right to sue businesses that discriminate.** The best way to protect yourself from a lawsuit is to make your business accessible. Here are some important steps you should take:

(1) Schedule an inspection with a Certified Access Specialist. A Certified Access Specialist (CASp) is a person who the State of California recognizes as having specialized knowledge of accessibility standards. They can inspect your business and tell you what changes you need to make for your business to be accessible to disabled people. Getting a CASp inspection has important benefits, like giving you extra protection in a lawsuit.

To find a CASp in your area, contact the CASp Program at the Division of the State Architect. You can also visit: https://www.apps2.dgs.ca.gov/DSA/CASP/casp_certified_list.aspx. Additionally, you should contact your local government and ask what resources it has to help businesses comply with disability access laws. The State of California makes money available to local governments to create programs that help business owners comply with disability access laws.

(2) Learn about accessibility laws from reliable sources. There is a lot of misinformation about accessibility laws. Get information about your rights and responsibilities as a business owner from reliable, trustworthy sources. California has several agencies that provide fact sheets, trainings, and other educational materials about accessibility. In fact, one of these agencies, the California Commission on Disability Access, was created by the Legislature for the purpose of helping businesses comply with accessibility laws. You should contact the following agencies and ask for information on how to comply with accessibility laws:

- The California Commission on Disability Access: www.dgs.ca.gov/CCDA
- The Division of the State Architect: www.dgs.ca.gov/
- The Department of Rehabilitation: www.dor.ca.gov/

(3) Making your business accessible is good for everyone. It makes your business available to more customers. It also promotes fair and equal access. We thank you for doing your part to help make California a great place for everyone!
