Blue Trunk Foundation

Quick Tips Accessibility Guide

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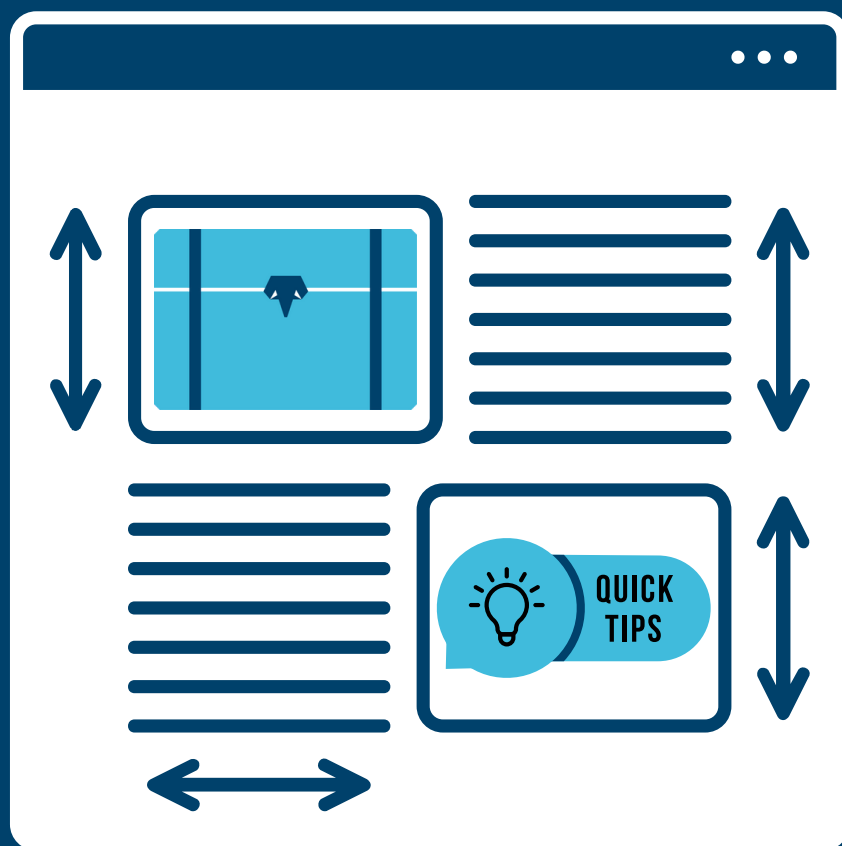
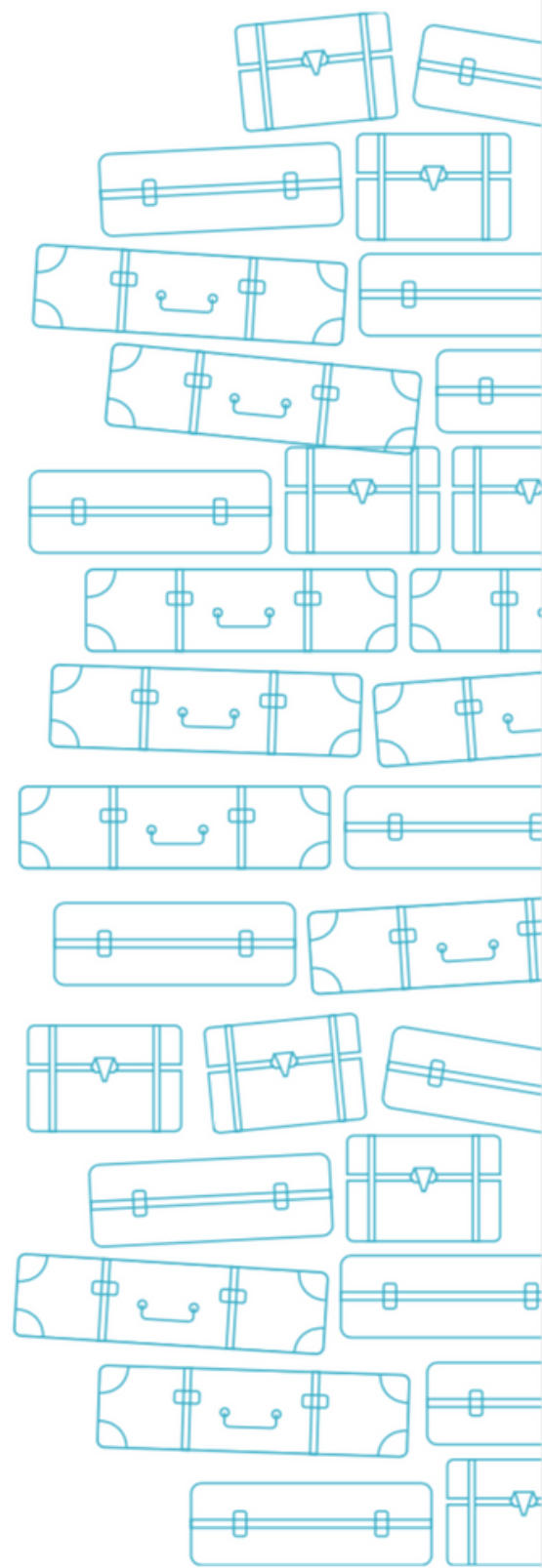# Table of Contents

Introduction

Accessibility is important in all the ways a customer engages with your business. In this guide we've collected a few quick tips to help you make your business more accessible for your customers. If you would like to make any suggestions or additions please contact us at
info@BlueTrunk.Org
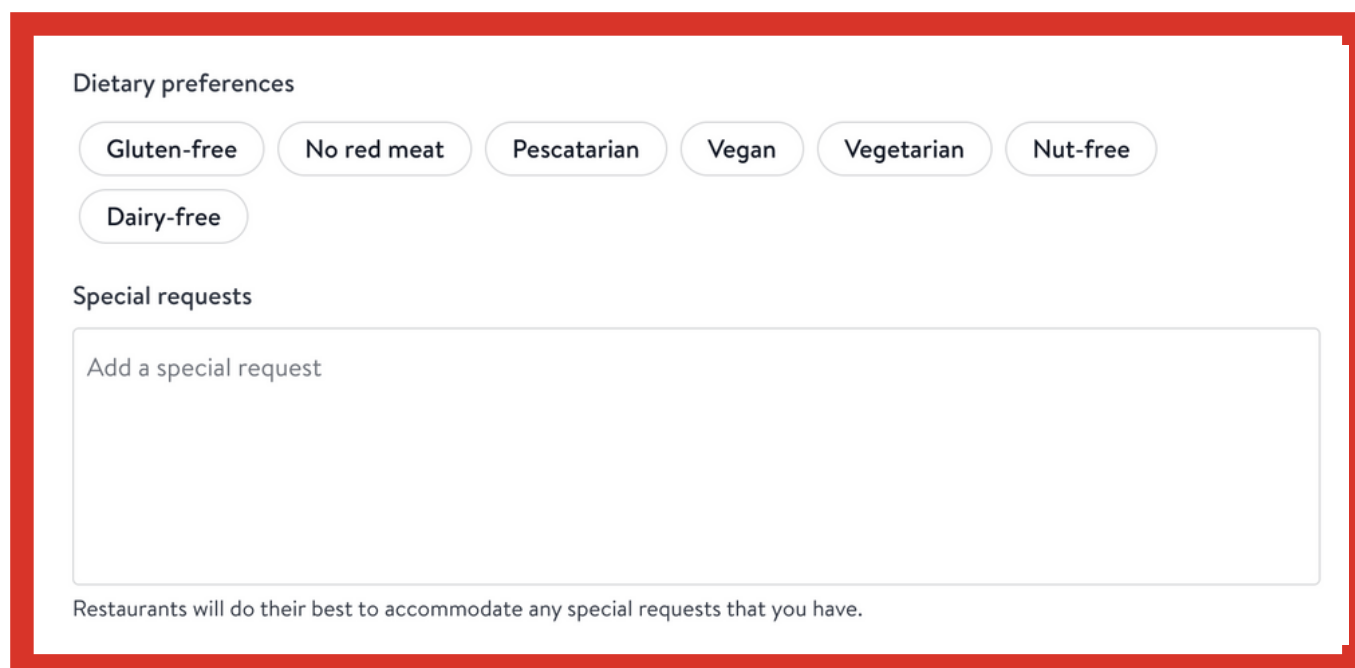
Arriving to the Business

- Have your phone number posted or have a doorbell to request assistance.
    - This is particularly important if you don't have automatic door!
- If the entrance has a couple stairs or a lip that a wheelchair can't easily get over, you can provide a portable ramp or install a retractable one.
    - Make it clear how to request the ramp.
    - You can find examples of portable ramps on [Amazon](#), as well as [Discount Ramps](#), and [EZ-Access](#). Please note we do not endorse any particular product or seller.

- Provide information about accessible parking on your website and have it clearly marked at your business.
    - If the parking isn't easy to find, such as being behind the business, provide clear signage about where to park.
- It is great to have a sign indicating customers can request assistance. This is a small gesture that lets customers know they are welcome and can request accommodations.

Services

- Schedule sensory friendly times (no incense, lower music, softer lighting) and make it clear when these times are.
- Have multiple contact options available, from email to phone. For some people it is easier to communicate with writing, and with others it is easier to make a call.

Resy User Profile Settings

Dietary preferences

(Gluten-free) (No red meat) (Pescatarian) (Vegan) (Vegetarian) (Nut-free)

(Dairy-free)

Special requests

Add a special request

Restaurants will do their best to accommodate any special requests that you have.

- Have space to indicate allergens on reservations.
  - If you use tools like Resy and Open Table customers can add allergens and notes to their profile. With tools like Umai you can ask for this information with each reservation (the user doesn't have a saved profile).
    - Important note: Make sure staff look at the reservation information for allergens and customer notes!
  - This also applies to hotel reservations. In addition to dietary restrictions you can ask customers if they have a sensitivity to cleaners, detergents, etc.

- If you burn incense, have hookahs, allow smoking, etc. then make this clear to customers through your website/social media as well as with a sign at the door.
- Make mocktails available on your menu. There are many health-related reasons people may not drink, and providing mocktails makes your business more inclusive.
  - To make mocktails appealing as adult drinks, we recommend having several creative options (not just juice or soda) and serve them in real glasses.
- List all ingredients or have this list easily available for servers to check.
- Make all written materials available in large font (printed) and online.
- Make magnifying glasses, extra eyeglasses, and flashlights (if space is dimly lit) available for customers to see menus better.
  - There are magnifiers made with built in lights and specifically for things like menus. You can check out [magnifier aids at this link](#).

- Make wheelchairs to borrow for a customers visit to your business.
  - Basic transport chairs are inexpensive and can fold up to take up less space in storage. You can find [examples of chairs at this link.](#)

- Have straws available on request if they aren't standard. Some environmentally friendly options include paper straws, reusable metal straws, reusable silicone straws, pasta straws, and many more!

- For written information at businesses such as art galleries, zoos, and museums have paper print outs available with large font and/or provide an electronic version customers can easily access to read on their own devices.

- Provide items for sensory needs such as fidget spinners/toys, noise-reducing headphones, and emotion cards available for customer use.

Physical Space

- If you have TV screens (or other electronic screens) it is helpful to have a space where someone can avoid seeing screens. This can be a booth, a wall, or a corner. If there isn't a place where people can avoid seeing screens make it so that customers can request to have some screens turned off.
- Provide different types of seating, such as chairs without arms, chairs with arms, benches, and higher stools.
- Have a space to stand, such as high tables or a bar.
- Make cushions or pillows available for seating.

- Provide a space to store wheelchairs, strollers, or other similar items.
- If you have tables have a round table option. This can be easier for wheelchairs as well as for deaf and hard of hearing customers.
- For major signage such as for bathrooms, exits, and elevators provide signage in braille.
- Make a step stool available in the bathroom.
- Put a soap bottle by the sink if mounted soap would be hard to reach for someone with limited mobility.
- Similarly, make a basket of paper towels available if hand dryers or mounted paper towels are hard to reach.
- Make a bathroom shelf available. A hook to hang bags is great, but doesn't meet every need. A shelf is helpful if customers need a place to set things down.
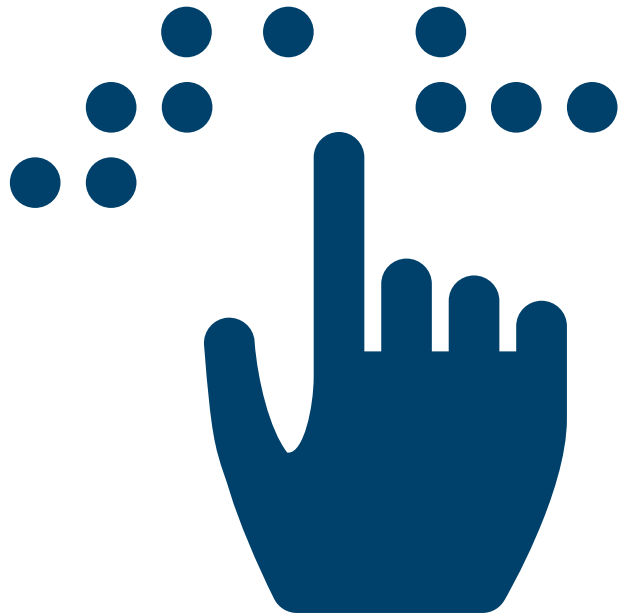
Staff

- Train staff to look at allergen needs ahead of time if there is reservation information provided.
- Have servers always ask customers if there are any food allergies you need to be aware of.
- Alert diners of anything out of stock/not available as soon as they give customers menus.
- Ask customers if they want candles lit or not.
- Convey to staff when guests have accommodations.
    - This is especially needed if there is a staff change while the guest is there, for instance at a hotel switching from day shift to night shift.

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