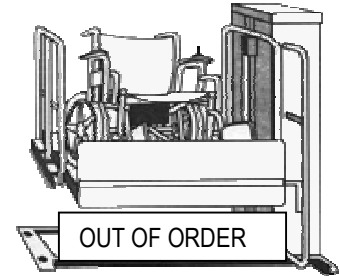


**Associates**™

Proving that **ABILITY** depends on **Spirit, Determination, & Refusal to Give Up.**

## Top 10 ADA Maintenance Mistakes

1. *Not maintaining accessible products & fixtures*



2. *Not replacing, repairing w/accessible solutions. Example removing inaccessible drinking fountain with the same model drinking fountain*

3. *Removing accessible fixtures and installing inaccessible fixtures*



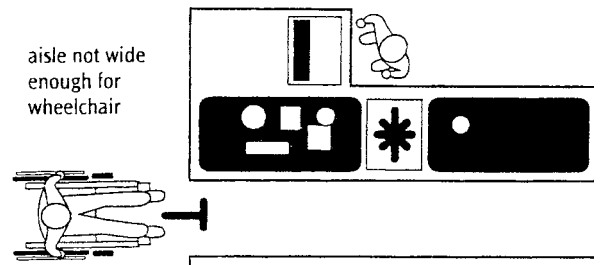
Removed accessible tri-fold dispenser w/ inaccessible fixture



4. *Accessible parking positions obstructed by sales items, snow mounds, etc*

5. *Routes obstructed with- sales items - trash containers delivery boxes*

aisle not wide enough for wheelchair



6. *Not upgrading signage to changes, within the facility, signage mistakes, & poor placement of signs*



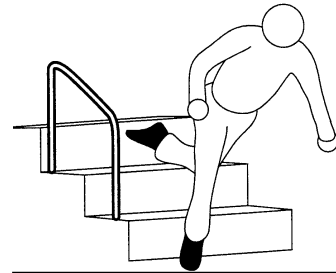
This is an actual sign



ADA & Accessibility Let' Get Practical

6. *Not maintaining ground surfaces stable, firm & slip resistant inside or outside facility*

7. *Not maintaining or correcting handrails on stairs and ramps to ADA Guidelines*



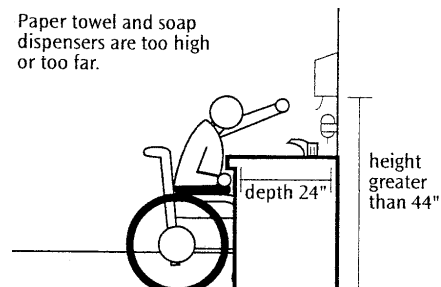
ADA & Accessibility Let' Get Practical



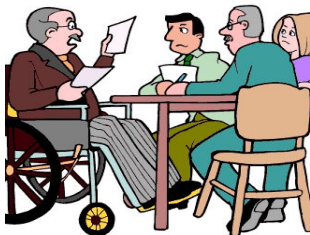
8. *Door push pull pressures not maintained*

9. *Not maintaining height reach ranges and one hand operation controls*

Paper towel and soap dispensers are too high or too far.



ADA & Accessibility Let' Get Practical



10. *Not listening to complaints and correcting them when appropriate*