



National Network

Information, Guidance and Training on the
Americans with Disabilities Act

Call us toll-free
1-800-949-4232 V/TTY

Find your regional center at
www.adata.org

For the most current and accessible version, please visit
<http://adainfo.us/ADANNservices>

What types of services can the ADA National Network offer you?

The ADA National Network consists of 10 Regional ADA Centers. The purpose of the ADA National Network Centers is to provide accurate and useful information, guidance and training on the Americans with Disabilities Act (ADA) to those with rights and responsibilities under the law, including private businesses, government agencies, employers, and people with disabilities. We are not an enforcement or regulatory agency, but a helpful resource supporting the ADA's mission to "make it possible for everyone with a disability to live a life of freedom and equality."

The ADA National Network provides:

- **ADA information specialists who answer questions about the ADA** via a national toll free hotline at 1-800-949-4232 (voice/TTY). ADA Regional Centers are open Monday-Friday during normal business hours of 9:00 a.m.-5:00 p.m. All calls and e-mails are confidential.
- **Training opportunities** through webinars, web courses, and audio conferences as well as customized training targeted to specific ADA topics and audiences.
- **Accurate, accessible, and useful ADA information** on our website (www.adata.org) and through publications, newsletters, e-mail distribution lists, and social media.
- **Positive public awareness about the ADA** in media outlets.

How Can the ADA National Network Help You?

We Can...

- Promptly answer your questions about the ADA with accurate and updated ADA information.
- Offer confidential and objective information about your rights or your responsibilities under the ADA and explain possible steps you may want to take.
- Refer you to ADA and disability-related resources in your state and local community such as service providers and advocacy organizations.
- Provide training and guidance targeted to your needs;
 - Trainings are available in-person or using distance technology
 - Content is customized to address your ADA issues and level of expertise

We Can Also Assist You in the Following Ways...

- We can tell you how to file a complaint with a federal enforcement agency, but we are not allowed to file the complaint for you.
- We can offer objective information about your rights and responsibilities under the ADA and explain possible actions that might resolve your situation.
- We can connect you to advocacy services, but we cannot act as your advocate.
- We can review the information in any document, but we cannot provide a legal review that would be appropriate for use in court.
- We can connect you to resources that will help you advocate for job accommodations, but we cannot work directly with employers to obtain job accommodations for you.
- We will try to connect you to local resources that might be able to provide financial assistance, but we do not provide direct financial assistance.
- Some housing issues do not fall under the ADA. If your question does not fall under the ADA, we can connect you to people who can answer those questions.

We will provide you with as much information as possible, but it is important to note that the informal guidance we provide is not binding on any agency with enforcement responsibility under the ADA.

Examples of Questions We Can Answer

- What are my rights as a person with a disability?
- What are my obligations as a business owner to customers with disabilities?
- Does an employer have to provide the specific accommodation requested?
- What is the definition of a service animal?
- Can a doctor refuse to provide a sign language interpreter? What about hospitals?
- What are the guidelines for accessible parking at an existing business?
- Does a church, synagogue, or mosque have to comply with the ADA?
- Can a daycare center refuse to take a child because s/he has a disability?
- Are hotels required to have TTYs and closed captioned televisions?
- Can a dentist refuse to see a person with a disability because they use a wheelchair?

Content was developed by the Southeast ADA Center, and is based on professional consensus of ADA experts and the ADA National Network.



<http://www.northeastada.org/>

The contents of this factsheet were developed under grants from the National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR grant numbers 90DP0090 and 90DP0086). NIDILRR is a Center within the Administration for Community Living (ACL), Department of Health and Human Services (HHS). The contents of this factsheet do not necessarily represent the policy of NIDILRR, ACL, HHS, and you should not assume endorsement by the Federal Government.

© Copyright 2017 ADA National Network. All Rights Reserved.

May be reproduced and distributed freely with attribution to ADA National Network (www.adata.org).