

Open-air Dining & Curbside Pickup Disability Access Considerations

Photo illustration: City of Cincinnati, CCDA



Essential for your business

With many restaurants allowed to open with limited capacity, many cities are allowing restaurants to use the parking spaces and sidewalks in front of their restaurants for open-air dining. In addition, restaurants and many other businesses are providing curbside pickup. For temporary setup of facilities, it is important to keep in mind the requirements under the Americans with Disabilities Act as well as the California Building Code.

Access for all is the right thing to do!

Some important items to note:



To ensure compliance with the following elements, it is advisable to have a Certified Access Specialist confirm these accessibility features are fully compliant at your business.

- ✓ Where accessible parking spaces exist, they must be maintained and available for individuals with disabilities to use. Be sure that both the parking space and the access aisle are kept clear. If any parking spaces are provided, an accessible parking space must be provided.
- ✓ If an individual is required to step down from the sidewalk or street to get to a dining area or pickup location, a secure ramp must be available for wheelchair users or others who cannot use a step. This ramp must always be installed and available while the business is open. The ramp needs protection on both sides to prevent someone from falling off. Ramps also have specific requirements for slope, width, and handrails.
- ✓ Where seating is provided, at least 5% of exterior seats need to be located at accessible tables. This required seating should also be dispersed at accessible tables within each area, with at least one accessible table per area. Be sure that the table base allows for a wheelchair user - i.e., four legs that provide for a space 30" wide by 48" deep below the table with nothing in the space. Tables having a center base typically do not comply.
- ✓ An accessible route to the accessible table(s) must be provided. When located on the exterior, the route must be a minimum of 48" wide. This route cannot be blocked by chairs, tables, or other objects. An accessible route is also required for the ramp width, as well as the clearance in front of the hostess stand or order/payment counters. Remember that all counters are to be wheelchair-accessible and at a maximum height of 34".
- ✓ If the sidewalk in front is used by other businesses or the public, access must be maintained at 48" wide to all tenants and exterior elements or spaces. In addition, a barrier such as a rail planter may be useful to prevent tables and chairs from drifting into the accessible route. This also assists individuals with a visual disability from bumping into patrons sitting at the tables.
- ✓ If floor markings for social distancing are being used, consider providing markings that are highly visible with contrasting colors and a textured surface for individuals who have a visual disability. In addition, the markings and strips should be properly maintained.
- ✓ For curbside pickup, consider having an employee deliver directly to the customer's vehicle. Provide clear signage with pickup location, instructions and business phone number, if required.
- ✓ Prepare for Deaf and Hard of Hearing individuals to request accommodations such as briefly lowering an employee's mask to allow the individual to read lips at least six feet away, allowing the individual to communicate with staff in writing, or another form of accommodation. Also, consider providing a mask with a transparent window authorized by the Centers for Disease Control and Prevention to employees or a writing pad/white board to allow for effective communication.
- ✓ Maintain required access to accommodate the needs of individuals with disabilities that are not related to mobility. Train or remind staff that service animals are always permitted on the business premises.
- ✓ Be aware that your local city or county may have requirements that are more restrictive than the state or federal requirements. So again, this informational consideration tool is a summary of possible considerations. The most current regulations should always be reviewed when making any decisions, and a Certified Access Specialist is a strong resource to assist you in this matter.

CCDA wishes you the best success
in your business endeavors!



This document is not intended to include all requirements. Refer to your local building department for requirements specific to your business. To locate a Certified Access Specialist, Accessibility Construction Inspection Checklist, or view other access compliance resources, visit: www.dgs.ca.gov/CCDA/Resources.