

## Meeting the Needs of Customers with Disabilities While Implementing COVID-19 Health and Safety Measures

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Below are links to a number of resources that may be helpful to businesses as they navigate reopening, following ADA guidelines, and meeting the specific needs their customers with disabilities may have.

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[DOJ alert on fraudulent flyers on the use of facemasks and the ADA](#) (5/22/2020)

[Tips for Addressing Common ADA Title III Issues During the COVID-19 Pandemic](#)  
(Lexology, April 3, 2020)

[ADA Considerations for Business Owners Requiring Face Masks in Retail Stores](#)  
(National Law Review, May 13, 2020)

[ADA Implications: I Don't Want to Wear a Mask](#) (JD Supra, May 11, 2020)

[Five Ways Social Distancing Policy is Not Accessible and How to Fix Them](#)

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### Resources from Seyfarth.com

Webinar Archive: [Return to Business: Serving Customers with Disabilities While Implementing COVID-19 Safety Measures](#)

- Changes to entrances, parking, or accessible routes
- Queue lines
- Mask requirements for employees and customers
- Social distancing while providing assistance to individuals with disabilities
- Removal of dining and work surfaces to reduce seating capacity
- The legal framework for analyzing disability-related objections to safety/social distancing measures

[Webinar Summary: Serving Customers with Disabilities While implementing COVID-19 Safety Measures](#)

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### Customer Service and People with Disabilities

Customers with disabilities may need more assistance due to social distancing and other health policies in your business. These universal customer service tips will help staff better serve customers with disabilities—as well as all of your customers.

[Slides: Providing Excellent Customer Service to All Customers](#)-Great Plains ADA Center

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