



Inclusive Spaces Retail Checklist

Building a Blueprint for Inclusive Spaces

Below is a comprehensive view of all the design guidelines in the Inclusive Spaces Framework. The Framework defines how to go above and beyond legal requirements to design inclusive retail environments that increase independence, ease and choice for all people across three tiers of achievement (A, AA, AAA). This consolidated checklist is a tool to assess your retail space and provide guidance on how to increase accessibility & inclusivity. The guidelines are aspirational goals for the maximum inclusion of individuals with disabilities, not a statement of conditions that are necessary for access to a public accommodation's goods and services or legal requirements.

Checklist Instructions

Review the guidelines on the following pages and mark which ones pertain to your current or future built space. Once you've completed the checklist, verify which tier has the most check-marks to better understand the current status.

▲ Planning Phase: Real Estate, Design, Constructure

● Sustainment Phase: Facilities, Operations

Entrance: An accessible entrance is often the first stop in an inclusive retail experience and signals that all are welcome.

Tier A	Tier AA	Tier AAA
<p>1A. For store-maintained exterior path(s) of travel, at least one path leverages ADA guidelines for accessible routes</p> <p>▲</p>	<p>1AA. For store-maintained exterior path(s) of travel, multiple paths leverage ADA guidance</p> <p>▲</p>	<p>1AAA. For store-maintained exterior path(s) of travel, multiple paths leverage ADA guidance with at least one that exceeds ADA</p> <p>▲</p>
<p>2A. Any doors that are specifically intended for entry and, separately, for exit, are labeled using the ADA signage guidelines</p> <p>▲</p>	—	—
—	—	<p>3AAA. A combination of (visual, tactile, and/or audible) cues signal when individuals are approaching the other side of any interior or exterior door</p> <p>▲</p>
<p>4A. All customer-facing manual doors in the store leverage ADA guidelines for closing speed, operating force, sight lines, handles, clearance, and thresholds. Exterior doors include a doorbell to request assistance if needed</p> <p>▲</p>	<p>4AA. All exterior doors are either automatic (e.g. via press button) or have a power assist feature, and are labeled according to ADA guidelines</p> <p>▲</p>	<p>4AAA. All exterior doors are fully automatic (e.g. sensor activated), and are labeled according to ADA guidelines</p> <p>▲</p>
<p>5A. All BOH interior doors in the store leverage ADA guidelines for closing speed, operating force, and handles. Maneuvering clearance requirements are met where feasible</p> <p>▲</p>	<p>5AA. All BOH interior doors in the store leverage ADA guidelines for closing speed, operating force, handles, and clearance</p> <p>▲</p>	<p>5AAA. All BOH interior doors are either automatic (e.g. via press button) or have a power assist feature, and are labeled according to ADA guidelines</p> <p>▲</p>
<p>6A. Signage legibly provides information about amenities inside and outside of the store including accessibility options on-site</p> <p>●</p>	<p>6AA. Each store's accessibility features are listed online</p> <p>●</p>	<p>6AAA. Availability status of accessibility features and services is provided in real time online and in app</p> <p>●</p>

Paths of Travel: A continuous, unobstructed pedestrian path around and through a retail space allows people to approach, enter, explore, and exit with

Tier A	Tier AA	Tier AAA
<p>7A. An unobstructed line of sight is available from anywhere in the store to all functional areas (e.g. Entry, menu, register, pickup, seating, bathroom)</p> <p>▲●</p>	—	—
<p>8A. The primary, and most direct, interior path of travel – extending from the entry to each functional area in the store (e.g. register, seating, restrooms) -- is accessible, leveraging ADA</p> <p>▲●</p>	<p>8AA. Multiple interior paths of travel extend from the entry to each zone in the store (e.g. POS, handoff area, furniture, restrooms, etc.) that leverages the ADA clearance guidelines</p> <p>▲●</p>	<p>8AAA. At least one interior path of travel -- extending from the entry to each zone in the store (e.g. register, seating, restrooms) -- is barrier-free, exceeding ADA guidelines</p> <p>▲●</p>

Tier A	Tier AA	Tier AAA
<p>9A. The primary interior path of travel -- connecting the employee entrance to each functional bar and back-of-house space -- is optimized for accessibility as feasible</p> <p>▲●</p>	<p>9AA. At least one interior path of travel -- that connects from the employee entrance to each functional area in the back of house -- is accessible, leveraging ADA and CBC guidelines</p> <p>▲●</p>	<p>9AAA. At least one interior path of travel that connects the employee entrance to each functional area in the bar area and back-of-house -- is barrier-free, exceeding ADA and CBC guidelines where feasible</p> <p>▲●</p>
—	<p>10AA. Interior wayfinding signage and cues (e.g. overhead or on-floor signage, etc) meets ADA requirements, and exceeds wherever possible</p> <p>▲</p>	<p>10AAA. Interior wayfinding signage and cues are perceptible at varying distances and in two or more formats (visual, audible, tactile)</p> <p>▲</p>
<p>11A. Company-maintained exterior path(s) of travel to employee-only entrances have signage indicating the accessibility of the entrance, leveraging ADA and CBC guidelines</p> <p>▲</p>	—	<p>11AAA. Exterior wayfinding signage and cues are perceptible at varying distances and in two or more formats (visual, audible, tactile)</p> <p>▲</p>
—	<p>12AA. Wayfinding signage is used at the Bar and BOH where line of sight cannot be established. Signage meets or exceeds ADA & CBC standards wherever possible.</p> <p>▲</p>	—
—	—	<p>13AAA. Waiting areas are distinguished from other store areas through multiple modes (visual, audible, tactile) to provide maximum clear space for people with disabilities and to minimize</p> <p>▲</p>

Goods & Services: User-friendly environments provide a variety of options for interacting with products and customer touch points.

Tier A	Tier AA	Tier AAA
<p>14A. Key visual information in a store (menus, marketing, and other signage not already regulated by the ADA) is easy to both perceive (non-glare, high contrast, font size, lighting, mounting heights, angles) and comprehend (simple language, icons wherever possible)</p> <p>▲●</p>	<p>14AA. Key visual information in a store (menus, marketing, etc. -- whether analog or digital) is available in multiple locations, and can be read at varied heights and distances</p> <p>▲●</p>	<p>14AAA. Key information in a store is available in two or more formats (visual, audible, tactile)</p> <p>▲●</p>
<p>15A. All customer touchpoints that are not explicitly regulated by the ADA follow guidance for heights, reach ranges, and approach</p> <p>▲</p>	<p>15AA. Key customer touchpoints are built leveraging California Building Code guidelines (which are more stringent than ADA), and include multiple height options where possible</p> <p>▲</p>	<p>15AAA. All customer touchpoints exceed ADA guidelines in variability of heights to match user needs (e.g., drive-thru window, POS, counters, hand dryers)</p> <p>▲</p>
<p>16A. At least one of each product available for sale on the retail floor is located within ADA-specified reach ranges</p> <p>▲●</p>	—	<p>16AAA. A reasonable percentage of each product available for sale on the retail floor is located within ADA-specified reach ranges</p> <p>▲●</p>
<p>17A. All POS stations leverage ADA guidelines for accessibility</p> <p>▲</p>	<p>17AA. All POS station meets California Building Code requirements (for heights, approach, location, tactile markers, etc.)</p> <p>▲</p>	—
<p>18A. Order and total are confirmed verbally before purchase, and visually upon request</p> <p>●</p>	<p>18AA. A visual confirmation of the order and total is available to all customers before purchase</p> <p>▲●</p>	—
<p>19A. Customer-facing announcements and notifications are delivered either through clear audible signals (e.g., verbal announcement) or legibly posted via digital screens, leveraging ADA guideline</p> <p>▲●</p>	<p>19AA. Customer-facing announcements and notifications are delivered in two or more formats (visual, audible, tactile)</p> <p>●</p>	<p>19AAA. All customers can receive order status notifications on their personal</p> <p>●</p>

Tier A	Tier AA	Tier AAA
—	▲ 20AA. Customer-facing announcements and notifications delivered via digital screens can be seen from multiple locations	—
▲● 21A. Any store-provided visual information on customer-facing products is legible from 1' away, leveraging ADA guidelines	—	● 21AAA. Product information is available in two or more formats (visual, audible, tactile)
—	—	● 22AAA. Employees have tools to communicate with customers via two or more methods
● 23A. Add labels to all customer orders for pickup to clearly distinguish items from those of another customer	● 23AA. Additional means to labeling are used to distinguish customer orders for pickup from	—
● 24A. Stores provide tools to place orders without speaking, available upon request (writing, typing, app, etc.)	● 24AA. Stores automatically provide tools to place orders without speaking (writing, typing, app, etc.)	▲● 24AAA. Customers have at least one option to place orders in stores independently without need to interact with an employee
● 25A. Stores are equipped with steps, footrests, or other assistive devices that customers may request to improve access to seating.	● 25AA. Employees have preparation and tools to effectively provide assistance to customers with disabilities upon request	● 25AAA. Employees proactively offer assistance to all customers and have preparation and tools to effectively provide assistance to customers with disabilities
—	▲ 26AA. Stores are equipped with at least one POS that accepts non-insertion methods for card payments	▲ 26AAA. Alternatives to cash and credit card payment are available (e.g., biometric authentication, prepaid account, settling a tab, etc.)
● 27A. Customers have multiple options (speaking, writing, typing, in-app, etc.) to specify their order delivery preferences	● 27AA. Customers can specify their order delivery preferences in the app, and have these preferences saved as the default setting for future orders	—
—	—	● 28AAA. Stores provide multiple means for customers to carry items (e.g., bag, basket, tray)
—	▲● 29AA. Stores provide a variety of accessible seating options that suit a range of customer preferences and social gatherings	● 29AAA. Customers can reserve accessible furniture in stores, online or in app 3 of 19. Equipment & tools for order preparation

Bathroom: Functional and easy to use bathrooms for all individuals, families and employees to use is important for an inclusive experience

Tier A	Tier AA	Tier AAA
▲● 30A. Customers have a secure, accessible place to store belongings in the restroom, fitting room, or other single-person occupancy space	—	—
—	▲ 31AA. Restroom functions (flushing, water/soap/towel dispensing) leverage no-touch technology to activate	—
—	—	▲ 32AAA. Changing tables in restrooms are powered, height adjustable, and can accommodate an individual up to 300lbs
▲ 33A. Restroom occupancy is clearly indicated in both visual and tactile methods	—	—

Preparation & Back of House: Accessible work stations, break rooms, communications, and tools for employees can improve morale and efficiency.

Tier A	Tier AA	Tier AAA
<p>34A. Employees have a secure, accessible place to store belongings. If that does not exist in place, then one can be provided readily.</p> <p>▲●</p>	—	—
<p>35A. A reasonable percentage of service items required for order preparation are located within ADA-specified reach ranges</p> <p>▲●</p>	<p>35AA. All workstations in order preparation and delivery areas leverage California Building Code requirements for reach ranges, heights, clearance, and approach</p> <p>▲</p>	—
—	<p>36AA. Equipment and tools used in order preparation and delivery areas leverage California Building Code requirements for force and dexterity</p> <p>▲</p>	<p>36AAA. . Equipment and tools used for order preparation and delivery leverage CBC guidance for force and dexterity, and can be operated with one hand either as-built or with available</p> <p>▲</p>
—	<p>37AA. All status and process indicators on food and beverage preparation equipment have one alternate mode of notification available upon request</p> <p>●</p>	<p>37AAA. All status and process indicators are designed to be available in two or more formats (visual, audible, tactile), and can be selected based on the employee's need</p> <p>▲</p>
<p>38A. Any store-provided products kept at the Bar and BOH are labeled leveraging ADA signage guidelines and legible from 3' away</p> <p>●</p>	—	—
<p>39A. Operational reference materials are produced according to best practice for print materials to optimize legibility and accessibility</p> <p>●</p>	<p>39AA. Operational reference materials can be perceived in 2 or more accessible formats</p> <p>▲●</p>	—
—	—	<p>40AAA. Verbal customer orders can be input into systems with minimal effort</p> <p>●</p>
—	—	<p>41AAA. Employees have readily available tools to communicate with each other via two or more methods</p> <p>▲●</p>
<p>42A. Automated labeling distinguishes customer orders throughout the production process, leverage best practice for print materials</p> <p>●</p>	<p>42AA. Order details and status are legible throughout the production process</p> <p>▲●</p>	<p>42AAA. Order details and status are available in two or more accessible formats throughout the production process</p> <p>▲●</p>
—	<p>43AA. All POS stations apply ADA and CBC design standards to the employee POS interface</p> <p>▲</p>	<p>43AAA. Workstations for taking and processing orders are built to include adjustable height options where possible</p> <p>▲</p>
—	<p>44AA. Key components used in order preparation can be easily distinguished by accessible visual, tactile, or audible methods</p> <p>▲●</p>	<p>44AAA. Key components used in order preparation can be easily distinguished by accessible visual, tactile, or audible methods</p> <p>▲</p>
—	—	<p>45AAA. A reasonable percentage of all supplies for tasks such as restocking and cleaning are available within ADA-specified reach ranges</p> <p>▲●</p>
—	<p>46AA. Auditory or visual stimuli in employee work and rest areas are minimized to reduce cognitive strain</p> <p>▲●</p>	<p>46AAA. Auditory and visual stimuli are minimized in employee work and rest areas to reduce cognitive strain</p> <p>●</p>
—	<p>47AA. A catalog of readily available add-on solutions exists that employees can choose from for meeting employee needs</p> <p>●</p>	<p>47AAA. Equipment and tools used for order preparation and delivery can be operated without visual ability either as-built or with available add-ons</p> <p>▲</p>

Tier A	Tier AA	Tier AAA
—	—	▲ 48AAA. Equipment and tools used for tasks other than order preparation and delivery -- such as cleaning and restocking -- can be operated with one hand either as-built or with available add-ons
—	—	▲ 49AAA. Equipment and tools used for tasks other than order preparation and delivery -- such as cleaning and restocking -- can be operated without visual ability either as-built or with available add-ons
—	—	▲ 50AAA. Equipment and tools for tasks other than order preparation and delivery -- such as cleaning and restocking -- leverage California Building Code requirements for force and
—	—	▲ 51AAA. All workstations and operable parts for tasks other than order preparation and delivery -- such as cleaning and restocking -- leverage California Building Code requirements for reach ranges, maneuvering clearances, and operable
—	—	▲● 52AAA. Job duties that require physical actions or manipulations exceeding CBC requirements for force and dexterity of operable parts leverage innovative automation, technology, or assistive devices where feasible
—	—	● 53AAA. Interactions that require counting, measurement, or memorization innovative leverage automation or other assistive devices where feasible

Ambience: A comfortable space for all to enjoy offers lighting, acoustics and furnishings matched to a variety of sensory preferences

Tier A	Tier AA	Tier AAA
▲ 54A. Light and sound are optimized for a broad range of sensory needs through the store	▲● 54AA. Lighting and acoustics can be adjusted in customer areas upon request to meet the sensory preferences of individual customers	—
▲ 55A. Lighting and acoustics in employees areas are optimized for a broad range of sensory preferences	—	▲● 55AAA. Lighting and acoustics can be adjusted in employee areas upon request to meet the sensory preferences of individual employees
—	—	▲ 56AAA. All furniture is designed to be accessible to customers who use mobility devices, and there are open and companion seating areas.
▲● 57A. Store temperature is maintained at a comfortable temperature, adjustable upon request, and employees are not exposed to severe weather conditions for long periods of time	—	—

Got Questions?

Reach out to designinclusivespaces@starbucks.com