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## Disability Rights Advocates For Technology

500 Fox Ridge Road  
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[www.DRAFT.cc](http://www.DRAFT.cc)

### **Guidelines for Segway users with mobility impairments experiencing ADA violation(s)**

Be polite, many times this is an entry level employee who thinks what they are doing is correct. Always carry a cell phone and a recording device. (Pen and paper will do)

1. Ask for the persons name, their position, and title.
2. Tell them - I use the Segway because of (disability). (If they still refuse entrance, THEN continue with your conversation.)
3. Tell the person - The ADA, Americans with Disabilities Act, prohibits discrimination against you because of your disability. (If you're still not allowed inside.)
4. Write down the persons name, position, and reason for refusing entrance.
5. Ask to see the highest ranking manager on duty at the time.
6. Ask for the persons name, their position, and title. Get their business card.
7. Tell them - I use the Segway because of (disability), tell them the ADA, Americans with Disabilities Act, prohibits discrimination against me because of my disability. (The entry persons name and their position) has refused to let me enter using my Segway.
8. If you are admitted, be sure to thank the individual and ask that all person(s) in charge of admission to this facility be made aware of the ADA requirements. This will help you and others in the future.
9. If for any reason you are prohibited from entering, make sure you have the name and position of those with whom you have spoken. Also make sure that there is no higher ranking employee available. (especially on a weekend when many of the highest ranking people are off) If there is a higher-ranking person employed on the premises, ask when that person would be available.
10. If you continue to be discriminated against, contact DRAFT.

