

LOUD and PROUD

Maximizing Your Accessibility Info for Guests

The program will begin momentarily

Cultural Access Collaborative

We believe arts and culture are for everyone. Our mission is to empower Illinois' cultural spaces to become more accessible to visitors with disabilities.

4 Pillars:

- Professional Development
- Accessible Equipment Loans
- Access Calendar
- Network

Program Accessibility

- Real-Time Captioning provided by Efficiency Reporting
- ASL Interpretation provided by First Choice Interpreting
- Please use Q&A for Question Submission
- Please Chat with hosts for Tech and Access Support

Today's Speakers



Bill Green



Jesse Swanson



Carly Englander



Lauren Pincus

Why do you need an Accessibility Page?

- You offer a meaningful cultural experience
- You want to connect people to what you offer
- Some of those people identify as having a disability
- You need to answer the question: “Will this experience be accessible to me?”
- Make a welcoming space

How many people identify as having a disability?

- Anyone interested in an event has the potential to identify as having a disability
- Over 520,000 Chicagoland residents, approximately 10.1 percent of the total population, reported having a disability
- There are 40.5 million people with disabilities in the United States – approximately 12.6% of the population

Who is looking for this information?

- The individual with a disability
 - Deaf/Hard of Hearing
 - Blind/Low Vision
 - Mobility Disabilities
 - Learning Disabilities
 - Developmental/Cognitive Disabilities
- An interested family member or friend
- Interested community members

What useful content belongs on your org's website?

- Think about how guests will **approach, interact, and exit**
 - Paratransit address/accessible parking
 - Entrances, exits, doors
 - Navigating the space
 - Elevators
 - Distances
 - Bathrooms
 - All gender/family/single stall
 - Changing tables
 - Construction or temporary changes
 - Service animal policy

What else belongs on your org's website?

- Share resources and tools
 - Visual schedule
 - Social narrative
 - Quiet rooms and sensory bags
 - Wheelchair rentals
- Sensory information
 - Lighting
 - Noise
 - Temperature
 - Crowds

Access Services and Language

- Be sure to list ALL accessible services
 - Hearing Access (Open captions, ASL Interpretation, Assistive Listening Devices)
 - Visual Access (Audio Description)
 - Physical Access (Wheelchair Accessible Seats + Companion Seats, Aisle Seats)
 - Sensory Access
- Not all services cost money just consideration and clarity of language
 - Aisle Seating
 - Language and policy around service animals
 - Noise sensitivity
- Transparency about lack of accessibility!
 - It's better to be upfront about areas of building or programs that are not accessible.
- More information is always better than less

How to Request Accommodations

- Make sure that you have clear language about how and when people should request services or disclose need
- Offer a range of contact/request options
 - Access@Org.org
 - A phone number
 - An in person protocol
 - A personal connection either via phone or email is always better than a form
- If possible, let your audience know who they will be in touch with
- Include access in your regular patron purchase path.

Where on the site should people find this info?

- Repetition is KEY!
- Wherever you can, add this information on your website
 - Venue pages
 - Know before you go emails
 - Any communication going out to your audience.
- Frontline staff should also know where to find this information and have an understanding of your space's full slate of offerings.

What are some good examples?

Accessibility at CHF

At Chicago Humanities, we strive to eliminate barriers to participation related to aging and disabilities.

We are committed to adhering to and surpassing the guidelines set forth in the American with Disabilities Act (ADA). The staff of Chicago Humanities participate in accessibility training including basic American Sign Language lessons and sighted-guide practice taught by people who identify as Deaf and Blind. Our full-time Audience Accessibility Coordinator enthusiastically collaborates with each CHF department, ensuring accessibility is top of mind for our whole team and continuing to connect, build, and foster partnerships within the many communities of those with disabilities that are an important part of our Chicagoland audience. Know we value community feedback, particularly ways we can best accommodate those with disabilities attending our programs. If you would like to share such feedback or want more information about our audience accessibility program give us a call at (312) 661-1239 or email us at access@chicagohumanities.org.

Presented by:
Chicago Humanities

How to Request an Accommodation

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Hearing Access

>

Visual Access

>

Physical Access (in-person events)

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Sensory Kits (in-person events)

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Website provided by:
Chicago Humanities

Captioning in the Archives

Some people assume that the auto-captioning features of YouTube and other video platforms are adequate, but in fact, these auto-generated captions can be hard to read and can even misconvey information! At Chicago Humanities, we know there is no replacement for the human element when it comes to accessibility. Our long-term goal for all videos is to have accurate closed captions that meet best practices for readability.

As our team works through transcribing and captioning our robust archive, we are maintaining a playlist of all the videos that have captions available for easy access. If there is a video that you would like to request captions for, email us at access@chicagohumanities.org and we will work to make sure those captions are available.

To see the full selection captioned programs, check out our YouTube Playlist.

Website provided by:
Chicago Humanities

Joyce Carol Oates



PART OF PASS: HYDE PARK DAY

Storytelling with a legendary author

Sunday, Nov 5, 2023 11:00 am - 12:00 pm CT

University of Chicago - Gordon Parks Arts Hall



Open Captions

Assistive Listening Devices

Website provided by:
Chicago Humanities

Driving Directions

From the North: Take I-90/94 E. Take exit 48B for State Route 64/North Ave toward 1600 N. Turn right onto North Ave. Chop Shop will be on the left.

From the West: Take 290 E. Follow I-290 E to W Congress Pkwy. Take exit 27C from I-290 E toward Western Ave. Keep right and merge onto W Congress Pkwy. Turn left onto S Western Ave. Turn right onto W North Ave. Chop Shop will be on the right.

From the South: Take I-90/94 W. Take exit 48B for IL-64/North Ave. Turn left onto IL-64 W/W North Ave. Chop Shop will be on the left.

Parking

Paid street parking is available on North Ave, Damen Ave and Milwaukee Ave.

CTA

Blue Line: Blue Line stop at Damen. Head north on Damen Ave, and turn left onto North Ave. Chop Shop is on the south side of North Ave.

Buses: North Ave #72, Milwaukee Ave #56, or Damen Ave #50 to North Ave & Milwaukee/Damen.

Accessibility

Mobility: The main entrance of Chop Shop is accessible to all mobility devices. There is an elevator to the second floor restaurant and rooftop. If you are in need of a wheelchair, please reach out ahead of time or onsite to reserve one.

Assistive Listening Devices: Devices can be rented from the box office table before the event begins, along with headphones and single-ear speakers. Neck loops are available for hearing aids with t-coil capabilities. Valid ID or phone number required as collateral.

Sensory Kits and Toys: To best support audience members on the autism spectrum, with ADHD, or other sensory, social, or cognitive disabilities, we have a limited number of sensory friendly kits, toys, and tools available for use. Toys include Fidget Spinners, latex-free Sensory Balls, and Tangles. We also have a select number of Sunglasses and Noise-Reduction Headphones. Tools can be borrowed from the CH box office table before the event. Valid ID or phone number required as temporary collateral.

Service Animals: Chicago Humanities welcomes any and all animals that are registered as a service animal. A service animal is described under the ADA as "individually trained to perform tasks for people with disabilities." If you or someone you know is attending an event with a service animal please let us know and we can find the appropriate seat for you and your animal.

For additional information about accessibility, email access@chicagohumanities.org or call the CH box office at (312) 661-1239.

Website provided by:
Chicago Humanities

Accessibility Request

Select request type



- 1 +



ENTER ADDITIONAL NOTES

\$20.00 - Add To Cart With Accessibility Request

[Cancel Request](#)

Website provided by:
Chicago Humanities

THEATRE IS FOR EVERYONE

SERVICES FOR PEOPLE WITH MOBILITY DISABILITIES

- Wheelchair accessible seats in our Downstairs, Ensemble and 1700 Theaters
- A courtesy wheelchair, available on a first-come/first-serve basis through our Front of House office (312) 932-2445
- Accessible parking spaces in our valet parking lot at 1700 N Halsted, just north of the theater
- Wheelchair accessible restrooms in all of our lobbies
- In our Downstairs Theater, wheelchair accessible seats and seats without stairs are available in the back rows of both the Main and Balcony levels
- In our Ensemble Theatre, wheelchair accessible seats and seats without stairs are available in both the front and back rows
- In our 1700 Theater, wheelchair accessible seats and seats without stairs are available in the first row

SERVICES FOR PEOPLE WHO ARE DEAF OR HARD-OF-HEARING

- Induction loop on all theatre spaces
- Complimentary assistive hearing devices in all theatre spaces
- Open-captioned performances of our subscription and Steppenwolf for Young Adults plays
- American Sign Language-interpreted performances of our subscription and Steppenwolf for Young Adults plays
- ASL students from local universities who volunteer as ushers for ASL-interpreted performances

Assistive hearing devices for all theaters are available at the book shop and Guest Services desk, located across from coat check in the main floor lobby.

Induction Loop in All Theater Spaces

If you use a hearing aid or cochlear implant that has a T-Coil, feel free to turn it on for any performance!

If you use the loop, we would love to hear about your experience—we're always fine-tuning the system, and all feedback is helpful. Please ask any member of our customer service staff for a survey to complete, or email access@steppenwolf.org.

Assistive Listening Devices

Separate from our induction loop, our assistive listening system—available in all theater spaces—features FM headsets and over-the-head headphones.

Headsets are available for complimentary loan at the book shop and Guest Services desk, located across from coat check in the main floor lobby.

Upcoming Open Caption Performances:

Sanctuary City: Thursday, October 12th at 7:30pm and Saturday, October 21 at 3pm

POTUS: Or, Behind Every Great Dumbass Are Seven Women Trying to Keep Him Alive: Thursday, November 16 at 7:30pm and Saturday, November 25 at 3pm

Website provided by:
Steppenwolf



ACCESSIBILITY

Goodman Theatre strives to make its performances and facilities accessible to all. For additional information, questions, or if you need assistance or an accommodation, is not mentioned below please contact 712.443.3800 (hearing) 712.443.3811 (TTY/OTD) or email access@goodmantheatre.org



CONTACT ACCESSIBILITY REPRESENTATIVES

ACCESSIBILITY INFO

If you would like to discuss disabled seating and accessibility with a ticket representative, please call the Box Office at 712.443.3800 or email access@goodmantheatre.org for further information on any of our accessible services.

MORE INFORMATION ON OUR ACCESSIBILITY PROGRAMS

BLIND AND LOW-VISION SERVICES



Blind & Low-Vision Services

We provide large print and braille programs for every production. Learn more about our Touch Team and Audio Described performances.

ASL-INTERPRETED PERFORMANCES



ASL-Interpreted Performances

Learn more about our ASL-interpreted performances.

SERVICES FOR THOSE WHO ARE DEAF AND HARD OF HEARING



Services for Those Who are Deaf and Hard of Hearing

We offer auxiliary listening devices for all performances. Learn more about our Open-Captioned performances.

MOBILITY



Mobility

Learn more about accessibility at the Theatre, including designated parking, accessible entrances, and reserved accessible seating.

Website provided by:
Goodman Theatre



BOX OFFICE: (773) 753-4472

DONATE

TICKETS

Season & Tickets

Plan Your Visit

Accessibility

Recommended Restaurants

Hyde Park

Support

Engagement

About

• **ASL-Interpreted** performances are offered on the following dates. Please contact the Box Office at (773) 753-4472 or email [Phillip Lewis](#) for more information.

- [The Lion in Winter](#): December 02 at 2:00pm
- [Antigone](#): February 24 at 2:00pm
- [Rosencrantz and Guildenstern Are Dead](#): April 20 at 2:00pm
- [Stokely: The Unfinished Revolution](#): June 15 at 2:00pm

PATRONS WHO ARE BLIND/HAVE LOW VISION

• **Audio-Described** performances, with a pre-performance **Touch Tour**, are offered on the following dates. Please call the Box Office at (773) 753-4472 to purchase tickets, as we may have suggested seating for you.

- [The Lion in Winter](#): December 02 at 2:00pm
- [Antigone](#): February 24 at 2:00pm
- [Rosencrantz and Guildenstern Are Dead](#): April 20 at 2:00pm
- [Stokely: The Unfinished Revolution](#): June 15 at 2:00pm



Questions? Contact:

[Phillip Lewis](#), Audience Development Associate

Website provided
by: Court Theatre

Accessibility Map

ACCESSIBILITY

-  Low sensory area
-  Noisy on a busy day
-  Place to move around
-  Bench or rest stop
-  Tactile opportunity
-  Open captions
-  Visit Searle Visitor Center for quiet rooms, weighted lap pads, sensory bags (including noise reduction headphones, fidgets, and more) and wheelchair, ECV, stroller, and wagon rentals.



Map provided by: Lincoln Park Zoo

Where to start?

- Start small! Talking to your website partner or IT to find the best place to add information to the website.
 - Email, creating an access email for customers, visitors to have a place to ask their questions is important.
 - Be transparent.
- Know who is responsible
 - Who checks the access email address?
 - Who arranges services?
 - Who audits accessibility?
 - And more

And remember....

- Repetition is key
- You can't provide too much information

A call to action

- What can your own organization change about how accessibility information is shared?

Open Space for Questions



Resources



<https://bit.ly/3SiQIRA>

Donations



<https://bit.ly/donate2Collab>

THANK YOU FOR JOINING US!