LOUD and PROUD

Maximizing Your Accessibility Info for Guests

The program will begin momentarily
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
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

Mayor's Office for People with Disabilities: [City of Chicago :: Facts and Figures about People with Disabilities in Chicago and the U.S.](#)
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.
How to Request an Accommodation

Hearing Access

Visual Access

Physical Access (in-person events)

Sensory Kits (in-person events)
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.
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
Driving Directions

**From the North:** Take I-90/I-94 E. Take exit 48B for State Route 64/North Ave toward 5600 N. Turn right onto North Ave. Chop Shop will be on the left.

**From the West:** Take I-290 E. Follow I-290 E to W Congress Pkwy. Take exit 21C 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/I-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 #60 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 arrange 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, noise-free Sensory Bells, and Tingles. 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 sect for you and your animal.

For additional information about accessibility, email access@chicagohumanities.org or call the CH box office at (312) 651-1229.
Accessibility Request

Select request type

ENTER ADDITIONAL NOTES

$20.00 - Add To Cart With Accessibility Request

Cancel Request
THEATRE IS FOR EVERYONE

SERVICES FOR PEOPLE WITH MOBILITY DISABILITIES

- Wheelchair accessible seats in our Downstairs, Ensemble and TOHO Theatres
- A wheelchair, available on a first-come/first-serve basis through our front of house office (312) 932-2445
- Accessible parking spaces in our visitor parking lot on 1760 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 Theater, wheelchair accessible seats and seats without stairs are available in both the front and back rows
- In our TOHO 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 listening 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 interpreters for ASL-interpreted performances

Assistive hearing devices for all theaters are available at the box 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 an A-Coi, 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 accessibility@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 box shop and Guest Services desk, located across from coat check in the main floor lobby.

Upcoming Open Caption Performances:
Sanctuary City: Thursday, October 19th at 3:15pm and Saturday, October 21st at 3:00pm

POD: Or Behind Every Great Gumball Are Seven Women Trying to Keep Him Alive: Thursday, November 16 at 7:30pm and Saturday, November 18 at 3:00pm
ACCESSIBILITY

Goodman Theatre online ticketing is performance and functionality accessible to all. For additional information questions, or ticket events or performances please call (312) 443-3800. Please contact the Goodman Theatre Accessibility Department at (312) 443-3800.

MORE INFORMATION ON OUR ACCESSIBILITY PROGRAMS

**Blind and Low-Vision Services**
Access guide dogs on accessible seating and purchasing tickets through our website.

**ASL-Interpreted Performances**
Learn more about accessibility for American Sign Language performances.

**Services for Those Who are Deaf and Hard of Hearing**
We offer captioning, hearing devices, and other services for deaf and hard of hearing audiences.

**Mobility**
Learn more about our accessible seating and making our theatres more accessible.
- **ASL-Interpreted** performances are offered on the following dates. Please contact the Box Office at (773) 753-4472 or email [Phillip Lewis](mailto:philip.lewis@courtheatre.com) 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](mailto:philip.lewis@courtheatre.com), Audience Development Associate
Accessibility Map

ACCESSIBILITY

❤️ Low sensory area
音量
Noisy on a busy day
歩行
Place to move around
长椅
Bench or rest stop
手
Tactile opportunity
公开
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.
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
THANK YOU FOR JOINING US!