ADA Audio Conference Series
December 11, 2018
Access to Cultural Programs and the Arts: Serving Patrons with Disabilities

This session is scheduled to begin at 2:00pm Eastern Time

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• If you are listening by phone you will be instructed by the Operator on how to ask a question.

• Webinar participants may type and submit questions in the Chat Area Text Box or press Control-M and enter text in the Chat Area. You will not be able to see the question after you submit it but it will be viewable by the presenters.

• If you are connected via a mobile device you may submit questions in the chat area within the App

• Questions may also be emailed to webinars@ada-audio.org

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Customize Your View

Resize the whiteboard where the presentation slides are shown to make it smaller or larger, by choosing from the drop down menu located above and to the left of the whiteboard. The default is “fit page”.
Customize Your View, continued

• Resize/Reposition the Chat, Participant and Audio & Video panels by “detaching” and using your mouse to reposition or “stretch/shrink”.

• Each panel may be detached using the icon in the upper right corner of each panel.

Technical Assistance

• If you experience any technical difficulties during today’s session:
  1. In webinar platform: Send a private chat message to the host by double clicking “Great Lakes ADA” in the participant list. A tab titled “Great Lakes ADA” will appear in the chat panel. Type your comment in the text box and “enter” (Keyboard - F6, Arrow up or down to locate “Great Lakes ADA” and select to send a message); or
  2. By Email webinars@ada-audio.org; or
  3. Call 877-232-1990 (V/TTY)
Access to Cultural Programs & the Arts: Serving Patrons with Disabilities

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Founder & Co-Chair, Chicago Cultural Accessibility Consortium (CCAC)

Takeaways

1. Accessibility is achievable through incremental change.
2. Accessibility is a microcosm for good hospitality.
3. We are stronger together.
Accessibility in Cultural Organizations

The World Health Organization (WHO) defines disability as a contextual variable, dynamic over time and in relation to circumstances. One is more or less disabled based on the interaction between the person and the individual, institutional and social environments.

How Many People With Disabilities?

- 1 in 5 people have a disability
- 37% of seniors (65+) in Illinois
- Mobility & Dexterity
- Hearing loss
- Vision loss
- Alzheimer’s and other types of dementia
- Largest minority group in US (19%)
- 1 in 3 families include a person with a disability
- Invisible disabilities
Why Accessibility Matters

- Cultural and arts organizations are committed to creating a positive experience for all visitors
- Everyone has the right to participate fully in the cultural life of their community.
- It’s good business - represents $200 billion in discretionary spending
- It’s the law (Americans with Disabilities Act and Section 504, 1973 Rehabilitation Act)

Maslow’s Hierarchy of Needs
Hierarchy of Accessibility and Hospitality

**SELF**
Actualization

**EGO**
Power, Autonomy

**SOCIAL**
Welcoming environment—we want you to be here!

**SAFETY**
Emergency planning and communication

**PHYSIOLOGICAL**
Physical accessibility—ability to enter space, bathroom, restaurant

Direct access to art form and accommodations of high quality. Participation in planning/behind-the-scenes; representation of disability group on stage/exhibition.

Choices are provided. Guests maintain independence.

Effective communication.

Foundational Planning

• Creating and communicating a hospitality mission that incorporates accessibility
• Access audit and resource inventory
  • Identifying internal and external allies
• Staff training
• Budgeting
• Assessment tracking and fundraising
  • Communication and follow-through with audience
Chicago Cultural Accessibility Consortium (CCAC)

- We believe that everyone deserves access to Chicago’s rich arts and culture.
- Our mission: Empower Chicago’s cultural spaces to become more accessible to visitors with disabilities.
- We achieve this vision through:
  - Ongoing professional development trainings
  - Equipment loan program
  - Online resources (including an Access Calendar)
  - Building and maintaining a robust network

Network

- List-serv, social media
- CCAC Social
- Support and encouragement

"Moments after we submitted our first OC performance to CCAC’s Access Calendar, I received an email from CCAC leadership welcoming [us] to the Chicago cultural access family, and asking if we had any questions or needed any assistance…The arts community in Chicago is becoming more and more accessible for people with disabilities (and everyone) each day thanks to the amazing work CCAC does!"

— Chicago Theater Administrator
Access Calendar

• Accessible calendar for screen readers
• ~40 options per month, more than 450 events per year.
• Coordination amongst companies
Equipment Loan

16/17 season: 30 arts organizations for ~95 cultural events.
17/18 season: 31 arts organizations for ~102 cultural events.
Audio Description instances have increased in the city, the usage of our equipment decreased.

Professional Development Workshops

• 35 workshops with more than 1700 attendees
• Accessible workshops – open captioning, ASL, captioned videos, etc.

“CCAC has helped Chicago History Museum become more aware of accessibility history, law and audience. Many staff members have attended programs that provide both philosophical and practical information to help us transform our museum into a place that welcomes all. Armed with that information...CHM now has an access committee and we are working on policy and plans to create an accessibility road map for the future.”

- Tamara Biggs, Curator of Exhibitions, Chicago History Museum
Greater together

• Collaboration
• Service providers – expansion of a market
• Growing market for the consumer – offering new choices
• Increased quality of work

“Chicago has been a leader in providing accessible arts to those of us with disabilities ever since CCAC was founded... With all the Chicago-area cultural institutions who participate, I’ve been able to enjoy everything from architecture walking tours to live theater to outdoor music events as much as my fellow Chicagoans do. Maybe even more!”

-- Beth Finke, author and blind audience member

Questions?
Stay in touch.
• Christena Gunther, cgunther@chicagoculturalaccess.org
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**All Are Welcome**

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**Priorities of Accessibility & Inclusion Team**

1. Foster a welcoming and inclusive culture.
2. Provide effective communication and a multisensory experience for all audiences.
3. Maintain a barrier-free, safe and comfortable experience.
4. Offer all guests opportunities for social interaction and independent exploration.
On-going Staff Training

2018 Training Schedule
• Community Panels
• JJ’s List
• Autism Speaks
• Audio Description
• Chicago Lighthouse
• Alzheimer’s/Dementia
• Universal Design
• Universal Design for Learning

Resources & Accommodations

• All Gender/Family Restrooms
• Adult Changing Tables
• Audio Described Aquatic Presentations
• 4-D Theater Audio Description & Closed Captioning
• Sensory Friendly app
• Sound-reducing Headphones
• Tactile & Talking Models
• Wheelchairs and Walkers
BEAM Pro – Telepresence Robot

Calm Waters is an exclusive event for guests with disabilities to explore Shedd Aquarium’s exhibits and experiences in a comfortable and accepting environment. Modification for these events will include limited capacity and streamlined entry with advance registration.

Family members and companions are welcome.
“Nothing about us, without us.”

Community Involvement

Jason Harrington, Education Outreach Manager
Next Webinar

January 15, 2019
Accommodating Students with Disabilities Enrolled in Medical and Health Science Programs

www.ada-audio.org
877-232-1990