



## 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

Real-Time Captioning, and the PowerPoint Presentation are available through the Webinar Platform. Audio Connection is available through the webinar platform/telephone/Mobile App.

## Listening to the Webinar

- The audio for today's webinar is being broadcast through your computer. Please make sure your speakers are turned on or your headphones are plugged in.
- You can control the audio broadcast via the Audio & Video panel. You can adjust the sound by "sliding" the sound bar left or right.
- If you are having sound quality problems check your audio controls by going through the Audio Wizard **which is accessed by selecting the microphone icon on the Audio & Video panel.**



## Listening to the Webinar by Mobile

iPhone, iPad, or Android (including Kindle Fire HD):

- Individuals may listen\*\* to the session using the Blackboard Collaborate Mobile App (available free from the Apple Store, Google Play or Amazon).



\*\* Blackboard Collaborate Mobile App does not display Closed Captioning, has limited accessibility for screen reader and Voiceover users, and will not show the "Web Tour" portion of today's program.



3

## Captioning

- Real-time captioning is provided during this webinar.
- The caption screen can be accessed by choosing the "CC" icon in the Audio & Video panel.
- Once selected you will have the option to resize the captioning window, change the font size and save the transcript.



4

# Submitting Questions

- 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](mailto:webinars@ada-audio.org)



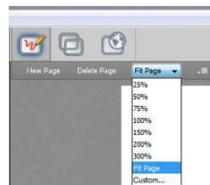
**Please note:** This webinar is being recorded and can be accessed on the ADA Audio Conference Series website at [www.ada-audio.org](http://www.ada-audio.org) within 24 hours after the conclusion of the session. The edited written transcript will be posted at this same site within 7 business days following the conclusion of the session.



5

# 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".



6

## 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.



7

## 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](mailto:webinars@ada-audio.org); or
  3. **Call** 877-232-1990 (V/TTY)



8

## Access to Cultural Programs & the Arts: Serving Patrons with Disabilities



**Christena Gunther**  
cgunther@chicagoculturalaccess.org  
Director of Education, Evanston Art Center  
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?**

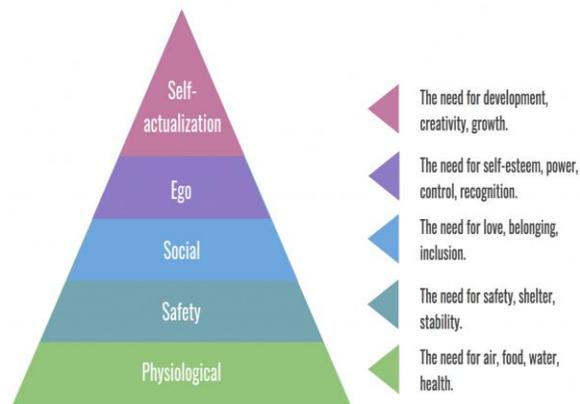
- 1 in 5 people have a disability
- 37% of seniors (65+) in Illinois
- Mobility & Dexterity
- Hearing loss
- Vision loss
- Alzheimer's and other types of dementia
- Largest minority group in US (19%)
- 1 in 3 families include a person with a disability
- Invisible disabilities

## 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)

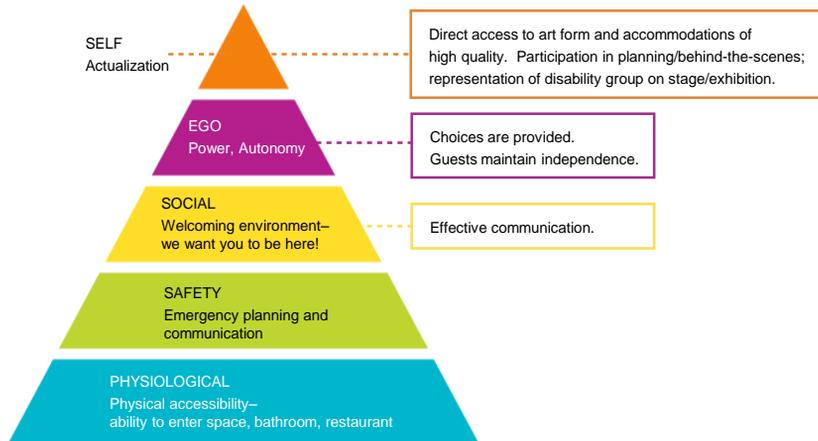
## Maslow's Hierarchy of Needs

### Maslow's Hierarchy of Needs



- peachypublications.com

# Hierarchy of Accessibility and Hospitality



CREATED BY:  
cgunther@chicagoculturalaccess.org



## 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

**November 2018**

| Sunday  | Monday                                     | Tuesday   | Wednesday                                  | Thursday | Friday  | Saturday                |
|---|--|---|--|----------|---|-------------------------|
|   | 28   | 29  | 30   | 31       | 1   | 2 3                     |
| Alice Walker at Chicago Humanities Festival   | Masque Macabre at Strawdog Theatre Company | Doris Kearns Goodwin: Leadership in Turbulent Times | Masque Macabre at Strawdog Theatre Company |          | Tom Hanks: Uncommon Type at Chicago Humanities Festival | Zurich at Steep Theatre |
| Neil Gwynn at Chicago Shakespeare Theater   | Masque Macabre at Strawdog Theatre Company | Masque Macabre at Strawdog Theatre Company          | Masque Macabre at Strawdog Theatre Company |          |   |                         |
| The Wong Kids in the Secret of the Space Chapparral, Gol at DePaul's Merle Reskin Theatre |  |   |  |          |   |                         |
|   | Masque Macabre at Strawdog Theatre Company |   |  |          |   |                         |

## 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](mailto:cgunther@chicagoculturalaccess.org)  
[www.chicagoculturalaccess.org](http://www.chicagoculturalaccess.org)





## All Are Welcome



Lynn Walsh  
Accessibility & Inclusion Manager  
[lwalsh@sheddaquarium.org](mailto:lwalsh@sheddaquarium.org)  
312-692-3315



## 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: Extended Hours for Guest with Disabilities

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.

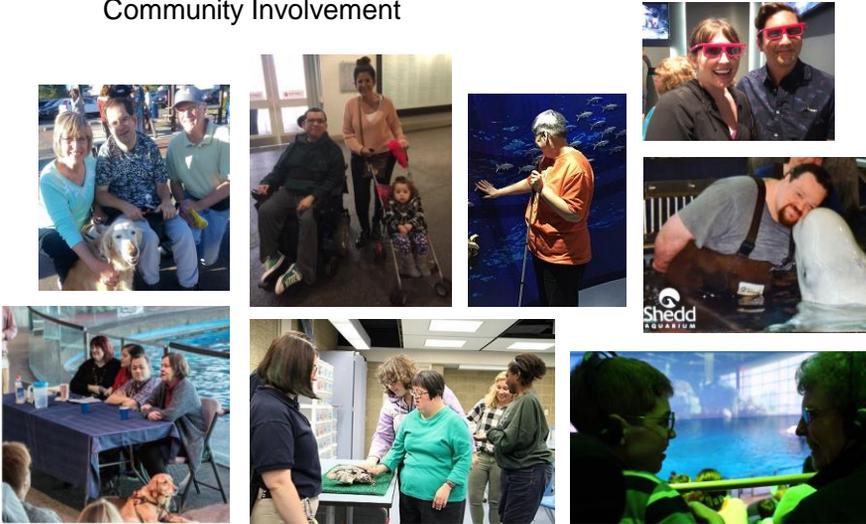
Family members and companions are welcome.





# “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](http://www.ada-audio.org)

877-232-1990