



NEVER SAY NO

Arts-n-Rec Webinar Series:
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**Never
Say No**



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Getting Started

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Build a solid accessibility foundation and embed it in the mission, vision, values and culture of your organization.



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Put Access into Practice

Respect diversity of needs within the disability community

Value existing and new audiences, visitors, staff, creatives

Engage with the disability community not just “for”

Integrate access into every day business procedures

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Plan and design in options that allow the visitor/audience a choice in how they engage with the experience



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Build capacity,
allocate resources,
and give permission
to staff to:

Be responsive,
adaptable and nimble

Open to new ways of
providing access

Take the time to work
out solutions

Make decisions and
follow through

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Create environments
that welcome visitors
and audiences of all
ages with disabilities



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Set your goals to:

Provide excellent customer service

Find solutions to challenges

Remove barriers to participation

Engage in an interactive dialogue and process

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Never Say No



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Put a system and process in place:

Establish steps and procedures for making a request and communicate that clearly.

Designate staff responsible for responding.

Make it easy to ask for assistance - post a phone number, an email, several ways to connect to the right person.

Train everyone in the organization so that they know where to send requests for accommodation

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Train your staff and have them practice saying:

That is interesting. I don't know the answer but I'll be happy to look into that.

I'm not sure. Let me get someone who can assist you.

May I have your contact information and I'll get back to you with that information.

I'm not sure I understand could you tell me a little bit more about what you need?

Here is what we can do . . .

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Keeping the dialogue open and seeking successful solutions may require you to:

Gather more information to offer appropriate assistance.

Anticipate, if possible, and be proactive not reactive.

Give information that allows participants to make informed choices.

Keep everyone informed, let them know what the process is and what to expect.

Keep your focus on what you can do, not on what you cannot do

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Are there reasons to say “no”?



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Limit the
circumstances under
which you may need
to say no:

A request places your staff or patron/visitors health and safety at risk or violates life/safety regulation

The request is for service of a personal nature such as assistance with eating, toileting, dressing, or cleaning, monitoring, providing medical equipment

A qualified service provider (sign language interpreter, CART-writer, audio describer) is not available.

But ... even then ... keep the door open to the interactive process and engaging in seeking solutions in the future.

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Scenarios

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Scenario 1

The mother of a young child who is being treated for cancer calls. She wants to bring her son and the rest of her family to an exhibit at the Museum, but her son has a compromised immune system and cannot be in a crowded space or in a space that has been full of people all day. This particular exhibit has been very busy.

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Scenario 2

A patron who uses a wheelchair calls and tells you that they have some complicated medical issues and that they need to have their Personal Care Attendant (PCA) with them at all times while they are in your venue. They do not want to pay for a ticket for their PCA. Your venue requires that everyone who enters must have a ticket.

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Scenario 3

A visitor contacts you and tells you that they've always wanted to come to your museum, it has been their dream. They tell you that they are an older adult and do not have a lot of stamina and want to reserve a wheelchair. There is no reservation system for the wheelchairs, it is first-come, first served. There are timed tickets for entry.

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Scenario 4

A patron contacts you about purchasing tickets. She also tells you that she has a hearing loss and needs captioning. She will be in town for only a few days and she would like to come with her hearing friends who already have tickets for Tuesday in two weeks. There are tickets available but that performance is not scheduled to have captioning. There is a performance with captioning scheduled the next night.

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Thoughts?
Questions?



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You will receive an email following the session
with a link to the on-line evaluation



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800-949-4232 (V/TTY)
www.adagreatlakes.org



Next Session:
Thursday, December 12, 2021
Inclusive Exhibit Design

Registration available at:
www.adaconferences.org/artsnrec



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