

Disability Access to Art Exhibits and Performances

Training for Directors & Managers

Presented by:

Mayor's Office on Disability
and
City Attorney's Office

Demographics

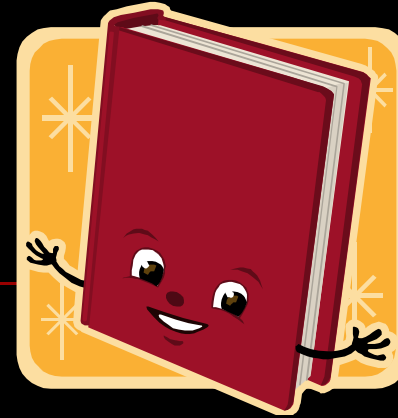
- 150,131 Residents with disabilities in San Francisco (19.4% of the total population)
- 37.8% have physical disability (56,749)
- 26.1% have mental disability (39,184)
- 17.1% have sensory disability (25,672)
- 16.4% of people with disabilities are below poverty level (2X general population)

2000 U.S. Census Data

The Blind / Low-Vision Priorities Project

- As the first study of its kind, the BLVPP addressed the most urgent priorities and needs of people who are blind and low vision.
- Among survey respondents with interest in public art exhibits, 51.2% would prefer to experience exhibits through an audio description at the site where the art is located by wearing headphones.
- They particularly appreciate tactile exhibits.
- They also appreciate “access days,” or days when people with disabilities have priority access to exhibits, and docent tours.

Recommendations



- Upgrade customer service to people who are blind and low vision.
- Provide informational materials in a variety of alternative formats.
- Provide audio description of art in a public space at the location of the exhibit.

In This Session You Will Learn:

- The definition of disability access and YOUR obligations under the law.
- How to successfully integrate disability access into your art exhibits and performances.
- What resources are available to assist you.

The ADA: a Civil Rights Law with Standard Expectations

- Don't Deny Participation or Service
- Don't Segregate
- Don't Retaliate or Coerce



Denial of Service or Participation

Example:

- The City institutes the Cultural Bus program that will provide tours to different art exhibit venues throughout the City. Persons using wheelchairs will be denied access to this service if the bus used to provide the tour is not wheelchair accessible.

Segregation

Example:

A newly renovated performance hall offers wheelchair seating only at the lowest price seating and clusters all the wheelchair positions in the back.

Review

- Self-assessment questions 1 and 2

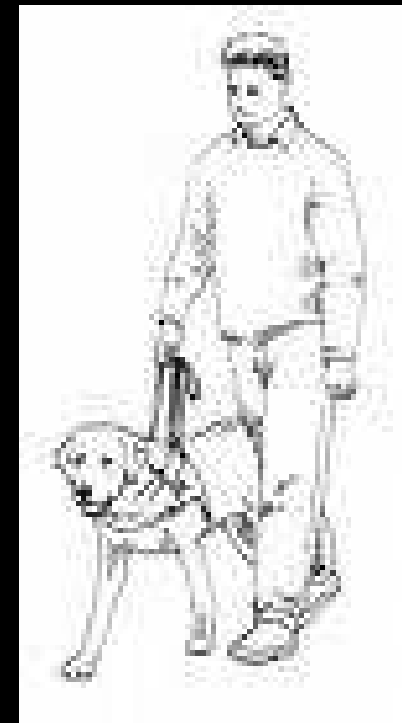
The ADA is a Civil Rights Law with NEW Expectations

- Unlike other civil rights statutes, the ADA creates an affirmative obligation to create equal access so that people with disabilities have the same opportunity to benefit from a program, activity or service as others.
- We have the obligation to modify our policies, practices and procedures when needed to provide equal access. This is called a

Reasonable Modification.

Example:

- Museums and performance venues do not generally permit animals / pets on the premises. This policy, however, can be modified to allow access to a patron with a service or emotional support animal.



Effective Communication

- The City must provide people with disabilities the same opportunity as others to enjoy, receive and understand information from the City.
- When the City provides an auxiliary aid or service to ensure effective communication, the City must give primary consideration to the aid or service the individual with a disability has requested.

Five Steps to Effective Communication

1. Remember: There is no “one-size-fits-all” solution.
2. Be creative in accommodating diverse needs.
3. Be prepared with well thought-out policies and procedures to enhance communication.
4. Train all staff and volunteers who come in contact with the public about available auxiliary aids and services.
5. Inform the public about auxiliary aids and services through signage, advertising, Web sites and other available means.

For People Who Are Blind or Have Low Vision

- Audio Description
- Computer Screen-reading software
- Braille
- Large Print
- Readers
- Tactile Materials
- Touch Tours

Case Study: The Star Spangled Banner Exhibit at the Smithsonian American History Museum



Samples of the fabric backing used for preservation of the Star Spangled Banner.



Tactile model depicting missing star from the Star Spangled Banner.



Tactile depiction of the size and shape of a star from the Star Spangled Banner.



A small speaker wand is used to relay audible information.

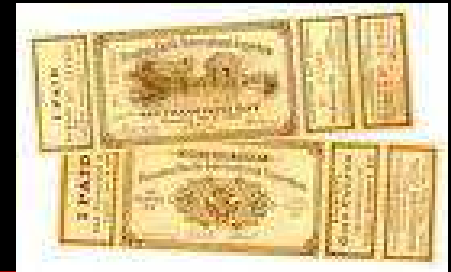
For People with Hearing or Speech Disabilities

- Sign Language or Oral Interpreter
- Assistive Listening Device (ALD)
- Open or Closed Captioning
- TTY phone
- Telephone Relay System (711)
- Computer-Aided Real-time Reporting (CART)

For People with Cognitive Disabilities

- Focus on one topic at the time.
- Show or demonstrate verbal instructions.
- Rephrase and simplify concepts into smaller components.
- Make associations with already familiar ideas.
- Provide objects that appeal to multiple senses.
- Use pictures and other visual aids.
- Inform people before transitions take place.
- Respond to patrons' level of interest.

Don't forget your tickets



- Free or reduced admission fees for people with disabilities are not required.
- You should, however, provide a discount if the event is located in a historic structure and cannot provide integrated and dispersed seating and the only accessible seating is located in the most expensive area, or if choice is limited (accessible seating is clustered in the first or last row).

What We **DON'T** Need to Do

Fundamental Alteration

- Allowing a touch tour of a fragile 16th century textile that is kept under specific environmental conditions.

Undue Administrative Burden

- Providing the list of items in the permanent collection of the de Young Museum on audiotape if the list is available online and the City provides access to a computer that can read the list aloud.

Undue Financial Burden

- Installing curb ramps at every City curb within one year's time at a cost of \$210 million.

Review

- Self-assessment questions 3, 4 and 5

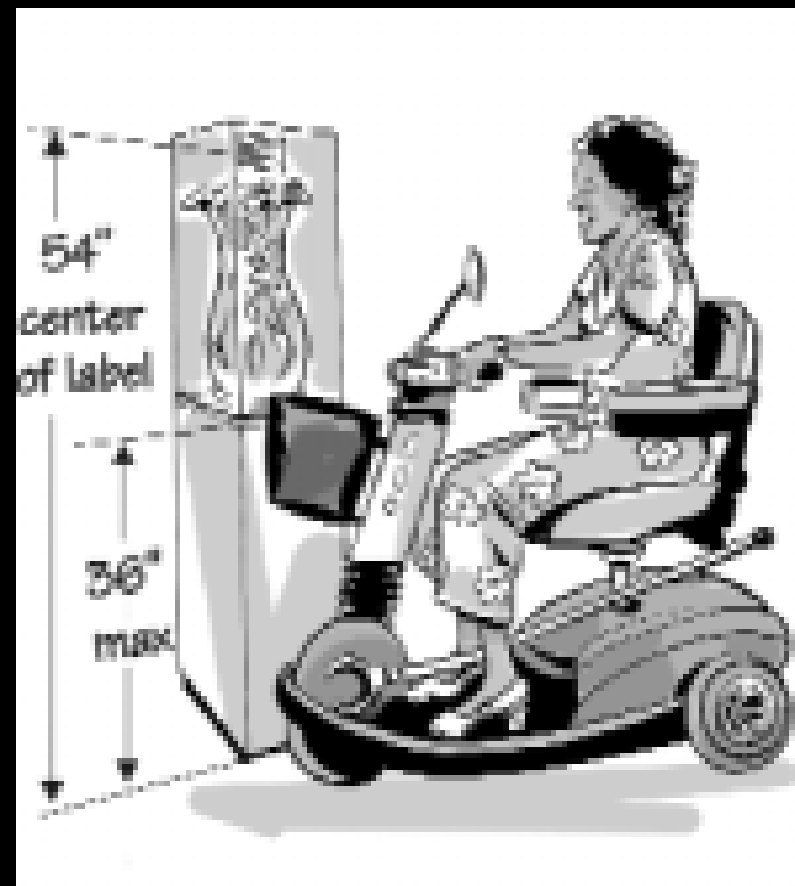
Physical Access

- The ADA does not require that an entity make every facility accessible. It does require that all City programs be accessible.
- In theory, this concept of program access allows the City to have multiple programs in various sites, with only a portion of them accessible.
- In practice, ensuring equality of service using this approach is difficult.

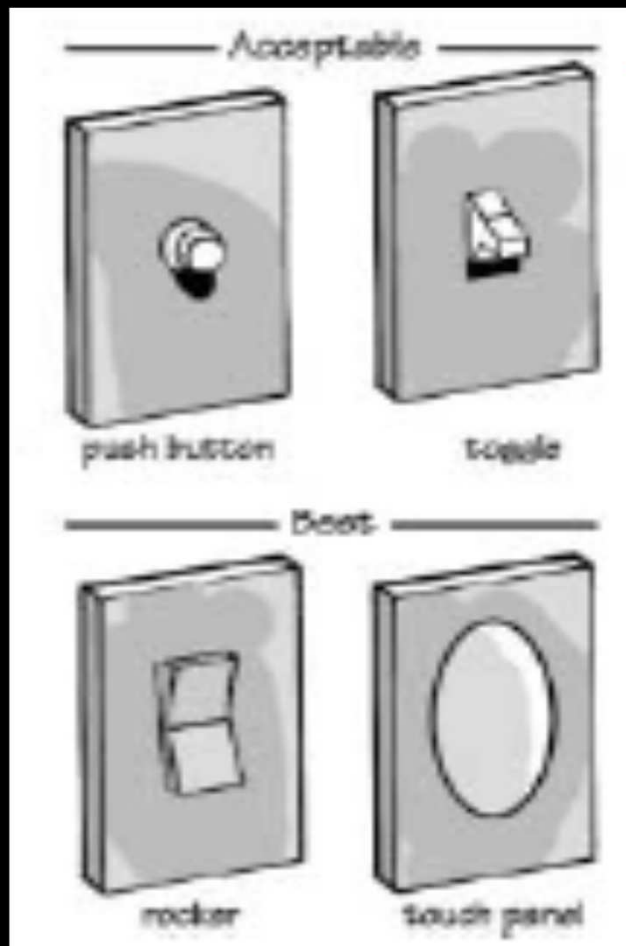
Elements of Physical Access at Exhibits and Performance Venues

- Exhibit viewing clearances
- Accessible controls for interactive displays
- Designing Access for patrons **and** performers
- Integrated and dispersed seating locations
- Accessible route throughout the venue
- Access to historical buildings

Exhibit Viewing Clearances



Controls for interactive displays



1. The controls must be within reach of a person who is short or seated. Operable parts should be placed between 15 inches and 48 inches from the floor.
2. Controls and interactive exhibits that give feedback should be both audible and visual.

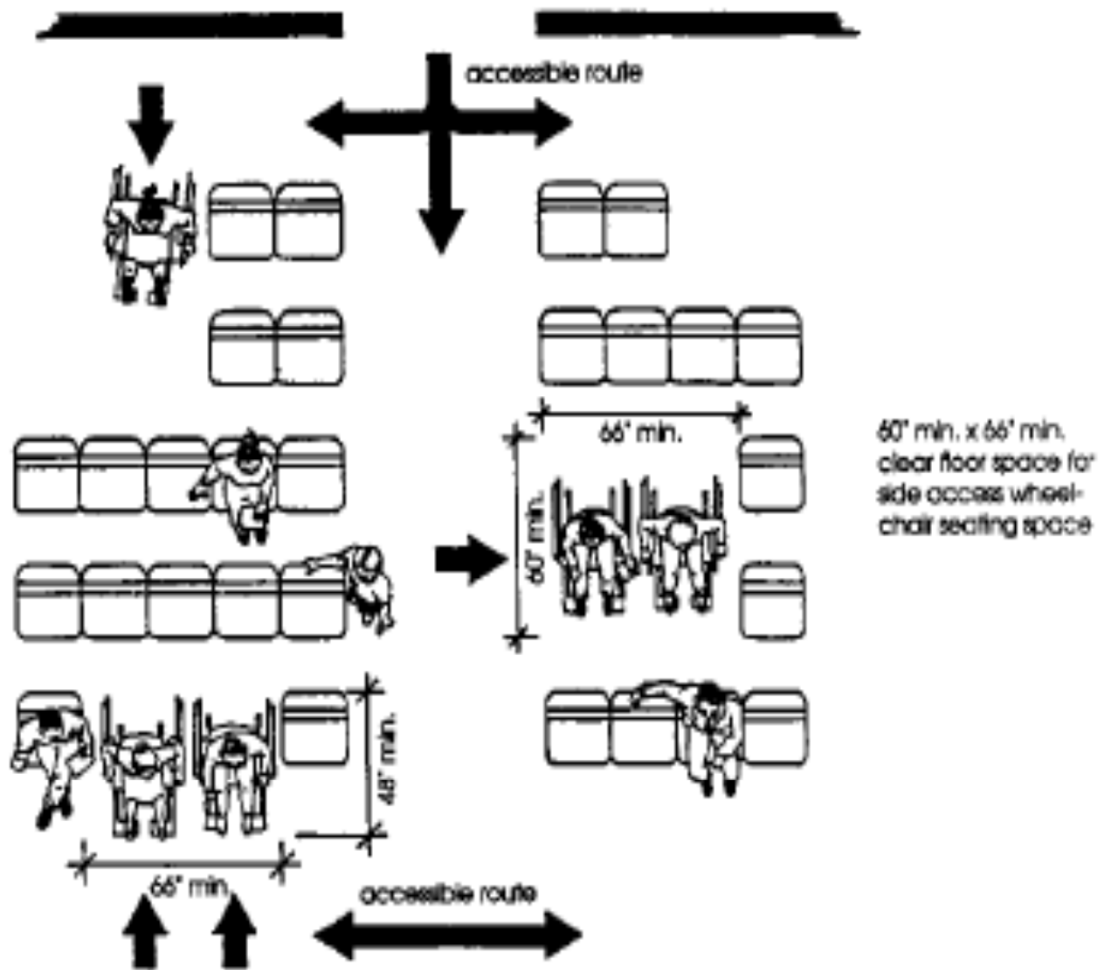


Mark Taper Forum, Los Angeles, CA: Backstage dressing room with actress Lisa Mann

Access for All Users

When designing or retrofitting a performance venue, you must also provide access to performers' areas like the stage and dressing rooms.

arrows indicate
direction of approach



48' min. x 66' min.
clear floor space for
forward and rear
access wheelchair
seating spaces

Forward/Rear and Side Approach to Wheelchair Seating Space

Integrated and Dispersed Seating Locations at Performance Venues

Interior Accessible Route



1. All surfaces are stable, firm and slip-resistant.
2. Aisle and hallway width 36 -60 inches preferred.
3. Signage must direct to accessible route if all not accessible.
4. **Seating** should be provided at periodic intervals for people who need to rest.

Beware of Protruding Objects



Cane cannot detect above 27"



Protruding Object Warning

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Access to Historical Buildings

1. Review the historical significance of the property.
2. Assess the property's existing and required level of accessibility.
3. Identify and evaluate accessibility options within a preservation context.
4. Provide **programmatic access** where physical access cannot be achieved.

Maintenance of Accessible Features

- Public entities must maintain in working order equipment and features of facilities that are required to provide ready access to individuals with disabilities.
- Isolated or temporary interruptions in access due to maintenance and repair of accessible features are not prohibited.

Examples

- Holding regular, periodic trainings in use of a lift in a performance venue to ensure that staff can operate the lift upon request.
- Keeping the area next to the strike side of a door free of obstructions.

Review

- Self-assessment questions 6 and 7

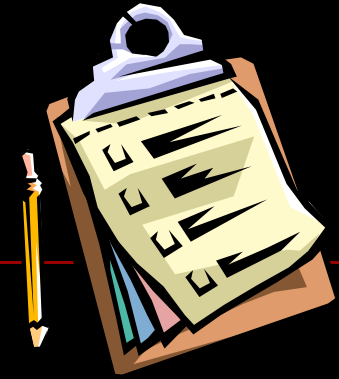
Steps to Access

- **Notice**

Use the MOD version, or your own.

The notice should have clear, simple language, with contact information if there are problems or questions.

Steps to Access



■ Accessible Events Notice:

- Accessibility features at the meeting site
- Availability of auxiliary aids and services
- Provide a contact person for reasonable modification requests
- Time frame for requests
- Accessible transit to the site (optional)

Steps to Access

■ Reasonable Modification Policy

(see service and support animal DRAFT policy)

Instruct your staff:

- If it is obvious, or easy, “Just Do It”
- If it doesn’t make sense or outrageous it seems a bit more complex, give to a supervisor or call MOD.
- Respond promptly with a timeline for action.

Steps to Access

- **Auxiliary Aids and Services & Alternative Formats**

MOD has lists with City approved vendors on the website. Schedule in advance if possible.

Steps to Access

■ **Grievance Procedure**

An administrative option instead of a lawsuit. A new grievance procedure is pending at the Board of Supervisors. It has a 20 business day response time.

Ensure that your staff understands the process and can inform customers of their options.

The Department itself provides the response to the complainant; MOD is a resource.

We Are Here to Help !

- Mayor's Office on Disability – Joanna Fraguli

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