

LACMA



Museum of Art

Access for Visitors with Disabilities

December 20, 2017

Mission





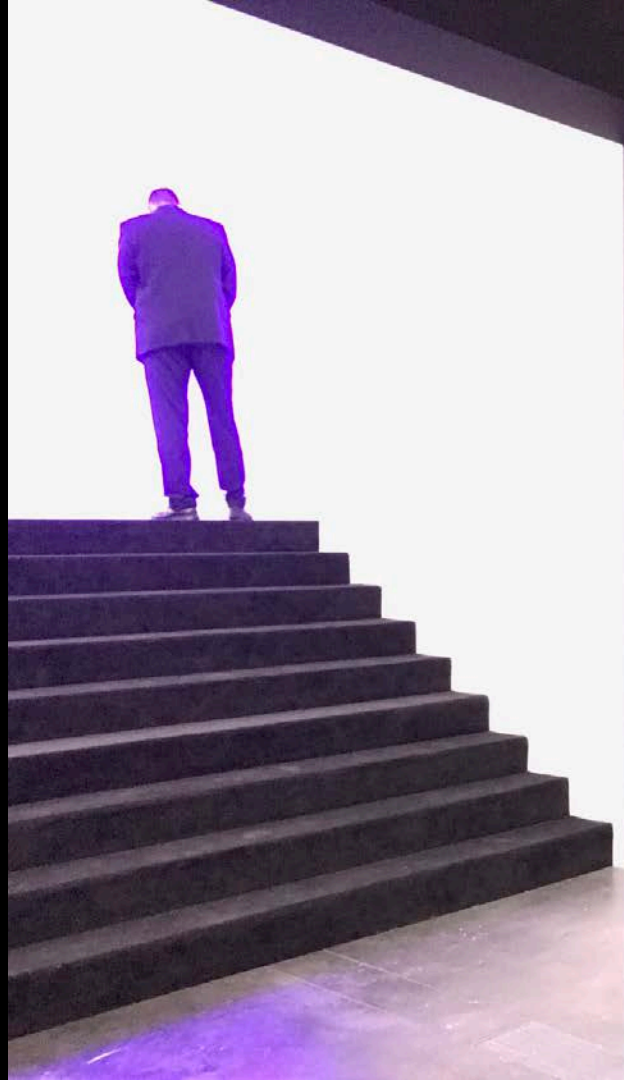
To serve the public through the collection, conservation, exhibition, and interpretation of significant works of art from a broad range of cultures and historical periods, and through the translation of these collections into meaningful educational, aesthetic, intellectual, and cultural experiences for the widest array of audiences



Plans and Programs to Address Special Needs of Visitors with Disabilities

Exhibition and gallery design

- All exhibitions and galleries (pathways, lighting) designed to align with city, county, state, and federal accessibility requirements
- LACMA works with artists to ensure accessibility for all, modifying immersive installations with ramps, lighting, etc.



Plans and Programs to Address Special Needs of Visitors with Disabilities

Exhibition and gallery design (cont.)

- Accessible, legible labels that align with font/label standards
- Best practices for the height of casework
- All exhibition design is reviewed by an internal group with accessibility in mind



Plans and Programs to Address Special Needs of Visitors with Disabilities

Facilities and services

- Assisted listening devices in the Bing Theater
- Wheelchairs available free-of-charge
- Service dogs welcomed
- Designated parking spaces and van drop-off areas

Plans and Programs to Address Special Needs of Visitors with Disabilities

Facilities and services (cont.)

- Accessible automatic doors, restrooms, elevators
- Mobile app designed for voiceover applications
- Color and font type considered for all web and mobile pages
- Emergency preparedness: stair chairs, trained staff



Plans and Programs to Address Special Needs of Visitors with Disabilities

Tours for visitors with disabilities

- LACMA offers tours with visitors with mental, developmental, and physical disabilities, as well as seniors, veterans, and people in substance abuse programs, serving 300–600 annually
- LACMA plans to increase outreach to deaf visitors by partnering with Cal State Northridge's Deaf Studies program to provide American Sign Language interpreters

Public Information/Communications Efforts

Signage on campus

- Bing Theater signage alerts visitors about the availability of assisted listening devices
- Signs indicating wheelchair-friendly restrooms, egress, pathways
- Updated campus map with clearer information on accessibility



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of hearing instruments and
professional audio products, **TELEX®**

Public Information/Communications Efforts

Website

- LACMA.org has information about accessibility at the museum
- Website can be enhanced by the user using features provided by Microsoft for disabled users
- Colors/fonts are designed with disabled users' accessibility in mind
- Redesign underway for enhanced accessibility

Public Information/Communications Efforts

Outreach to visitors with special needs

- LACMA reaches out to over 60 agencies and organizations serving people with mental, developmental, and physical disabilities, including County departments, to inform them of our Visitors with Special Needs tour program



Accountability Processes

Regular meetings to discuss accessibility issues

- Any accessibility issues/complaints/requests made by the public are reviewed and discussed in regular meetings with department heads within the museum

Accountability Processes

Accessibility Task Force established

- The museum has recently established a formal cross-departmental task force to discuss issues of visitor accessibility.

Initiatives Under Consideration

Update best practices with new and emerging technologies

- Exploring various assisted technologies including hearing loop and closed-captioning
- Training front-line staff
- Large-print map, didactics, brochures
- Incorporating best practices into the design of the new building (increased numbers of accessible restrooms and signage, etc.)

Initiatives Under Consideration

Explore funding options to enhance services

- Grant opportunities to fund programs and services for visitors with disabilities



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