Conference Schedule

Subject to change.

Saturday, August 2

9:00 a.m. to 5:00 p.m. – Capacity Building Workshops:
An additional registration fee is required for pre-conference and capacity building workshops. Please see site for details.

Developing Multi-sensory Strategies to Engage All Audiences
This session will guide participants through a series of experiential workshops, each engaging a specific sense or modality. After much discussion and hands-on experience, participants will leave equipped with tools and strategies to implement multi-sensory elements in the galleries and the classroom that will benefit all learners.

Workshop participants should come prepared for an intensive but fun day. Handouts will be provided, along with a CD full of useful reference material. However, we recommended you bring a notebook, iPad, recorder, sketchbook or whatever your preferred method for making notes, brainstorming, and working through problems as we experiment with various multi-sensory strategies and learn how they might be used with diverse audiences.

Presenters: Hannah Goodwin, Manager of Accessibility, Museum of Fine Arts, Boston (MA); Annie Leist, Consultant, Accessibility in Art and Technology (NY); Rebecca McGinnis, Museum Educator for Access and Community Programs, Metropolitan Museum of Art (NY)

This workshop will take place at the Art Institute of Chicago
Sunday, August 3

PLEASE NOTE: Registration for pre-conference and capacity building workshops will take place at the site of the session. If you are not attending a pre-conference or capacity building workshop, please visit the main Registration Table in the Sheraton Hotel on Monday between 7:30 a.m. to 5:30 p.m.

9:00 a.m. to 5:00 p.m. – Capacity Building Workshops:
An additional registration fee is required for pre-conference and capacity building workshops. Please see site for details.

Facing the Challenge
As an audio describer you will sometimes come up against themes that will challenge your powers of description and delivery. They may make you question how you represent an individual to your blind and partially sighted audience or how you describe something that you personally find distressing or discomfiting. This workshop will allow you to explore, in a safe environment, how you can approach these dilemmas and ensure your audience’s inclusion. It will enable you to feel more confident in your own decisions.

Presenters: Roz Chalmers and Toby Davey, VocalEyes (UK)

This workshop will take place at Steppenwolf Theatre

Applied Universal Design
Join architects and planners to discuss the principles of universal design as applied in two Chicago-based venues: Access Living, an independent living center with exhibition, office, and meeting space and Millennium Park, an outdoor performance and recreation space.

Presenters: Jack Catlin, FAIA, LCM Architects (IL); Daisy Feidt, Vice President, Access Living (IL); Ed Uhlir, FAIA (IL)

This event will take place at Access Living. Transportation will be provided.

1:00 p.m. to 5:00 p.m. – Pre-Conference Workshops
An additional registration fee is required for pre-conference and capacity building workshops. Please see site for details.

All workshops will take place at the Gleacher Center.

NEA Peer Session (Part 1)
8/3/2014 from 1:00 p.m. to 5:30 p.m.
Gleacher Center Executive Meeting Room 600
The National Endowment for the Arts invites State Arts Agency (SAA) and Regional Arts Organization (RAO) Accessibility Coordinators (ACs) to attend a pre-conference peer session at the John F. Kennedy Center for the Performing Arts' Leadership Exchange in Arts and Disability Conference in Chicago, IL, to share ideas and learn from experts in cultural accessibility. You will learn about resources and build connections to help you facilitate access to cultural events, programs, and activities for all audiences.
throughout your state. Topics will feature an overview of the roles and responsibilities for accessibility coordinators, working within your state to provide access, the latest on web and electronic accessibility, and the recent work of the State Communities of Practice in Arts, Health, and Aging Initiative. Open to SAA and RAO Accessibility Coordinators only.

Presenter: Beth Bienvenu, Director, Office of Accessibility, National Endowment for the Arts (DC)

The Three “Rs” of Fundraising: Research, Writing and Relationships
8/3/2014 from 1:00 p.m. to 5:00 p.m.
Gleacher Center Executive Meeting Room 604
Times are tough and arts organizations are struggling to find funding to support their programs. There’s no magic bullet but there are tools and techniques that will make your proposals and organization stand out in the crowd. This session will focus on practical tips for finding foundations and funders whose mission matches that of your programs and initiatives. The presenter will also provide useful strategies for developing and maintaining relationships with foundations that will, hopefully, lead to future or sustained funding. And no session on fundraising would be complete without a discussion on the basics of grant writing. Find out how to make the most of your proposal and how to avoid common pitfalls.

Presenter: Suzanne Connor, Senior Program Officer, Arts and Culture, Chicago Community Trust (IL)

Creating and Marketing Sensory-Friendly Cultural Events for Audiences & Visitors with Autism and Sensory Processing Disorders
8/3/2014 from 1:00 p.m. to 5:00 p.m.
Gleacher Center Executive Meeting Room 602
This session will provide practical "how-to" knowledge of creating and marketing Sensory-Friendly cultural events for audiences and visitors with Autism Spectrum and Sensory Processing Disorders, including best practices for cultural organizations, appropriate modifications, and effective marketing. Session participants will receive a comprehensive toolkit with printed materials and links to online resources, as well as participate in Q & A, interactive activities and group discussions.

Presenters: Francine M. Andersen, Chief of Arts Education, Miami-Dade County Department of Cultural Affairs (FL); Phillip A. Collazo, MSEd, CYT, Co-Founder, Director of Education, Project AWWOL – A World WithOut Labels (FL); Beth Gordon, Accessibility Consultant (FL); Judy Litt, Director of Education & Community Engagement, Miami Theater Center (FL); Roger I. Ideishi, JD, OT/L, FAOTA, Associate Professor, Department of Rehabilitation Sciences, Temple University (PA)

7:30 p.m. – Mercury Considers the Last Layer
Victory Gardens Theater
Tickets: $10
To purchase tickets, please contact Victory Gardens at 773-871-3000.

Small Fish Radio Theatre and Thespinarium will record a live podcast of Trina Kakacek’s MERCURY CONSIDERS THE LAST LAYER at Victory Gardens Theater, presented as part the Victory Gardens Access Project!

A melodramatic romp set in the dualistic world of burlesque, MERCURY follows the age-old quest of finding one’s heart and one’s self. The play was developed in the Victory Gardens Access Project Artist Development Workshop, with the lead male role written for actor, writer and Thespinarian Michael Herzovi.

This performance will include Open Captioning and American Sign Language Interpretation.
Monday, August 4

All conference events will take place at the Sheraton Chicago Hotel & Towers in the Chicago Ballroom suites unless otherwise noted.

7:30 a.m. to 5:30 p.m. – Registration Table Open
The LEAD 2014 Registration Table will be open in the Sheraton Hotel and Towers – Chicago Ballroom Promenade.

8:00 a.m. to 12:00 p.m. – Pre-Conference Workshops:
An additional registration fee is required for pre-conference and capacity building workshops. Please see site for details.

NEA Peer Session (Part 2)
8/4/2014 from 8:00 a.m. to 12:00 p.m.
Chicago 6
The National Endowment for the Arts invites State Arts Agency (SAA) and Regional Arts Organization (RAO) Accessibility Coordinators (ACs) to attend a pre-conference peer session at the John F. Kennedy Center for the Performing Arts' Leadership Exchange in Arts and Disability Conference in Chicago, IL, to share ideas and learn from experts in cultural accessibility. You will learn about resources and build connections to help you facilitate access to cultural events, programs, and activities for all audiences throughout your state. Topics will feature an overview of the roles and responsibilities for accessibility coordinators, working within your state to provide access, the latest on web and electronic accessibility, and the recent work of the State Communities of Practice in Arts, Health, and Aging Initiative. Open to SAA and RAO Accessibility Coordinators.
Presenter: Beth Bienvenu, Director, Office of Accessibility, National Endowment for the Arts (DC)

ADA Overview
8/4/2014 from 8:00 a.m. to 12:00 p.m.
Chicago 7
Start your LEAD experience with a comprehensive introduction to the Americans with Disabilities Act (ADA). Discover how the ADA applies to cultural arts organizations in the areas of employment, participation in programs and services, effective communication, and facility access. Learn about ADA compliance and creative ways to leverage compliance to draw in new visitors and patrons. This session will include a lot of question and answer segments and small group work.
Presenters: Robin Jones, Executive Director, Great Lakes ADA Center (IL); Peter Berg, Project Coordinator of Technical Assistance, Great Lakes ADA Center (IL)

Tips, Tools and Techniques for Staff Training
8/4/2014 from 8:00 a.m. to 12:00 p.m.
Chicago 8
Staff and volunteers are the public face of your institution. With proper training they can be enthusiastic and informed allies in your efforts to create a completely disability and senior-friendly patron/visitor experience. This session addresses strategies for maximizing your training efforts, offers practical suggestions, supplies sample training materials, and looks at key components of thorough and effective training sessions. Come with a training in mind and leave with the tips and tools needed to make it a dynamic, interactive experience.
Presenters: Diane Nutting, Director of Access and Inclusion, Imagination Stage (MD); Talleri McRae, Stage One (KY)
Theater Captioning 101: Making Sure the Audience Catches Every Word
8/4/2014 from 8:00 a.m. to 12:00 p.m.
Chicago 9
Theater captioning isn’t just a case of putting the script up on a screen and it’s not just for people who define themselves as deaf or hard of hearing. There’s a lot more to think about from how you display the text to who should be doing the captioning, to where the audience should be sitting, to making it easy for caption users to come to your venue and enjoy the show. This session is perfect for people who are new to theater captioning, or who want a refresher and some new ideas. It will take delegates through the process step-by-step with a focus on the quality of the experience for the caption user. And there will be lots of opportunities to try your hand at captioning too!

Presenters: Lissy Lovett and Deepa Shastri, STAGETEXT (UK)

12:00 p.m. to 1:00 p.m. - Lunch
Boxed lunches will be provided for conferees attending a morning pre-conference workshop and the full conference on Monday, August 4

1:00 p.m. to 1:30 p.m. - Welcome to LEAD 2014
Chicago 6 & 7
Betty Siegel, Director, VSA & Accessibility, The John F. Kennedy Center for the Performing Arts (DC)
Karen Tamley, Commissioner, Mayor’s Office for People with Disabilities (IL)
Encarnación M. Teruel, Director of Visual Arts, Media Arts, & Multi-Disciplinary Programs, and ADA/504 Access Coordinator, Illinois Arts Council Agency (IL)

1:30 p.m. to 2:30 p.m. - A Call to Action
Chicago 6 & 7
Get fired up about accessibility in this opening session that puts the work that we do in the context of civil and human rights.

Presenters: Phil Downs, Disability Liaison Officer, Manchester United (UK); Daisy Feidt, Vice President, Access Living (IL); Mike Ervin, Victory Gardens Theater (IL)
Facilitator: Betty Siegel, Director, VSA & Accessibility, The John F. Kennedy Center for the Performing Arts (DC)

2:30 p.m. to 2:45 p.m. - Break

2:45 p.m. to 4:00 p.m. – Concurrent Sessions:

Guiding as Performance Art: Reaching out to Museum Visitors with Memory Loss and Dementia
Chicago 6
Improvisation, storytelling, poetry and song can be great tools of engagement for visitors with memory loss to look at and respond to art. Individuals with memory loss and dementia may not remember new information, but emotions linger. An enjoyable tour can have lasting effects. In addition, these approaches to art-viewing can be used with all visitors. This session consists of demonstrations and hands-on work, bracketed by discussion.

Presenters: Hannah Goodwin, Manager of Accessibility, Museum of Fine Arts, Boston (MA); Morton P. Birnbaum, Museum of Fine Arts, Boston (MA)
Facilitator: Deborah Lewis. CEO, Arts Access Now (CA)
Basics: Planning for Accessibility
Chicago 7
If you are starting an access program but are unsure of where to begin, this is the session for you! Presenters will take you step by step through the process of developing an access plan and provide you with tools to assess what you do and don’t have, methods for developing sound policies, and ways to get buy-in from the disability community and your colleagues.
Presenter: Betty Siegel, Director, VSA & Accessibility, The John F. Kennedy Center for the Performing Arts (DC)

NASA’s Section 504 Museum and Science Center Compliance Review Program: An Overview
Chicago 8
NASA funds education programs and exhibits in dozens of museums across the United States that promote informal learning of Science, Technology, Engineering and Mathematics (STEM), as well as the scientific disciplines and technologies critical to NASA’s core mission of expanding our knowledge of the universe and planet Earth. NASA takes an active role to ensure that its grant recipients are complying with civil rights laws and regulations contingent with the receipt of federal funds provided by NASA, so that all people can have access to these exhibits and programs that ignite interest in NASA’s mission. In particular, participants will learn about NASA’s compliance process, including pre-award and post-award compliance processes. Emphasis will be placed on how a multidisciplinary approach that leverages the expertise of key museum staff can be deployed to ensure a maximum level of service to museum patrons and visitors with disabilities.
Presenter: Bob Cosgrove, External Compliance Program Manager, National Aeronautics & Space Administration (NASA), Office of Diversity and Equal Opportunity (DC)
Facilitator: Michele Hartley, Accessibility Coordinator, National Park Service (WV)

Behind the Scenes: Backstage Accessibility
Chicago 9
Learn about strategies and methods to ensure that artists with disabilities have access to backstage areas.
Presenter: Mike Ervin, Victory Gardens (IL)
Facilitator: Bonnie Kaplan, Director of Cultural Inclusion, VSA Massachusetts (MA)

Technology Presentations and Demonstrations
Chicago 10
There are many gadgets, gizmos and tools that can be used to make everything from a museum exhibition to a baseball game accessible to people with disabilities. How do you know if any of them are a good fit for your organization? This session aims to help answer that question by bringing together representatives to describe and demonstrate some of the latest technologies.
Facilitator: Ruth Feldman, Director of Education and Accessibility Services, Yale Repertory Theatre (CT)

4:00 p.m. to 4:15 p.m. - Break

4:15 p.m. to 5:30 p.m. – Concurrent Sessions:

Stimulating the Senses and Encouraging Play
Chicago 6
This panel will reflect on how three different institutions utilize their unique collections and spaces to engage families with children with Autism or Sensory Processing Disorders through sensory integration, Universal Design, and activities which promote social development. The participating institutions
represent history, science, and children’s museums, that have each developed programs that meet their missions as well as serve this specific audience’s needs. Participants will have the opportunity to handle some of the resources discussed and work collaboratively to develop access plans for their own institutions.

**Presenters:** Barbara Johnson Stemler, Manager of Access Programs, Intrepid Sea, Air & Space Museum (NY); Jamie Bleiweiss, PhD, Co-Founder and Director, Autism Friendly Spaces, Inc. (NY); Wéma Harris, Access Programs Coordinator, Brooklyn Children’s Museum (NY); Jessica Liss, Volunteer Supervisor, American Museum of Natural History (NY); Sarah Moshenberg, Discovery Room Program Coordinator, American Museum of Natural History (NY)

**Facilitator:** Brett Taylor, DePaul University (IL)

**Basics: Introduction to Accessibility Laws**

**Chicago 7**

This session will provide an overview of the various laws that impact accessibility, discuss which apply to cultural arts organizations, and how to find more information.

**Presenter:** Robin Jones, Executive Director, Great Lakes ADA Center (IL)

**Facilitator:** Lee Brown, Front of House and Accessibility Coordinator, Mesa Arts Center (AZ)

**Curbside Assistance on the Road to Accessibility:**

**Accessibility requirements and resources for state and federal grantees**

**Chicago 8**

State and federal agencies offer unique partnership and funding opportunities, but with these opportunities come added legal and fiscal requirements, including compliance with Section 504 of the Rehabilitation Act. In this interactive workshop, state arts agency (SAA) accessibility coordinators and National Endowment for the Arts (NEA) staff will help workshop participants navigate the state and NEA grant application processes, the legal requirements for accessibility, and the resources available for cultural organizations. After a brief panel presentation and group discussion, attendees will have the opportunity to speak one-on-one with SAA and NEA representatives in a “meet your arts agency” session.

**Presenters:** Beth Bienvenu, Director, Office of Accessibility, National Endowment for the Arts (DC); Katie Lyles Levy, Accessibility Specialist, Office of Accessibility, National Endowment for the Arts (DC); Encarnación M. Teruel, Director of Visual Arts, Media Arts, & Multi-Disciplinary Programs, and ADA/504 Access Coordinator, Illinois Arts Council Agency (IL); Kathy Ann Shaw, Senior Grants Director and Accessibility Coordinator, Maine Arts Commission (ME)

**Facilitator:** Garry Novick, Senior Manager of Guest Services, Broward Center for the Performing Arts (FL)

**Funding 101**

**Chicago 9**

Learn the basics of successful fundraising! Presenters will provide useful strategies for developing and maintaining relationships with foundations that will, hopefully, lead to future or sustained funding and discuss the basics of grant writing. Find out how to make the most of your proposal and how to avoid common mistakes.

**Presenter:** Suzanne Connor, Senior Program Officer, Arts and Culture, Chicago Community Trust (IL)

**Facilitator:** Maria Cabrera, Community Relations, Supervisor, Museum of Science, Boston (MA)

**Technology Presentations and Demonstrations (Repeat)**

**Chicago 10**

There are many gadgets, gizmos and tools that can be used to make everything from a museum exhibition to a baseball game accessible to people with disabilities. How do you know if any of them are a good fit for your organization? This session aims to help answer that question by bringing together representatives to describe and demonstrate some of the latest technologies.
Facilitator: Michele Hartley, Accessibility Coordinator, National Park Service (WV)

5:30 p.m. to 5:45 p.m. - Break

5:45 p.m. to 6:30 p.m. Affinity Groups:
Wrap up the day with a facilitated small group discussion! This is a great opportunity to digest all of the information you’ve picked up throughout the day and bounce questions, concerns, and ideas off of colleagues who work in similar environments.

- **Exhibition**
  Chicago 6
  Facilitator: Hannah Goodwin, Manager of Accessibility, Museum of Fine Arts, Boston (MA)

- **Performing Arts**
  Chicago 7
  Facilitator: Diane Nutting, Director of Access and Inclusion, Imagination Stage (MD)

- **State and Regional Arts Agencies, VSA Affiliates, and Art Service Organizations**
  Chicago 8
  Facilitator: Beth Bienvenu, Accessibility Director, National Endowment for the Arts (DC)

7:00 p.m. to 9:45 p.m. – Shuttle buses to Opening Reception
Looping Shuttle buses will take guests from the Sheraton Hotel lobby (look for signs or ask a volunteer!) to Chicago Shakespeare Theater on Navy Pier. Shuttles will depart roughly every 10-15 minutes. The pier is just over 0.5 miles from the hotel and is a pleasant walk, if you prefer not to wait for a shuttle. All shuttles are wheelchair accessible.

7:30 p.m. to 9:30 p.m. - Opening Reception
Meet and mingle with other LEAD-ers at Chicago Shakespeare Theater on Navy Pier! *One complimentary ticket included with registration. Guest tickets are available for $25. Light fare will be served. Cash bar.*

9:30 p.m. – CCAC After Party
*Lizzie McNeill’s, 400 N McClurg Court (next to the Sheraton Hotel)*
Didn’t finish your conversation at the Opening Night Reception? The Chicago Cultural Accessibility Consortium is coordinating an after party. Join other LEAD attendees at this casual, buy-your-own-drink gathering. *No tickets required. Complimentary event. Food and beverage purchases are the responsibility of the attendee.*
Tuesday, August 5

8:00 a.m. to 6:00 p.m. – Registration Table Open
The LEAD 2014 Registration Table will be open in the Sheraton Hotel and Towers – Chicago Ballroom Promenade.

8:00 a.m. to 9:00 a.m. - Continental Breakfast
Chicago 6 & 7

9:00 a.m. to 9:45 a.m. - Snapshot Sessions
Chicago 6 & 7
We’ll break up into small groups for two sets of 15-minute talks on a variety of topics! Each snapshot will repeat.

9:00 - 9:15 a.m. - Round one
9:15 - 9:30 a.m. - Switch!
9:30 - 9:45 a.m. - Round two

Topics:
- Access Allies: Creating an Advisory Board – Eileen Bagnall, VSA Arizona
- Autism Theatre Initiative – Lisa Carling, Theatre Development Fund
- Building a Movement: Pittsburgh’s Regional Accessibility Initiative – Anne Mulgrave and Tiffany Wilhelm, Greater Pittsburgh Arts Council
- Captioned Theater Initiative – Sarah Aziz, Theatre Development Fund
- Chicago Cultural Accessibility Consortium – Christiena Gunther and Lynn Walsh, CCAC
- Determining Who is Eligible to Purchase Accessible Seats - Betty Siegel, The Kennedy Center
- Evaluating your AD Program – Michael Mooney
- Finding the Invisible Audience for Captioning – Lissy Lovett and Deepa Shastri, STAGETEXT
- Outreach to the Disability Community – Maria Cabrera, Museum of Science, Boston
- Readiness Planning – Mollie Quinlan-Hayes, SouthArts
- Staff Training – Lee Brown, Mesa Arts Center

9:45 a.m. to 10:00 a.m. - Break

10:00 a.m. to 5:35 p.m. – Web Accessibility Consultations (by appointment only)
Sheraton 3
Meet one-on-one with an expert on accessible web design and get practical, useful recommendations on how to make your website more accessible. Not the web developer for your organization? No problem! During the consult, you’ll receive a detailed report that you can take back to your IT department!

The consultation schedule is full! Participants who registered in advance have been assigned a 15-minute slot. Please consult your registration materials or the schedule posted at registration.

Consultant: Sharron Rush, Executive Director, Knowbility (TX)
10:00 a.m. to 11:15 a.m. – Concurrent Sessions

The Care and Feeding of an Audio Description Program in Your Facility

*Chicago 6*

Are you ready to start an audio description program in your facility? Do you have an existing program and want to hear from your colleagues about theirs? This is your opportunity to learn about all aspects of a variety of audio description programs from experts in theatre and museums.

*Presenters:* Ruth Feldman, Director of Education And Accessibility Services, Yale Repertory Theatre (CT); Rebecca McGinnis, Museum Educator, Access and Community Programs, The Metropolitan Museum of Art (NY); Evan Hatfield, Director of Audience Experience, Steppenwolf Theatre (IL)

Basics: Communication for Patrons who are Blind or have Low Vision

*Chicago 7*

This session will introduce you to the ins and outs of providing effective communication for patrons and visitors who are blind or have low vision. Discover how cultural organizations can make exhibitions and performances accessible using audio description, accessible labels, alternative formats for print materials, and more.

*Presenters:* Michael Mooney, Independent Art and Access Consultant (NJ); Annie Leist, Consultant, Accessibility in Art and Technology (NY)

*Facilitator:* Carol Krueger, Theatre Services Manager, The Denver Center for the Performing Arts (CO)

Captioning Outside the Black Box

*Chicago 8*

Captioning isn’t just for theatre – it’s time to think outside the black box! Come to this session to hear about work going on in the UK to make unscripted museum, gallery and literature events accessible through captioning. You’ll learn about the technology and the vast array of options available to you regardless of whether you are running static events in an auditorium or moving tours around a gallery.

*Presenters:* Lissy Lovett and Deepa Shastri, STAGETEXT (UK)

*Facilitator:* Sarah Aziz, Theatre Access Program Manager, Theatre Development Fund (NY)

Insights: Organizational Commitment

*Chicago 9*

Institutional buy-in is the key to any successful accessibility program. Hear lightning talks from a variety of presenters and engage in a discussion on strategies for integrating accessibility into the way your organization does business.

*Presenters:* Anne Mulgrave, Manager of Grants and Accessibility, Greater Pittsburgh Arts Council (PA); Anne Fullenkamp, Associate Director of Museum Experiences, Pittsburgh Children’s Museum (PA); Phil Downs, Disability Liaison Officer, Manchester United (UK); Juan Luis Paramio Salcines, PhD, Associate Professor, Sport Management, Universidad Autónoma de Madrid (Spain)

*Facilitator:* Brett Taylor, DePaul University (IL)

Exhibition Accessibility in the 21st Century

*Chicago 10*

Museum experiences in the 21st Century are changing rapidly as our institutions seek to become more participatory, experimental, immersive, and technology-based. Innovative new exhibition forms may require equally innovative approaches to accessibility, to ensure that visitors with disabilities aren’t left behind as museum practice moves forward. This Insight session will use examples from contemporary art and science museums to spark a large-group discussion about changing exhibit formats and new
approaches for access and inclusion. Join us to share your own examples and help generate a working list of principles, guidelines, and recommendations to better address these challenges at our home institutions.

Presenters: Danielle Linzer, Manager of Access and Community Programs, Whitney Museum of American Art (NY); Anna Lindgren-Streicher, Project Manager, Research & Evaluation, Museum of Science, Boston (MA); Sheri Levensky-Raskin, Assistant Vice President, Education, from the Intrepid Sea, Air, and Space Museum (NY)
Facilitator: Hannah Goodwin, Manager of Accessibility, Museum of Fine Arts, Boston (MA)

11:15 a.m. to 11:30 a.m. - Break

11:30 a.m. to 12:45 p.m. – Concurrent Sessions:

Finding and Nurturing an Audience for Audio Description
Chicago 6
Come and hear from experts who use Audio Description services—the audience members of Steppenwolf Theatre Company! They will provide an informative journey on the best way to market the arts to them as well as the challenges and successes in accessing arts programs.
Presenters: Evan Hatfield, Director of Audience Experience, Steppenwolf Theatre Company (IL); Deborah Lewis, CEO, Arts Access Now (CA)

Basics: Communication for Patrons who are Deaf or have Hearing Loss
Chicago 7
This session provides an introduction to the accommodations that make cultural arts organizations accessible to people who are deaf or hard of hearing, including sign language interpreters, captioning, and assistive listening devices.
Presenter: Bonnie Kaplan, Director of Cultural Inclusion, VSA Massachusetts (MA)
Facilitator: Peter Huitzauca, Operations Manager, Carnegie Hall Corp. (NY)

Prepare for the Worst! Get Safe, Get ArtsReady!
Chicago 9
Accessibility coordinators have a unique responsibility in times of crisis. If an emergency, large or small, occurred at your venue, are you prepared to serve your audiences/artists with disabilities? You’ll move through a variety of scenarios to develop backup plans for any type or size of crisis.
Presenters: Mollie Quinlan-Hayes, Deputy Director and Accessibility Coordinator, South Arts (GA)
Facilitator: Eileen Bagnall, Executive Director, VSA Arizona

Accessible Ticketing FAQs
Chicago 10
When the 2010 Regulations went into effect, cultural arts organizations rolled out new policies to match but some questions still remain. What can you do to make sure that people who need accessible seats get them online? What are the things you need to think about when crafting your release policy for accessible locations? Join us for a facilitated discussion to examine creative solutions, unique challenges, and lingering questions.
Presenter: Betty Siegel, Director, VSA & Accessibility, The John F. Kennedy Center for the Performing Arts (DC)

12:45 p.m. to 1:30 p.m. - Lunch
Chicago 6 & 7
1:30 p.m. to 1:45 p.m. - Pecha Kucha
Chicago 6 & 7
This is your opportunity to talk about new, current, or recent accessibility-related projects or initiatives! These talks are short and sweet – each presenter will get three minutes max! – to share the work that they are doing with everyone at the conference.

1:45 p.m. to 2:00 p.m. - Break

2:00 p.m. to 3:15 p.m. – Concurrent Sessions:

**Engaging and understanding audiences with disabilities**
*Chicago 6*
Arts marketers have long sought out ways to expand and diversify their audiences, but where do people with disabilities fit in? Historically, people with disabilities have been considered solely from a mandates perspective – what do we legally have to do, how accessible do we have to be, what are regulations we need to follow. All important points, but this workshop will try to shift and add to the discussion by introducing the concepts of disability from a community/multi-cultural perspective. If we want to include people with disabilities in our theaters and arts organizations, then we need to better understand them as audience members, the barriers they encounter, the attitudes they face and other issues that prevent their full participation. This workshop will provide participants with an introduction to general ideas on how to market the arts for people with disabilities. This workshop is for arts professionals, marketing directors, box office personnel and any staff who would come in contact with the public.

*Presenter: Beth Prevor, Executive Director, Hands On (NY)*

*Facilitator: Eileen Bagnall, Executive Director, VSA Arizona (AZ)*

**Basics: Patrons with Social, Learning and Cognitive Disabilities**
*Chicago 7*
This session is designed as an introduction to autism and the various challenges that individuals and families experience when visiting cultural institutions. Presenters will provide information and tips that can be applied to the design of sensory- and autism-friendly programming as well as make programs and facilities more accessible on an everyday basis.

*Presenter: Roger I. Ideishi, JD, OT/L, FAOTA, Associate Professor, Department of Rehabilitation Sciences, Temple University (PA)*

*Facilitator: Lynn Walsh, Co-Chair, Chicago Cultural Accessibility Consortium (IL)*

**Designing Theatrical Interpreting Programs**
*Chicago 8*
There’s a lot to think about when it comes to creating a theatrical interpretation program. Presenters in this session will address everything from scheduling performances, identifying and hiring qualified interpreters, appropriate placement and seating, and community outreach.

*Presenters: Aaron Kubey (DC); Bonnie Kaplan, Director of Cultural Inclusion, VSA Massachusetts (MA)*

**When Risk Management and Policy Collide**
*Chicago 9*
Managers and front-line staff members of cultural venues are often asked to make split-second decisions involving a patron’s safety, security, comfort, or satisfaction. Many of these situations fall into legal “gray areas,” resulting in the manager exercising his or her professional judgment. Managers who are informed about concepts of risk are more likely to make better management decisions. Applying risk management principles and practices to everyday patron situations can aid the manager in making the
“right” decision for both the patron and the organization. In this interactive session, two experts who work on access issues for facilities and non-profit organizations will discuss strategies for best practices in risk management and institutional policy adherence as well as share ideas about how to craft an organization’s policies to support risk management goals.

**Presenters:** Dr. John Grady, Associate Professor, Department of Sport & Entertainment Management, University of South Carolina (SC); Anita M. Moorman, J.D., Professor, University of Louisville (KY)

**Facilitator:** Betty Siegel, Director, VSA & Accessibility, The John F. Kennedy Center for the Performing Arts (DC)

**Creative Technology Solutions for Enhancing Museum Accessibility**

*Chicago 10*

Explore creative uses of technology to address museum accessibility needs with panelists comprising both accessibility and technology specialists. Learn about recent accessibility-related technology projects and initiatives at The Metropolitan Museum of Art and the Museum of Fine Arts, Boston. After these introductory presentations, engage in lively discussion focusing on various aspects of implementing technology in a museum setting, including thoughtful decision making, user testing, and how technology for access can enhance the experience of all visitors. Audience members will participate in interactive small-group activities and will be encouraged to share their own experiences and questions.

**Presenters:** Hannah Goodwin, Manager of Accessibility, Museum of Fine Arts, Boston (MA); Rebecca McGinnis, Museum Educator for Access and Community Programs, Metropolitan Museum of Art (NY); Chris Hass, Senior VP User Experience, Mad*Pow (MA); Annie Leist, Consultant, Accessibility in Art and Technology (NY); Don Undeen, Senior Manager, MediaLab, Metropolitan Museum of Art (NY)

**Facilitator:** Michele Hartley, Accessibility Coordinator, National Park Service (WV)

**3:15 p.m. to 3:30 p.m. - Break**

**3:30 p.m. to 4:45 p.m. – Concurrent Sessions:**

**Effective Outreach to our Wounded, Ill and Injured Service Members – A Holistic Approach**

*Chicago 6*

This session will present a case study of the San Diego Zoo’s effective engagement of the Wounded, Ill and Injured service personnel in recovery at the Balboa Naval Medical Center’s Recreational Therapy Program. Elements of this program can be applied to other settings and facilities to build effective outreach programs for active duty or prior service members. The concepts discussed can be applied to a variety of audiences as well. Interactive discussion topics will include program building, strategies to apply venue resources to specific needs of recovery programs, and building financial support for programming.

**Presenters:** Bob Dillon, Director of Operations, San Diego Zoo (CA); Tamara Bankson, Operations Supervisor, San Diego Zoo (CA)

**Facilitator:** Carol Krueger, Theatre Services Manager, The Denver Center for the Performing Arts (CO)

**Creating a Staff Training Plan for Access and Inclusion**

*Chicago 7*

Learn how to create a low-cost, ongoing staff training plan for access and inclusion for all staff. How do you identify who within your organization needs what type of training? What is your staff’s comfort level when engaging with people with disabilities? Are there training resources in your community? How do you prioritize the various training topics? Where do you begin? Presenters will provide you with the tools needed to answer these questions and help you create your own training plan.
Presenters: Lynn Walsh, Co-Chair, Chicago Cultural Accessibility Consortium (IL); Angelica Velez, Director of Guest Connections, Chicago Children’s Museum (IL)  
Facilitator: Lee Brown, Front of House and Accessibility Coordinator, Mesa Arts Center (AZ)

FM, Infra-Red and Hearing Loop Systems
Chicago 9  
This practical workshop will review the pro and cons and effective installation of the three types of assistive listening systems. Learn how to provide a high-quality experience for your patrons by understanding the proper installation and maintenance of the system, and effective coverage.  
Presenter: Mark Annunziato, Vice President of Engineering and Operations, Sound Associates (NY)  
Facilitator: Peter Huitzacua, Operations Manager, Carnegie Hall Corp. (NY)

Differing Approaches to Description
Chicago 10  
There are several different philosophies, approaches, methods and modes when it comes to audio description in cultural arts settings. Join a group of expert panelists to talk about the different approaches, where they are most effective, and the value of and drawbacks to each.  
Presenter: Roz Chalmers, Vocal Eyes (UK); Deborah Lewis, CEO, Arts Access Now (CA); Hannah Goodwin, Manager of Accessibility, Museum of Fine Arts, Boston (MA); Rebecca McGinnis, Museum Educator, Access and Community Programs, The Metropolitan Museum of Art (NY)  
Facilitator: Michele Hartley, Accessibility Coordinator, National Park Service (WV)

4:45 p.m. to 5:00 p.m. - Break

5:00 p.m. to 6:00 p.m. - Affinity Groups
Wrap up the day with a facilitated small group discussion! This is a great opportunity to digest all of the information you’ve picked up throughout the day and bounce questions, concerns, and ideas off of colleagues who work in similar environments.

- Exhibition
  Chicago 6  
  Facilitator: Hannah Goodwin, Manager of Accessibility, Museum of Fine Arts, Boston (MA)

- State and Regional Arts Agencies, VSA Affiliates, and Art Service Organizations
  Chicago 7  
  Facilitator: Beth Bienvenu, Accessibility Director, National Endowment for the Arts (DC)

- Performing Arts
  Chicago 10  
  Facilitator: Diane Nutting, Director of Access and Inclusion, Imagination Stage (MD)

5:00 p.m. to 5:15 p.m. - Bus Departure - The Qualms Touch Tour
Buses will depart from the Sheraton Hotel lobby (look for signs or ask a volunteer!) and drop off in front of Steppenwolf Theatre. ALL BUSES WILL RETURN TOGETHER AFTER THE PERFORMANCES. If you plan to only attend the Touch Tour, you may want to make other arrangements for travelling back to the hotel, or wait until the performance is over. All buses are wheelchair accessible.

6:00 p.m. to 7:00 p.m. - Touch Tour: The Qualms
Reservations required. Much more than just the tactile experience the name implies, a Touch Tour is a pre-performance program that gives patrons who or blind or have low vision an opportunity to:
• participate in an artistic conversation about a production
• experience a detailed description of the set, props and costumes
• handle key props, set and costume pieces
• meet the actors and learn about the characters they play
• tour the set with a sighted guide

While the touch tour is open to everyone, limited space on the set necessitates that the onstage experience (which comprises about 15 minutes of the 60-minute program) be exclusively for people who are blind or have low vision as well as their companions. During this time, patrons who do not go on the set are welcome to remain in the theatre, chat with the crew and observe from their seats.

Please note that the set will consist of different levels and steps, and will not be wheelchair accessible. For patrons who want a spatial sense of the set but don’t go onstage, an in-depth verbal description and contour map of the ground plan will be provided.

6:00 p.m. to 6:15 p.m. - Bus Departure - The Qualms performance

Buses will depart from the Sheraton Hotel lobby (look for signs or ask a volunteer!) and will drop off in front of Steppenwolf Theatre. ALL BUSES WILL RETURN TOGETHER AFTER THE PERFORMANCES. All buses are wheelchair accessible.

7:30 p.m. to 10:00 p.m. - The Qualms

Join us for an evening at the theater! LEAD Partner Steppenwolf Theatre Company is presenting the world premiere of The Qualms by Pulitzer Prize-winning playwright Bruce Norris. This performance will feature American Sign Language Interpretation, Open Captioning, Audio Description and a pre-performance Touch Tour. Show Description: At a beachside apartment complex, a group of friends gathers for their regular evening of food, drink, drugs and partner-swapping. When Chris and Kristy attempt to become the newest members, the evening does not go as planned. The artichoke dip grows cold as the party devolves into a territorial battle over mating privileges. Does sex ruin everything? And what is the purpose of monogamy? Bruce Norris’s comedy explores the eternal struggle for power, status and getting laid.

Please contact Steppenwolf Theater at access@steppenwolf.org to inquire about availability. Mention code 17576 to purchase tickets at $35.00 each!

Please note this play contains adult language and situations (and a LOT of humor).
Wednesday, August 6

8:00 a.m. to 5:00 p.m. – Registration Table Open
The LEAD 2014 Registration Table will be open in the Sheraton Hotel and Towers – Chicago Ballroom Promenade.

8:00 a.m. to 9:00 a.m. – Continental Breakfast
Chicago 6 & 7

9:00 a.m. to 10:30 a.m. – Concurrent Sessions

**Effectively Engaging Aging Volunteers**
*Chicago 6*
Staff at the National Center for Creative Aging have been working with LEAD participants to develop best practices for working with aging volunteers. Come to this session to find out the results of this multi-year project that used surveys, literature reviews, and focus groups to identify effective strategies for keeping older volunteers engaged.

*Presenter:* Dorothy Wohlslagel, Director of Education Services, National Center on Creative Aging (DC)
*Facilitator:* Garry Novick, Senior Manager of Guest Services, Broward Center for the Performing Arts (FL)

**Basics: Physical Accessibility**
*Chicago 7*
Presenters will provide an overview of relevant regulations and requirements for physical accessibility and look at the tools that you need to evaluate and survey your facility.

*Presenter:* Alice Voigt, National Center on Accessibility (IN)
*Facilitator:* Deborah Lewis, CEO, Arts Access Now (CA)

**Programs for People with Dementia and their Care Partners: A Step-by-Step Guide to Program Development**
*Chicago 9*
Are you considering starting a program for people with dementia and their care partners? At this session we’ll discuss how to plan and implement a program. We’ll start with initial planning considerations, such as what formats will work best in your museum and how you’ll train staff to teach and support the program. Based on their experiences developing programs at The Metropolitan Museum of Art and at other museums in New York City through Arts & Minds, panelists will offer practical tips to ensure a smooth-running and enjoyable program. We’ll also discuss pedagogical strategies and evaluating your program.

*Presenters:* Christena Gunther, Community Programs Coordinator, Elmhurst Historical Museum (IL); Rebecca McGinnis, Museum Educator, Access and Community Programs, The Metropolitan Museum of Art (NY)
*Facilitator:* Lynn Walsh, Co-Chair, Chicago Cultural Accessibility Consortium (IL)

**A Call for Action: Bridging Resources to Improve Access to the Arts for Culturally and Linguistically Diverse Individuals with Disabilities and their Communities**
*Chicago 10*
People with disabilities who are of diverse cultural and linguistic backgrounds are often underrepresented in many aspects of society, including attending arts and performance venues. Despite ongoing efforts to improve accessibility, barriers remain in outreach, language, and communication; attitudes; and the shortage of individuals from diverse cultures in art-based activities/events. In this
workshop, presenters will share the practical elements of reaching out to disabled members of diverse immigrant, minority, refugee, and indigenous population groups that do not frequent art-based organizations. The intersection of disability, race/ethnicity, culture, and language are important elements of outreach. Clearly, we need a new “science” of outreach since traditional models of outreach have not resulted in improving participation in art for disabled members of culturally and linguistically diverse communities, especially immigrant and refugee populations. We will highlight the importance of outreach to traditional and nontraditional groups (i.e., university researchers, faith-based entities, disability service providers, city and state officials, theater groups, artists, ethnic media, minority-owned businesses, activists, and refugee and immigrant communities) as a way of engaging with underserved communities in artistic venues.

Presenters: Rooshey Hasnain and Zaynab Kadhem, University of Illinois at Chicago (IL); Jae Jin Pak, Asian American Suicide Prevention Initiative (IL); Angela Mascarenas, CIRCA Pintig, Arts Organization (IL); Works of Alfred Tsao
Facilitator: Maria Cabrera, Community Relations, Supervisor, Museum of Science, Boston (MA)

10:00 a.m. to 12:15 p.m. – Web Accessibility Consultations (by appointment only)
Sheraton 3
Meet one-on-one with an expert on accessible web design and get practical, useful recommendations on how to make your website more accessible. Not the web developer for your organization? No problem! During the consult, you'll receive a detailed report that you can take back to your IT department!

The consultation schedule is full! Participants who registered in advance have been assigned a 15-minute slot. Please consult your registration materials or the schedule posted at registration.

Consultant: Sharron Rush, Executive Director, Knowbility (TX)

10:30 a.m. to 10:45 a.m. - Break

10:45 a.m. to 12:15 p.m. – Concurrent Sessions

Creating Local Knowledge Networks
Chicago 6
Creating a local knowledge network is a critical strategy to improve accessibility at cultural organizations in your area. Local knowledge networks provide training and teaching opportunities to cultural administrators and members from the disability community about legal obligations and best practices, and can strengthen organizations’ ties with one another. At last year’s LEAD conference we heard from veteran knowledge networks in New York and New England, and this year we invite founders of fledgling networks from Chicago and Indianapolis to share their recent experience of forming these networks from the ground up.

Presenters: Christena Gunther, Community Programs Coordinator, Elmhurst Historical Museum (IL); Rebecca Bradley, Accessibility Coordinator, Fine Arts Museum, San Francisco (CA); Kris Johnson, Manager, Indiana Deaf History Museum (IN)
Facilitator: Judy Litt, Education and Community Engagement Director, Miami Theatre Center (FL)

GREAT ACCESS = GREAT CUSTOMER SERVICE: Hands on Staff Training
Chicago 7
Creating both an understanding of ADA Compliance and valuable staff training that covers not only the necessary nuts & bolts but does so in an engaging and participatory fashion can seem a tall order. This session will offer participants the opportunity to experience various ways to accomplish that objective
by learning from one another through role-playing and resulting discussion. Session participants will take away practical tips to assist them in creating a new training program or refreshing their current training program.

**Presenters:** Ruth M Feldman, Director of Education and Accessibility Services, Yale Repertory Theatre (CT); Eileen Bagnall, Executive Director, VSA Arizona (AZ)
**Facilitator:** Evan Hatfield, Director of Audience Experience, Steppenwolf Theatre (IL)

**Historic Properties and Accessibility**
**Chicago 9**
During this session, the presenter will highlight the decision-making process affecting the ‘barriers’ and ‘drivers’ for accessibility in historic environments, including the identification of the requirement to increase access, an exploration of any conflicting ideas between conservation and access professionals, and the identification of the solution and its implementation. By attending this session, participants will gain knowledge of a variety of creative and innovative techniques to increase accessibility to historic properties.

**Presenter:** Richard Lehner, AIA, NCARB, LEED AP, Principal, LCM Architects (IL); Anne McGuire, AIA, LEED AP, Principal, McGuire Igleski and Associates, Inc. (IL)
**Facilitator:** Rex Pace, U.S. Access Board (DC)

**Deaf Arts Museum Center**
**Chicago 10**
This session explores the emerging concept of the Deaf Arts Museum Center as a profound example of how perception, culture, and community shape spatial organization while building positive change for traditionally underserved cultures, architectural and interior practice, and society at large. Through a case study on The Deaf Arts Center Museum, as a deaf architect, I will unveil the unique relationship between deaf sensibilities and museums that has historically been overlooked by accessibility discourse. Attendees will learn about the museum design principles and processes that enhance visual language, spatial awareness, social connection and cultural identity. This session introduces a community-based approach to sensory design museum, art gallery, and well-being.

**Presenter:** Robert Nichols, Principal, Nichols Design Associates, Inc. (DC)
**Facilitator:** Bonnie Kaplan, Director of Cultural Inclusion, VSA Massachusetts (MA)

**12:15 p.m. to 1:00 p.m. – Lunch**
**Chicago 6 & 7**

**1:00 p.m. to 1:15 p.m. – Pecha Kucha**
**Chicago 6 & 7**
This is your opportunity to talk about new, current, or recent accessibility-related projects or initiatives! These talks are short and sweet – each presenter will get three minutes max! – to share the work that they are doing with everyone at the conference.

**1:15 p.m. to 1:30 p.m. – Break**

**1:30 p.m. to 3:00 p.m. – Concurrent Sessions:**

**Advanced Legal Topics**
**Chicago 6**
This session is designed for accessibility coordinators with many years of experience. Bring your more challenging questions for a frank and open conversation.

**Presenter:** Sally Conway, Civil Rights Division, U.S. Department of Justice (DC)
Facilitator: Betty Siegel, Director, VSA & Accessibility, The John F. Kennedy Center for the Performing Arts (DC)

Ask the Access Board
Chicago 7
Bring your questions about accessible design, telecommunications equipment, and electronic and information technology to this open discussion with representatives from the U.S. Access Board.
Presenter: Rex Pace, U.S. Access Board (DC)
Facilitator: Carol Krueger, Theatre Services Manager, The Denver Center for the Performing Arts (CO)

Review: 2010 ADA Regulations
Chicago 10
A review of what all arts administrators need to know about the 2010 Regulations on the Americans with Disabilities Act. This session is ideal for those new to accessibility or in need of a refresher.
Presenter: Peter Berg, Project Coordinator of Technical Assistance, Great Lakes ADA Center (IL)
Facilitator: Deborah Lewis, CEO, Arts Access Now (CA)

3:00 p.m. to 3:15 p.m. - Break

3:15 p.m. to 4:30 p.m. - Doing Access Justice
Chicago 6 & 7
Always one of the most popular sessions at LEAD, this forum is a dynamic, participant-driven Q&A session with experts from the U.S. Department of Justice and ADA National Network Centers.
Presenters: Sally Conway, Civil Rights Division, U.S. Department of Justice (DC); Robin Jones, Executive Director, Great Lakes ADA Center (IL); Betty Siegel, Director, VSA & Accessibility, The John F. Kennedy Center for the Performing Arts (DC)
Facilitator: Betty Siegel, Director, VSA & Accessibility, The John F. Kennedy Center for the Performing Arts (DC)

4:30 p.m. to 4:45 p.m. - Break

4:45 p.m. to 5:45 p.m. – Affinity Groups
Wrap up the day with a facilitated small group discussion! This is a great opportunity to digest all of the information you’ve picked up throughout the day and bounce questions, concerns, and ideas off of colleagues who work in similar environments.

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  Facilitator: Hannah Goodwin, Manager of Accessibility, Museum of Fine Arts, Boston (MA)

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  Facilitator: Beth Bienvenu, Accessibility Director, National Endowment for the Arts (DC)

- Performing Arts
  Chicago 9
  Facilitator: Diane Nutting, Director of Access and Inclusion, Imagination Stage (MD)
6:30 p.m. to 6:45 p.m. – Bus Departure to Awards Dinner
Buses will depart from the Sheraton Hotel lobby (look for signs or ask a volunteer!) and drop off at the Chicago Cultural Center. Buses will start to depart at 6:30 p.m. as soon as the first bus is full. All buses are wheelchair accessible.

7:30 p.m. to 10:00 p.m. – Awards Dinner
Join us in celebrating your peers and the closing of LEAD 2014 at the beautiful and historic Chicago Cultural Center! Along with dinner and time to network, the Excellence in Accessibility Leadership Awards and the Awards for Emerging Leaders will be presented to this year's recipients.  
One ticket included with full conference registration fee. Additional tickets $65 each. Transportation will be provided. Please sign up when registering.

9:30 p.m. to 10:10 p.m. – Bus Departures to Sheraton Hotel
Buses will depart from the Chicago Cultural Center (look for signs or ask a volunteer!) and drop off at the Sheraton Hotel Lobby. All buses are wheelchair accessible.

9:30 p.m. – Bus Departure #1
9:40 p.m. – Bus Departure #2
9:50 p.m. – Bus Departure #3
10:00 p.m. – Bus Departure #4
10:10 p.m. – Bus Departure #5