



**THE CHICAGO COMMUNITY TRUST**  
AND AFFILIATES

The Chicago Community Trust has made a commitment to ensure inclusion and access for all programs and events—empowering everyone to equally engage and participate. As a baseline, we look to the Americans with Disabilities Act for access standards, but try to go beyond compliance and aim for the spirit of the law in order to achieve full inclusion and support the values of the Trust.

## **VENUE SELECTION**

The selection of an accessible space is critical in ensuring that our guests arrive and leave feeling welcomed.

### ELEMENTS OF ACCESSIBLE VENUE

- Location should be accessible for wheelchair users and others with disabilities. Avoid stairs, steep ramps, and other physical barriers that could pose an obstacle.
- Accessible entrances should be in an appropriate and convenient location (for example, not through an alley or kitchen)
- Aisles between tables are wide enough for wheelchair users to navigate.
- Aisle should be a minimum of three feet wide when chairs are pulled out.
- The coat check and registration are accessibly located.
- Accessible bathrooms are required.

### ACCESSIBLE EVENT SETUP

- The accessible entrance should be in an appropriate area not via a back area or an alley.
- Stage, podium, and panel should be accessible for speakers with disabilities.
- Pathways and access aisle should allow for movement throughout full space.
- Accessible seating should be available in multiple areas to achieve diverse integrated seating options.

**Questions?** Contact Eva Penar – [evap@cct.org](mailto:evap@cct.org) or 312.616.8000 ext 161

## INVITATIONS

### LANGUAGE

- As a standard practice, all of our event invitations include how someone may request an accommodation. For example, “To request accommodations please contact NAME at EMAIL or NUMBER.” Providing a name reassures attendees that their questions will be received by a human and not by an automated system. The reason for a phone number and email is to allow the greatest flexibility for means of communication, as preferences vary.

### PRINT

- Stay away from colors that can be hard to decipher and instead opt for colors that are high contrast.
- Make sure text is in a sans serif-type font and the font size is at least 12 pt. (at least 18 pt. for large print materials)
- To be prepared to print large print and alternate formats of invitations and material, save all text in a plain text document.

### ELECTRONIC

- For our electronic invitation, we change the default time allocation for the RSVP form from five minutes to at least one hour.
- We send programs and other handouts in advance to those who request in order to view them electronically (this applies for meetings too). Advance planning is important and should material change last minute, be sure to share the latest version as soon as possible.
- All invitations and event materials are screen reader accessible (this sometimes requires specific image tagging, note that some PDFs are not accessible although a consultant can be used to make them accessible).

## COMMUNICATION AND MARKETING MATERIALS

### PHOTOS

- Marketing and social media
  - For Instagram, Facebook, and Twitter, we include image descriptions for photos so people using screen readers can engage with this medium.
  - For hashtags, we use camel caps which means capitalizing the first letter of every word.
  - For example, #OnTheTable2017 vs #onthetable2017.
- Include closed captions on all videos you share or create. If you choose to use the default captions via Facebook or YouTube, make sure that you check the Actual Captions and edit accordingly. If caption options are not available, you can use a company like Rev.com (\$1 a minute service for srt files) and upload srt file to the video.
- In a “Know Before You Go” email, we detail how to get there or anything unique about the space. This is useful for everyone to know the makeup of the space and access points and accommodations. This could also include accessible parking and transportation information.

### AUDIO AND CAPTIONS

- We aim to use a microphone for all larger gatherings, even if speakers say they might be loud, or when microphones are requested. The microphone is not for the speaker but for attendees/ audience members.
- CART (Communication Access Real-time Translation) provides captions for audiences of presentations in real time. CART should be scheduled when someone requests it.

### SIGNAGE

- Warn event goers of loud noise and lights that might be flickering
- Provide clear signs with directions within a space or staff on hand to direct or help people navigate the space if it is complicated, particularly if the event is happening on multiple floors. This includes knowledge and signage of where the accessible restrooms are located.



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**ACCESSIBLE EVENT CHECKLIST**

- Venue is accessible for wheelchair users
- Setup has been planned to feature access
- Venue has accessible bathrooms
- Language re accommodations is featured on all invitations and registration platforms
- Electronic version has time allocated correctly
- Invitation is accessible with alternate formats available
- Hashtags are camel case on social media
- Photos on all platforms include photo descriptions
- Videos have captions
- Know before you go email includes accessible entry and accommodations
- Microphones are available in the space or have been arranged for event
- CART has been arranged
- Signage includes directions for persons with disabilities