



Understanding How Inclusion Relates to Your Department: Facilities

The facilities department keeps an institution operating effectively and efficiently. Often in partnership with visitor services colleagues, the facilities department designs, constructs, and maintains accessibility features of an institution's building and grounds to make them ADA-compliant. This includes exhibit spaces, entrances, elevators, restrooms, gift shops, and restaurants. Consider the following tips as you ensure that your facility is accessible and responsive to the needs of people with disabilities:

- Collaborate with your ADA coordinator, legal office, or regional ADA advisor to understand statutory regulations, especially when making older or historic buildings accessible.
- Consider varied heights of wheelchair users and small-statured people when designing counter space in gift shops, eateries, and information desks; sinks in restrooms; and other areas of the building.
- Explore accessibility options before committing to acquiring kiosks machines, hand-held self-guided tour devices, apps, websites, and other electronic options.
- Ensure that your museum has adequate signage to guide visitors through their museum experiences. Signage may consist of both words and images to appeal to a broad audience.
- Institute an approach to accommodating visitors with disabilities who are unable to stand in line for long periods of time. This might include designating a waiting area with seating that allows visitors to enter a theater or lecture hall in an order similar to which they arrived in line.
- Partner with security staff to plan inclusive safety and evacuation procedures that are effective for all audiences through multiple methods such as captioning.