



### Understanding How Inclusion Relates to Your Department: Visitor Education

Museum educators develop and facilitate programs for the public. They are positioned to customize experiences to support individual needs and learning styles. Consider these tips to make your education programs accessible to visitors with disabilities:

- Use “effective communication” to ensure that visitors have access to content of an exhibition, public program, film, performance, etc.<sup>1</sup>
- Consider accommodations such as tactile maps and drawings, audio-descriptions, large print brochures, assistive listening devices, sign language interpreters, captioning, and induction loops.
- Collaborate with curators and exhibition designers to develop wall labels, interactive exhibition components, and activities or programs (e.g., tours, lectures, camps, workshops, etc.) that enhance the exhibition experience.
- Review the resource *Everyone’s Welcome: The Americans with Disabilities Act and Museums* to learn how the ADA impacts cultural institutions. Purchase the resource here: <https://aam-us.org/ProductCatalog/Product?ID=213>
- Look to other museums that have created inclusive learning opportunities:
  - Metropolitan Museum of Art, New York  
<http://www.metmuseum.org/visit/accessibility>
  - Museum of Fine Arts, Boston  
<http://www.mfa.org/visit/accessibility>
  - Museum of Modern Art, New York  
<http://www.moma.org/learn/disabilities/index>
  - Museum of Science, Boston  
<http://www.mos.org/accessibility>
  - Solomon R. Guggenheim Museum, New York  
<http://www.guggenheim.org/new-york/visit/accessibility>
  - Smithsonian Institution, Washington, DC  
<http://www.si.edu/accessibility>
  - Victoria and Albert Museum, London  
<http://www.vam.ac.uk/page/d/disability-and-access/>
  - Whitney Museum of Art, New York  
<http://whitney.org/Education/Access>

---

<sup>1</sup> Learn more about effective language at <http://www.ada.gov/effective-comm.htm>