

# PITTSBURGH SYMPHONY ORCHESTRA 2016-2017 ACCESSIBILITY INITIATIVE

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# VISION

The Pittsburgh Symphony Orchestra will share, create, and celebrate excellent musical experiences with patrons, musicians, staff, trustees, and volunteers of all abilities through this Accessibility Initiative.

# SCOPE

In the summer of 2016, the Pittsburgh Symphony Orchestra adopted a new mission: "To engage, enrich, and inspire through unparalleled musical experiences." The Accessibility Initiative will help the symphony ensure that individuals with disabilities, who make up 13.4% of Pennsylvania residents,<sup>1</sup> including 14% of those in the Pittsburgh Metropolitan Statistical Area<sup>2</sup>, are able to more fully participate in these unparalleled musical experiences as patrons, musicians, staff, trustees, and volunteers.

This document falls under the umbrella of the symphony's Inclusion Initiative and provides a framework for making the organization's communications, facility, management practices, programs, and services increasingly accessible. By implementing this plan and building the capacity to create universally welcoming and inclusive environments for all stakeholders, the Pittsburgh Symphony will provide improved experiences for individuals of all abilities.

# HISTORY

The Pittsburgh Symphony Orchestra increased its commitment to inclusion by launching the original version of the Accessibility Initiative in September 2014. Symphony staff realized the need for a comprehensive, strategic initiative after learning more about accessibility at workshops hosted by the Greater Pittsburgh Arts Council and the Leadership Exchange in Arts and Disability (LEAD) Conference during the 2012-2013 and 2013-2014 seasons.

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<sup>1</sup> "[2013 Disability Status Report: Pennsylvania.](#)" *Disability Statistics*. Cornell University. Web. 9 Aug. 2016.

<sup>2</sup> Fisa Foundation. "[The Audience of People with Disabilities.](#)" *Greater Pittsburgh Arts Council*. Greater Pittsburgh Arts Council. Web. 30 Jul. 2014.

To inform the initiative, staff conducted self-assessments from guidelines provided by the National Endowment for the Arts and the Cultural Access Network of New Jersey. The organization also formed an Accessibility Advisory Committee. (See the Addendum for details.) Committee members provided additional feedback after attending symphony concerts, reviewing print materials, and examining the Pittsburgh Symphony website.

Prior to the creation of the Accessibility Initiative, the symphony had taken steps to become more accessible in the areas of communications, facility, management practices, programs, and services by providing the following:

❖ Communications:

- Braille program books for all BNY Mellon Grand Classics performances
- Large print photo copies of most BNY Mellon Grand Classics and PNC Pops program books
- Information about accessibility and the option to purchase accessible seating on the Pittsburgh Symphony website
- Alternative text for images on the Pittsburgh Symphony and Music and Wellness websites
- Video transcripts and a tool to change the text size on the Music and Wellness website

❖ Facility:

- A level entrance and route from the front entrance of Heinz Hall to the main floor of the auditorium
- Accessible seat locations with companion seats
- An accessible restroom on the main floor of the hall

❖ Management Practices:

- Front of house customer service training on welcoming and accommodating patrons with disabilities
- Professional development sessions regarding accessibility for all staff (including in-house sessions, external events, and conferences)

❖ Programs and Services:

- Portable FM assistive listening devices for all shows
- Sign language interpreter services upon request
- Curbside assistance for patrons entering Heinz Hall
- Biannual concerts for adults with intellectual and developmental disabilities at the Allegheny Valley School

- Multiple events per year for patients, families, and staff of all abilities at the Children’s Hospital of Pittsburgh of UPMC, VA Pittsburgh Healthcare System, and other healthcare facilities

## GOALS

With the September 2014 launch of the Accessibility Initiative, staff, along with the Accessibility Advisory Committee, established four goals to guide the Pittsburgh Symphony Orchestra’s pursuit of greater accessibility:

- ❖ Communications: Internally and externally share information about the Pittsburgh Symphony Orchestra, its programs and services, and Heinz Hall in ways that patrons, musicians, staff, and others can easily receive and understand
- ❖ Facility: Update Heinz Hall so patrons, musicians, staff, and others can easily move about the facility to access programs and services
- ❖ Management Practices: Create an environment that welcomes and celebrates the contributions of all musicians, staff, trustees, and volunteers
- ❖ Programs and Services: Empower patrons to fully participate in and enjoy outstanding musical experiences

The Action Plan in the next section lists tangible actions the Pittsburgh Symphony has taken since the launch of the initiative, as well as actions it will take in current and future seasons, to improve access in these four goal areas. By maintaining current levels of service, addressing new action items, updating the action plan as necessary, and evaluating progress, the Pittsburgh Symphony Orchestra will achieve its vision of sharing, creating, and celebrating excellent musical experiences with patrons, musicians, staff, trustees, and volunteers of all abilities.

# ACTION PLAN (2014-2015 TO PRESENT)

## COMMUNICATIONS

### *Publications*

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Update Schooltime and PNC Tiny Tots Supplemental Materials with new accessibility information and resources	Jessi Ryan and Lisa Belczyk, Education & Community Engagement	August 2014, Fall 2016 (update)	\$0.00	August 11, 2014
Create an internal publication that provides information describing our accessibility offerings	Jessi Ryan, Education & Community Engagement	September 2014	\$0.00	September 2, 2014
Update the accessibility section in the program book	Brian Hughes, Communications & External Relations; Aleta King, Patron Services	September 2014, Fall 2016 (update)	\$0.00	September 19, 2014
Create online pre-visit stories for Fiddlesticks, Schooltime, and PNC Tiny Tots concerts	Dr. Roger Ideishi, Consultant, and Christina Smith, designer; Education & Community Engagement Department	Fall 2015, Summer 2016 (update)	\$0.00	November 16, 2015; September 2, 2016 (update)

*Publications—Continued*

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Offer Braille programs for all PNC Pops subscription concerts (in addition to BNY Mellon Grand Classics subscription concerts)	Brian Hughes, Communications & External Relations	Ongoing (began in the 2014-2015 season)	\$280.00 (annual cost to be added to the 2014-2015 and subsequent budgets)	-
Offer large print programs for all PNC Pops and Fiddlesticks subscription concerts (in addition to BNY Mellon Grand Classics subscription concerts)	Brian Hughes, Communications & External Relations	Ongoing (began at PNC Pops in the 2014-2015 season and Fiddlesticks in the 2015-2016 season)	\$0.00	-
Create a booklet providing information about our accessible services for patrons	Aleta King, Patron Services; Stacy Weber, Hall Management; Brian Hughes, Communications & External Relations	Fall 2016	TBD	
Design a user-friendly map of Heinz Hall with information about accessible seating and routes for display in the lobby and in the accessible services booklet	Carl Mancuso and Stacy Weber, Hall Management; Aleta King, Patron Services; Brian Hughes, Communications & External Relations	Fall 2016	TBD	

## Marketing

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Create a statement welcoming all patrons to the Pittsburgh Symphony (for printed materials and the website)	Accessibility Advisory Committee	June 2014	\$0.00	June 30, 2014
Include the welcoming/informational statement about accessibility in routine publications and promotional materials	Louise Sciannameo and Brian Hughes, Communications & External Relations	Ongoing (began in the 2014-2015 season)	\$0.00	-

## Websites

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Receive a Pittsburgh Symphony website consultation at LEAD	Jessi Ryan, Education & Community Engagement	August 2014	\$25.00 (one-time cost included in the 2013-2014 budget)	August 5, 2014
Create an accessibility page on the app	Chrissy Savinell, Finance; Jessi Ryan, Education & Community Engagement	August 2014	\$0.00	August 26, 2014
Update the accessibility information on the website	Chrissy Savinell, Finance; Jessi Ryan and Suzanne Perrino, Education & Community Engagement; Aleta King, Patron Services; Stacy Weber, Hall Management	October 2014, Fall 2016 (update)	\$0.00	October 3, 2014

## Websites—Continued

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Improve Pittsburgh Symphony website accessibility by making changes suggested during the LEAD website consultation	Chrissy Savinell, Finance	2014-2015 season	\$0.00	August 31, 2015
Receive a Music & Wellness website consultation through LEAD	Jessi Ryan, Education & Community Engagement	October 2015	\$35.00 (one-time cost included in the 2014-2015 budget)	October 20, 2015
Provide captions or transcripts of all education and community-related audio and video content	Education & Community Engagement	Ongoing (began in the 2014-2015 season)	\$0.00	-
Improve Music & Wellness website accessibility by making changes suggested during the LEAD website consultation	Chrissy Savinell, Finance; Jessi Ryan, Education & Community Engagement	Ongoing (began in the 2015-2016 season)	\$0.00	-
Provide captions or transcripts of all Pittsburgh Symphony audio content and/or provide transcripts or audio descriptions of important Pittsburgh Symphony video content	Since this is time-sensitive material, additional resource allocation is needed to provide transcripts for all videos.	TBD	TBD (will be an additional expense)	



## FACILITY

### *Front of House—Route of Travel and Accessible Entrances*

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Renovate outer doors so they can be operated easily with one hand, with a closed fist, or by a person with a limited grasp or strength	Carl Mancuso, Hall Management	3-5 years (to be addressed in the Master Plan front of house renovations)	TBD (not currently in the Capital Improvement Budget)	
Install an automatic door for the box office and designate this as an accessible entrance	Carl Mancuso, Hall Management	3-5 years (to be addressed in the Master Plan front of house renovations)	TBD (not currently in the Capital Improvement Budget)	

### *Front of House—Interior Spaces*

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Create accessible signage outside the elevator door in the gallery	Susan Jenny, Hall Management	November 2014	\$39.65 (one-time cost included in the 2014-2015 budget)	November 11, 2014
Renovate doors to the restrooms, assembly, and seating areas with lighter resistance closers so they are all accessible	Carl Mancuso, Hall Management	February 2015	\$221.49 (one-time cost included in the 2014-2015 budget)	January 22, 2015
Decrease the slope of the ramp leading to the Regency Rooms so that it is no greater than 1:12	Mike Karapandi, Hall Management	August 2015	\$8,076.20 (one-time cost included in the 2014-2015 budget)	August 21, 2015

*Front of House—Box Office, Information Desk, Lobby Area, Reception Area, Concession Stand, Gift Shop*

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Install a bar that includes a section with a lower counter (maximum height of 36")	Carl Mancuso, Hall Management	To be addressed in the Master Plan front of house renovations	TBD (not currently in the Capital Improvement Budget)	

*Front of House—Assembly Spaces*

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Create signage notifying patrons about the availability of accessible seating (included in the Grand Lobby seating chart display)	Susan Jenny, Hall Management	October 2014	\$174.00 (one-time cost included in the 2014-2015 budget)	October 31, 2014

*Front of House—Alarms/Safety*

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Equip alarm systems with visual warning lights and updated audio warnings	Carl Mancuso, Hall Management	Summer 2014	\$1.2 million for an entirely new alarm system (one-time cost covered in the 2013-2014 budget under the Life Safety Plan)	August 31, 2014

## Front of House—Usability of Restrooms

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Create signage to clearly identify the accessible restroom	Susan Jenny, Hall Management	Summer 2014	\$0.00	June 18, 2014
Correct bar height and length in the accessible restroom	Susan Jenny, Hall Management	Summer 2014	\$200.00 (one-time cost included in the 2013-2014 budget)	June 18, 2014
Decrease towel dispenser height in the accessible restroom so it is no more than 54" for a front approach or 48" for a side approach	Susan Jenny, Hall Management	Summer 2014	\$120.00 (one-time cost included in the 2013-2014 budget)	June 18, 2014
Cover exposed pipes below sinks with insulation	Susan Jenny, Hall Management	Summer 2014	\$120.00 (one-time cost included in the 2013-2014 budget)	June 18, 2014
Decrease mirror height in the accessible restroom so it is a maximum of 40" high	Susan Jenny, Hall Management	Summer 2014	\$120.00 (one-time cost included in the 2013-2014 budget)	June 18, 2014
Add accessible stalls (2 women's and 2 men's) to the restrooms on the Grand Tier level	Carl Mancuso, Hall Management	Summer 2015	\$1.4 million (cost for completing the restroom renovations included in Capital Improvements/ Master Plan funding through the state and others)	September 12, 2015
Decrease lavatory counter depth in the accessible restroom to 18-24"	Carl Mancuso, Hall Management	To be addressed in the Master Plan front of house renovations	TBD	

## Front of House—Additional Areas

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Create an accessible bi-level public drinking fountain	Hall Management will consider a solution in character with the Hall décor and style.	To be addressed in the Master Plan front of house renovations	TBD	

## Office Tower

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Evaluate office tower accessibility by walking through the tower with Accessibility Advisory Committee members	Carl Mancuso, Hall Management	2016-2017 season	TBD	
Complete a self-assessment of the office tower	Carl Mancuso, Hall Management	2016-2017 season	TBD	
Develop a plan for making the office tower accessible	Carl Mancuso, Hall Management	To be addressed in the office tower renovations	TBD	
Renovate the administrative entrance so it can be operated easily with one hand, with a closed fist, or by a person with a limited grasp or strength	Carl Mancuso, Hall Management	To be addressed in the office tower renovations	TBD	
Renovate the office tower to improve accessibility	Carl Mancuso, Hall Management	To be addressed in the office tower renovations	TBD	

## Backstage

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Create an accessible route between the front of house and backstage areas (renovate freight elevator and fire egress tunnel)	Carl Mancuso, Hall Management	Summer 2015	\$341,388 + labor (included in Capital Improvements/ Master Plan funding through the state and others)	September 8, 2015
Evaluate backstage accessibility by walking through all areas with Accessibility Advisory Committee members	Carl Mancuso, Hall Management	2016-2017 season	TBD	
Complete a self-assessment of the backstage area	Carl Mancuso, Hall Management	2016-2017 season	TBD	
Develop a plan for making the backstage area accessible	Carl Mancuso, Hall Management	To be addressed in the Master Plan backstage renovations	TBD	
Create an accessible stage door entrance on Penn Ave.	Carl Mancuso, Hall Management	To be addressed in the Master Plan backstage renovations	TBD	
Renovate all backstage areas (practice rooms, restrooms, dressing rooms, green rooms, etc.) to improve accessibility	Carl Mancuso, Hall Management	To be addressed in the Master Plan backstage renovations	TBD	

# MANAGEMENT PRACTICES

## *Policies and Training*

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Train staff, musicians, and the board about person-first language and effective communication	Kory Antonacci, The Woodlands Foundation and UPMC; Kristen Link, City Theatre	May 2014	\$500.00 (one-time cost included in the 2013-2014 budget)	May 30, 2014
Create an Accessibility Coordinator job description	Jessi Ryan, Education & Community Engagement	June 2014	\$0.00	June 5, 2014
Designate an Accessibility Coordinator	Suzanne Perrino, Education & Community Engagement	June 2014	\$0.00	June 5, 2014 (Stacy Weber, Hall Management, was named Accessibility Coordinator)
Train Heinz Hall ushers about person-first language and effective communication	Kory Antonacci, The Woodlands Foundation and UPMC	September 2014	\$0.00	September 4, 2014
Attend accessibility professional development sessions hosted by the Greater Pittsburgh Arts Council	Jessi Ryan, Education & Community Engagement	Spring 2015	\$20.00	February 23, 2015; March 13, 2015 (multiple sessions)
Provide training for musicians, staff, and volunteers participating in the June 2015 sensory-friendly concert and related community visits	Roger Ideishi, JD, OT/L, FAOTA, Consultant from Temple University; Lu Randall, Executive Director of Autism Connection of PA	Spring and Summer 2015	Included in the 2014-2015 sensory-friendly program budget (see page 18)	April 23, 2015; June 26-27, 2015 (multiple sessions offered)

*Policies and Training—Continued*

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Attend the LEAD Conference and present a session about accessibility at the PSO	Jessi Ryan and Gloria Mou, Education & Community Engagement	August 2015	\$307.97 (one-time cost Included in the 2014-2015 budget)	August 5-7, 2015
Attend accessibility professional development sessions hosted by the Greater Pittsburgh Arts Council	Jessi Ryan, Education & Community Engagement	Fall and Spring 2016	\$30.00 (one-time cost Included in the 2015-2016 budget)	October 23, 2015 (attended and presented about sensory-friendly programs at the PSO); May 5, 2016; June 16, 2016 (multiple sessions)
Provide training for musicians, staff, and volunteers participating in the June 2016 sensory-friendly concert	Roger Ideishi, JD, OT/L, FAOTA, Consultant from Temple University; Chrisoula Perdziola, Autism Connection of PA	June 2016	Included in the 2015-2016 sensory-friendly program budget (see page 19)	June 10, 17, and 25, 2016 (multiple sessions offered)
Attend the LEAD Conference and present a pre-conference session and a panel about sensory-friendly programs at the PSO	Jessi Ryan and Gloria Mou, Education & Community Engagement	August 2015	\$5.00 (one-time cost Included in the 2015-2016 budget)	August 2-5, 2016

## Employment

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Create a non-disclosure policy protecting confidential information about applicants and employees	PSO Culture Committee and PSO HR Board Committee	2016-2017 season	\$0.00	
Create an accessibility section for the employee handbook	PSO Culture Committee and PSO HR Board Committee	2016-2017 season	\$0.00	
Train staff about appropriate and inappropriate interview questions	Development Dimensions International (DDI)	2016-2017 season	TBD	
Train staff how to identify accommodations for employees	Development Dimensions International (DDI)	2016-2017 season	TBD	



## PROGRAMS AND SERVICES

### *Hearing System*

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Install a t-coil hearing loop system	Mike Karapandi, Hall Management	August 2016	TBD (one-time expense covered by an individual donor in the 2015-2016 budget)	August 31, 2016

### *Additional Services*

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Offer a quiet room in Heinz Hall for patrons attending Fiddlesticks subscription concerts	Lisa Belczyk and Jessi Ryan, Education & Community Engagement	Ongoing (began in February 2016)	\$302.99 (one-time expense included in the 2015-2016 budget)	-
Offer a sensory-friendly option for all PNC Tiny Tots concerts	Lisa Belczyk, Education & Community Engagement	Ongoing (all 9:30 a.m. concerts will be sensory-friendly beginning in January 2017)	\$0.00	-

## June 2015 Sensory-Friendly Program

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Offer a sensory-friendly concert	Suzanne Perrino and Jessi Ryan, Education & Community Engagement	June 2015	\$18,591.97 (out-of-budget expense for 2014-2015 covered by contributed and earned revenue)	June 27, 2015
Offer musician visits to help schools prepare patrons for the sensory-friendly concert	Gloria Mou and Jessi Ryan, Education & Community Engagement	Spring 2015	\$0.00 (covered in the 2014-2015 budget under the Service Exchange Program)	May 26, 2015; June 1-2 and 4, 2015 (multiple visits)
Create pre-visit materials for patrons attending the sensory-friendly concert	Dr. Roger Ideishi, Consultant, and Christina Smith, Designer; Jessi Ryan and Education & Community Engagement interns	Spring 2015	Included in the 2014-2015 sensory-friendly program budget	June 15, 2015
Offer pre-performance sensory discovery rooms	Suzanne Perrino and Jessi Ryan, Education & Community Engagement	June 2015	Included in the 2014-2015 sensory-friendly program budget	June 27, 2015
Offer accessible services (Braille and large print programs, ASL interpretation, and Communication Access Realtime Translation [CART]) during the performance	Jessi Ryan, Education & Community Engagement	June 2015	Included in the 2014-2015 sensory-friendly program budget	June 27, 2015
Conduct research to evaluate the concert and generate a summative report	Dr. Roger Ideishi, Consultant	Summer and Fall 2015	Included in the 2014-2015 sensory-friendly program budget	January 15, 2016

## June 2016 Sensory-Friendly Program

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Offer a sensory-friendly concert	Suzanne Perrino and Jessi Ryan, Education & Community Engagement	June 2016	\$17,314.54 (out-of-budget expense for 2015-2016 covered by contributed and earned revenue)	June 25, 2016
Offer musician visits to help schools prepare patrons for the sensory-friendly concert	Gloria Mou and Jessi Ryan, Education & Community Engagement	April 2016	\$0.00 (covered in the 2015-2016 budget under the Service Exchange Program)	April 6, 11-12, and 28, 2016 (multiple visits)
Create pre-visit materials for patrons attending the sensory-friendly concert	Dr. Roger Ideishi, Consultant, and Christina Smith, Designer; Jessi Ryan, Education & Community Engagement	Spring 2016	Included in the 2015-2016 sensory-friendly program budget	June 9, 2016
Offer pre-performance sensory discovery rooms	Suzanne Perrino and Jessi Ryan, Education & Community Engagement	June 2016	Included in the 2015-2016 sensory-friendly program budget	June 25, 2016
Offer accessible services (Braille and large print programs, ASL interpretation, and Communication Access Realtime Translation [CART]) during the performance	Jessi Ryan, Education & Community Engagement	June 2016	Included in the 2015-2016 sensory-friendly program budget	June 25, 2016
Conduct research to evaluate the concert and generate a summative report	Dr. Roger Ideishi, Consultant	Summer and Fall 2016	Included in the 2015-2016 sensory-friendly program budget	

## June 2017 Sensory-Friendly Program

ACTION	PERSON & DEPARTMENT RESPONSIBLE	PROJECT TIMELINE	COST	DATE COMPLETED
Offer a sensory-friendly concert	Suzanne Perrino, Education & Community Engagement	June 2017	TBD	
Offer musician visits to help schools prepare patrons for the sensory-friendly concert	Gloria Mou, Education & Community Engagement	April 2017	TBD	
Create pre-visit materials for patrons attending the sensory-friendly concert	Dr. Roger Ideishi, Consultant, and Christina Smith, Designer; Suzanne Perrino, Education & Community Engagement	Spring 2017	TBD	
Offer pre-performance sensory discovery rooms	Suzanne Perrino, Education & Community Engagement	June 2017	TBD	
Offer accessible services (Braille and large print programs, ASL interpretation, and Communication Access Realtime Translation [CART]) during the performance	Suzanne Perrino, Education & Community Engagement	June 2017	TBD	
Conduct research to evaluate the concert and generate a summative report	Dr. Roger Ideishi, Consultant	Summer and Fall 2017	TBD	

## EVALUATION

The Education & Community Engagement Department will regularly track the organization's efforts to address the action items listed in this initiative. In addition, it will use surveys, interviews, and other tools to measure the effectiveness of programs (such as sensory-friendly performances, concerts at Allegheny Valley School, and select Music and Wellness sessions) created especially for patrons with disabilities. Staff across the Pittsburgh Symphony will also evaluate customer service at other performances and events through patron feedback.

On an annual basis, staff will conduct a more thorough evaluation of the initiative by discussing successful changes and ideas for further improvement with the Accessibility Advisory Committee. Together, they will assess progress and identify new action items and priorities so that the Accessibility Initiative continues to reflect the current needs of the organization and its audiences.

## PLEDGE OF COMMITMENT

The Pittsburgh Symphony Orchestra is committed to being inclusive and welcoming to individuals of all abilities. Achieving greater accessibility is a key component of the symphony's strategic plan, and it will devote the necessary resources to increasing inclusivity by removing barriers in communications, facility, management practices, programs, and services. In the years to come, the Pittsburgh Symphony will continuously monitor its progress toward achieving the goals of this initiative and stay informed about local and national access trends so it can more effectively share, create, and celebrate excellent musical experiences with patrons, musicians, staff, trustees, and volunteers of all abilities.

# ADDENDUM: ACCESSIBILITY ADVISORY

## COMMITTEE MEMBERS

### COMMUNITY MEMBERS, BOARD, AND MUSICIANS

**Kory Antonacci**

Music Therapist, Children's Hospital of Pittsburgh of UPMC

**Erika Arbogast**

President, Blind & Vision Rehabilitation Services of Pittsburgh

**Johnetta Artinger**

Reading Specialist, Penn Hills School District

**Judy Beck**

Program Manager, Area Agency on Aging, Allegheny County Department of Human Services

**Vanessa Braun**

Manager of Employee Engagement & Director of Accessibility, Pittsburgh Cultural Trust

**Penny Brill**

Violist, Pittsburgh Symphony Orchestra

**Mary Crummie**

Special Education Teacher, Sunrise School

**Catherine Getchell**

Assistant District Administrator, PA Office of Vocational Rehabilitation

**Amy Hart**

President & CEO, Center for Hearing & Deaf Services, Inc.

**Chaz Kellem**

Senior Director of Equity and Advocacy, YWCA Greater Pittsburgh

**Shawna Kuriger**

Accessibility Advocate

**Bob Madaras**

Space Coordinator, U.S. Department of Energy

**David Piecka**

Principal Horn, River City Brass Band; Private Studio Teacher; Teacher Aide, Upper St. Clair School District

**Brian Rutherford**

Accessibility Advocate

**Jen Saffron**

Director of Communications, Greater Pittsburgh Arts Council

**Roger Thomas**

Music Teacher, Western Pennsylvania School for Blind Children

**Erica Tony**

Marketing & Communications Manager, The Children's Institute

**Ray White**

CEO (retired), The Watson Institute

**Rachel Wymard**

Board Member and Co-Chair of the Learning, Community, & Inclusion Board Committee, Pittsburgh Symphony Orchestra

**PITTSBURGH SYMPHONY ORCHESTRA STAFF**

**Aleta King**

Senior Director of Patron Development

**Tracey Nath-Farrar**

Senior Manager of Foundation & Government Support

**Suzanne Perrino**

Senior Vice President of Education & Strategic Implementation

**Jessi Ryan**

Manager of Education & Community Programs

**Chrissy Savinell**

Multimedia Manager

**Louise Sciannameo**

Vice President of Public Affairs

**Brian Skwirut**

Director of Development

**Stacy Weber**

Assistant Hall Manager for Rentals & Scheduling/Accessibility Coordinator