

ACCESSIBILITY GUIDELINES FOR INCLUSIVE EVENT PARTICIPATION

For Meeting Planners, Event Planners and Exhibitors

Thank you for choosing the Phoenix Convention Center & Venues for your event! We are committed to creating an inclusive and accessible environment for all attendees, including those with disabilities. To ensure that your space accommodates the needs of all guests, please consider the following guidelines:

- **Training and Education:**
 - Familiarize yourself and your staff with ADA compliance and best practices for accommodating guests with disabilities.
 - Understand the importance of inclusivity and the potential barriers faced by individuals with disabilities.
- **Clear Communication:**
 - Encourage open communication with guests about their accessibility needs and how you can best accommodate them.
 - Be prepared to provide information in accessible formats and assist guests with disabilities as needed.
- **Accessible Design:**
 - Design your space with accessibility in mind, keeping pathways clear and wide to accommodate wheelchairs and mobility devices.
 - Ensure that displays, merchandise, and counters are positioned at reachable heights for individuals with disabilities. Consider a service counter that is 28"-36" inches high to accommodate guests using wheelchairs.
 - If your setup includes a platform, ensure there is a ramp or alternative access point provided for guests with mobility impairments.
 - Be prepared to provide the same level of service both on and off the platform to accommodate all guests' needs
- **Staff Training:**
 - Train your staff to assist guests with disabilities effectively, including the ability to bridge the gap between themselves and the person needing assistance. This may involve coming out from behind a counter or from within a booth to speak and interact with them directly.
- **Accessible Materials:**
 - Provide promotional materials in accessible formats, such as large print or electronic versions, to accommodate guests with vision impairments.
 - Be prepared to provide information verbally for guests with hearing impairments and use visual aids where possible.
- **Collaboration with Facility Staff:**
 - Statements saying there's nothing you can do are unacceptable; always strive to find solutions to accommodate guests' needs. Reach out to the event manager or the ADA Coordinator at the facility if you encounter a situation where you are unable to accommodate a guest's request or question.

Thank you for your cooperation in making events accessible to all. If you have any questions regarding ADA Compliance and reasonable accommodations, please reach out to ADA Coordinator, Sarah Bentley at Sarah.Bentley@phoenix.gov or 480-589-5598