

# Core Visitor Experience

The organization provides public access to its collections, buildings, and landscapes while ensuring their preservation. The organization strives to make core visitor experiences and mission-related content accessible to people across the spectrum of human abilities and in the most equitable ways possible.

## Visitor Questions:

*Can I participate in the core visitor experience safely? Will the quality of my experience be similar to other visitors?*

### Emerging

*“No, but we want to do better.”*

- We are aware that as a place of public accommodation, core visitor experiences must be accessible.
- We understand the importance of offering an inclusive and equitable experience for visitors.

### Basic

*“Mostly, we meet the legal requirements and reach out to some communities.”*

- **All** object display cases, exhibit text, and other exhibit components comply with current ADA design guidelines.
- Programmatic alternatives are available that effectively communicate an experience of inaccessible spaces and artifacts to visitors.
- Accessible alternatives or programmatic accommodations for tours or public programs are available **with advance notice**.
- Our emergency plan addresses the evacuation of **all** staff, volunteers, and visitors.
- Accessibility aids are regularly cleaned and maintained.

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### Good

*“Yes, we’re listening for ways to better engage new communities.”*

- We offer the core visitor experience in multiple ways to engage with collections objects and meet differing visitor needs.
- Accommodations needed to experience exhibits or programs are **readily available** to all visitors.
- **Large-print or audio versions** of all exhibit text are available.
- We use input from visitors and visitor contact staff when designing visitor experiences.
- We **consult** people with relevant life experience in the development of programmatic accessibility tools.

### Better

*“Yes, we’re aiming for inclusivity and collaborate with and for our communities.”*

- **All** programs, interpretive elements, and exhibits use principles of universal design.
- Emergency procedures are evaluated **annually** to assess their inclusivity.
- Physical and programmatic accommodations are set up so that repairs or upgrades can be completed with minimal impact on visitors.
- Programmatic access is evaluated **at least annually** and is **included in planning** for new exhibit, programs, or building/landscape changes.
- **Braille versions** of all exhibit text are available.