



Entertainment

Medical  
Facilities

Lodging

Houses of  
Worship

**ADA**

**Access**

**Guide**

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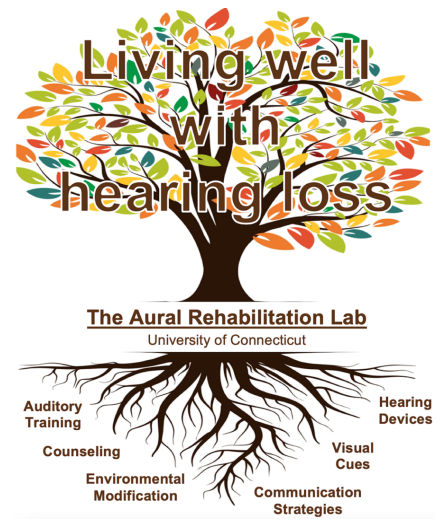
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# Introduction:

# Purpose of

# the Access Guide

This Access Guide is to inform individuals with hearing loss, their communication and community partners on ADA access for individuals with hearing or listening needs in the Eastern CT area. The guide was originally conceived as a class project for graduate students in audiology. The intent was to broaden student understanding of accessibility needs in public venues. Previous investigations have shown that consumers and facilities can misunderstand accommodation through the Americans with Disabilities Act (ADA). Often facilities are not cognizant of ADA requirements. For example, facilities may have equipment for accommodations but it may be under- utilized or not utilized at all with little on-site support. Similarly, consumers often do not know what their rights are under ADA. This handbook covers key ADA components, site specific information, and how to access resources.

## A Live Document

The purpose of this guide was to is to develop a targeted resource for public access in Eastern CT. The guide includes public venues where listening/hearing is expected [e.g. places of worship, theatres, movies, hotels, medical facilities, libraries, etc.]. The first guide was released over ten years ago and at the request of the Eastern CT HLAA Chapter, we have updated the information. We note that available accommodations are likely to change and that we were not successful in making contact with all venues. As such we welcome any updates as they become available.





## A Note of Thanks

Over the years, many talented students from the UCONN Speech, Language, and Hearing Sciences department have contributed to the information found in this guide, specifically AuD students in SLHS 5325 Adult Aural Rehabilitation and Ms. Katharine Cartwright (SLHS 3299 Independent Study in Aural Rehabilitation) both taught by Kathleen Cienkowski, Ph.D. CCC/A, Director of the UCONN Aural Rehabilitation Lab.

The students were responsible for identifying venues, securing accommodation information, and developing easy instructions for users to follow. A special thanks to Katharine who collated all the latest information in this guide and presented the information at the Eastern CT HLAA Chapter meeting.



## Groundbreaking Legislation

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990, by President George H.W. Bush. This landmark civil rights legislation prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places open to the general public. The ADA aims to ensure that people with disabilities have the same rights and opportunities as everyone else.

The ADA Reauthorization Act, often referring to the ADA Amendments Act (ADAAA) of 2008, was enacted to broaden the definition of disability and ensure stronger protections against discrimination. It reaffirmed the ADA's original intent, emphasizing the need for comprehensive rights and accessibility for individuals with disabilities in all aspects of public life.

# Understanding the ADA



## **It's a Law:**

The Americans with Disabilities Act (ADA) is a civil rights law that aims to ensure equal opportunities for people with disabilities



## **No Discrimination:**

It prohibits discrimination against individuals with disabilities in various areas including employment, public accommodations, transportation, government services, and telecommunications.



## **Equal Access:**

The ADA seeks to remove barriers that could prevent individuals with disabilities from fully participating in all aspects of society, aiming to provide them with the same rights and opportunities as everyone else.

**ADA involves reasonable accommodations to ensure access to goods, services, and employment, and the removal of physical and societal barriers wherever possible.**

# ADA

## Titles



### The ADA is divided into 5 Titles

#### **Employment (Title I)**

ADA Title I prohibits employment discrimination against individuals with disabilities. It requires employers to provide reasonable accommodations and ensures equal opportunity in hiring, promotion, and other employment practices, protecting workers' rights in businesses with 15 or more employees.

#### **Public Services (Title II)**

ADA Title II prohibits disability discrimination by public entities, ensuring equal access to all services, programs, and activities provided by state and local governments. This includes public transportation, schools, and other public facilities, requiring reasonable modifications for accessibility.

#### **Public Accommodations (Title III)**

ADA Title III prohibits disability discrimination by private businesses and nonprofit organizations that serve the public. It mandates accessible facilities, services, and accommodations in places such as restaurants, hotels, theaters, and retail stores, ensuring equal access and opportunities for individuals with disabilities.

#### **Telecommunications (Title IV)**

ADA Title IV mandates accessible telecommunications services for individuals with hearing and speech disabilities. It requires telephone companies to provide relay services 24/7 and ensures that television programming includes closed captioning to facilitate effective communication.

#### **Miscellaneous Provisions (Title V)**

ADA Title V contains miscellaneous provisions, including anti-retaliation protections and guidelines for federal wilderness areas and insurance coverage.

# ADA

# Requirements

# by Venue

## Theaters and Entertainment Venues

The law says that these places must have assistive listening devices/systems, or ALDs, to help people who have trouble hearing.



- ✓ **50 or more:** If a place can hold 50 or more people, or if it uses sound systems, it must have a permanent special listening system.
- ✓ **Special devices:** Public places also need to have other helpful tools, like hand-held devices that help with listening, for people who have hearing differences.
- ✓ **It's a must:** Theaters and school auditoriums have to follow these rules from the ADA. This is to make sure everyone can enjoy the show, even if they have trouble hearing.





# ADA

# Requirements

# by Venue

## Churches and Houses of Worship

The ADA states that public places need to have special systems to accommodate individuals with hearing problems. However, there's a part of this law, section 36.102(e), that says churches and other places where people go to pray don't have to follow this rule.



**Exempt:** "Religious organizations and entities controlled by religious organizations have no obligations under the ADA...[and] even when a religious organization carries out activities that would otherwise make it a public accommodation, the religious organization is exempt from ADA coverage."



**Just Ask:** Some churches provide accommodations because people who go to the church ask for them. Others have them because they thought it would be a good idea to be ready in case someone needs them. If a church doesn't have accommodations, it might be because no one has asked for them yet. But it's important to remember that if a church doesn't have these things, it's not breaking the ADA law. Churches are considered "religious entities" and don't have to follow this law.





# ADA

# Requirements

# by Venue

## Hotels, Motels, and More

The ADA also applies to places like hotels, motels, dormitories, and other similar places. According to the ADA, these places must have certain features to help people with disabilities.



**Small Hotels:** If a hotel has 100 rooms, at least 4 of them must be accessible for people with hearing or mobility impairments. This means these rooms should have things like visual alarms, devices that show when someone is at the door, telephones with volume control, and an electrical outlet that can be used for a text telephone.



**Large Hotels:** If a hotel has more than 100 rooms, about 2 out of every 100 rooms should have the features noted above.



**Phone Access:** If there's a public pay phone inside a stadium, arena, convention center, hotel with a convention center, covered shopping mall, or hospital emergency, recovery, or waiting room, there should also be at least one TDD or text telephone. A TDD or text telephone is a special device that lets people who have trouble hearing or speaking use the phone.



# ADA

# Requirements

# by Venue

## Senior Centers, Museums, Other Activities

Senior centers, museums, and other activities are considered public accommodations under the ADA. This means they have to follow certain rules to make sure everyone can use them, whether they have a disability or not.



**What is required:** Places of public accommodation may not discriminate against people with disabilities, and may not deny full and equal enjoyment of the goods and services offered by the place. They are required to make available appropriate auxiliary aid or service necessary to ensure effective communication. **HOWEVER**, an action is not required if it results in significant difficulty or expense.



**What is access:** This means that senior centers have to make sure everyone can communicate effectively. This could be as simple as writing notes back and forth with someone who can't hear well.



**However:** If a venue can show that it would be too expensive to provide special equipment like assistive listening devices, they are not required to get them. But, they do have to make other changes to the building to make it accessible. For example, they need to have audible and visible alerting systems.



# ADA

# Requirements

# by Venue

## Healthcare Facilities: Government Run

The ADA Title II applies to places like hospitals and clinics run by state and local governments. These facilities have several requirements that they must follow to comply with the law.



**Buildings:** Buildings should be easy for people with disabilities to access. This means things like ramps for people who use wheelchairs, special parking spots, elevators, and doors that are wide enough for wheelchairs.



**Communications:** Healthcare providers must ensure effective communication with patients who have sensory impairments. This could involve providing sign language interpreters, written materials in accessible formats, or communication aids for individuals who are deaf or hard of hearing.



**Policies:** Healthcare facilities are expected to make reasonable modifications in policies, procedures, and practices to accommodate individuals with disabilities, as long as these changes don't change the main services they provide.



**Care for All:** Individuals with disabilities can't be turned away from healthcare services or kept apart from others because of their disability. They must be given equal access to healthcare services and facilities.







# ADA

# Requirements

# by Venue

## Healthcare Facilities: Private Practice or Nonprofit Healthcare Facilities

The ADA Title III is a law that says private or nonprofit healthcare facilities, like doctor's offices, need to make sure they are easy to use for people with disabilities.



- ✓ **Buildings:** These facilities must ensure physical accessibility, which includes accessible parking, entrances, routes, and facilities for those with mobility impairments.
- ✓ **Communications:** Healthcare providers must ensure effective communication with patients who have sensory impairments. This could involve providing sign language interpreters, written materials in accessible formats, or communication aids for individuals who are deaf or hard of hearing.
- ✓ **Policies:** These facilities should make reasonable accommodations to ensure that individuals with disabilities have access to the same services. This might involve adjusting policies or procedures to accommodate their needs. **However, if a private practice can show that it would be too expensive to provide special equipment like Assistive listening devices (ALDs), they are not required to get them.**



# How to

# Use this

# Guide



## Assistive Listening Devices

May enhance sound clarity for individuals with hearing impairments by amplifying and delivering audio directly to the user, reducing background noise.



## Closed (or Open) Captions

Closed captions are text displays of spoken dialogue and other relevant sounds in videos.



## Induction loop (or loop)

An induction loop is a system that transmits sound directly to hearing aids equipped with telecoils reducing background noise.



## Hearing Ear Dogs

A hearing ear dog is a trained service animal that alerts individuals who are deaf or hard of hearing to important sounds, such as doorbells, alarms, or phone calls.



## Sign Language Interpreter

A sign language interpreter translates spoken language into sign language and vice versa.



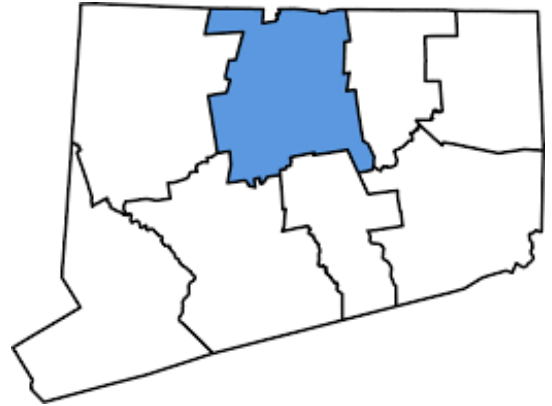
## TTY

A TTY (teletypewriter) is a device that enables text-based communication over telephone lines for individuals who are deaf or hard of hearing, allowing them to type and read messages.

# Hartford

# County

# Entertainment Venues



## Bushnell Theater - Main Stage (Mortensen Theater)



### Accommodations Overview



The Bushnell has ALD **infrared headsets and induction loops** that are available free of charge for all performances on a first-come, first-serve basis. These devices can be requested at the customer relations desk and requires that a photo ID or driver's license be presented.

- Bringing one's own headset is encouraged, and should have a 3.5mm aux jack.
- Induction loops and devices are available. The loop must be plugged into the device, with the TCoil switch turned on. They are looking to increase options and add Bluetooth options instead of just T-coil to keep up with changing technology.

The box office is also equipped with a **TDD system to provide further information and/or for the purchase of tickets**, as well as a TDD pay phone located in the Box Office Lobby. The number for this is **860-987-6097**

The Bushnell stated that anyone can **request an interpreter** for a show ahead of time. In addition, ASL interpretation is scheduled for the 2024 Broadway Series and Encore series on Sundays at 6:30, as well as other select performances. For more information, check individual show pages for the interpretation date of shows without a Sunday evening performance. For more information or to request this service, please contact the Accessibility Coordinator at [info@bushnell.org](mailto:info@bushnell.org). Have a Deaf director to ensure the interpreters are understandable and correct. The director will give a pre-show video so that Deaf patrons can have background information and understand possible special character name signs.

The Bushnell permits certified-trained **service animals** and asks that visitors notify ticket representatives at the time of purchasing tickets so that the appropriate seats may be purchased. Similarly, **accessible seating locations** may be requested. Wheelchairs and other mobility-accessible locations are available on the orchestra level only in Mortensen Hall. The Bushnell also provides a limited number of house **braille programs for select audio-described Broadway Performances**, which can be picked up at the Customer Relations Desk.

Visitors can access **digital versions of Broadway prompters** to be used with a screen reader (<https://bushnell.org/digitalprompters>) or via QR codes located at the Customer Relations Desk

- Prompters are added on the day of the performance
- In addition, text portions of the Prompter are available in large print format as a supplement to the regular program.

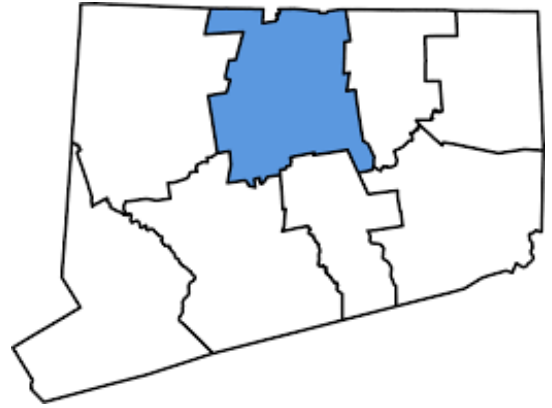
**For more info visit:** <https://bushnell.org/visit/accessibility>



# Hartford

# County

# Entertainment Venues



## Bushnell Theater - Second Stage (Belding Theater)



**Accommodations**  
Overview



Belding stage has ALD **infrared headsets and induction loops** that are available free-of-charge for all performances on a first-come, first-serve basis. These devices can be requested at the customer relations desk and require that a photo ID or driver's license be presented.

- Bringing one's own headset is encouraged, and should have a 3.5mm aux jack.
- Induction loops and devices are available. The loop must be plugged into the device, with the TCoil switch turned on.

The Bushnell stated that anyone can **request an interpreter** for a show ahead of time at this location as well.

**Accessible seating locations** may be requested. Wheelchairs and other mobility-accessible locations are available on the orchestra level as well as the mezzanine levels

## Cinemark Movie Theater (Buckland Hills)



**Accommodations**  
Overview

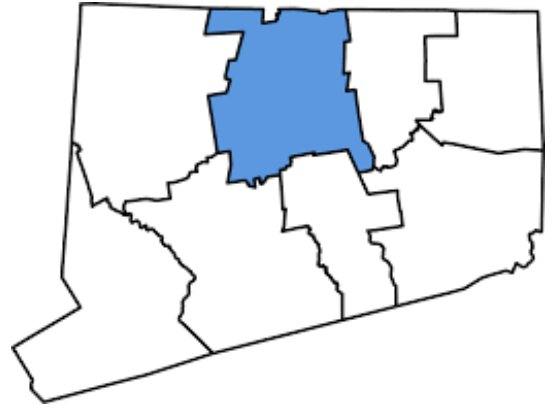


This theater has open captioning options, in which one can request a device at the box office.

# Hartford

# County

# Entertainment Venues



## Hartford Stage



**Accommodations**  
*Overview*



This facility offers **assistive listening headphones** which are available at the Guest Services podium in the main lobby.

The stage has **open-captioned performances**, as well as audio-described performances, are offered as well. To find these performances, see the individual performance calendar for dates and times at which open captions are offered.

- **Where is this?**
- Go to the season calendar and find the performance you are looking to see
- Click "learn more"
- Click "performance events & calendar"
- Under the "Buy Tickets" button, there should be a list of dates that will contain the performance day(s) that offer Open Captioning.

## Little Theater of Manchester (Cheney Hall)



**Accommodations**  
*Overview*

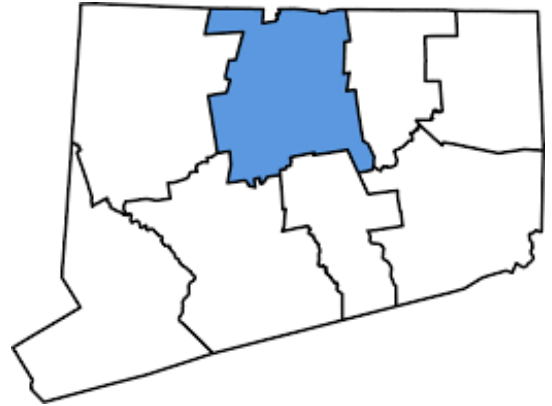


This facility has **ALDs that utilize headphones**. These devices can be requested at the box office. They hope to also include matinee shows with ASL interpreters soon.

# Hartford

# County

# Entertainment Venues



## Cinestudio (Independent Movie Theater)



The theater is equipped with Sound Associates Infrared Assistive Listening for individuals with hearing loss. For a headset, ask at the box office.

## XL Center



**ALDs are available for most events** from the XL Center Guest Services, which is located on the concourse level, outside of section 124.

- A credit card or driver's license is required to use the devices

**Interpretive services** can be arranged for select concerts and family shows if notified at least two weeks prior to the event, or at the time of purchase.

- Email [tickets@XLCenter.com](mailto:tickets@XLCenter.com) to request services
- Interpreters cannot be guaranteed for every event

Mobility and **accessible seating** options can be purchased online directly from the seat map, or by calling 860-727-8010.

Certified-trained **service animals** are permitted.

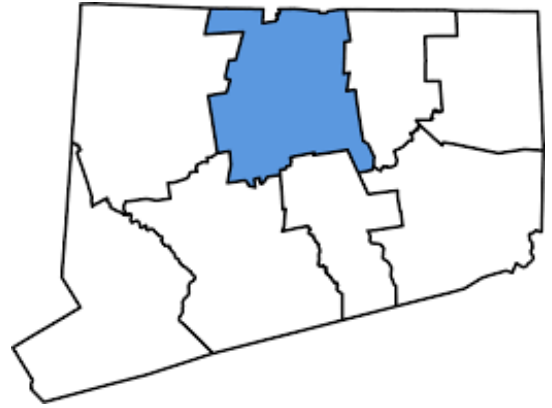
- Relief areas are available upon request at Guest Services, located outside of section 124.



# Hartford

# County

# Entertainment Venues



## TheaterWorks



**Accommodations**  
*Overview*



This facility offers accommodations including: Assistive listening devices (ALDs), specifically radio frequency **personal receivers with over-ear headphones** (or one may bring their own headphones).

A **vocal enhancement system** to make audio louder and more accessible. The facility states that staff is trained and knowledgeable to assist with conversations about the production, theater elements, and best locations for any given need.

In addition, when Production Rights holders allow, TheaterWorks will stream productions for at-home watch. These productions include Closed Captions.

## Other Venues

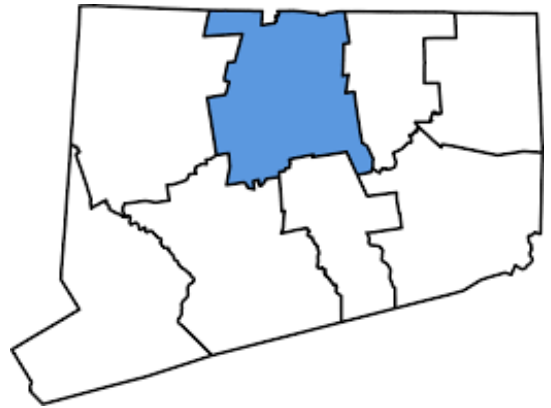
**Bound Brook Opera House** has no accommodations available.

**Webster Theater** has no accessibility accommodations on site. However, they stated that if you reach out ahead of time, they will do their best to outsource to get what is needed.

# Hartford

# County

# Houses of Worship



## Emanuel Lutheran Church – Hartford



## Congregation Beth Israel – West Hartford



ALDs are available. The devices are specific to the sanctuary hall and are not able to be used in other rooms in the church.

## Venues Currently without Accommodations

### Crossroads Church of God – Berlin

Unable to reach this location.

### Faith Assembly of God – Hartford

No accommodations are available currently.

### Flagg Road United Church – West Hartford

They stated that accommodations have not been needed since before the COVID-19 pandemic, but said they can re-implement the system if needed.

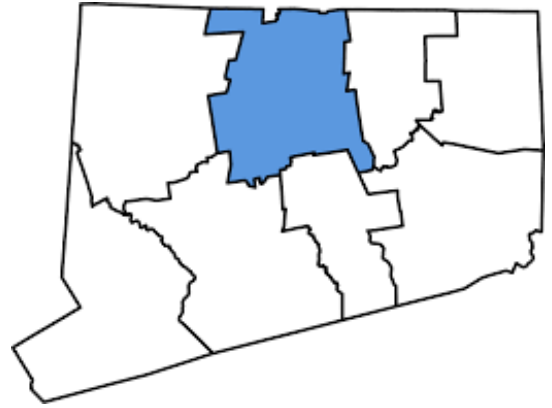
### Liberty Baptist Church – Bristol

Unable to reach this location.

# Hartford

# County

# Lodging



## Hartford Marriott Downtown



**Accommodations**  
*Overview*



This location offers **hearing-accessible rooms** and/or kits, phones that are **TTY/TTD** compatible, and closed captioning on televisions. In addition, service animals are welcome.

## Residence Inn Hartford



**Accommodations**  
*Overview*



The inn offers **hearing-accessible rooms** and/or kits, phones that are **TTY/TTD** compatible, and closed captioning on televisions. In addition, service animals are welcome.

## Holiday Inn Express Hotel & Suites Hartford Convention Center Area



**Accommodations**  
*Overview*

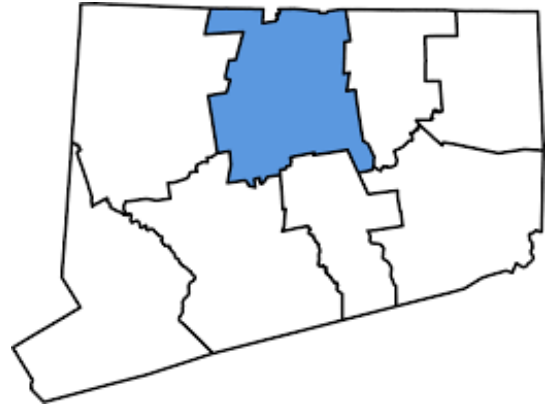


This location has TVs with closed captioning. Service animals are welcome as well.

# Hartford

## County

## Lodging



### Hilton Hartford



**Accommodations**  
*Overview*



There is **TTY** available for guest use. In addition, this location has **digital alarm clocks with sound and a strobe light**, as well as **digital alarm clocks with sound and a vibrating pad**. The rooms have closed captioning options on the televisions. Service animals are welcome. Any public areas have visual strobe alarms. There are also vibrating fire alarms available. The Hilton offers **ALDs for meetings** upon request.

### Super 8 Hartford



**Accommodations**  
*Overview*



This location has TVs with closed captioning. Service animals are welcome as well.

### Hampton Inn and Suites, East Hartford



**Accommodations**  
*Overview*



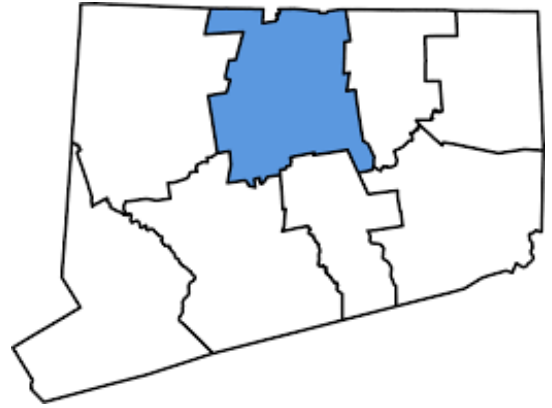
The Hampton has **TTY** available for guest use, as well as closed captioning on TVs. **ALDs are available for meetings** upon request. The facility has visual strobe alarms in the event of an emergency. Service animals are welcome.



# Hartford

# County

# Senior Centers



## South Windsor Senior Center



Accommodations  
Overview



This location provides **closed captioning** on TVs as well as visual fire alarms. They are currently researching options to loop the facility.

## Parkville Senior Center



Accommodations  
Overview

This location has visual alarms but no other accommodations.

## Windsor Senior Center



Accommodations  
Overview

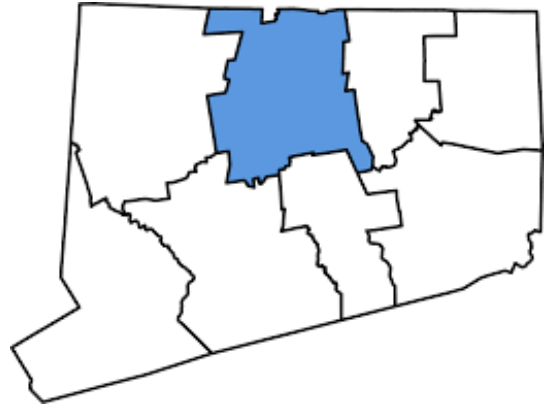


This location provides **closed captioning** on all TVs as well as visual fire alarms. There is also a **t-coil looping system** in the auditorium and CRIS Radio **ALDs** (<https://crisradio.org/>)

# Hartford

# County

# Senior Centers



## Elmwood Senior Center



Accommodations  
Overview



This location provides **closed captioning** on TV. No other accommodations offered.

## Manchester Senior Center



Accommodations  
Overview

This location has visual alarms but no other accommodations.

## Farmington Senior Center



Accommodations  
Overview

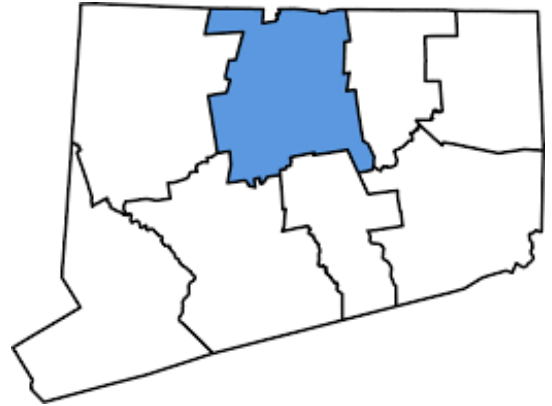


**Closed captioning** is available on televisions. There are no other accommodations offered, but they are looking to expand options.

# Hartford

# County

# Museums and More



## Berlin Historical Society Museum



There are no accommodations available at this museum. There is a lot of writing associated with each exhibit, almost every exhibit has pamphlets for visitors to read along.

## American Clock & Watch Museum



All information regarding exhibits is in writing.

## Connecticut Fire Museum



There are no accommodations available.

## Connecticut Trolley Museum

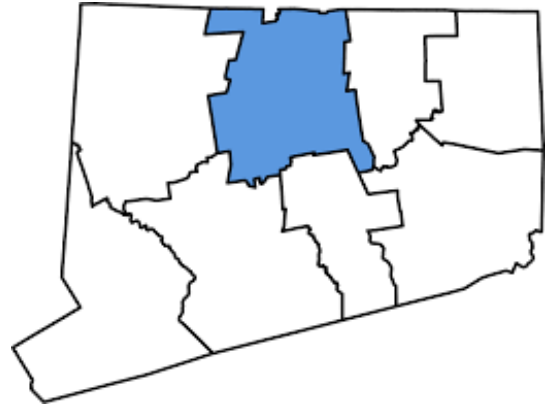


There are no accommodations available as no exhibits use sound.

# Hartford

# County

# Museums and More



## Children's Museum



**Accommodations**  
*Overview*

The museum's temporary location has a building that is 'grandfathered' and does not require accessibility. This facility is not handicap accessible.

## Museum of CT History



**Accommodations**  
*Overview*



There are select labels provided in their temporary exhibit that are accessible in ASL. Visitors must bring their smartphone or tablet in order to access these labels using a QR code and/or website listed on the label.

The museum can provide **ASL-interpreted programming** and/or **closed captioning for some programs**.

- One can visit 'Upcoming Events' page to learn more:  
<https://www.connecticutmuseum.org/do-learn/upcoming-events/>
- ASL interpretation or Closed Captioning can be provided for any upcoming program with at least 2 weeks prior notice. Email [rgavin@connecticutmuseum.org](mailto:rgavin@connecticutmuseum.org) to make arrangements.

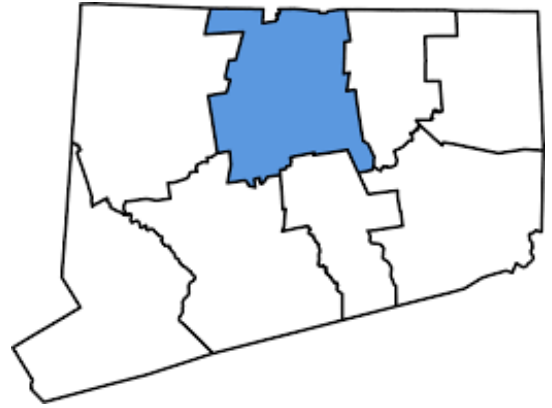
The museum is also handicap accessible.



# Hartford

# County

# Museums and More



## Connecticut Science Center



**Accommodations**  
Overview



The science center exhibits include elements that attempt to reach as many learning styles, levels of interest, and physical needs as possible through use of audios, visuals, **closed captions** on videos, tactile components, and personal interactions with Connecticut Science Center team members in the galleries.

Upon request, infrared **ALDs can be provided** for theater presentations.

Service animals are welcome.

## Harriet Beecher Stowe Center



**Accommodations**  
Overview

New walking tour, *Seeing is Revealing: Nook Farm Then and Now*, is available with self-guided audio available for purchase on site. Your own device is required as well as a connection to WiFi and/or cellular service. The audio tour can be listened to anywhere, includes additional reading suggestions and links, and is good for up to 30 days from purchase.

## Wadsworth Atheneum Museum



**Accommodations**  
Overview

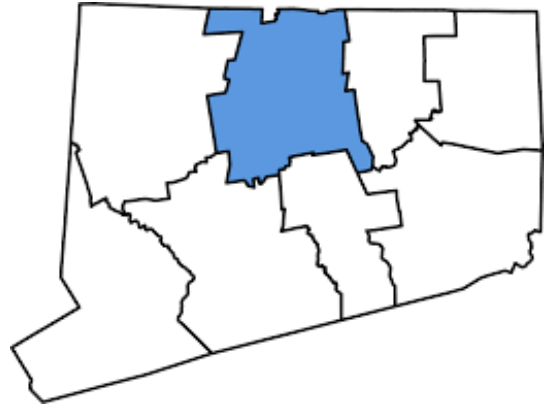


A docent tour with an **American Sign Language interpreter** or a **Verbal Imaging tour** for those with vision limitations may be requested by calling (860) 838-4046. Please allow at least four weeks to arrange a tour.

# Hartford

# County

# Museums and More



## New England Air Museum



### Accommodations Overview

Currently, there are no ALDs available for tours. However, it was mentioned that the museum wants to expand to include ALDs.

The museum has a lot of hands-on activities and written information.

## New Britain Industrial Museum



### Accommodations Overview

Currently, no accommodations for hearing difference. Building is handicap accessible.

## Mark Twain House



### Accommodations Overview

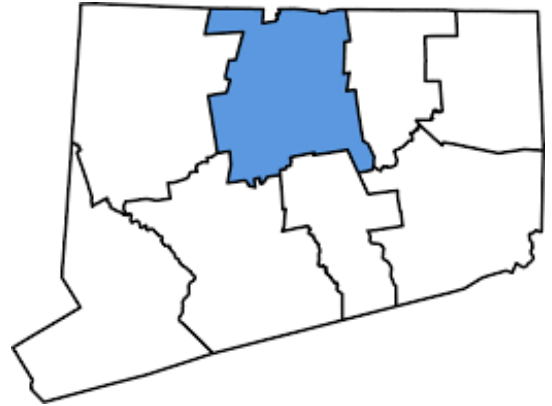


The museum offers **ASL interpretation** with advance notice. The museum center is fully wheelchair accessible. In the house, only the first floor is wheelchair accessible, but there are 3 flights of stairs that visitors must take to fully complete a tour.

# Hartford

# County

# Government Offices



## Hartford Courthouse



**Accommodations**  
*Overview*



Requests can be made for **assistive listening devices**, **sign language interpreters**, and material in alternate formats, as well as Judicial Accommodations, which are requests that impact court process or a judge's control of their courtroom.

- The request form can be found at: <https://jud.ct.gov/webforms/forms/ES352.pdf>
- Completed forms must be emailed to the Judicial Branch's Centralized ADA Office (CAO) at [ADAProgram@jud.ct.gov](mailto:ADAProgram@jud.ct.gov) or given to the Court Clerk or local ADA Contact at the location where the case will be heard.
- REQUESTS MUST BE MADE AT LEAST 10 DAYS BEFORE ACCOMMODATION IS NEEDED.

## Hartford Social Security Office



**Accommodations**  
*Overview*



The office has an **interpreter system** where people can schedule with a virtual interpreter. In addition, people can use phones for open captioning if needed.

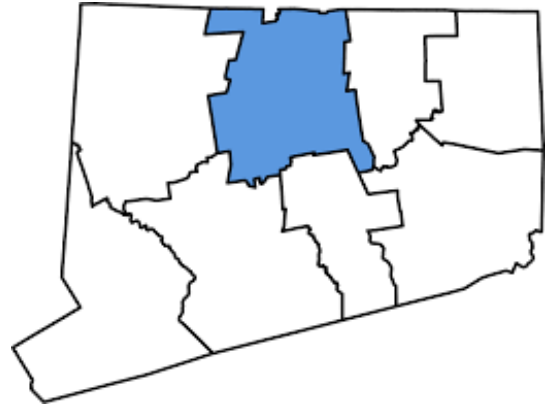
When people come in, they will get a ticket with a number. When one's number is called, it is displayed on a screen telling the individual what desk to go to.

**Service animals are permitted**, and the building is handicap accessible.

# Hartford

# County

# Public Healthcare



## Hartford Hospital



[Accommodations Overview](#)



Deaf or hearing-impaired patients have the right to an interpreter, and to assistive listening devices such as **TTY**, **amplified phones** and **closed-caption television**.

- Your nurse will assist you in obtaining an interpreter and assistive listening devices.

## Manchester Hospital



[Accommodations Overview](#)



The hospital will provide **ASL interpreters**, **TTY/TDD telephones**, and **ALDs** if needed. Written information is also available, and can be requested.

## St. Francis Hospital



[Accommodations Overview](#)



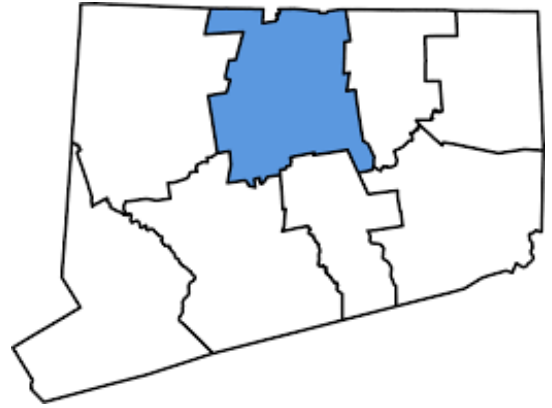
**Interpreters** are offered. Unable to reach facility contact for more information (8/1/24).



# Hartford

# County

# Public Healthcare



## John Dempsey Health Center (UConn)



**Accommodations**  
Overview



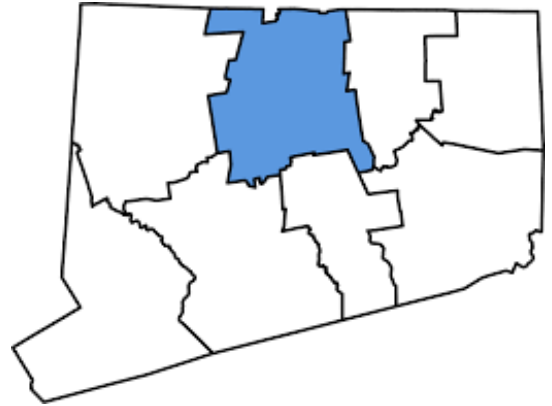
UConn will provide **ASL** and oral interpretation, **video phones**, **ALDs**, and other aids if needed, as well as translation of written materials. Interpreters are free of charge, available 24/7.

Notify staff if you require help, or call 860-679-2626 and they will arrange accommodations.

# Hartford

# County

# Airport



## Bradley International Airport (BDL)



**Accommodations**  
*Overview*



If language assistance is needed while at the airport, one can visit the information booth. A Bradley Ambassador can help contact a translation services provider. Volunteer Airport Ambassadors are located at the lower-level information desk to make visual pages, answer questions, and assist travelers.

It is encouraged that patrons explore the **Hidden Disabilities Sunflower Lanyard program**. More information can be found at [Hidden Disabilities Program | Bradley International Airport \(bradleyairport.com\)](#).

TSA also has a specific program called TSA Cares to assist passengers through the screening process.

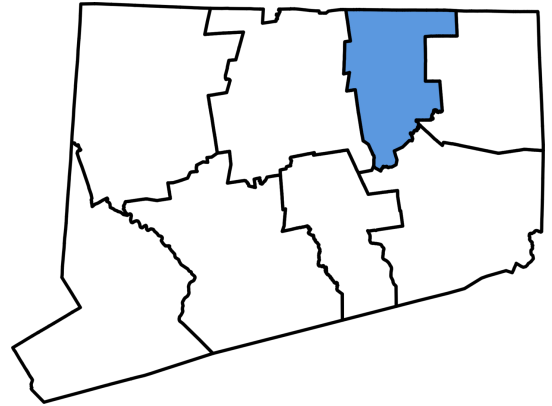
Televisions throughout the airport include closed captioning.

Service animals are allowed throughout the entire airport.

# Tolland

# County

# Entertainment Venues



## UCONN Student Union



**Accommodations**  
*Overview*



The Student Union has **ALDs** offered in the Theatre, the Ballroom, and Room 304. Staff stated that it is not required to request access to devices in advance, but it is helpful to the staff so that they may understand the potential usage in the case of a larger event that may require multiple devices.

- Individuals may reach out to the Student Union, or contact the sponsoring organization to arrange accommodations.
- Prior notice will allow staff to coordinate a time and place to meet to provide equipment.

**Closed captioning** is enabled on movies that play on the weekends.

## Jorgensen Theatre



**Accommodations**  
*Overview*



**ALDs** are available through the box office and are FM receivers with earbuds. Jorgensen also offers **SLS and CART** services for University ceremonies.

## Mansfield Drive-In Movie



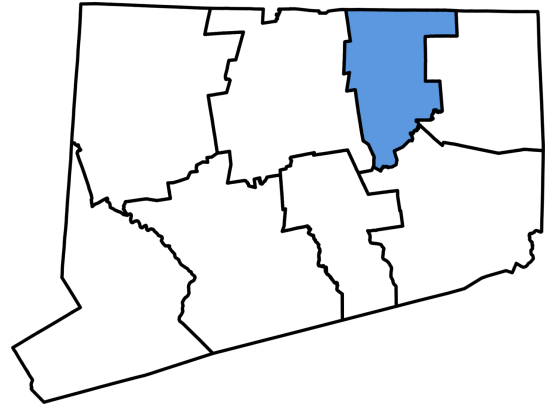
**Accommodations**  
*Overview*

No accommodations available.

# Tolland

# County

# Churches

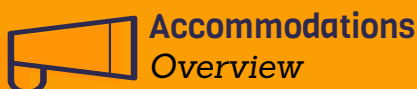


## Blessed Sacrament Church, Tolland



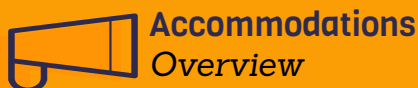
There are 3-4 ALD's for visitors to use, located to the left of the front door.

## St. Mary's Catholic Church, Coventry



This church has a looping system available, as well as ALD's.

## Storrs Congregational Church, Storrs



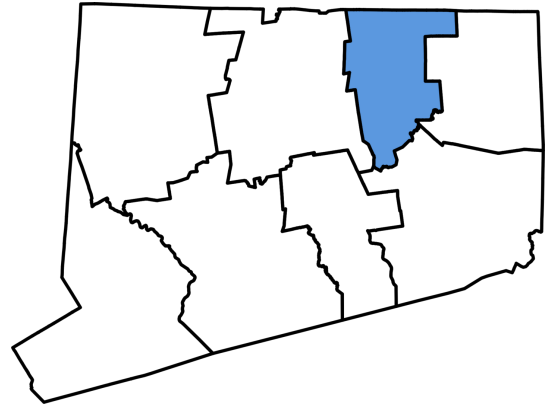
ALDs are available for people to use. In addition, they are working to collaborate with ASD to provide ASL interpreted services.



# Tolland

# County

# Churches

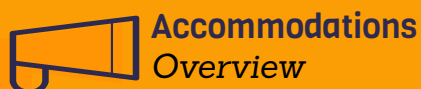


## Storrs Community Church, Storrs



None at this time. Looking to add in the future.

## St. Thomas Aquinas Chapel, Mansfield



None at this time but they are affiliated with St. Mary's in Coventry.

## Presbyterian Church of Coventry

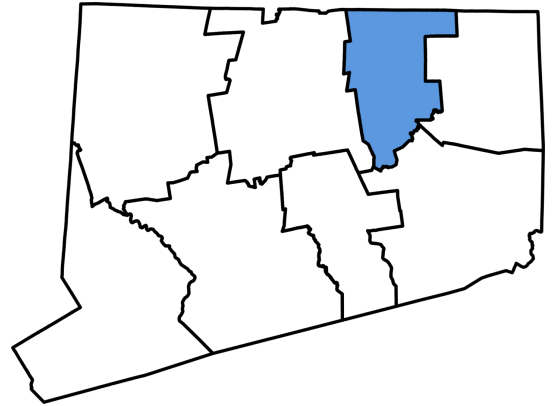


No accommodations available.

# Tolland

# County

# Lodging



## Graduate Hotel, Storrs



The Graduate has a **TTY kit** available consisting of a telephone, alarm clock, and visual alarm. This system must be requested in advance, as it must charge for 24 hours before being distributed to the guest.

In addition, multiple rooms have "doorbells" which give off a flashing strobe, alerting the guest that someone is at the door.

- These are available with the "**ADA rooms**" - which are in a separate category than the regular rooms, so as long as the guest books one of those, no special request is required to have the bell feature.

Conference rooms are not looped.

## The Inn on Storrs (Best Western Regent)



No accommodations reported.

## Holiday Inn Express, Vernon

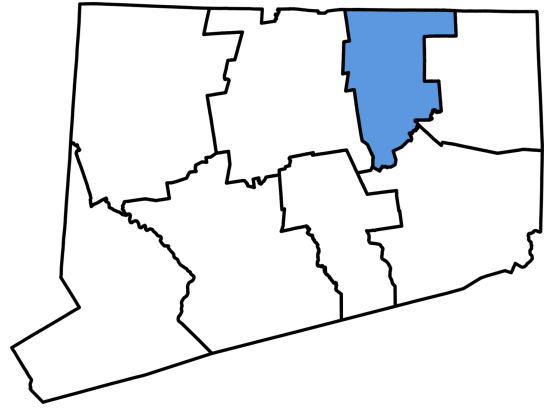


There are certain rooms that have visual signals for doorbells. There are visual indicators for fire alarms as well.

# Tolland

# County

# Lodging



## Rodeway Inn, Vernon



**Accommodations**  
*Overview*

There are handicap rooms available but status/more information not available.

## Hop River Motel



**Accommodations**  
*Overview*

No accommodations reported for hearing differences.

## Motel 6 (Travelodge), Vernon



**Accommodations**  
*Overview*

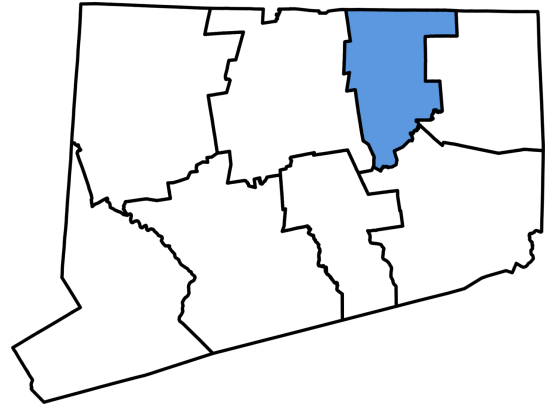


The TVs have closed captioning options, and service animals are welcome.

# Tolland

# County

# Lodging



## Days Inn (Howard Johnson Express Inn)



There are handicap rooms available but status/more information not available.

## Manchester Inn & Suites (Baymont Inn)



The TVs have closed captioning options, however there were no other known accommodations.

## Red Roof Inn (Quality Inn)

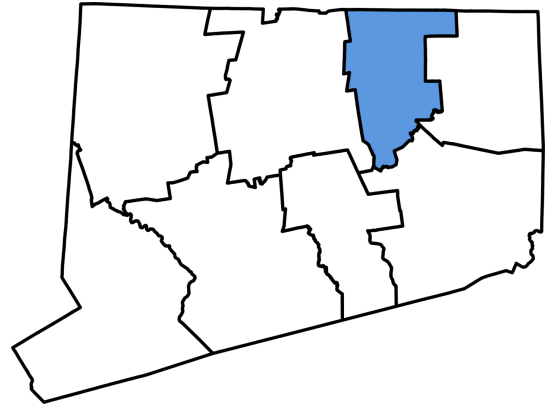


The TVs have closed captioning options and service animals are welcome. I was told that there are no specific hearing accessibility options.

# Tolland

# County

# Senior Centers



## Ellington Senior Center



**Accommodations**  
*Overview*



This facility has **closed captioning** TV and telephones. They also have visual alarms.

## Willington Senior Center



**Accommodations**  
*Overview*



They use **closed captioning** whenever possible and will provide written/visual material whenever possible. If a member needed ALD or an interpreter, they would provide accommodations as soon as possible. The center also has visual alarms.

## Mansfield Senior Center



**Accommodations**  
*Overview*



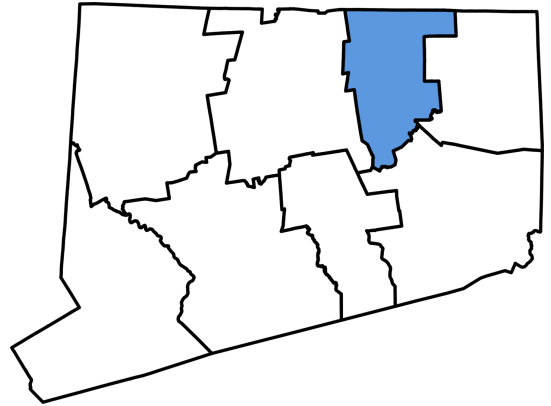
This facility uses **closed captioning** on their televisions. They also have visual fire alarms, and visual bathroom alarms to alert if one requires assistance. In addition, they have an audiologist who comes in to do hearing tests monthly.



# Tolland

# County

# Senior Centers



## Beckish Senior Center



**Accommodations**  
*Overview*



This facility has **closed captioning** TV.

## Somers Senior Center



**Accommodations**  
*Overview*



They use **closed captioning** on the tvs.

## Stafford Senior Center



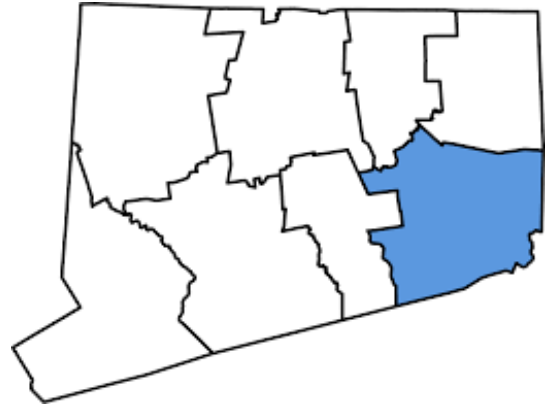
**Accommodations**  
*Overview*

Accommodation status unknown.

# New London

## County

# Entertainment Venues



## The Garde Arts Center Inc



### Accommodations Overview



The Garde Theater has **wheelchair accessible** locations where visitors can remain in their wheelchairs on the orchestra level. Some orchestra aisle seats are equipped with removable armrests to aid in seating from a wheelchair.

- Inform box office or usher of accessibility needs at time of purchasing tickets if over the phone or in person

**ALDs** are offered - The Sennheiser Listening System provides amplified sound through headphones and is available free of charge at the House Manager Desk.

- They require a deposit of a credit card or driver's license.
- Patrons bringing their own headset should call to make sure it will function with the Sennheiser System.

**Service dogs are welcome.** Please notify your ticket representative at the time of purchase for appropriate seating.

## Regal Waterford Movie Theater



### Accommodations Overview



They have **ALD's** that can be provided, as well as captioning offered. There are also audio description devices available.

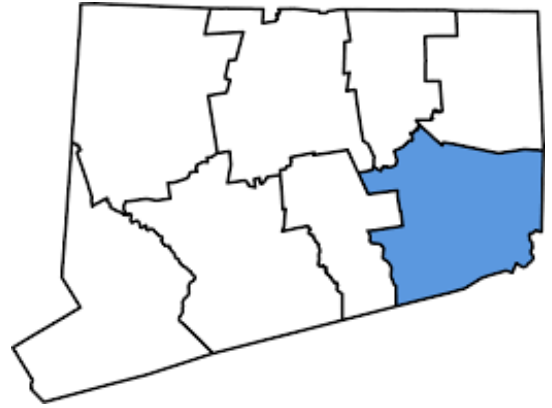
With sufficient advance notice, groups of ten or more may request an open captioned showing.

- Contact [regcc@regalcinemas.com](mailto:regcc@regalcinemas.com) for more info.
- Ask the front desk for assistance.

# New London

# County

# Entertainment Venues



## AMC Classic Libson 12



**Accommodations**  
*Overview*



There are **open caption showtimes** offered.

- Visit [AMCTheatres.com](http://AMCTheatres.com) and select your closest theater
- Choose the movie you would like to see
- Find showtime labeled Open Caption

There are also **closed captioning devices** and **ALDs** available as well. Contact guest services to get devices.

## Eugene O'Neill Theater Center



**Accommodations**  
*Overview*

There are no accommodations at the moment.

## Mystic Luxury Cinemas



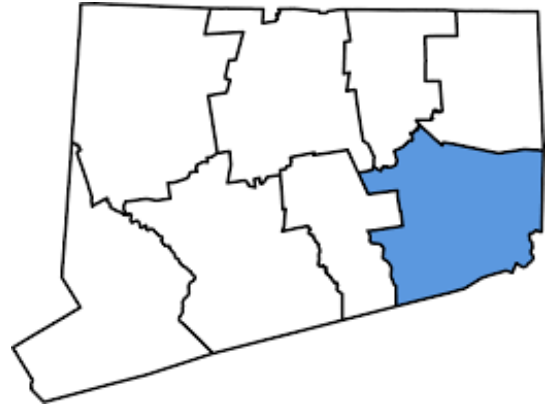
**Accommodations**  
*Overview*

There are no accommodations at the moment.

# New London

# County

# Muesums



## Mystic Seaport Museum



**Accommodations**  
Overview



- This is a self-guided museum, and **closed captions** are offered for many of the audio/video exhibits.
- Informed me they have a discount for individuals with disabilities whom they cannot accommodate.
- You can ask for a discount at the gate, which takes half off their ticket price.

## Mystic Aquarium



**Accommodations**  
Overview



**Wheelchairs** are available upon request, on a first come, first serve basis.

**Service animals** are welcome.

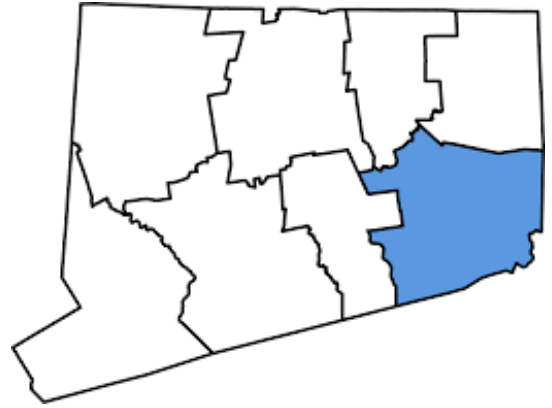
**Assisted listening** and **sign language interpretation** offered, however, requests must be made at least three weeks in advance.

They are working on updating Cris Access QR codes to include visual translations of audio exhibits.

# New London

# County

# Muesums



## Fort Trumbull State Park & Museum



**Accommodations**  
*Overview*



- Only open Memorial Day - Columbus day.  
There are closed captions on the intro video and other informational videos.  
No interpretation or ALDs for tours.

## Lyman Allyn Art Museum



**Accommodations**  
*Overview*

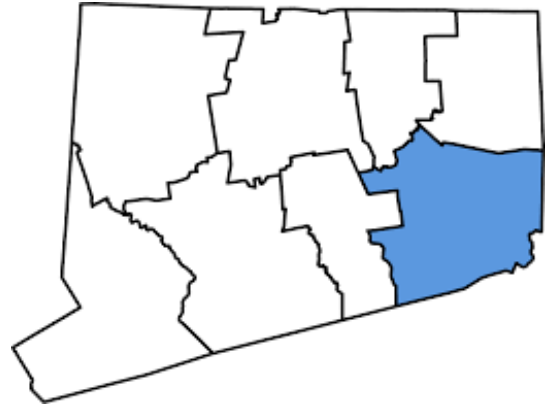


There are no ALD's, but any videos include closed-captioning. If given a heads up, they can request in-person interpretation.

# New London

# County

# Senior Centers



## New London Senior Center



**Accommodations**  
*Overview*

Currently no accommodations offered.

## Thrive55+ Active Living Center, Groton



**Accommodations**  
*Overview*



Closed captioning available when showing movies.

There is a Deaf social group that meets monthly, and the center accommodates needs that are brought to their attention by the group.

They provide education and have had agencies that work with assessing hearing and hearing loss come to provide testing as well as educational services.



## Resource/ Support

## Description



HLAA provides a wide range of information on hearing technologies and accommodations. Visit: <https://www.hearingloss.org/hearing-help/technology/>



The Center for Hearing Access at The Shedd Institute provides a list of looped venues worldwide as well as information on other assistive technology for individuals with hearing loss. Visit: <https://www.hearingloop.org/>



The U.S. Equal Employment Opportunity Commission provides information on ADA and the workplace for hearing and listening needs. Visit: <https://www.eeoc.gov/laws/guidance/hearing-disabilities-workplace-and-americans-disabilities-act>



The State of CT DMHAS Deaf, Hard of Hearing or Deafblind Programs and Services (DHOH) provides a list of resources within the state related to accommodations for hearing loss at <https://portal.ct.gov/dmhas/programs-and-services/statewide-services/dmhas-office-of-deaf-hard-of-hearing-or-deafblind>



Dr. Juliëtte Sterkens shares insights into living well with hearing loss including the use of assistive technologies in many listening situations. Watch at [https://youtu.be/Ovf1q\\_HgLpw?feature=shared](https://youtu.be/Ovf1q_HgLpw?feature=shared)



**The Aural Rehabilitation Lab**

University of Connecticut



For any concerns, contact us at [uconnauralrehab@gmail.com](mailto:uconnauralrehab@gmail.com) or call 860-486-3289.