



CCCC 2023 Accessibility Guide

If you're reading a printout, this guide is also available electronically:

1. On the CCCC website: <https://cccc.ncte.org/cccc/conv>
Scroll down to the "Related Information" box on the right and select "Accessibility Guide."
2. [Access the Word doc on Google Drive.](#)

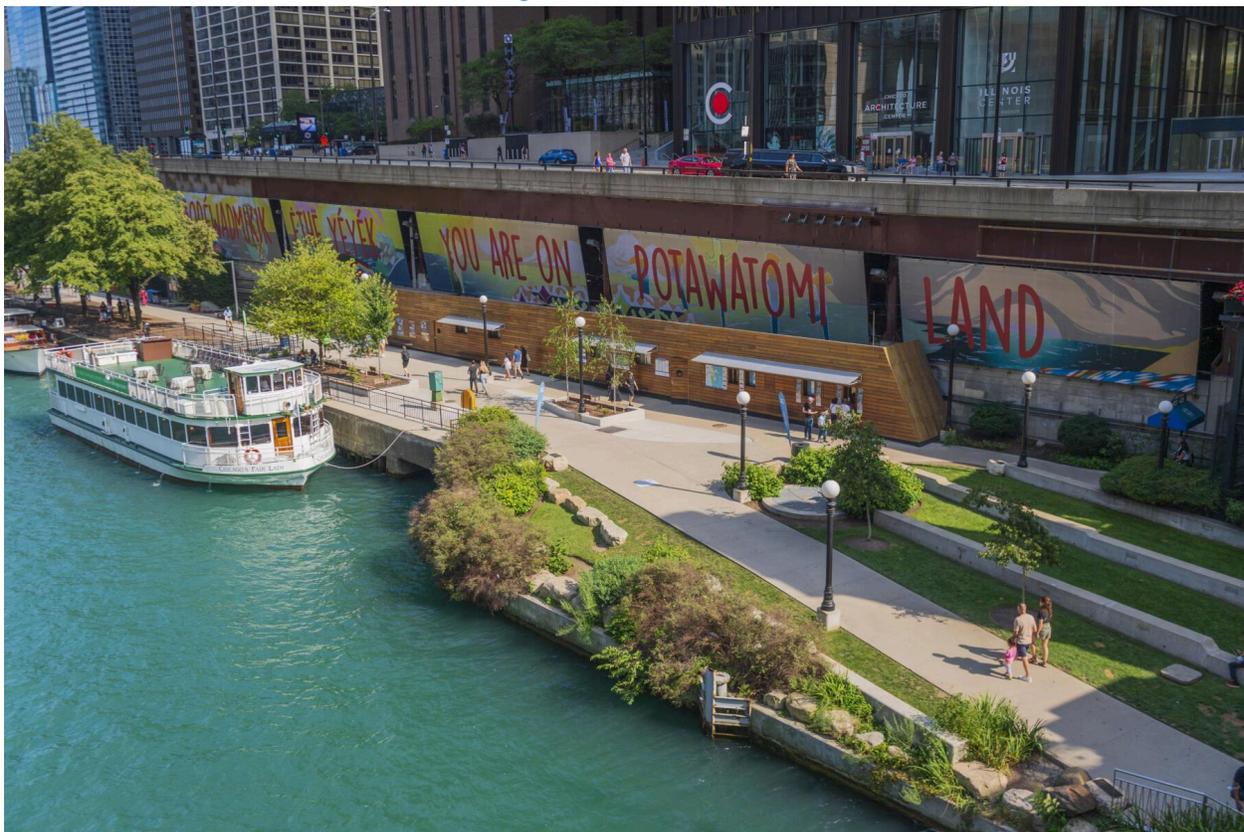


Image Description: The mural "Bodéwadmikik éthë yéyék/You are on Potawatomi Land" by visual artist Andrea Carlson (Ojibwe). Carlson's 15-foot-high and 266-foot-long banner, printed with large red letters, hangs along the Chicago Riverwalk. Alongside the banner is a walking path with green trees and grass and a cruise boat sitting in green-blue water. Carlson discusses how and why she created the mural in this [interview](#) with *Native News Online*. To learn more about her work, check out [her website](#), an [interview with Monument Lab](#) about her body of work, and the Chicago-based [Center for Native Futures](#). (Photo credit: [ChooseChicago.com](#))

Living Document Updates

- Table of Contents streamlined/condensed
- [Quick Guide to Building a Culture of Access](#) at CCCC linked
- **Updated** access information about [Michigan Avenue and 8th Street entrances](#) to Chicago Hilton

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Welcome to Chicago!

The Chicago Local Arrangements Committee (LAC) and the Accessibility Committee wish you a wonderful experience at the 2023 Conference on College Composition & Communication (CCCC).

We want to lift up the [CCCC Water and Land Acknowledgement](#) and share it here for anyone who hasn't yet read it:

This year, the CCCC annual convention gathers on the traditional homelands of the peoples of the Council of Three Fires: the Ojibwe, Odawa, and Bodéwadmi, as well as the Miami, Ho-Chunk, Menominee, Sac, Fox, Kickapoo, and Illinois nations. Before settlement, this was a space of thriving communities that established a prosperous trade network. Although the United States attempted to exploit the Chicago treaties of 1821 and 1833 to effect dispossession and forced removal of these sovereign nations, today, the city of Chicago is home to one of the largest and most vibrant urban communities of Indigenous Peoples on Turtle Island, with more than 65,000 Indigenous residents representing 175 different Nations.

As rhetoricians, it is our responsibility to understand the history of this place and how this history shapes the knowledge-making, storytelling, teaching, and learning of Indigenous peoples. As scholars and teachers, it is our responsibility to know and to tell the truth of the historical legacies of settler-colonial language and literacy education in residential and settler school systems and contemporary settler-colonialism within our profession.

We encourage you, readers, to explore the essays, organizations, and monographs collected on the [CCCC Water and Land Acknowledgement](#) page; to reflect on how you can contribute to the commitments listed there; and to offer a land acknowledgement during your sessions.

This Accessibility Guide was created by a volunteer Accessibility Committee with the support of the National Council of Teachers of English (NCTE), the Committee on Disability Issues in College Composition (CDICC), the Standing Group for Disability Studies, the members of the Local Arrangements Committee (LAC), and the Program Chair, Frankie Condon.

Huge amounts of thanks are due to the volunteers on the Accessibility Committee that supported and enabled this guide: Brynn Fitzsimmons, Nabila Hijazi, Sean Kamperman, Andrea Olinger, Nitya Pandey, and Linda Smith-Brecheisen. Special thanks also go to Charitianne Williams, Local Arrangements Committee Chair, who helped with noticing details, finagling tape measures, and chatting with hotel staff during a second-pass site visit. We must also thank past Accessibility Committees who shared their wisdom, their documents, and their improvements to the section on access practices. Ruth Osorio and Dev Bose, co-chairs of the Committee on Disability Issues in College Composition (CDICC) ensured this continuity by connecting us with one another.

And in particular, I want to express my gratitude for all of our colleagues at CCCC who have joined, are joining, and will join the collective work of accessibility. Access practices index a shift in the culture of CCCC toward solidarity and belonging—they are one form, among many, of doing hope.

To support that work, the Accessibility Guide has two basic functions: first, to give detailed advice about practices we can all adopt during sessions in order to build a culture of access; and second, to do some access labor ahead of time for conference attendees. (Access labor is a way of talking about the substantial work involved with gathering information about a space in order to determine how accessible it will be, making arrangements, and troubleshooting in real-time.) The main sections of the guide are:

- “Doing Hope: Building a Culture of Access at CCCC”
- “CCCC 2023 Site Accessibility Information”
- Details about transportation to Chicago and within the city

The access information sections are long and detailed, so we suggest reading the [“Overview: Conference Site Accessibility.”](#) and then navigating to particular bits of

information using the hyperlinks in the Table of Contents. [Update: thank you, community, for the feedback that the length of the Table of Contents presents an access issue in its own right! We've streamlined it; for people who would like an overview of smaller headings, Google Docs offers a document outline. On a desktop, click the icon in the upper left that says "Show document outline."]

At the conference, we'll have a number of resources at the [Access Table](#); please stop by!

Margaret Fink
Chicago 2023 Accessibility Guide Coordinator

Conference Contacts

2023 Conference on College Composition & Communication (CCCC): Doing Hope in Desperate Times

Frankie Condon, Program Chair
Email: fcondon@uwaterloo.ca

Local Arrangements Committee

Charitianne Williams, Chair
Email: cwilli31@uic.edu

Conference website: <https://cccc.ncte.org/cccc/conv>

Conference hashtag: #4C23

Conference app: Search for “NCTE Events” in your app store to download, and use the email address you used for registration to sign in

National Council for Teaching English (NCTE)

Kristen Ritchie, NCTE Director of Affiliated Groups
Email: kritchie@ncte.org

Matt Burruss, NCTE Director of Events
Email: mburruss@ncte.org

Advance Accessibility Requests: Sign Language Interpreters, and CART

Lori Bianchini
Email: lbianchini@ncte.org

Advance Accessibility Requests: Loaner Scooters or Loaner Wheelchairs

Email: events@ncte.org

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Contact Information for Mayor's Office for People with Disabilities (MOPD)

Chicago

Rachel Arfa, Commissioner

<https://www.chicago.gov/city/en/depts/mopd.html>

General Conference Venue Information

Google Map of Conference Site, the Hilton Chicago

[4C23 Conference Map](#) in Google Maps

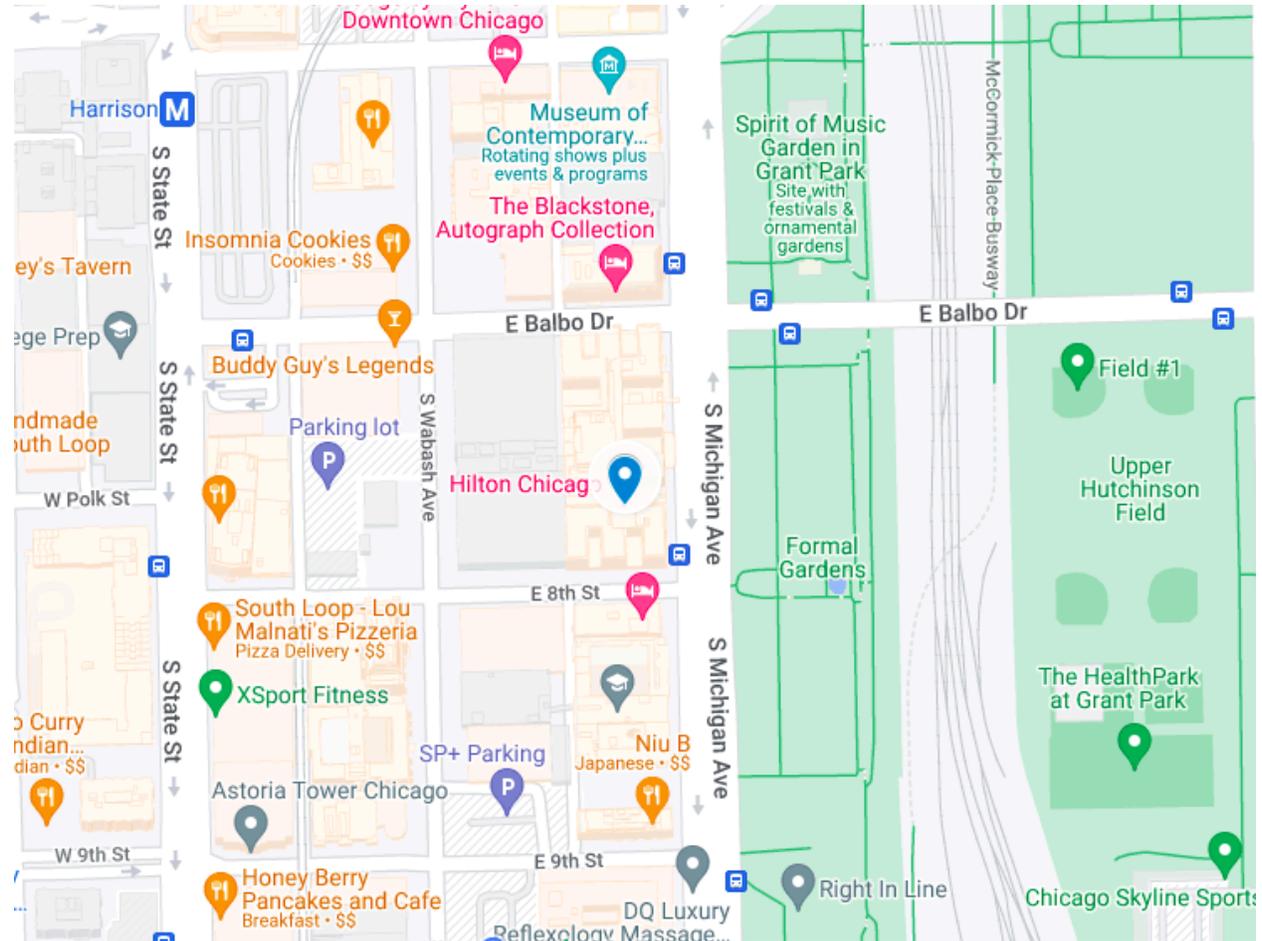


Image Description: A Google Maps screenshot cropped to the Hilton Chicago. To the east of the Hilton are Michigan Avenue and Grant Park, to the west is Wabash Avenue, to the north is Balbo Drive, and to the south is 8th Street. The map shows bus stops and, to the west along State Street, the Harrison stop of the Red Line Chicago Transit Authority (CTA) train. There are also a number of restaurants, parking structures, and hotels.

The Hilton Chicago

- Conference Site and Conference Hotel
- Conference registration near 8th Street entrance

720 South Michigan Avenue, Chicago IL 60605

Phone: +1 312-922-4400

[Hilton Chicago website](#)

[List of accessible amenities from Hilton website](#)

CCCC Resources

Registration

Registration is located on the first floor of the Hilton near the 8th Street entrance and offers multiple ADA-height registration stalls.

Covid-19 Safety

Proof of vaccination is required for all attendees. The authors of this guide strongly encourage masking indoors.

Real-time updates to conference policies will be posted on the conference website at <https://cccc.ncte.org/cccc/ncte-event-policies/>

Accommodations: CART, ASL, and Scooters

NCTE has contracted with a third party to arrange for complimentary push/manual wheelchairs and electric mobility scooters.

The CART and ASL provider will have a home base near registration and is available to field any questions or change requests.

How to Request

CART services, ASL services, and loaner wheelchairs/scooters must be requested in advance and are an option in the conference registration form. To request one of these accommodations after registration, you can contact NCTE at events@ncte.org. The requested deadline is **January 20, 2023**, but every effort will be made to honor requests made after that.

Access Table

The CCC 2023 (4C23) Access Table is located adjacent to the Registration area. The Access Table is staffed by volunteers, fellow attendees interested in accessibility matters, and attendees whose work may also focus on disability studies and accessible pedagogy. It will be staffed as much as possible during conference session hours ([access the schedule](#)): generally, Wednesday from 9:00 am-5:00 pm; Thursday from 8:30 am-6:00 pm, Friday from 8:00 am-4:30 pm; and Saturday from 8:00 am-5:00 pm). We invite attendees to come to the Access Table for:

- **Handouts about accessible presentation practices** (see also “[Doing Hope: Building a Culture of Access](#),” which is the next section of this guide).
- **Accessibility Mini-Mentoring Hub:** Come for brief consults about accessible presentation practices at 4C23!
- **Interaction Badges:** Interaction Badges are a system of cards that can be inserted into your conference nametag. These cards can make conferences more accessible to some attendees by making social cues about how you prefer to socialize more transparent; and they can be a way of visually cuing your interaction/communication needs. Our interaction badges have a color that is also written in text, with a brief descriptor of the meaning. Please be aware that this is a very visual cueing system; if you are using the interaction badges with a colleague who is blind or has low vision, voice the cue if you are able to.
 - Red/pink: Please do not initiate interaction with me. I’m not available for interaction.
 - Yellow: Please initiate interaction with me only if we know each other already.
 - Green: Please initiate communication with me! I’m game for interacting.
 - Blue or no badge: I will regulate my own interaction.

A video about interaction badges is available on YouTube: [Interaction Badges](#)

- **Navigation support, resources, and/or troubleshooting access issues** with conference site staff.
- **Fragrance-free soap & glucose tablets:** We’ll have a few on hand at the Access Table!

Doing Hope: Building a Culture of Access at CCCC

[Access a Quick Guide Version of this section \(7 page PDF\)](#)

This resource draws from years of work by our colleagues. We've divided our advice into three sections: (1) [ways we can all do the work of access advocacy at the conference](#); (2) access considerations for [preparing a presentation](#), including on-demand sessions; and (3) accessibility [during the session](#).

In addition to consulting this guide, we encourage you to visit the [Access Table](#) for mini-mentoring consultations, and we encourage you to check out the wonderful resources collected on the [Composing Access website](#), a project sponsored by the [Committee on Disability Issues in College Composition \(CDICC\)](#) and the [Computers & Composition Digital Press \(CCDP\)](#).

Co-Creating a Culture of Access: A Primer

Accessibility is never quite finished--it's an ongoing project that is most powerful when a community cultivates it collectively and actively. In this section, we offer advice about practices that everyone can adopt to co-create access at our conference.

“How to Be an Access Advocate” (video)

Ruth Osorio has created a video with simple and substantial tips for advocating for access at academic conferences. As she argues, “Our calls for greater inclusion would be stronger and more persuasive if everyone joined in! So yes, you too can be an access advocate, even if you have no background in disability studies or disability activism.” The video has captions and incorporates image descriptions. Access the [video](#) and a [transcript](#) (from Composing Access's resources on [During the Conference](#)).

Quick-Start List of Best Practices for Co-Creating Access

- Incorporate [Access Invitations/Access Checks](#) into the introduction to your panel and/or presentation.
- Provide [Access Copies](#) of your talk and materials.

- **Provide electronic copies of your presentation, slides, and any session materials.** Electronic copies can be uploaded to the CCCC app and made available at a panel-specific URL (e.g., bit.ly). We suggest sharing the link on the first slide of each presentation and giving time for people to enter it into their devices.
- **[Use the microphone](#)**, even if you have a loud voice.
 - Ask others to [use the microphone](#); if the microphone is fixed in place, have someone repeat off-mic comments or questions before responding.
- **Skip the fragrance.** To make our conference more accessible and comfortable for those of us with chemical sensitivities and chronic migraines, take steps to be fragrance-free or low-fragrance. At a minimum, skip your perfume, cologne, or strongly fragranced toiletries. Whenever possible, wash your clothes in fragrance-free detergent before the conference, and use unscented products.
- **Keep snacks allergy-friendly.** People with allergies to tree nuts, peanuts, and seafood can have allergic reactions from contaminated surfaces or, in some cases, airborne particles. When possible, please pack nut-free snacks. If you are going to consume snacks with possible allergens in them, consider doing so away from other people (and washing your hands immediately after), or asking those around you if it will cause an issue if you eat your snack.

Enacting Access at the Conference

This section focuses on two stages of preparation for the conference:

1. [Before the Session: Planning Accessible Content and Delivery](#)
2. [During the Session: Accessible Presentation Strategies](#)

There are two “modalities” of sessions at CCCC 2023:

- (1) “on-demand” sessions, which are asynchronous and fully virtual: presenters must post a captioned/transcribed video when submitting their presentation to the platform;
- (2) in-person sessions, which are scheduled for a specific date and time.

Before the Session: Creating Accessible Presentations and Planning for Access

Below are a few accessibility strategies to consider as you begin to draft your presentation slides and materials. For those creating an on-demand session recording, we also have some tips for creating open captions and/or a transcript!

Building Accessible Presentation Slides: General Strategies

- Use a large font size (22 point minimum).
- Use a sans serif font style such as Arial or Helvetica; avoid the use of Times New Roman, Georgia, or Garamond.
- Avoid relying on color alone to convey information.
- Use capitalization and lower-case in titles and text.
- Use a minimum of 5:1 contrast (black and white is a 21:1, for reference).
 - Use a [contrast checker](#)
- Use unique titles for individual slides to make it easier to reference particular slides.
- Include alt-text for all images. Alt-text, or alternative text, is a brief description of the image meant to convey the meaning of the image for screen reader users. Alt-text is embedded in the image file itself.
 - Here's a resource for including alt-text through the edit function in [Microsoft](#). (Helpful for PowerPoint users!)
 - Here's a resource for including alt-text in [Google suite tools](#), including Google Slides.
- Develop and use accurate captioning on videos, or include a transcript on the same slide.
 - Uploading a video to YouTube makes it possible to use YouTube's captioning editor. Here's a great [how-to video](#) from Rooted in Rights.
- Provide a direct link to electronic versions of your presentation, access copies, and any handouts on your presentation title page (e.g., [tinyurl](#)). Plan to give people time to input it into their devices.
 - You may wish to coordinate with your panel to link all materials from one URL.
 - We strongly urge presenters to upload their materials to the conference app, which may be easier for some attendees to access.

- Keep the presentation in its original form when distributing electronically - switching between software (e.g., Powerpoint to PDF) does not guarantee that accessibility features will follow.

If you learn best through examples, Jacqueline Schiappa's Google Slides presentation, "[Best Practices for Creating an Accessible Presentation](#)," doubles as a great demonstration of an accessibly designed slide deck.

Specific Google Slide Strategies

- Turn on the accessibility settings [Tools > Accessibility Settings > Turn On].
- Use default layouts instead of manually creating text boxes whenever possible.
 - Use a [contrast checker](#)
- Use the "reading order" tab to check for accuracy of structural design.

Specific PowerPoint Strategies

- Use default themes to maintain heading structure layout and reading order. However, check the contrast rating; not all themes use an accessible contrast.
 - Use a [contrast checker](#)
- Include an individualized title on every slide to make it easier to reference particular slides.
- Use the [Accessibility Checker](#) in PowerPoint

Practicing your Presentation

- Practice integrating image descriptions into your verbal presentation. Image descriptions articulate purely visual information that contributes meaning to your presentation.
 - Make plans to describe the basic layout of a slide, in order to note visual components.
 - Prepare descriptions of any images. (Alt-text embeds an abbreviated image description in the image file; image descriptions incorporate description in the presentation itself.) Image descriptions need not be exhaustive, but should at least articulate the visual elements that produce meaning for your slide and/or point. For a slide reminding people to use a microphone, it might suffice to note, "to the left, there is a clip art image of a microphone." For a slide about technological anachronism, it might

be more appropriate to say, “to the left, there is an iPhone icon in the shape of a 1940s radio microphone. The icon is stylized, a white microphone on a neon green background.”

- Practice the pacing of your presentation in order to ensure that you can speak at a moderate pace in the time allotted.

Preparing Access Copies, Captions, and/or Transcripts

What Are Access Copies?

Access copies are copies of your presentation script that allow people to read along. Even if you are not using a script, access copies of your notes or an outline will improve access. In particular, typing up any quotations you will reference is helpful. It is also helpful to have a list of proper names, important terminology, and jargon prepared for the CART captioner or ASL interpreter (you won't always be informed beforehand that one will be present, so it's best to be prepared).

If you wish to limit the circulation of your presentation, you can write “do not circulate or cite” at the top of the access copy and inform participants of this as you begin.

Check out [Stephanie Kerschbaum's wonderful explanation](#) of why and how access copies remove barriers to full participation, from the [Composing Access website](#). These reflections may address concerns about providing something when it's rough or having the time to create access copies.

What Should I Prepare for My Presentation Type?

In-person Sessions: Access Copies Strongly Recommended

For in-person sessions, plan to provide access copies! Providing access copies of your talk increases engagement and comprehension of your materials. Again, access copies are electronic or hard copies of your talk that make it possible for people to read along.

Some general guidelines for access copies are:

- On the title page of your presentation, **provide a link to electronic copies** of your access copies and presentation, in case you run out, and for people who want enlarged text or use screen reading software. We also urge presenters to upload your materials to the conference app, and plan to mention their availability as you begin your talk. Bringing electronic copies on a thumb drive will also work, if you announce it and build in some time for people to put the

files on their devices. Links and/or the app tend to be a logistically simpler and more secure option.

- Even if you are providing access copies electronically—e.g., through a short link to a Google document—you should **bring a few printed access copies** in 12-point font, along with some large-print copies in 18- or 20-point font.
- The **number of access copies** you should bring depends on the size of your session, but for a session of 30 people, you might consider bringing six 12-point copies and four large print copies (18- or 20-point font). It can be helpful to give interpreters and CART providers a copy, so keep that in mind.
- Bring large-print copies of any **handouts** you've prepared (18- or 20-point font).

On-Demand Sessions: Open-Captioned Video or Transcript Required

On-demand session presenters are required to either upload a transcript or upload a captioned video. You do not have to do both, although if you have time, we recommend it. Open captions can be easier to use while watching a recording. A transcript has the benefit of allowing attendees to quickly preview the entire presentation.

If you decide to caption your video, the captions must be **open captions**--that is, "baked in" to the video so that they are always visible. This is because the platform for on-demand videos does not have a closed captions feature where captions can be turned on or off.

Creating a Transcript for On-Demand Sessions

You can create a transcript of your presentation using YouTube or a variety of other software programs. The following guidelines are adapted from the [American Anthropological Association](#):

- Using **YouTube**:
 - Follow these [instructions on subtitles and captioning](#) provided directly by YouTube.
 - Once the captions are finalized, copy and paste them from YouTube Studio into a Word document, or download them from YouTube Studio. (YouTube will allow you to download the file only as an .sbv file, so you will need to use a free file converter first. To convert an .sbv file to a .txt file, we recommend [Caption to Paragraph](#).)
- Using an **AI Transcription Software**:

- [Otter.ai](#) is free
- [Sonix.ai](#) requires you pay as you go
- [Zoom](#) is also free. Just turn on "Live Transcript" when you are the host of any session, but make sure you do this while recording. A transcript file will be included in the Zoom recording files.
- Software of your choice

If you use AI-generated transcription, be sure to clean it up and save your transcript as a .docx file.

If you need to show a video as part of your presentation, we suggest choosing a video that has captions. If you are showing video/audio that does not have captions, be sure to provide a transcript of the video/audio.

If you wish to limit the circulation of your presentation, write “do not circulate or cite” on the transcript and inform participants near the beginning of your recorded session.

Open-Captioning Your On-Demand Session Video

A variety of programs are available to embed open captions into your videos. One free and open-source option is [HandBrake](#). If you choose to use HandBrake, follow these instructions:

- Transcribe your video using YouTube or another software program. (Consult [“Creating a Transcript”](#) above.)
- Download the file. You will need to use the program’s download feature—and not copy and paste anything yourself—because the timestamps of your transcript will need to be in a very specific format (e.g., for each subtitle, the start time and end time will need to be included). Consult [“How to Create Custom SRT Files”](#) to learn more.
- Convert the file into .srt format (“SubRip”). This may require you to use a free online file converter. We recommend [BetterConverter’s Subtitles converter](#) or [ToolSlick’s subtitle converter tools](#).
- Download and install [HandBrake](#).
- When opening HandBrake, you will be asked to choose your video file immediately.
- When your chosen video file opens, click on the "Subtitles" tab.
- In the “Tracks” drop-down menu, select “Add External Subtitles Track.”
- Select your .srt file.
- Your subtitle file will now be visible in the Tracks list.
- Select the "Burned In" checkbox corresponding to the subtitle file.

- Select the location on your computer where you want to save your file using the "Save As" field at the bottom of the window.
- Click on the "Start" button, which is a green circle with a play arrow.
- The video encoding process will update with percentages at the bottom of the window and will ultimately read, "Encode Finished."
- Go to the folder of your newly embedded video, open the file to play the video, and review to confirm the captions appropriately embedded into your video.

During the Session: Access Checks, Presenting, and Q&A

Conference presentations involve complex social and rhetorical interactions; framing the presentation around access helps all who attend your talk engage with you and your work. Here are some best practices to consider as you deliver your presentation.

Access Invitations/Access Checks

Inviting participants to access the space of the conference presentation in accordance with their needs encourages participants to co-create access in that space. Often, access invitations take the form of a short announcement at the beginning of a session, like the following:

“We want you to use this space as you need to for your own access. We invite you to move around, sit on the floor, stand up, or leave and come back to take a break. We also want to make sure that everyone can engage, so do not hesitate to interrupt and let us know if we need to repeat something, adjust the microphone, or speak less quickly. Is there anything we should adjust before we start?”

This invitation makes it infinitely easier for attendees to break the social norms of academic/professional conference spaces in order to advocate for access needs.

You may consider this a moment to also describe any departures from standard presentations that you have planned, so participants can think through particular access needs that might arise. These “departures” might include movement, small-group discussion, or writing activities that you have planned for your presentation.

Renewing the Invitation: Access Checks

Access Checks work with access invitations to open specific feedback loops for setting up access throughout a conference session. Do a quick access check with each transition to a new speaker and/or activity.

As you transition to a new speaker,

- Ask about the microphone (“How’s the mic?” or “How’s my volume?”)
- Take some time to announce alternate formats, like a link to electronic copies of materials, and give people time to access the link. If you have hard copies (consult “[Preparing Access Copies](#)” above), you can ask a fellow panelist to distribute them at this time, as well.
- Before diving in, do a quick, general access check (“Is there anything we should adjust before I start?”).

Likewise, as you transition into a new activity, give instructions and take a moment to ask if there are any access requests: “Do we need to make any adjustments before we get started?”

- Example: For group work, CART providers will need to be within earshot of whichever small group CART users want to participate in so that they can provide captions of what’s going on in that group. If you are asking audience members to form groups around particular topics and participants are able to choose their group, that may mean stipulating that the group the CART user wants to participate in will meet near the CART provider.

Best Practices for Presenting

Presenting: Moving through your Slides

- Share electronic copies of slides and/or handouts with a link on the title page so participants can access them on their own devices. Read the link aloud and take some time for people to input the link into their devices.
- Verbally describe visuals used in the presentation. Image descriptions need not be exhaustive, but should at least articulate the visual elements that produce meaning for your slide and/or point. For a slide reminding people to use a microphone, it might suffice to note, “on this slide, there is a clip art image of a microphone.” For a slide about technological anachronism, it might be more appropriate to say, “to the left, there is an iPhone icon in the shape of a 1940s

radio microphone. The icon is stylized, a white microphone on a neon green background.”

- If any information is purely auditory, articulate elements that are relevant to your point or argument as you present, and be sure that the captioning is turned on for any videos. (consult “[Building Accessible Presentation Slides: General Strategies](#)” for information about captioning and transcription.)
- Animations, especially flashing and strobing ones, can trigger migraines and seizures; give your audience warning if you are using them in your presentation.

Presenting: Speaking for Access

- Use the microphone, even if you are good at projecting your voice. Often those of us who need it can’t respond in time when asked, “Do I need to use the mic?” at the beginning of a session, and such questions frame access as a hassle. If the session has an ASL interpreter or CART provider, this simple move will make their jobs easier--and, more importantly, it will make the access they are providing more accurate.
- Check with your audience about your volume, especially in the transition to a new speaker and/or microphone set-up. (“How’s the mic/my volume?”)
- Face the audience when speaking, and be aware of whether you’re covering your mouth with your hands.
- Speak at a reasonable pace so that interpreters and CART can keep up. This may take practice, especially since we often speak more quickly than usual when we are presenting.
- To facilitate ASL and CART, spell out links to websites and proper nouns verbally when you introduce them (“According to Yergeau, Y-E-R-G-E-A-U,”).

Q&A: Insist on using the microphone, consider alternate modes of participation

Use the microphone

As with your own presentations, it’s vital for access that all participants use the microphone, even if they have a loud voice. Have a panelist or volunteer take the microphone around to question askers so that all can hear their question. If there is no moveable mic, repeat questions into the microphone before answering them.

Expand options for participation and give space for reflection

Facilitating question and answer sessions with access in mind can encourage more engagement with your ideas at the end of your presentation and more equitable participation.

These moves are about making space for reflection and giving attendees multiple options for participating--some of the alternate modes listed below may not work well for everyone, so this is not about requiring particular modes for engagement. Except using the mic. Use the mic!

Here are a few practices to consider.

- Invite a moment of writing and reflection at the end of your presentation. Discussion methods that we use as writing teachers can help audience members pause and develop a response. Taking a moment for participants to free write and/or discuss their reflections on the presentation gives the audience time to process what you have presented.
 - You might say, “We’re going to take some time to let everyone gather their thoughts. During this time, feel free to sit and think a bit, jot down some notes, or talk to a neighbor. We have some note cards if anyone wants to ask a question or make a comment that way.”
- Create written or electronic modes of question-asking to give more access to people for whom the usual format of Q&A is not accessible or comfortable. Consider building in practices that offer a non-verbal way to ask questions.
 - For example, give audience members the option to write questions on index cards or tweet questions to the panelists.

Additional Media and Resources

We look forward to co-creating access with you at 4C23! Again, we invite you to visit the Access Table to check in and get advice about these practices.

We also highly recommend the following resources:

- The [Composing Access website](#), a project sponsored by the [Committee on Disability Issues in College Composition \(CDICC\)](#) and the [Computers & Composition Digital Press \(CCDP\)](#).
- [WebAIM](#) (includes a contrast checker and variety of accessibility tutorials)
- Microsoft’s Instruction on [PowerPoint Accessibility](#)
- Microsoft’s list of [Accessible PowerPoint Themes](#)

- Google’s instruction on [Making Your Document or Presentation More Accessible](#)
- The [Global Society of Online Literacy Educators \(GSOLE\) website](#).
- [Effective Practices for Creating an Accessible Presentation](#) by J. Schiappa, PhD
- Alt-Text as Poetry, Shannon Finnegan and Bojana Coklyat’s [collaborative project](#) which asks us to think of alt-text (image descriptions) as a form of poetry as well as a necessary access practice.
- [“Making Accessible Presentations.”](#) a presentation by Sarah Orem which gives an overview about how to make presentations accessible.

CCCC 2023 Site Accessibility Information

The 2023 Conference on College Communication and Composition (4C23) will take place at the Hilton Chicago, located on Michigan Avenue in the Loop neighborhood.

Note: During our audit, the Hilton’s Michigan Avenue entrance was under construction. The construction is scheduled to be completed by February, when we convene.

Overview: Conference Site Accessibility

- The distance and navigation demands of such a large conference are somewhat mitigated by the **vertical** nature of this year’s conference site, a historical elevator building with conference spaces on the lower level, the 1st through 5th floors, and the 8th floor.
 - Advisory: The central bank of elevators is large (9 cars arranged in a U shape around a lobby), with just one call button on each wall.
- **ADA lifts:** Some areas of the conference space are not continuous with the main floor and are separated by a short flight of steps with an ADA lift. Sessions taking place in these areas will be marked in the conference program, and attendees are encouraged to contact NCTE for a work-around if the ADA lift will not provide access. More information about the ADA lifts are located below under [Elevators and Lifts](#).

- **Thoroughfares:** Many of the thoroughfares are open with space to maneuver on the LL, 1st, and 2nd floors. On the upper floors, some common spaces are narrow and are likely to become crowded between sessions. We encourage all attendees to be mindful of where they're stopping to chat so that thoroughfares do not become congested.
- **Fragrance:** At the time of the audit, none of the spaces were heavily perfumed, but they are not fragrance-free.
- **Upper-floor fluorescent lighting:** Lighting on the 4th, 5th, and 8th floor includes fluorescent lighting.
- **Single-user, all-gender restrooms are located throughout:** There are eight single-user restrooms, with at least one on the LL, 1st, 2nd, 4th, 5th, and 8th floors (but not the 3rd floor). More details about the locations can be found below under [Restrooms](#). 4C23 will be re-signifying binary multi-stall restrooms in the conference spaces so that they are all-gender restrooms; this may not apply to some of the binary restrooms located in the hotel common spaces.

Conference Site Accessibility Details

External Routes/Sidewalks

Sidewalk thoroughfares are cement, relatively level, and in good condition. Potential obstacles like ashtrays or garbage cans are positioned near the building or near the curb. At the time of the audit, there were temporary construction-related structures that had piles of sandbags a few feet from the curb. These may present an obstacle to anticipate if they remain in February.

- In Chicago, winter conditions mean that there may be ice, snow, and salt on the ground. Snow clearing is well-attended to downtown, but previously cleared snow may be piled near the curb.
- Crosswalks are equipped with visual crossing cues, but unfortunately few crosswalks in Chicago have an auditory signal.
- In downtown Chicago, curb cuts have textured strips alerting pedestrians to the end of a block, and they go into the intersection perpendicular to the street being crossed (as opposed to going diagonally out from the street corner).
 - **Note:** The Hilton Chicago's 8th Street entrance is mid-block and there is no curb cut leading from the street to the sidewalk. This may also be the case for the Michigan Avenue entrance when construction is finished, as it is also mid-block. Attendees needing a curb cut should plan to be

dropped off near the end of the block, or opt instead for Balbo Drive's covered drive-up entrance.



Image Descriptions: (Left) The corner of Wabash and 8th Street (the southwest corner of the hotel). The ground has smooth cement, and each crosswalk has maroon-colored tactile strips and pathways across the streets. A fire hydrant is in the foreground. (Right) The sidewalk on Balbo Drive (the north side of the hotel), with a temporary structure above it. Yellow sandbags are securing a sign near the curb, and a cement ashtray is positioned near the polished stone wall of the Hilton.

Service Animal Relief Areas near the Hilton Chicago

In the city of Chicago, it's common for pets to relieve themselves on the sidewalks (it's most courteous to guide pets to do so near the curb and to be fastidious about picking up waste!). Some pets may not like to use the bathroom on a hard surface, though.

The nearest “green” space—or snow-covered grassy area, depending on the weather—is Grant Park, located just across Michigan Avenue from the Hilton Chicago.

Grant Park is large, stretching out toward the lakefront, up to Millennium Park, and south to the Museum Campus. It has pathways that are cleared of snow. You might also consider checking out the Grant Bark Park dog park, located about 0.5 miles from the Hilton. [Access Google Map directions to the dog park.](#)

Entrances

The Hilton Chicago is positioned on Michigan Avenue between 8th Street and Balbo Drive; its main pedestrian entrance is on Michigan Avenue, and a spacious sheltered drive-up entrance is located off of Balbo Drive.

Update: Another entrance on 8th Street is closed for construction, and the sidewalk on 8th Street is closed, including the corner of 8th Street and Michigan Avenue.

Update: The Michigan Avenue entrance is now open. There is a small drive up spot (with a curb cut) in the middle of the block near the main doors.

8th Street Entrance (Closed)

Update: This entrance is closed due to construction. Covered by an awning, the 8th Street entrance has a series of brass pull doors, and there are no automatic door buttons. In the course of our audit, however, we learned that the doors are staffed by someone who can open them from 7am-11pm.

The doors are located mid-block and do not have a curb cut; they're also the closest to the conference registration area.



Image Description (left): One side of the 8th Street entrance with a bank of three brass doors. The floor leading to the doorway has gray stone and a beige low-pile mat.
Update Image Description (right): The 8th Street entrance, blocked off with blue tarp enclosures and a low wall of concrete dividers. There are also a few bright orange traffic drums.

Balbo Drive Entrance (Covered pick-up/drop-off area)

The Balbo Drive entrance can be accessed from the sidewalk or by vehicle, thanks to its spacious pick-up/drop-off plaza. It is also one way to access the hotel parking garage, and it has an elevator connecting the parking to the entrance plaza.

The doors on the Balbo Drive entrance include one revolving door (automated) and one door with an automatic door button on the outside and a second automatic sliding door on the interior. During the audit, the outer automatic door button did not work, but we learned that it is sometimes turned off during cold weather months and can be turned back on by request. A person who can open doors staffs the Balbo Drive entrance from 7am until 11pm. **(Editor's note:** when we chatted with doorpeople, there was some variation in the reported end time, ranging from 11pm, 11:30pm, to 12am.)



Image Description: Covered drive-up entrance to the Hilton off of Balbo Drive. There is a large brick-paved oval driveway with a central island that has plants and a fountain. At the far end of the driveway is the entrance to the hotel, with two doors.



Image Description: Balbo Drive entrance to the Hilton, with a large revolving door and another brass door to the right. Between the doors is a square automatic door button for the brass door to the right. The sidewalk is paved with smooth reddish stone, and the walls of the Hilton are a polished reddish stone. A row of round lightbulbs shines down from above.

Michigan Avenue Entrance

The Michigan Avenue entrance can be accessed from the sidewalk, and there is a small drop-off area for people in vehicles.

The sidewalk is wide and level, and closer to the street are large round concrete planters. The block is still somewhat under construction, so be advised that the corner of Michigan Avenue and 8th Street is totally blocked off, and the corner of Michigan Avenue and Balbo Drive has a large sign about construction smack dab in the middle of the corner.

The doors on the Michigan Avenue entrance are a long bank of historic brass revolving and pull doors. They do not have an automatic door button, but are staffed by a person who can open doors from 7am until 11pm.



Image description: Michigan Avenue Entrance, with a large awning that is lit with heat lamp bulbs. There is a row of doors and a small drive-up area. A number of orange traffic drums are near the drive up area and an orange sign redirects traffic from 8th Street.



Image description: Sidewalk at the corner of Michigan Ave and Balbo, which has two signs weighed down by sandbags in the middle of the pathway saying “sidewalk closed, use other side.” In fact, the sidewalk is open from this corner to the Michigan Avenue entrance of the Hilton, but it is closed beyond that (at the corner of Michigan Avenue and 8th Street).



Image description: Michigan Avenue entrance doors, a bank of brass pull doors set back from the street. A sign on the wall says “Accessible Entrance” and has an arrow pointing to the right, toward the Balbo Drive entrance. (It’s possible that the arrow is pointing to an entrance to one of the hotel restaurants, 720 South, but this entrance is still under construction.)



Image description: Drive up area on Michigan Avenue (southbound side) near the Hilton entrance. The drive-up area is graded and continuous with the sidewalk. Two moveable blue cones separate the drive-up area and the sidewalk. Half of the drive-up area is blocked by a cluster of orange traffic drums, but there is room for about one vehicle.

Navigation: Distances and Resting Spots

One of the benefits of 4C23's location is that it avoids the extremely long distances typical of large convention centers. For attendees who would like to scout out spots for rest in advance, we've made a note of seating areas available below.

First Floor (Lobby Level) seating

Particularly on the first floor (Lobby Level), there are public seating areas where attendees can rest, meet colleagues, or check in to email. The common areas outside of the meeting rooms do not have a lot of seating.

- **Networking Area** near Herb N'Kitchen coffee shop, opposite the single-user restrooms on the Lobby Level between the 8th Street and Michigan Avenue entrances. Table seating with moveable chairs.
- **South Lounge** near the hotel registration desk and 720 South restaurant, between the Michigan Avenue and Balbo Drive entrances. A mix of table seating with moveable chairs, booths, armchairs, and other upholstered seating.



Image Descriptions: (Left) Networking area on the Lobby Level of the Hilton. In the foreground, several small rectangular tables are pushed together, surrounded by moveable cushioned side chairs. In the background there are more tables and two separate seating areas with armchairs. The seating area is carpeted, while the walkway next to the seating area is tiled. The area is lit with recessed can lighting. (Right) A section of the South Lounge with two rectangular tables pushed together near a large window. Eight moveable cushioned side chairs sit around the table. The lighting is a mix of natural light from the window and chandelier light. The carpeting is gray and blue with a linear pattern.

4th, 5th, and 8th Floor seating

The lobby of the main elevator bank on the 4th, 5th, and 8th floors has couch seating (the 4th floor also has table seating).



Image Descriptions: (Left) 4th floor main elevator bank with two long tables on either end with moveable chairs and a central upholstered bench with a high back. The lighting is a mix of chandelier and can lights, and the carpeting has a bold pattern of prismatic stripes in gray, dark red, navy, and green. (Right) Elevator bank seating found on the 5th and 8th floors, with a continuous “s” shaped upholstered bench. The bench faces opposite directions on either side of the “s” and there is a curved sofa table that hugs the back of the bench on either end. The lighting is a mix of chandelier and can

lights and the carpeting features an oversized floral design with large maroon petals on a gray and beige background.

Navigation: Signage

The signage that labels meeting rooms throughout the Hilton Chicago is a dark wood panel on a contrasting wall color. The signs contain an LCD screen near the top, raised gold lettering below, and braille lettering underneath.

Note: in a few instances, stations for drinking water were positioned beneath the signs, making them difficult to access.



Image Description: A typical meeting room sign, a dark wood panel against a beige wall. An LCD screen repeats the room name and notes the scheduled meeting in small, low-contrast lettering. Below in raised gold capital lettering is the room name, “Conference Room 4K.” Small braille lettering is located below the raised lettering.

Another style of sign, primarily used for restrooms and elevators, is dark metal with raised silver lettering and icons. If the sign is labeling a restroom or elevator, the sign is also brailled. Navigational signs in the same style are typically not brailled.



Image Description: A typical sign for amenities like bathrooms and elevators. It has a dark wood frame and black background with raised silver lettering and icons. This sign has three human figures and an accessibility icon with lettering that reads “All Gender Restroom,” with braille lettering underneath. Additional lettering and an older sign below reads “Additional Restrooms” with an arrow pointing to the right. This navigational information is not brailled.

In some areas of the first and second floors, large gold lettering offers navigational information above doors and entryways. Near the entrances to the Hilton Chicago, there are also large LCD screens with rotating advertisements and a map of the Lobby Level. It's not visually accessible but may offer navigational access to some attendees.

Elevators and Lifts

Main elevator bank

The Hilton Chicago has a large main elevator bank located near the Michigan Avenue entrance that serves all meeting room floors as well as floors with guest rooms. There are nine cars arranged in a U-shape, with interiors that measure 77" x 52." There is no auditory cue as the elevator moves between floors, but there are beeps when the doors open at a selected floor. Interior button panels are brailled. In the main elevator lobbies, there are only three call buttons, one at the midpoint of each wall of cars.



Image description: Main elevator lobby, interior of a car that has wood paneling, a brass railing, and brown and beige carpeting with a herringbone pattern and concentric rectangular shapes.

Meeting space elevator

Beyond the conference registration area near the larger meeting spaces, there is one additional elevator that serves the Lower Level, the first floor Lobby Level, and the 2nd floor only.



Image Description: A single elevator car located near the larger meeting spaces. The interior has wood paneling, a brass hand-grip along the back wall, and pale blue carpet with a subtle “space dye” stripe pattern.

ADA Lifts

Some areas of the conference are separated from the main area of a floor by a short flight of steps and are equipped with an ADA Lift.

- **Lower level (Stevens Meeting Center):** Salon A can be accessed by stairs, by ramp, or by ADA lift. Salon C can be accessed using the Meeting Space elevator, but if coming from the main elevator bank, it requires using an ADA lift.



Image Description: A long ramp leading down into Salon A, with a glass structure containing the ADA lift alongside it. There is a white bar railing and navy carpet with a subtle “space dye” striping. Carpet on the lower level is navy with a white cross-hatch pattern. Fluorescent lighting is above.

- **First floor (Continental Rooms):** The Continental Rooms and the Continental Foyer can be accessed via a short flight of stairs (7 total) or ADA lift. The lift interior measures 60” by 36” (or 33” accounting for a handrail).



Image Descriptions: (Left) Exterior of the ADA lift to the Continental Rooms. There is a beige door with signage that instructs “press and hold [round] button” and “occupancy limited to two persons.” Another sign on the door says, “please don’t push on the doors[;] they open automatically.” There is navy carpet with a subtle “space dye” striping and recessed lighting. (Right) Interior of the ADA lift to the Continental Rooms. At the entrance on the right, a sign directs you to “press and hold 1 button” and warns that “door swings open.” Inside the lift is a handrail on the left. There is navy carpet with a subtle “space dye” striping and recessed lighting.

- **Second floor (Boulevard Rooms):** The Boulevard Rooms can be accessed via a short flight of stairs (5 steps) or ADA lift. The lift interior measures 51” x 36” (or 33” accounting for a handrail).



Image Descriptions: (Left) Five steps with muted navy carpet and filigree banisters leading up to the Boulevard Rooms. (Right) A small beige ADA lift with pull handle for opening the door and up and down buttons. On another level above is a push door to the Boulevard Room level.

Common Spaces & Meeting Rooms

Space to Maneuver

Many of the thoroughfares are open with space to maneuver on the LL, 1st, and 2nd floors. On the upper floors, some common spaces are narrow and are likely to become crowded between sessions. **We encourage all attendees to be mindful of where they're stopping to chat, so that thoroughfares do not become congested.**

Lighting

Lighting throughout the site is a mixture of some natural lighting; lamps, sconces, and chandeliers; recessed can lighting; or, on upper floors, fluorescent lighting.

Incandescent or chandelier

Lighting on the Lower Level, Lobby Level, 2nd, and 3rd floors are incandescent or chandelier. Most common areas are well-lit, though some passing areas like hallways are dimmer.

Fluorescent

The lighting on the 4th, 5th, and 8th floors is fluorescent.

- The Quiet Room is located on the 5th floor and equipped with lamp lighting.

Flooring and Carpet patterns

On the Lobby Level (first floor), some areas have flooring made of dark gray polished stone with white veining.

In most meeting rooms and passing areas, the flooring is low-pile carpeting in a variety of patterns. Most colorways are in the navy, cream, and gray families, and in many areas the contrast is not stark. On the upper floors, some colorways are a mix of bolder red, brown, blue, and green.

Another note about surfaces: on the first and second floors, some walls are mirrored.



Image Descriptions: (Right) Carpet on upper floors with connect-the-dots network pattern in a red and brown colorway with lavender lines. (Left) Hall with connect-the-dots network pattern in a navy and gray colorway with white lines, and

inset rectangles with a bolder prismatic stripe pattern in cream, red, blue-gray, and green.



Image Descriptions: Two of the higher-contrast and “busier” flooring styles. (Left) Carpet near main elevator bank on the 3rd floor, high contrast stripes in dark brown, cream, and gray-blue that curve and intersect. (Right) Carpet near the Grand Ballroom on the 2nd floor, a cream and light gray stylized botanical pattern on a navy background.

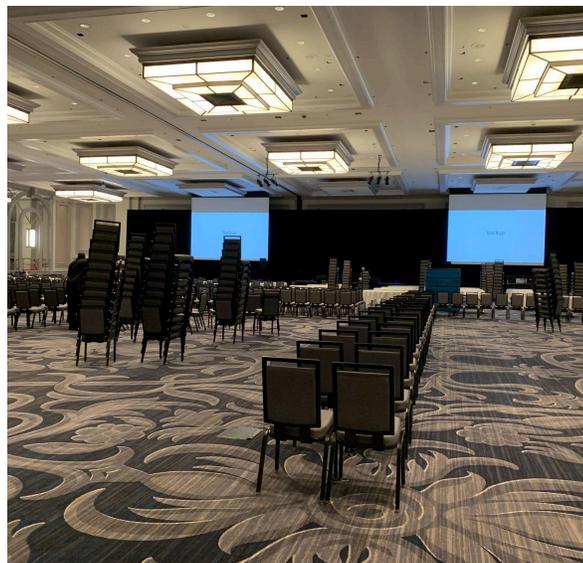


Image Descriptions: Flooring styles in large meeting rooms with contrasting prints in muted color ways. (Left) Grand Ballroom carpet, cream and light gray botanical print on a navy background, with large medallions in lower-contrast cream and light gray tones. (Right) Continental Room carpet, an oversized brocade pattern in light and medium gray on a dark gray background.



Image Descriptions: Two more flooring styles found throughout the space, with bold patterns in medium contrast colors. (Left) Carpet with dark gray curvy ironwork pattern on a medium gray background. (right) Carpet with a pattern of circles muted by mottled areas of dark gray that create an overdye effect.

Restrooms

Binary multi-stall restrooms throughout the conference spaces will be re-signified as all-gender restrooms. All restrooms have roll-under sinks, but vary widely in terms of offering room to maneuver and roomy accessible stalls. Bathrooms not marked as ADA bathrooms typically only offer small bathroom stalls and have little space to maneuver.



Image Description: Interior of a typical multi-user bathroom. A bank of five roll-under sinks sits opposite a bank of bathroom stalls. The walls are beige and the floor is tan tile.



Image Descriptions: (Left) Interior of a typical ADA stall, which is roomier and has horizontal grab bars behind and to the right, along with a vertical grab bar to the right. (Right) Interior of an “end” stall in a non-ADA bathroom. The stall is not roomy, but there are horizontal and vertical grab bars on both sides of the stall. The walls in both are beige with cream tile that has subtle horizontal veining, and the floors are large format tan tile.

Single-User Restroom Options

The Hilton Chicago has eight single-user restrooms that may be ideal for people who seek a higher level of privacy or need more space to maneuver. At least one is located on the LL, 1st, 2nd, 4th, 5th, and 8th floors, but there are none on the 3rd floor. All restrooms are equipped with grab bars, roll-under sinks, and space to maneuver.



Image Description: Interior of one of the First Floor single-user restrooms. It is roomy with a horizontal and vertical grab bar to the right of the toilet (not in view is a roll-under sink). The walls are cream and the floor is tan stone.

Single-user restroom locations by floor:

- Lower Level (1): Opposite the main elevator bank off of the Lower Level lobby (east or Michigan Avenue side of building).
- First Floor (2): Next to Herb N' Kitchen coffee shop, midway between the Michigan Avenue and 8th Street entrances.
- Second Floor (1): Between the main elevator bank and the Grand Ballroom foyer.
- Fourth Floor (2): Down the hall from the main elevator bank (southward, just past meeting rooms 4-K and 4-L).
- Fifth Floor (1): Down the hall from the main elevator bank (southward, before meeting rooms).
- Eighth Floor (1): By the "Lake" meeting rooms, somewhat tucked away from the main elevator bank (left out of the elevator lobby, left down a hall, left down another hall, and right to the meeting rooms. There is signage, but this is the most remote option).

Quiet Room

The designated Quiet Room is located on the 5th floor in room 5-B. It has windows with blackout curtains and will be outfitted with lamp lighting, since the 5th floor has fluorescent lighting otherwise.

The Quiet Room is intended to provide a quiet, calm space where attendees can spend time away from the noise, lights, and other stimuli of conference spaces. This room may be used for silent prayer. Please respect this space: the Quiet Room is not intended for conversations, phone calls, or meetings.

Nursing Room/Family Room

4C23 has set aside a **Family Room** and **Nursing Room** on the 5th floor in rooms 5-D and 5-C. There is a small kitchenette and non-ADA "en suite" bathrooms. Attendees bringing children to the conference are invited to use the Family Room as a play space (please bring your own toys!). The Nursing Room can be used for breast-pumping, breast-, or bottle-feeding.

Printing

Fee-based printing services are available at the on-site FedEx Office, located on the first floor of the Hilton Chicago near the 8th Street entrance. More information about the FedEx Office can be found in the section about [Hilton Business Center \(FedEx Office\)](#).

Free printing options in the Loop are scarce, but the Chicago Public Library offers kiosks with printing, and the first 10 single-sided pages are free.

- [Harold Washington Library](#), 400 S. State Street

On-site Food Options

The Hilton Chicago has a number of food and dining options on the first floor Lobby Level: an Herb N’Kitchen grab-and-go coffee shop with prepared food; 720 South Bar & Grill, open for a breakfast buffet and lunch, with small bites and drinks in the afternoon/evening; and Kitty O’Shea’s, open Monday through Friday for dinner and for breakfast only on Saturday and Sunday. Many of the print menus and menu displays have very small text: below we have linked the menus from each venue’s website.

There is also a hotel gift shop with snack food options. [Read the access information about the gift shop.](#)

- **Herb N’Kitchen Accessibility Notes:** Herb N’Kitchen has cases of refrigerated food and baskets of snacks around a table with more grab-and-go items. The aisles are generous, but are sometimes filled with people waiting in line to order. Some items on high shelves may not be within reach. In particular we noticed that the straws, take-away utensils, and creamers for coffee were located too high to be accessible to everyone. Staff at Herb N’Kitchen said that they can offer these items or add creamer behind the counter upon request.
 - [Access the Herb N’Kitchen website with menus](#)
 - Herb n’Kitchen provides the Hilton’s [in-room dining service \(pick up and delivery are possible\)](#)
- **720 South Accessibility Notes:** 720 South has a number of seating areas with a mix of accessible-height tables with moveable seating and booths. The breakfast buffet area and omelet bar had decent clearances, but may become tight during busy times. Some buffet items or plates are stored on a vertical shelving unit (particularly the omelet bar) or on top of counter-height buffets, and may therefore be out of reach. 720 South has staff that tend to the buffets, and they can offer accessibility support upon request. The atmosphere in 720 South tends to be on the calm and quiet side.
 - [Access the 720 South website with menus](#)

- **Kitty O’Shea’s Accessibility Notes:** The seating is a mix of accessible-height tables, booths, bar seating, and bar-height tables. The atmosphere tends to be more lively and may be loud when busy.
 - [Access the Kitty O’Shea’s website with menus](#)

Hilton Chicago Gift Shop: Windy City News & Gifts

The gift shop at the Hilton Chicago is located between the Michigan Avenue and 8th Street entrances, and offers souvenirs, clothing, toiletries and medicine cabinet supplies, snacks, and newsstand items. Be advised that the gift shop is densely arranged without a lot of room to maneuver! We measured a 40” clearance near the check out and 28” clearances between other displays.

- Gift shop hours: 7am-10pm



Image Descriptions: Interior of Hilton Chicago gift shop. (Left): Near the checkout counter, which has an array of candies and snacks, with a narrow pathway. Other items on display include keychains, fuzzy socks, and postcards. (Right): The gift shop pharmacy section, which has shaving supplies, shampoo, and other toiletries, along with medicine cabinet supplies like antacids, cold and flu medication, and pain relievers.

Conference Site Parking

The parking garage for the Hilton Chicago can be entered from Balbo Drive or on Wabash Avenue (just west of the hotel).

Self-parking is \$65 for 24 hours.

Valet Parking is \$79 for 24 hours, and is available at the Balbo Drive drop-off / pick-up plaza.

- An elevator at the northeast corner of the parking garage connects to the Balbo Drive drop-off / pick-up plaza.
- The garage has ADA parking on all levels and can accommodate ADA van parking.

Guests of the Hilton Chicago can add self-parking when making their room reservation. When we tested this [on the Hilton website](#), the cost was an additional \$20 per night.

If parking in a nearby garage is possible or of interest, lower rates can usually be found. Access the [Driving/Parking](#) information in this guide.

Lodging Information

For 4C23, the Hilton Chicago will serve both as the conference site and the conference hotel.

Check-in is at 3pm CT, and Check-out is at 11am CT. The Hilton offers a space to store luggage across from the hotel registration desks.

Hilton Chicago Responses to Accessibility 101 Questions

1. What types of ADA rooms are available at your hotel?

Rooms with two double beds or one king beds are available with the following features:

- “Mobility Accessible”
 - A bathroom with room to maneuver, a roll-under sink, and grab bars
 - Some rooms are designated as having a roll-in shower, some have a smaller shower with a small ledge, some have bathtub/showers.
- “Hearing Accessible”

- Outfitted with an external doorbell that communicates with a visual signaling accessory in the room. The accessory, a [Clarity AlertMaster](#), also indicates a ringing phone.

Furnishings were accessible-height in the rooms we toured, but notably the temperature control for the room and the pulls to close the blinds were not always at an accessible height.

At times, the clearance between the bed and the door to the room or the bathroom was snug, just large enough to open the door. You may wish to ask the front desk to have these things adjusted to your comfort. The Hilton website room listing can be filtered to show accessible rooms only.)

2. If a guest needs fragrance free soaps/toiletries, is that possible?

The hotel stocks toiletries and soap with fragrance, and guests requiring fragrance free toiletries are encouraged to bring their own.

3. If a guest needs their room to be cleaned using fragrance free cleaners (and for towels/bedding to be laundered with fragrance free detergent), can that be arranged? Who should they notify?

We have not yet been able to get an answer to this question, but will update this Guide as soon as we do.

4. What kinds of policies does your hotel have regarding service animals? Do those policies extend to emotional support animals?

Hilton is compliant with all ADA standards/regulations as it relates to service animals. We are pet-friendly so emotional support animals will be allowed, but they are not allowed inside the restaurants and banquet spaces as a service animal would be. We do charge a \$50 non-refundable fee for all guests who bring their pets, and there is a 75 pound weight limit for pets. This would be charged to a room with an emotional support animal, but not a service animal.

Hilton Registration and Check-In (Hotel Guests)

The Hilton's first-floor Lobby Level is street level, and can be entered from Michigan Avenue (to the east), 8th Street (to the south), or Balbo Drive (to the north).

The Registration and Check-In area is located midway between the Michigan Avenue and Balbo Drive entrances.

The Registration area is a long counter with check-in stations. Please note that all of the counters are high. If the registration desks are not accessible for you, there is a baggage storage room with a staffed check-in podium across from the Registration area. The person working there can also facilitate check-in/check-out.

The Registration area is lit with sconces and incandescent can lights, and it has a polished stone floor that is dark gray with white veining. The same stone covers two large square columns, the walls, and the registration counter itself, without a lot of visual contrast between the surfaces. At the time of the audit, there were stanchions with black nylon belts set up to create a line in front of the registration counter.



Image Descriptions: Registration area of the Hilton Chicago for hotel guests. The registration desk is tall, with several counters and computers. The floor is polished gray stone with white veining. In the middle of the floor in front of the desk, there are several

stanchions connected by belts, presenting potential obstacles. Toward the back of the registration area, large polished stone columns nearly identical in color and appearance to the floor present another potential obstacle. The lighting is provided by a mix of can lights and wall sconces.

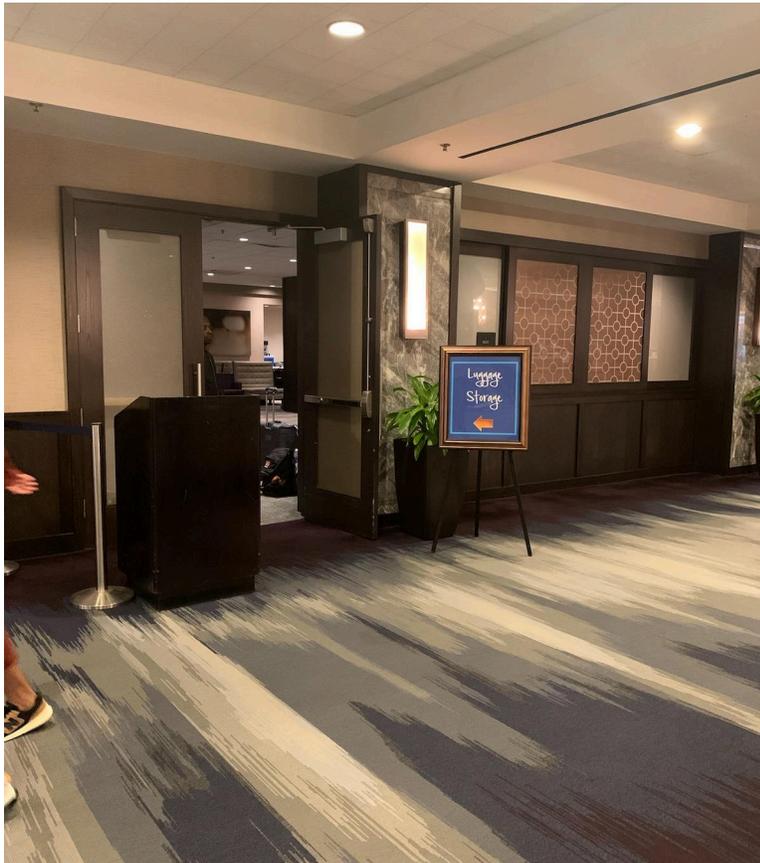


Image Description: Baggage storage room with a podium, located across from the hotel registration desks. To the right of the door to the baggage room is a sign reading “Luggage Storage.” The carpet features a loose pattern of white, gray, and blue streaks. The lighting is provided by a mix of can lights and wall sconces.

Hilton Hotel Gym & Pool

The Hilton Gym & Pool is located on the 8th floor. The fitness center’s main doors are an automatic sliding door, and a long ramp leads from the entrance to the front desk (another option is to use a flight of 6 steps). The lighting throughout is a mixture of fluorescent and natural lighting, particularly in the pool and exercise areas.

The locker rooms have automatic doors, roll-under vanity areas, and roll-in showers. As in many gyms, the shower stalls have a shower with a curtain, a dressing area just outside, and then another curtain. There is a fold-down seat in the shower stall dressing areas.

The fitness center has a 3-lane track as well as a variety of exercise equipment, spaced very close together in the center of the track. The pool area has two hot tubs and a rectangular swimming pool. At the time of the audit, the pool was divided in half, with the half closer to the door being for open swimming, and the half closer to the far wall being divided into two swimming lanes. Both the pool and one hot tub are equipped with a lift.

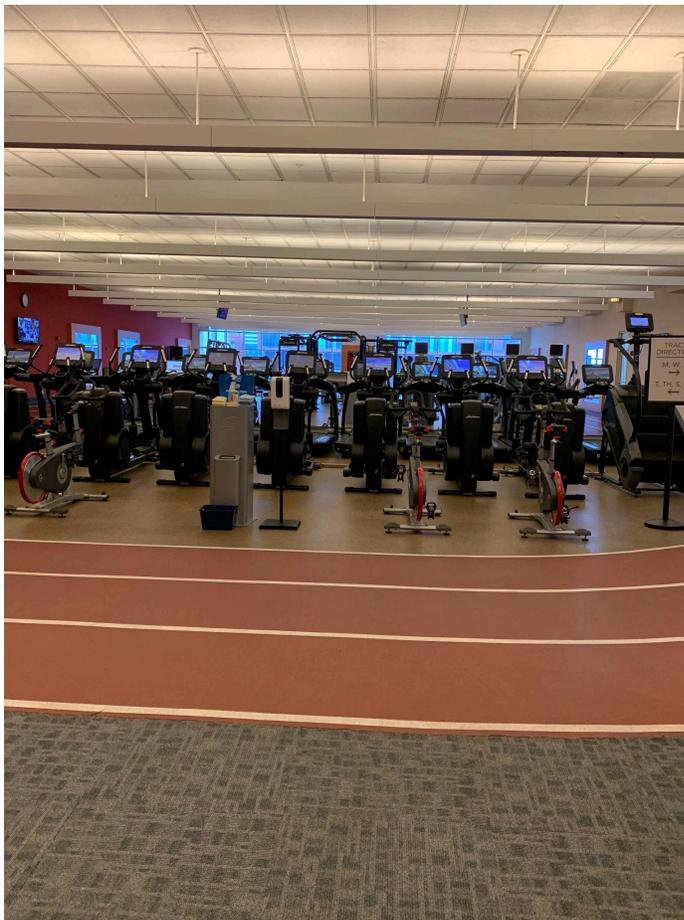


Image description: Hilton gym. In the middle of the room, several exercise machines – including stationary bikes, recumbent bikes, stairmasters, treadmills, and elliptical machines – are grouped quite close together, with very little clearance between them. There is a hand sanitizer station next to a towel stand near the front of the room. The

flooring in this area appears to be made of a cushiony vinyl tile. A walking/ running track with three lanes goes around the exercise equipment. On the other side of the track is a carpeted area. The room is lit with a mixture of fluorescent lights and some natural light at the far end.



Image Descriptions: (Left) The Hilton pool is rectangular and divided into three segments. There is an adaptive pool lift with folding seat on one side of the pool, and some stairs and a railing leading into the water in the corner. Lighting is both fluorescent (overhead) and natural (from a floor-to-ceiling window covered by shades). (Right) Hilton hot tub is small and circular, elevated from the tile floor by about one foot, with a railing and stairs to enter. There is also an adaptive pool lift with folding seat. Lighting is mostly natural, with two walls of floor-to-ceiling windows, but there is some overhead fluorescent lighting.

Hilton Business Center (FedEx Office)

The Hilton Business Center is located on the Lobby Level (1st floor) near the 8th Street entrance, and it's a FedEx Office (fee-for-service). The door is propped open during operating hours, and there is ample space to maneuver. The flooring is low pile carpeting and the lighting is a mixture of fluorescent, natural, and pendant lights.

FedEx Office Hilton Chicago Hours:

Monday through Friday, 7am-7pm

Saturday and Sunday, 8am-5pm

[Website \(with phone and email contact\)](#)



Image Description: Interior of Hilton Chicago's FedEx Office. There are four cubicles, with two PC desktops (one every other cubicle), and three rolling office chairs. One pendant light and one photograph of generic people in a FedEx store hangs above each cubicle. The dominant light source is overhead fluorescent lighting. A large white copier/scanner sits on the right side of the room.

Other Information and Amenities

Sober at the Cs

Advisories for the Hilton Chicago: Kitty O'Shea's is a bar-centric restaurant. The general atmosphere of the South Lounge seating area is of a hotel lobby and space to get a bit of work done, but it contains a large bar and the atmosphere may shift in the late afternoon / evening hours when it is staffed.

[Find Chicago Loop AA meetings](#) (database sortable by area, some options online)

[Find Chicago Loop NA meetings near the Hilton Chicago](#) (some options online)

Groceries

Go Grocer - South Loop 3

820 S Michigan Ave suite A, Chicago, IL 60605

In-store shopping, in-store pick up, and delivery (through their [app](#))

Wheelchair accessible entrance (**Note:** we called and asked about their entrance and a staff member said it was wheelchair accessible, but this information is unverified)

Open 8am-11pm 7 days a week

312-753-3105

[Website](#)

Distance to Hilton: 0.1 mile (due South of the hotel)

South Loop Market - 9th Street

8 E 9th St, Chicago, IL 60605

In-store shopping

Open 7am-11pm Monday-Thursday, 7am-12am Friday-Saturday, 8am-10pm Sunday

Wheelchair accessible entrance

(312) 796-3955

[Website](#)

Distance to Hilton: 0.3 mile

Trader Joe's

1147 S Wabash Ave, Chicago, IL 60605

In-store shopping, no delivery

Open 8am-9pm 7 days a week

Wheelchair accessible entrance & parking lot

(312) 588-0489

[Website](#)

Distance to Hilton: 0.4 mile (near Roosevelt and Michigan bus stop)

Target Grocery

1 S State St, Chicago, IL 60603

In-store shopping, in-store pickup

Open 7am-9pm Monday-Friday, 8am-9pm weekends

Wheelchair accessible entrance

(312) 279-2133

[Website](#)

Distance to Hilton: 0.7 mile (near State & Madison bus stop)

Pharmacy

CVS

310 S Michigan Ave, Chicago, IL 60604

Store Hours: Open 7am-7pm Monday-Friday, 10am-6pm Saturday, 10am-5pm Sunday

Wheelchair accessible entrance

(312) 588-0704

[Website](#)

Distance to Hilton: 0.4 mile (near Michigan & Jackson bus stop)

Walgreens

122 S Michigan Ave Fl 1, Chicago, IL 60603

Pharmacy Hours: Open 8-11am, 11:30am-6pm Monday-Friday, closed on weekends

Wheelchair accessible entrance

(312) 973-3708

[Website](#)

Distance to Hilton: 0.9 mile (near Michigan & Monroe bus stop)

Immediate Care

Physicians Immediate Care

825 S State St, Chicago, IL 60605, inside One Place Condominiums

LGBTQ+ friendly (according to Google Maps)

(312) 566-9510

Open 8am-8pm Monday-Friday, 8am-4pm weekends

[Website](#)

Distance to Hilton: 0.3 mile

CLEAR Immediate Care

1605 S Michigan Ave, Chicago, IL 60616

(312) 535-5770

Open 8am-8pm Monday-Friday, 8am-6pm weekends

[Website](#)

Distance to Hilton: 0.9 mile

Emergency Room

Northwestern Memorial Hospital

*closest ER with a functioning website; not the best reviewed on Google Maps

251 E Huron St, Chicago, IL 60611

(312) 926-2000

Open 24 hours, 7 days

[Website](#)

Distance to Hilton: 1.9 miles (somewhat near the Michigan & Huron bus stop)

Ascension Saint Joseph

*best reviewed nearby ER on Google Maps

2900 Lake Shore Dr, Chicago, IL 60657

(773) 665-3086

Open 24 hours, 7 days

[Website](#)

Distance to Hilton: 5.3 miles

Transportation to and within Chicago

Getting to Chicago by car

Chicago's central location and its position as a hub for the nation's major interstates make it a convenient drive from anywhere in the country. Chicago is accessible via several major interstates and highways: I-90 (Kennedy Expressway), I-94 (Dan Ryan

Expressway), I-55 (Stevenson Expressway), I-290 (Eisenhower Expressway), and I-294 (Tri-State Tollway).

[View an interactive parking map](#) of downtown Chicago to search for public parking lots and garages by address and points of interest.

The following websites allow you to reserve your parking spot in advance and compare the prices, locations, and amenities of different spots: [ABM Parking](#), [iParkit](#), [Millennium Garages](#), and [SpotHero](#).

Find [average drive times to Chicago](#). And find [traffic and road conditions](#) from the Illinois Department of Transportation.

Getting to Chicago by bus

MegaBus: 1-877-GO2-MEGA (1-877-462-6342)

MegaBus [website](#) and [Accessibility Information](#)

[MegaBus](#) has two stops in Chicago: one at West Polk St. between S. Clinton St. and S. Canal St. (1.3 miles from the conference hotel) and one at the Van Galder bus stop at Union Station (225 S. Canal St., 1.5 miles from the conference hotel). Visit Megabus's [webpage for passengers with disabilities](#).

Greyhound: 1-800-231-2222 (Español within the United States 1-800-531-5332)

For TTY or TDD call: 1-800-345-3109

Greyhound [website](#) and [Accessibility Information](#)

The closest [Greyhound](#) locations to the conference hotel are at Union Station (225 S. Canal St., 1.5 miles from the conference hotel) and the Chicago Bus Station (630 W Harrison St., 1.2 miles from the conference hotel). Visit Greyhound's [webpage for customers with disabilities](#).

Note: Booking by phone rather than online usually involves a convenience fee, but Greyhound Customer Service Representatives will waive it for disabled customers. According to their website, you will need to explicitly confirm “that your inability to book electronically is due to your disability.”

Amtrak

1-800-USA-RAIL (1-800-872-7245)

TTY 1-800-523-6590

Amtrak [website](#) and [Accessibility Information](#).

[Amtrak](#) trains leave and depart from Chicago's Union Station (225 S. Canal St., 1.3 miles from the conference hotel). According to Union Station's [website](#), the main entrance on Canal Street is ADA-accessible. Elevators are located at the main entrances on the east and west sides of Canal Street and on Jackson, east of Canal Street. Assisted waiting & boarding areas are located near the North and South Concourses and are available to anyone needing extra assistance.

Amtrak's [Accessible Travel Services](#) page links to information on making reservations, station accessibility, traveling with a companion/attendant, wheeled mobility devices, use of oxygen equipment, and service animals and pets.

Commuter Trains (South Shore Line and Metra)

South Shore Line Commuter Train:

219-926-5744 (General Inquiries)

TDD via Indiana Relay Services: 1-800-743-3333

South Shore Line [website](#) and [Accessibility Information](#)

Attendees from Northern Indiana can take the [South Shore Line](#) to downtown Chicago.

The closest stop to the conference hotel:

- Van Buren St. (.3 miles north of the conference hotel);
- Museum Campus/11th St. (.3 miles south of the conference hotel) and,
- Millennium Station (.8 miles north of the conference hotel).
 - EFFECTIVE JAN. 24, 2022, the escalator and stairs to the building at the South Water entrance to Millennium Station will be closed and barricaded through at least March 2022, while the City of Chicago rebuilds the South Water viaduct. The S. Water Street elevator will remain accessible to passengers throughout construction. Visit the South Shore Line's [Accessibility Guide](#) for access information about each station.

Metra Commuter Train:

(312) 322-6777: Metra Passenger Services (M-F 8am-5pm Central)

(312) 836-7000: RTA Travel Information Center (for trips that combine Metra, CTA, and/or Pace; M-Sat 6am-7pm Central)

Metra [website](#) and [Accessibility Information](#)

Those traveling from the surrounding suburbs can take the appropriate [Metra train](#). Depending on the trainline, the last stop downtown is either at Union Station or [Ogilvie Transportation Station](#) (500 W. Madison St., 1.5 miles from the conference hotel).

On the Accessibility portion of [the Metra website](#) you can find various guides as well as station accessibility maps to help navigate the different stations and rail cars and information about the free P-8 shuttle service to your nearest accessible Metra station.

While Metra does not provide paratransit, they do have a “P-8 service” that is a shuttle service from a qualified origin to the next accessible station. Metra provides the service at no charge to the passenger and does not require certification of disability status. Reservations may be made any time the day before the ride is needed or with as little as three hours’ notice when necessary. For the most current information, please contact Metra Passenger Services at 312-322-6777. P-8 service is provided by SCR Transportation and can be ordered by calling 708-953-3511.

Chicago Airports:

Chicago has two airports: Chicago O’Hare International Airport (ORD) and Chicago Midway International Airport (MDW).

Chicago O’Hare International Airport (ORD)

Chicago O’Hare Address and Contact Information

O’Hare International Airport (Code: ORD)

10000 W O’Hare Ave, Chicago, IL 60666

Directions to or from O’Hare using [Google Maps](#)

O’Hare Customer Service: (800) 832-6352

O’Hare Police & Fire Dispatch: (773) 686-2385

O'Hare Travelers Aid: (773) 894-2427

O'Hare [website](#) and [Accessibility Guide](#)

Pick-Up and Drop-Off

Accessible pick-up and drop-off areas with curb ramps are located throughout the arrival and departure vehicle loading zones. The distance between passenger drop-off points and ticket counters ranges from 44 feet (Terminal 2) to 64 feet (Terminal 5). The [accessibility guide](#)'s Physical Accessibility section includes maps by terminal that indicate these distances for a range of drop-off points and ticket counters.

Airport Transit System to Rental Cars/Parking/Public Transit

[Airport Transit System](#) (ATS) trains connecting each terminal and the parking lots re-opened in November 2021. ATS is a people mover system within the airport, offering fully-automated service every 3-5 minutes during peak hours, 24 hours a day, seven days a week.

The system transports passengers to and from Terminals 1, 2, 3 and 5, as well as the Multi-Modal Facility (MMF) for rental cars, Economy Parking Lot F, Kiss 'n' Fly, Pace buses and Metra.

According to the [Terminal Accessibility webpage](#), The ATS station platforms and train cars are fully ADA compliant. There are no longer wheelchair areas on the new train. All parking shuttle buses kneel when requested and have two wheelchair positions with securing devices.

Public Transit to/from O'Hare

Chicago Transit Authority (CTA):

1-888-YOUR-CTA (1-888-968-7282)

TTY: 1-888-CTA-TTY1 (1-888-282-8891) or 711 (relay)

The Customer Service department can also mail maps, brochures and schedules.

[Accessibility Section](#) of the website; Accessibility Features of buses, trains, and stations can be found [here](#).

The Chicago Transit Authority (CTA) O'Hare Station, which is served by the Blue Line "L" (rapid transit train), is located in O'Hare's lower-level concourse, accessible by the pedestrian tunnel in each domestic terminal. (Follow the signs marked "Trains to the City"; it's a 10-minute walk from each terminal). The accessible [O'Hare station](#) is

situated in the lower level concourse, which connects directly to Terminals 1, 2 and 3, and can be conveniently accessed from Terminal 5 via a free, airport shuttle train.

All Blue Line trains go through downtown, a 40-45-minute ride, for \$5 or less. The station has an elevator; contact Chicago Transit Authority personnel if you need gap filler boards to bridge the space between the platform and the rail car. Access [Blue Line service and accessibility alerts](#).

To figure out your train and/or bus route, use the [Trip Planner](#), which operates through [Google Maps](#). For a wheelchair-accessible route, enter your directions and select the train icon once they are displayed in Google Maps, click “Options” and select “Wheelchair Accessible.” You can also select “Less walking” and “Fewer transfers.”

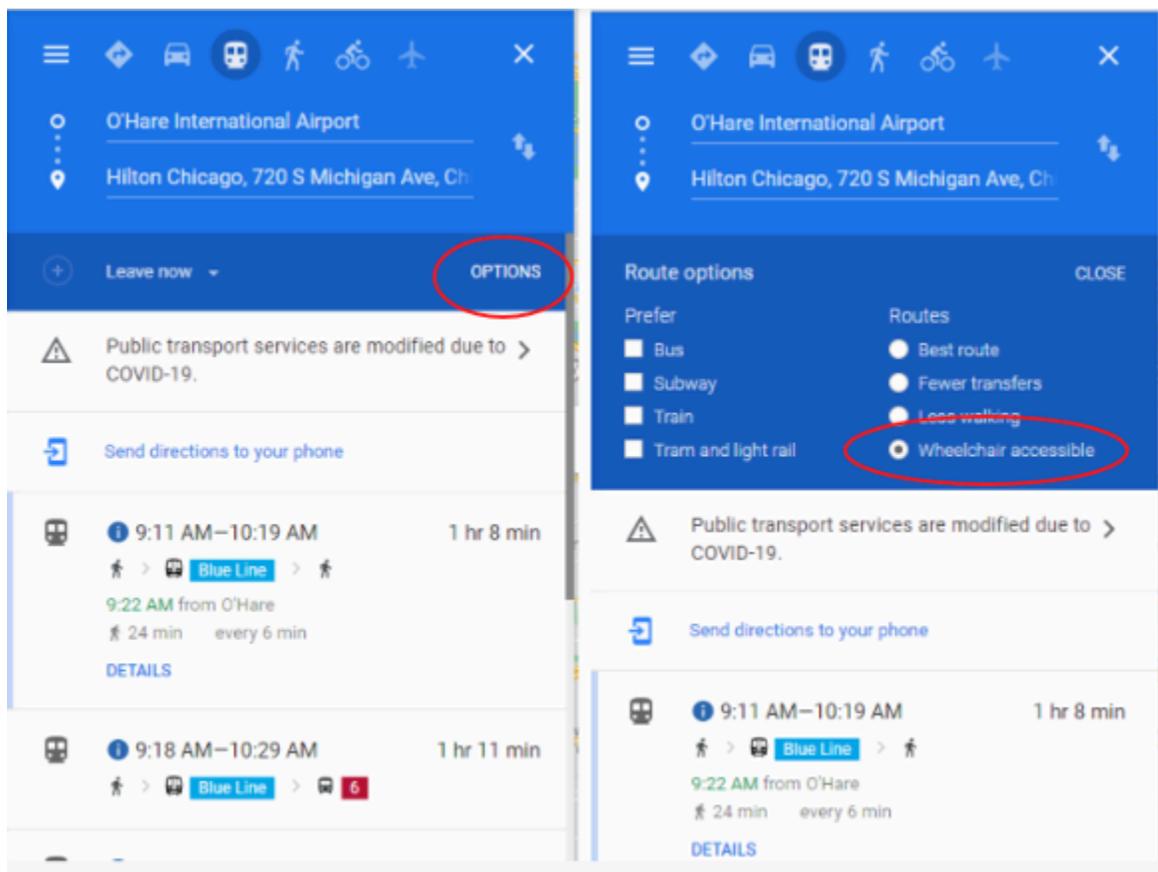


Image Description: Two screenshots of Google Maps directions, with O'Hare International Airport and the Hilton Chicago, 720 S Michigan Avenue, as the “to” and “from” locations. In the left image, the “Options” button is circled in red. In the right

image, we see the drop-down menu of route options that appears after one selects “Options.” “Wheelchair accessible” is circled in red.

For a cost comparison of CTA trains, taxis, shuttle van services, and rideshare, visit [“Weighing Your Transport Options?”](#) on the CTA’s webpage on [Airport Transit](#).

For more information on using the CTA, see [the CTA’s website](#), which outlines how to purchase and use farecards, how to find the best transit routes, and how to stay updated on service alerts. If you’d like to purchase your farecard ahead of time and/or use your mobile device to pay for fares, visit [the Ventra website](#) (this is the CTA payment system). See also this guide’s section on [“Transportation in the City”](#)

Taxis

Taxi stands are on the lower level of each terminal (outside of baggage claim); wheelchair-accessible taxis can be requested there, or you can call. For wheelchair accessible vehicles, please call 1-888-928-2227 in advance. All taxis should have a working meter to calculate the fare based on time and mileage. The average fare to downtown is \$40; travel time is 25-90 minutes, depending on traffic.

Rideshare

Lyft and Uber now provide wheelchair-accessible rides (WAV) in Chicago. For Lyft, turn on “Wheelchair access” in the app settings. For Uber, after you confirm your addresses, select WAV at the bottom of the screen, then tap “Confirm WAV.” (Note that according to a 2021 article in Ridester, an industry publication, [UberWAV cannot be scheduled in advance](#); it is unclear if Lyft is the same.) (Visit [Lyft’s page on WAV rides](#) and [Uber WAV](#) for more information.)

O’Hare’s rideshare pickup locations are in Terminal 2 and Terminal 5:

- Terminal 2 - waiting area Upper Level between Door 2A and Door 2D. Before proceeding to the designated pick-up location, passengers should wait in the specific colored zones outlined below until their rideshare arrives. A waiting area inside is available between vestibules 2A and 2D.
 - BLACK Zone A - Outside North of vestibule 2A
 - BLUE Zone B - Outside vestibule 2A
 - ORANGE Zone C- Outside vestibule 2B
 - GREEN Zone D - Outside vestibule 2D

- Terminal 5 - waiting area Lower Level Door 5B

Rental Cars

A shuttle bus travels between each terminal and the Multi-Modal facility, where rental cars are available. The buses are wheelchair-accessible.

The following [rental car companies operate at O'Hare](#): ACD Rent A Car, Alamo, Avis, Budget, Dollar, Enterprise, Fox, Hertz, National, Payless, Routes Car Rental, Sixt, and Thrifty.

Navigating Chicago O'Hare International Airport

Free Airport Wi-Fi

O'Hare provides free unlimited wi-fi. Visit their [Technology](#) page for instructions on how to access the network.

Airport Maps

Access an [interactive map](#) (where you can search for different features and services) and [printable maps](#) of each terminal.

Airport Accessibility Guide and Feedback

Please visit [O'Hare's Accessibility Guide](#); summaries of key sections of this guide are provided below. Note that complaints and comments about ADA/Accessibility services and facilities at O'Hare can be sent to the airport ADA Coordinator, Gretchen Meyer, at ORD_ADACoordinator@cityofchicago.org.

Wheelchair Assistance

Each airline coordinates wheelchair assistance. Contact your airline before you travel to add this to your reservation.

- [Air Canada](#)
- [American Airlines](#)
- [Delta Airlines](#)
- [Frontier Airlines](#)
- [Southwest Airlines](#)
- [Spirit Airlines](#)

- [United Airlines](#)

TSA Cares

[TSA Cares](#) assists travelers with disabilities and medical conditions and/or who have other needs during the security screening process. Contact TSA Cares 72 hours in advance if you have questions about the screening process or if you would like to request a person to assist you during screening for any reason (e.g., mobility limitations, traveling with sacred objects, traveling with a service animal). You can call them toll-free at 855-787-2227 (federal relay 711), email them at TSA-ContactCenter@dhs.gov or complete a [Request for TSA Cares Assistance](#) form.

Elevators

Elevators are located in all terminals, the concourse and pedestrian corridors, and parking structures. All elevator button panels have braille and raised numerals. Access a PDF [list of the locations of all elevators](#).

Restrooms

All restrooms are wheelchair-accessible. All-gender restrooms are located in the following terminals:

- Terminal 1 - B1 (2), B10, C19(2), Baggage Claim (2)
- Terminal 2 - Across from the Children's Museum (2), E5, Baggage Claim
- Terminal 3 - G11, Rotunda, H14, H2, H5, H12 (2), K1 (2), L10, L21, L24, Baggage Claim (2)
- Terminal 5 - Outside security near Checkpoint, Food Court Area
- Multi Modal Facility (Rental Cars/Lot F) – North and South Escalator Core on Level 1

An accessible restroom with a motorized passenger lift system that provides access to an adult changing table and two accessible showers (with roll-in and transfer seat types), among other features, is located in Terminal 2 near security checkpoint 5 (Gate F3). This “Changing Places Facility” [can be reserved online](#).

TTY/TDD Telephones

TTY/TDD phones are located in Terminal 2 (Baggage Claim), Terminal 3 (Baggage Claim), Terminal 5 (Arrivals Level), and the Bus Shuttle Center.

Service Animal Relief Areas (SARA)

SARAs are available 24/7 outside, before you pass through security, as well as after you pass through security.

Outside Security (Outdoor, Gated Areas)

- Terminal 1 – Location: Outside Arrivals/lower level Door 1A. Directions: Exit through Terminal 1 Lower Level Door 1A, near United Baggage Claim #15. Turn left. The SARA is within a black fence, approximately 40 steps from the exit door.
- Terminal 2 – Location: Outside Arrivals/lower level Door 2E. Directions: Exit through Terminal 2 Lower Level Door 2E, near Baggage Claim #1. Turn right. The SARA is within a black fence, approximately 50 steps from the exit door. The gate is on the far side of the fence.
- Terminal 5 – Location: Outside Arrivals/lower level Door 5B. Directions: Exit through Terminal 5 Lower Level Door 5B, near Baggage Claim 10. The SARA is within a black fence, approximately 50 steps from the exit door.
- Multi Modal Facility (Rental Cars/Lot F) – Location: Outside. Directions: Exit through Terminal 5 Lower Level Door 5B, near Baggage Claim 10. Turn Right. The SARA is within a black fence, approximately 50 steps from the exit door.
- Terminal 1 Main Hall – Location: Post security, next to the Lotto booth and down the hall from gate K1. Directions: From Gate K1, follow the hallway towards L Concourse. The SARA is located on the left wall beyond the security checkpoint and the Lotto booth, approximately 75 steps down the hall.

Inside Security

- Terminal 1 C Concourse - Location: Post security, next to gate C10. Directions: From gate C10, follow the hallway towards gate C12. The SARA is located on the right wall just past Gate C10.
- Terminal 3 Rotunda – Location: Post security, in the Rotunda (between Terminal 2 & Terminal 3). Directions: From the Rotunda, take the hallway towards Terminal 2. The SARA is immediately on the left.
- Terminal 3 Main Hall – Location: Post security, next to the Lotto booth and down the hall from gate K1. Directions: From Gate K1, follow the hallway towards L Concourse. The SARA is located on the left wall beyond the security checkpoint and the Lotto booth, approximately 75 steps down the hall.

- Terminal 5 – Location: Post security, near gate M8. Directions: From Gate M8, follow the hallway towards Gate M7. SARA is on the left, immediately past M8.

Lactation Rooms

These ADA-compliant rooms feature comfortable seating, a sink, electrical outlets, a diaper changing surface, and soft lighting. They are available in the following locations:

- Terminal 1: Concourse C | Gate C11
- Terminal 1: Concourse C | Gate C23
- Terminal 2: Concourse E | Gate E1
- Terminal 2: Concourse F | Gate F1 near Family Lounge
- Terminal 3: Concourse G | Gate G12
- Terminal 3: Concourse K | Gate K5
- Terminal 3: Concourse K | Gate K19
- Terminal 3: Concourse L | Gate L24

Travelers Aid Chicago

Travelers Aid provides guidance, support, and advocacy services for passengers during travel, including novice travelers, travelers with disabilities, and travelers in a range of crisis situations (e.g., travelers who have lost their IDs or need emergency provisions like diapers or food). The main office, located in Terminal 2 in Concourse F next to the Changing Places Facility and across from the Family Lounge, is open Monday-Friday 8 am-9 pm and Saturday and Sunday 10 am-9 pm. Multiple information desks are located in each terminal but have not been consistently staffed during the pandemic, so the best way to reach someone when you are at the airport is to visit the main office or call them at (773) 894-2427 or by email at travelersaid@heartlandalliance.org. Visit [O'Hare's description of Travelers Aid](#) for more information.

Dining

Access a [list of airport restaurants](#) that you can filter by location (terminal/concourse/gate), diet (e.g., vegan, vegetarian, gluten-free friendly), price, and rating.

Chicago Midway International Airport (MDW)

Midway International Address and Contact Information

Midway International Airport (Code: MDW)
5700 South Cicero Avenue, Chicago, IL 60638
Directions to or from Midway using [Google Maps](#).

Midway Customer Service: (773) 838-0600
Midway Police & Fire Dispatch: (773) 838-9111

Midway [website](#) and [Accessibility Guide](#)

Pick-Up and Drop-Off

Accessible pick-up and drop-off areas with curb ramps are located throughout the arrival and departure vehicle loading zones. The average distance between the Departures passenger drop-off spots and the ticket counters is 101 feet.

Public Transit

For \$2.50 or less, you can take the Chicago Transit Authority (CTA) Orange Line “L” train from Midway to downtown, a 20-25-minute ride. The station is connected to the terminal by an enclosed walkway. Follow the signs to “CTA Trains” or “Trains to the City.” City and suburban buses also depart from the station. Access [Orange Line service and accessibility alerts](#).

This station has an elevator. To figure out your train and/or bus route, use the [Trip Planner](#), which operates through [Google Maps](#). For a wheelchair-accessible route, enter your directions and select the train icon; once they are displayed in Google Maps, click “Options” and select “Wheelchair Accessible.” You can also select “Less walking” and “Fewer transfers.”

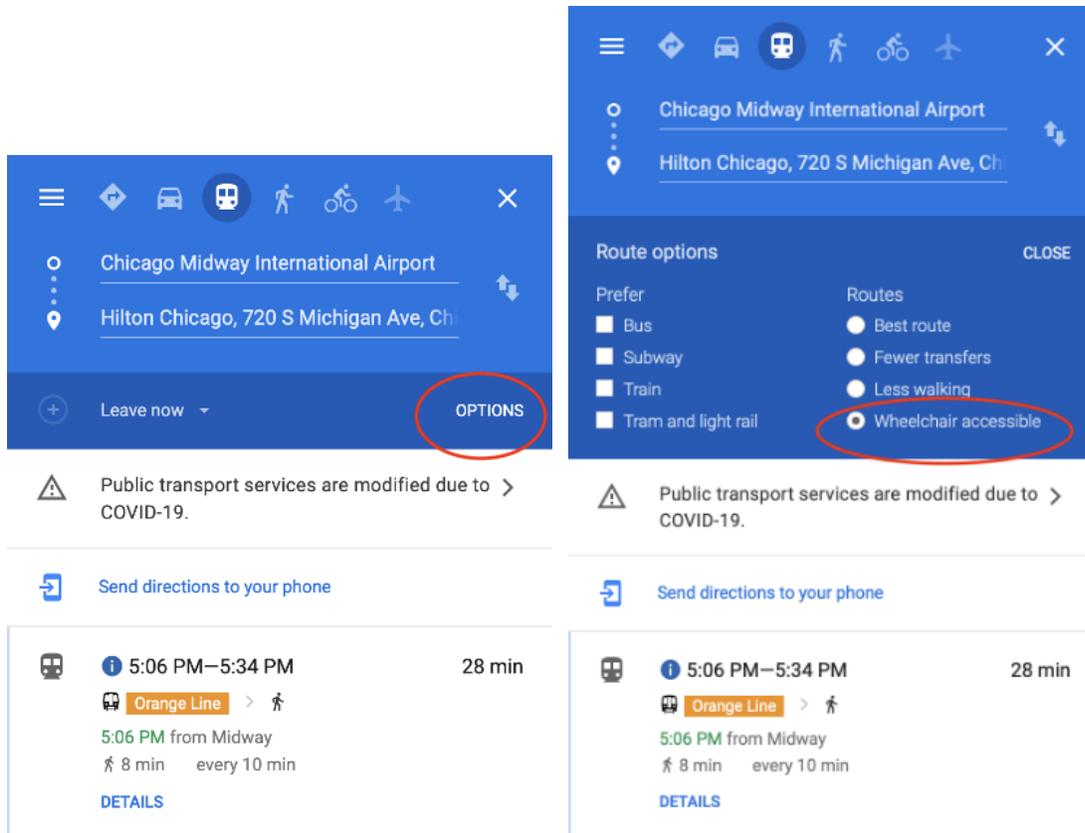


Image Description: Two screenshots of Google Maps directions, with Midway International Airport and the Hilton Chicago, 720 S Michigan Avenue, as the “to” and “from” locations. (Left) The “Options” button is circled in red. (Right) The drop-down menu of route options that appears after one selects “Options.” “Wheelchair accessible” is circled in red.

For a cost comparison of CTA trains, taxis, shuttle van services, and rideshare, visit [“Weighing Your Transport Options?”](#) on the Chicago Transit Authority’s webpage on [Airport Transit](#).

For more information on using the CTA, see [the CTA’s website](#), which outlines how to purchase and use farecards, how to find the best transit routes, and how to stay updated on service alerts. If you’d like to purchase your farecard ahead of time and/or use your mobile device to pay for fares, visit [the Ventra website](#) (this is the CTA payment system). See also this guide’s section on [“Transportation in the City.”](#)

Taxis

Taxi stands are on the lower level of the terminal in the inner lane; wheelchair-accessible taxis For wheelchair accessible vehicles, please call: Curb Mobility, 888 928-2277 or 888-WAV-CABS. The average fare to downtown is \$25; travel time is 15-40 minutes, depending on traffic.

Rideshare

The loading zone for rideshare services is on the Lower Level Outside of Baggage Claim, Door 4.

Lyft and Uber now provide wheelchair-accessible rides in Chicago. For Lyft, turn on “Wheelchair access” in the app settings. For Uber, after you confirm your addresses, select WAV at the bottom of the screen, then tap “Confirm WAV.” (Note that according to a 2021 article in Ridester, an industry publication, [UberWAV cannot be scheduled in advance](#); it is unclear if Lyft is the same.) Visit [Lyft’s page on WAV rides](#) and [Uber WAV](#) for more information.

Rental Cars

A shuttle bus travels between the terminal and the rental car facility and parking lots. They are wheelchair-accessible and leave every 15 minutes, 24/7 from Lower Level Door 2. The following [rental car companies operate at Midway](#): Alamo, Avis, Budget, Dollar, Enterprise, Hertz, National, Thrifty, Corporate Rent a Car.

Navigating Midway International Airport

Free Airport Wi-Fi

Midway provides free unlimited wi-fi. Visit their [Technology](#) page for instructions on how to access the network.

Airport Maps

Access an [interactive map](#) (where you can search for different features and services) and a [printable overview map](#) of the terminals in relation to the parking lots.

Midway Accessibility Guide and Feedback

Please visit [Midway’s Accessibility Guide](#); summaries of key sections of this guide are provided below. Note that complaints and comments about ADA/Accessibility services

and facilities at Midway can be sent to the airport ADA Coordinator, Gretchen Meyer, at MDW_ADACoordinator@cityofchicago.org.

Wheelchair Assistance

Each airline coordinates wheelchair assistance. Contact your airline before you travel to add this to your reservation. Below are the airlines with links to their accessibility services, and help desk locations at Midway:

- [Delta](#) - Upper Level door #2
- [Volares](#) - Upper Level door #2
- [Porter](#) - Upper Level door #2
- [Southwest](#) - Upper Level door #4

TSA Cares

[TSA Cares](#) assists travelers with disabilities and medical conditions and/or who have other needs during the security screening process. Contact TSA Cares 72 hours in advance if you have questions about the screening process or if you would like to request a person to assist you during screening for any reason (e.g., mobility limitations, traveling with sacred objects, traveling with a service animal). You can call them toll-free at 855-787-2227 (federal relay 711), email them at TSA-ContactCenter@dhs.gov or complete a [Request for TSA Cares Assistance](#) form.

Elevators

Elevators located in the terminal building provide access to all passenger levels of the airport complex. All elevators have braille and raised numerals.

- Terminals: Federal Inspection Area (2), Interstitial Area (4) Concourse C / Chapel (1)
- Terminal Garage: South Elevator Center (2) Center Elevator Center (5) East Elevator Center (2)
- Economy Garage: East Elevator Center (3) West Elevator Center (3)

Restrooms

All restrooms are wheelchair-accessible. Six **all-gender restrooms** are located in the following areas:

- Concourse A: Gate A9 (1), Gate A4A (1), Gate A4A walkway (2)

- Concourse B: Gate B15 (includes Adult-size changing table)
- Baggage Claim: North end of baggage claim

TTY/TTD Telephones

TTY/TTD phones are located in the following areas:

- Upper-Level Ticketing: across from the Delta and Southwest ticket counters
- Concourse A: Gate A5, A10
- Concourse B: Gate B10, B20
- Lower Level: Baggage claim across from belts 1, 4, 5, 8

Visual Paging

All visual messages are displayed on the last screen of each Flight Information Display bank, or FIDS monitors.

Service Animal Relief Areas (SARA)

SARAs are available both before you pass through security as well as after you pass through security:

- Outside Security (Outdoors, Fenced-In): The SARA is on the south end of the Lower Level terminal drive. Exit through Lower Level Door #4 near Baggage Carousel #8. Turn right and walk past the bus stop.
- Inside Security (designed for wheelchair access): Concourse A, Gate A4A

Lactation Room / MAMAVA

A lactation room with comfortable seating and a sink and wash area is available in Concourse C next to the yoga room.

Dining

Access a [list of airport restaurants](#) that you can filter by location (terminal/concourse/gate), diet (e.g., vegan, vegetarian, gluten-free friendly), price, and rating.

Transportation in the City

Public Transportation

[Chicago Transit Authority](#) (CTA)

1-888-YOUR-CTA (1-888-968-7282)

TTY: 1-888-CTA-TTY1 (1-888-282-8891) or 711 (relay)

The Customer Service department can also mail maps, brochures and schedules.

[Accessibility Section](#) of the website; Accessibility Features of buses, trains, and stations can be found [here](#).

The Chicago Transit Authority (CTA) operates city bus and train services that are mostly accessible to wheelchair users: all buses and trains are 100% fully accessible, but only 103 out of 145 train stations are accessible (see train station maps [here](#) to learn more about each station). To figure out your train and/or bus route, use the [Trip Planner](#), which operates through [Google Maps](#). For a wheelchair-accessible route, enter your directions and select the train icon in the Trip Planner; once they are displayed in Google Maps, click “Options” and select “Wheelchair Accessible.” You can also select “Less walking” and “Fewer transfers.”

Please note: the following [train stations](#) nearest to the hotel are **not accessible**:

- Red Line: Harrison, Monroe/State
- Elevated Brown/Green/Orange/Purple Line: LaSalle/Van Buren, Adams/Wabash, State/Lake, and Quincy

Bus Travel

Buses: While models may vary, all CTA buses are equipped with the following features:

- Ramps at the forward doors
- Designated priority seating and wheelchair securement areas
- Automated voice announcements inside and outside of the vehicle, accompanying text displayed on dynamic LED displays for route and stop information.

Bus Shelters: Each bus shelter sign is equipped with a push button and speaker to announce the estimated arrival times for riders with visual impairments. The push button is located inside the shelter, typically on the left front pole when facing the street, at a height of 42 inches above the ground—it also chirps occasionally letting riders who are

blind or who have limited vision know that the shelter is equipped with arrival information.

Push the button once and a speaker inside the shelter will announce upcoming arrivals. If the audio says "Push again for alerts" at the end of a sequence of arrivals, push the button one more time to hear customer alerts about reroutes that might cause your stop to not be served, reroutes ahead on routes that serve that stop and reroutes along other parts of the route in case it affects your trip.

Train Travel

Trains: All CTA rail cars are accessible to people with disabilities. The following are some of the accessibility features currently available across our rail fleet:

- Accessible doors
- Priority seats and designated wheelchair securement areas, as well as emergency call buttons available within this area
- Exterior and interior automated voice announcements for stops and routes
- Braille signage
- Two interior LED signs displaying automated announcement text (5000-series only)

Train Stations: In general, during rail service hours, personal support from CTA personnel is available at every rail station. Customer assistance buttons are located in the station house and along the platform and can be used to request assistance. Other accessibility features at rail stations include:

- Audio and braille equipped fare vending machines (Learn more: [Physical Description of Vending Machines](#))
- Wheelchair accessible fare gates
- Braille station and platform signage
- Elevators and/or ramps
- Tactile platform edging
- Gap filler boards to bridge the space between the platform and the rail car

Station Elevators:

For up to date information on elevator outages – current and upcoming – please visit the [elevator section](#) of the CTA's website, or call 1-888-YOUR-CTA (1-888-968-7282), wait for prompts to begin, then press 7.

Transit Fare:

“L” Train fare is \$2.50 and bus fare is \$2.25; transfers are free. Reduced fares are available when purchasing a multi-day pass. See all fare structures, methods of payment, and tips on using payments on the CTA’s [website](#).

Driving/Parking

If you are driving, your out-of-state disability parking placard/license plates will be recognized by Illinois. However, it will not be recognized and does not qualify the holder for meter-exempt parking.

[Parking at the Hilton Chicago costs \\$65/day. Other parking options abound: view an interactive parking map](#) of downtown Chicago to search for public parking lots and garages by address and points of interest. The following websites allow you to reserve your parking spot in advance and compare prices, locations, and amenities of different parking spots: [ABM Parking](#), [iParkit](#), [Millennium Garages](#), and [SpotHero](#).

Pedestrian Travel

Chicago’s downtown intersections all have curb cuts. As noted by [wheelchairtravel.org](#), Michigan Avenue has a Lower Michigan Avenue counterpart just north of the Chicago River. As a result, east-west streets like Illinois Street and Grand Avenue pass **under** Michigan Avenue, and do not meet one one level. They are connected only by stairs, so wheelchair users must add a couple of blocks to their journey in order to go around these “intersections.” Visual crosswalk lights are common downtown, but unfortunately, very few of the city’s crosswalks have accessible pedestrian signals.

Biking

Bike Share program: [Divvy Bikes](#).

Divvy Bikes is Chicago’s bikeshare program, with over 6,000 bikes and 600 stations throughout the city. You can rent a bike or an ebike for \$3.30 per 30-minute trip or \$15 for a day pass. A Divvy station with eight bikes and 35 docks is right across from the conference hotel (near the intersection of Michigan and 8th).

Ride Share and Taxi

In 2020, the City of Chicago began using CURB to manage its wheelchair-accessible vehicle taxi dispatch service. To book a WAV taxi, call 1-888-WAV-CABS (888-928-2227) or download the CURB app. Visit <https://gocurb.com/chicagowav/> for instructions on how to download the app.

Lyft and Uber now provide wheelchair-accessible rides in Chicago. For Lyft, turn on “Wheelchair access” in the app settings. For Uber, after you confirm your addresses, select WAV at the bottom of the screen, then tap “Confirm WAV.” (Note that according to a 2021 article in Ridester, an industry publication, [UberWAV cannot be scheduled in advance](#); it is unclear if Lyft is the same.) Visit [Lyft’s page on WAV rides](#) and [Uber WAV](#) for more information.