

Accessibility Statement

We strive to make our events and facilities accessible to all our guests. For additional information or if you have questions, need assistance, or an accommodation not mentioned below, please contact 410-313-6410 (Voice/Relay) or aging@howardcountymd.gov (Email).

Accessible Entrances

All public entrances to the venue are accessible. Elevators are located in the main lobby of Duncan Hall. Activities in the Health Sciences Building and the Horowitz Visual and Performing Arts Center are all on the main floor. Please note there is a ramp outside of the Health Sciences Building.

Accessible Seating

Wheelchair/scooter-accessible seating is available for all seated performances.

Wheelchair/scooter-accessible seating may be selected at time of ticket purchase in person at the box office in the Smith Theatre. Please note that the number of seats available in the accessible seating area meets the requirements of the Americans with Disabilities Act (ADA); however, the number of seats is limited. Tickets for seats in the accessible seating areas are sold on a first-come, first served basis. For assistance selecting accessible seats, please send an email to aging@howardcountymd.gov or call 410-313-6410 (Voice/Relay).

Alternate Formats

Persons requiring event and other documents in alternate format may send an email to aging@howardcountymd.gov, or call 410-313-6410 (Voice/Relay) one week prior to the event.

Assistive Listening Devices



Assistive Listening Devices (ALDs) are available to guests who have hearing impairments. Headsets may be used at any seat. Induction neck loops are available for guests who use hearing aids and cochlear implants with a “T” switch. If you are unsure about your hearing aids’ features, ask your audiologist whether your hearing aid or cochlear implant has a “T” switch (telecoil) and how to use it with an assistive listening device. ALDs are available for all seated performances in the Smith Theater.

ALD’s are distributed free-of-charge on a first-come, first-served basis. To ensure that ALDs are returned, staff will obtain your name, address and telephone number at the time of distribution of the ALD.

Should guests encounter any issues with the devices, they are encouraged to see staff at the box office.

Returning Assistive Listening Devices. Assistive Listening Devices should be returned to ALD RETURNS at the box office. We follow the manufacturer’s maintenance recommendations and use antimicrobial wipes to clean all earpieces and neck loops when they are returned before placing them back in storage.

Automated Teller Machines (ATMs)

ATMs are located in the main lobby of Duncan Hall and on the second floor of the Rouse Company Foundation Student Service Hall (RCF). All ATMs are equipped with headphone jacks for enhanced audio capacity and signage in Braille.

Concessions

Vendors and concession booths are located on an accessible route in the Horowitz Visual and Performing Arts Center. Guests are encouraged to speak to any venue staff member for additional assistance.



Dietary Restrictions

Guests are allowed to bring special dietary foods/beverages to the venue, subject to inspection. Alcohol in any form is not allowed. The venue does not provide refrigerators for storing medications, food or beverages. Please note food and drink are not allowed

in the Smith Theatre in the Horowitz Visual and Performing Arts Center and Lecture Hall in the Health Sciences Building.

Emergency Evacuation

In the event of an evacuation, designated event staff are assigned to each accessible seating location. Staff will assist with a safe and orderly evacuation of the venue.

Entry and Carry in Policy

Cameras and video cameras are permitted but cannot be used to film or reproduce the keynote presentation and/or Capitol Steps show and must not interfere with other guests' enjoyment of the show.



Prohibited items:

Howard Community College is a tobacco and smoke-free campus.

Hard sided coolers, glass containers, cans, bottles (except sealed plastic water bottles of 16 oz or less), alcoholic beverages, noise-making devices, illegal substances, firearms, fireworks, flag poles, sign poles, (or other similar props that may be dangerous or may cause injury), knives, box cutters, pepper spray, Mace, other potentially harmful spray, any commercial audio/visual equipment, or items that may be deemed offensive.

Patrons will not be allowed to store prohibited items at entrances or any place inside the venue.

First Aid



First Aid kits are available at each Information booths located at Duncan Hall, the Health and Sciences Building, the Horowitz Visual and Performing Arts Center. Guests with serious injuries or life-threatening illnesses should call 9-1-1.

Guest Services

For the convenience of our guests, staff are posted throughout the venue. A guest in need of assistance is encouraged to speak to staff or visit our Information booths, where staff members are ready to assist. Information booths are located at Duncan Hall, the Health and Sciences Building, the Horowitz Visual and Performing Arts Center.



Parking

Accessible parking is available on-site for vehicles bearing valid Department of Motor Vehicles (DMV) disability parking placards or license plates. Accessible parking is available on a first-come, first-served basis.



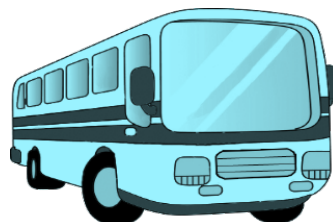
Directions to Accessible Parking: At the venue, please follow directional signs to “ACCESSIBLE PARKING” or ask a staff person for assistance. Lot A is designated for accessible parking and there are additional spaces marked throughout the campus.

Guests may use the complimentary shuttle service to navigate parking lots and venue.

For more information about parking, please see a staff member at the event or send an email to aging@howardcountymd.gov, or call 410-313-6410 (Voice/Relay) (Mondays-Fridays), from 9:00 am – 5:00 pm.

Public Transportation

For information about accessible public transportation to and from the venue and hours of operation, please call the Regional Transportation Agency for Central Maryland at (800) 270-9553.



Restrooms

Public restrooms at the venue are accessible. Accessible restrooms are located on the main floor of Duncan Hall, the Health and Sciences Building, the Horowitz Visual and Performing Arts Center.

Service Animals

Service animals are welcome. Guests are responsible for the removal of their service animal's waste.

Shuttle Service

Complimentary golf cart shuttles are available to transport guests between campus buildings - Duncan Hall, the Health and Sciences Building, the Horowitz Visual and Performing Arts Center. The golf cart shuttle services will be available throughout the duration of the event.

Sign Language Interpretation



Please submit requests for sign language interpreters at least one week prior to the event by email to aging@howardcountymd.gov or by calling 410-313-6410 (Voice/Relay). Office hours are (Mondays – Fridays), from 9:00 am to 5:00 pm. These services are provided at no cost to the person requesting the service.

Telephone / TTY

There are no public pay phones at the venue.

Water Fountains

Accessible water fountains are located on the main floor of Duncan Hall, the Health and Sciences Building, the Horowitz Visual and Performing Arts Center.

Website Accessibility

If you have difficulty accessing information on our website, please call 410-313-6410 on Mondays – Fridays from 9:00 am – 5:00 pm or send an email to aging@howardcountymd.gov. Every effort will be made to provide you with prompt and efficient service.

Wheelchair Procedures

Motorized wheelchairs are not available for loans or rentals. A limited number of manual wheelchairs are available for attendees to borrow for the duration of the event. Event staff will not be available to assist with wheelchairs. We strongly recommend that guests who require wheelchairs and other mobility aids, bring their own wheelchairs or other mobility aids and a friend or companion to assist them with pushing and/or maneuvering their wheelchairs or mobility aids.



Guests may request a manual wheelchair in person by seeking a staff member located at the Information Booth.

For safety reasons, unoccupied wheelchairs and other mobility aids that cannot be stored safely in a guest's seating area, will be safely stored outside the path of travel. Event staff will be available to return wheelchairs and other mobility devices to guests.

NOTE: Staff are not permitted to assist guests with transferring to or from a wheelchair, seat or vehicle; operate motorized mobility aids such as wheelchairs, scooters and Segways; or to provide personal attendant services such as assisting patrons in the restroom, with taking medications, or with similar activities.

Questions

If you have questions or require reasonable accommodations with regard to the matters listed above or any other matter, please contact us by email at aging@howardcountymd.gov, or by calling 410-313-6410.