

North Carolina Museum of Art Public Accessibility Policy

Effective Date: January 2018

1. The North Carolina Museum of Art (NCMA) is committed to creating a welcoming and accessible visitor experience for Museum visitors with disabilities.
2. The NCMA is committed to making the visitor experience equitable for people with disabilities by offering accommodations whenever possible.

Visitors Who Are Deaf or Hard of Hearing

The NCMA permits persons with disabilities to use their personal assistive devices while on Museum premises. In addition the Museum provides assistive listening devices free of charge for people with hearing impairments who participate in public tours and prescheduled private tours. Visitors may ask for these devices from the tour coordinator when arranging tours or from the docent leading the daily public tour.

The SECU Auditorium has an induction loop to provide improved accessibility for visitors with telecoils. The loop is available for films, lectures, and other programs in the auditorium.

School and public docent-led tours conducted in American Sign Language (ASL) are available upon request with at least four weeks' notice.

Visitors Who Are Blind or Have Low Vision

With four weeks' notice, the NCMA offers tactile tours for visitors with vision loss. Audio description tours may also be reserved with four weeks' notice.

Large-print wall label text is provided for ticketed exhibitions.

Large-print wall label texts for selected works in the permanent collection are available at the West Building Information Desk.

Service Animals and Support Persons

The NCMA welcomes onto its premises trained service animals and support persons upon whom persons with disabilities rely. The NCMA will advise the parties as soon as possible about any costs they will incur if the Museum connects them with a support person. Paid support persons receive complimentary admission to ticketed exhibitions when the person with the disability cannot otherwise attend alone.

For requests and accommodations not listed on the website, the manager of interpretation, accessibility, and diversity works to meet requests. To request accommodation or assistance for any program, good, or service, contact Felicia Ingram by phone or email:

(919) 839-6262
felicia.ingram@ncdcr.gov

3. Feedback Process

The NCMA encourages feedback regarding how it provides programs, goods, and services to persons with disabilities. Visitors can offer feedback by calling, emailing, writing, or faxing:

(919) 839-6262
Melissa.roth@ncdcr.gov

Melissa Roth, Manager of Visitor Engagement
North Carolina Museum of Art
4630 Mail Service Center
Raleigh, NC 27699-4630

Fax: (919) 733-8034