

WCNA-32 ACCESSIBILITY SERVICES PLAN

The WCNA-32 **Accessibility Services Plan** is created for those with additional needs. If you or anyone you know requires special assistance at the world convention (such as wheelchair access, scooters, ambulatory assistance of any kind, hearing impaired equipment, or other considerations) please read the following carefully and complete the attached form. In order to better serve your needs, we are asking that you fill out this form and send it to us in advance of the convention so we can communicate with you ahead of time and better assist you during the 32nd World Convention of Narcotics Anonymous.

If you have been to world conventions before, you will notice differences being implemented this year to better serve your needs. These changes will be most evident in how we will handle *reserved seating* and *entrances* to main meetings and events. There is also information here about what to do when you arrive, parking in San Antonio, hearing impaired services, how to rent a scooter, and what to do at the convention if you need help. Due to the size of WCNA, a lack of information from you beforehand makes it difficult to accommodate and respond to unplanned needs. Providing us with better information in advance will allow us to better serve your needs and be more prepared to assist you. We are committed to helping you as much as possible. Our goal is to balance our responsibility in providing services that comply with applicable ADA laws and what is *fair and equitable* to all our members. The American with Disabilities Act recognizes the importance of our working together in advance of the event. For this reason, ADA requirements do not fall solely on the part of the planner of the event—each person with additional needs has a responsibility as well. Part of that responsibility is communicating those needs to us as soon as possible so we can be prepared. We are providing you with the ADA Information Form in order to make that as simple as possible for you. So, please help us help you by reading the following information, filling out the attached form, and returning it to NA World Services. We thank you in advance for your help in this area. We look forward to seeing you in San Antonio, Texas!

MOBILITY ASSISTANCE

We will continue to make access to scooters available to members in need to extent this equipment is available. We have taken steps to improve access to these services, as you will be able for the first time to reserve a scooter or wheelchair rental in advance. In the past, we have provided a limited number of scooters on-site for free. However, the escalating costs of this provision will no longer make this possible. We will continue to make a limited number of wheelchairs available for free, but we encourage you to reserve one ahead of time.

In order to best serve you, we will provide you with the name and number of the company who will be providing the scooters. This way you can work with them directly to make your scooter reservation and ensure that it is waiting for you when you arrive at the convention. To initiate the reservation process please fill out the attached information sheet. There will be a flat rate of \$170 for scooter rental and that will cover the entire time at the convention, plus delivery and pick up. We will either call you or email you the contact information for the scooter rental company so you can make your reservation. Making your reservation in advance will make it possible for you to have a scooter or wheelchair waiting for you at your hotel when you arrive!

WHEELCHAIR ASSESSIBLE SHUTTLES

Special shuttles capable of accommodating scooters and wheelchairs will be available during all convention hours. Starting on Wednesday 29 August, if you need a wheelchair assessable shuttle please call the coordinators or see them at the Convention Information Booth that will be located in the West Registration Lobby of the convention center. That phone number will be published in the *WCNA-32 Pre-Convention Newsletter* that you will receive in early August and also in the *WCNA-32 Program Guide*.

GENERAL INFO ABOUT HANDICAP ACCESS

The *WCNA-32 Program Guide* will have all the maps and info you need for WCNA-32 and will be an invaluable resource for you. We will try to distribute maps in advance in the *WCNA-32 Pre-Convention Newsletter*, but those maps are subject to change. The *WCNA-32 Program Guide* will have the most accurate information. Filling out the attached form will make it possible for us to communicate anything that you may need to know in advance of the world convention.

PARKING AT WCNA-32

If you are staying in one of our hotels you simply park there and take the convention shuttle throughout your stay. For those of you driving into the convention, there is absolutely no public or handicapped parking at the Henry B. Gonzales Convention Center because it is currently under construction and will be during WCNA-32. The parking structure at the center was torn down completely and they are in the middle of building a new hotel that will house the new parking structure for the center. Our primary parking lot for folks not staying in any of our hotels for the convention is located at the Alamo Dome. **There will be a limited number of handicap parking spaces available on a first-come, first-served basis.** Wheelchair access shuttles will be available to be sent to the Alamo Dome parking lot to transport you to the convention center upon request by calling the phone number listed in the pre-convention newsletter or by speaking to an attendant at the Alamo Dome parking lot. There is also one public parking lot *near* the convention center with a few handicapped spaces.

If you have specific concerns or special considerations please let us know on the information form and we will do our best to accommodate you.

DESIGNATED ENTRANCES & RESERVE SEATING at MAIN MEETINGS and TICKETED EVENTS

At past world conventions you may have had to fight your way through the general lines in order to get into the main meetings and ticketed events. Once inside you were faced with a limited amount of seating usually designated in a couple rows in the front. It became clear to us that this created a challenge and sometimes made for a very stressful and uneasy evening.

In order to better serve your needs, separate entrances will be provided for you during main meetings and ticketed events. Please make sure you read the *WCNA-32 Program Guide* so you know where these entrances are located. If you use the ADA shuttle, you will be dropped off and picked up from these designated entrances. At the main meetings and ticketed events held at the Alamo Dome, you will be met at the designated entrance by an usher from the facility who will escort you to your designated seat or space for your scooter or wheelchair.

We are required to provide you equal access to meetings and events within the physical constraints of the venue. In order to make this possible for you, designated seating may not be located in the front rows of main meetings and ticketed events. There are multiple levels at the Alamodome for the main meetings, comedy show, and concert. Being in a wheelchair, scooter, or having additional ambulatory needs does not necessarily mean you will be on the floor level. When the pre-determined designated spaces are filled, the ushers will escort you to the next available sections which will likely be at the top of the first or second levels of seating. If you do not have a banquet ticket you will not be seated on the floor during the Saturday night main meeting under any circumstances. In most cases, space will be based on availability and on a first-come, first-served basis. For ticketed events with assigned seating, you will know where you are sitting in advance when you get your tickets at convention registration. The ushers will take you to your assigned seat. Seats assigned for specific ticketed events will be based on the date of your registration. If you require wheelchair accessible seating, it is imperative that you tell us on the attached form. Please know that this type of seating allows for only one companion to be seated with you.

HEARING IMPAIRED SERVICES—CLOSED-CAPTIONING

For the first time in world convention history we will be providing closed-captioning during main meetings. Sign language interpreters will still be available at all main meetings in a designated area, but there will only be a limited number of seats on a first-come, first-served basis. Headsets for the hearing impaired will be available for us in certain rooms at the convention center, and for main meetings at the Alamodome. The location will be published in the *WCNA-32 Program Guide*. Be prepared that in order to get a headset you will be asked to provide a driver's license, passport, credit card, or other government-issued picture identification.

Additional sign language interpretation at other meetings will be based on the availability of interpreters during the convention. Please communicate your requests to the coordinators at the designated location printed in the *WCNA-32 Program Guide*.

WCNA-32 ONSITE ASSISTANCE

The ADA plan is being coordinated in advance with the Henry B. Gonzales Convention Center, San Antonio Alamodome, and all participating venues for WCNA-32. The plan will be signed-off on by professional safety officers and facility managers at each location. The plan will be executed by professional safety officers and facility staff. While they will be there to assist you in any way possible, their primary concern is the safety of all convention attendees. Volunteers will be there to assist you as well, but they will not have the authority to change any part of the ADA plan. Please be understanding and patient with each of them in their attempts to assist you during the convention.

During WCNA-32 your primary resource for information and contact should be Convention Information. That phone number will be provided to you in the *WCNA-32 Pre-Convention Newsletter* and in the *WCNA-32 Program Guide*. If you have a grievance that cannot be resolved at Convention Information, you will be directed to the WCNA-32 Operations Office at the Henry B. Gonzales Convention Center or to a uniformed professional safety officer (San Antonio Police Department). Thank you in advance for your cooperation and patience in our attempts to help serve your needs at the world convention. We look forward to seeing you there and hope this is the best world convention yet!

ACCESSIBILITY SERVICES INFORMATION SHEET

Please go to **www.na.org/wcna32** and complete this form by 15 July 2007. You will be sent a confirmation within 14 days of completing the form and any additional information regarding the ADA plan will be sent to you directly after that time. If you have any additional questions please contact us at (818) 773-9999, ext. 114 or email us at WCNA32@na.org.

First Name _____ **Last Name** _____
Street Address _____ **City** _____
State/Country _____ **Postal Code** _____
Telephone 1 _____ **Telephone 2** _____
Email Address _____ **Cell phone** _____
Additional Need (e.g. Scooter, Wheelchair, etc.) _____

Are you registered for WCNA-32 yet? YES / NO

What hotel are you staying at (Check One)? Marriott River Center / Marriott Riverwalk / Contessa / Emily Morgan / Hampton Inn / Hilton Palacio del Rio / Hyatt / La Quinta / Marriott Plaza / Menger / Omni La Mansion del Rio / Red Roof Inn / Sheraton Gunther / St. Anthony / Valencia / Westin / **OR If you are not staying at a hotel check here:** _____

Are you driving or flying to San Antonio (Check One): FLYING / DRIVING

Arrival Date: Day _____ Month _____ **Departure Date:** Day _____ Month _____

Events you are planning on attending (Check all that apply):

Ticketed Events: Thursday Kick-Off Lunch / Friday Jazz Lunch / Comedy Show / Banquet / Concert / Dancehall Rodeo

Registration Badge Required Events: Dances / Coffee Houses / Kick-Off Festival

Will you require wheelchair accessible seating at the events you checked? ____yes ____no