



# **COSI Accessibility and Inclusion Statement for People with Disabilities**

## **COSI Welcomes All**

COSI is a learning environment where everyone has equitable access to exploring their interest in science, technology, engineering and math. COSI is committed to breaking down barriers to accessibility. It is COSI's policy to provide the best customer service and reasonable accommodations for our guests with disabilities.

- COSI strives to meet the requirements of the Americans with Disabilities Act (ADA).
- COSI offers free general admission at the Box Office to service providers who are accompanying a paying guest with a disability and are able to show appropriate identification.
- COSI considers universal design standards as permanent exhibits are updated and changed.
- Accessible restrooms are located throughout the building.
- Elevators connect all COSI levels, including Level 1, the Mezzanine, and Level 2.

## **Service Animals**

- Service dogs are welcome at COSI if providing assistance to individuals with disabilities. Please note that dogs and miniature horses are the only service animals currently permitted at COSI. Service dogs must be under the control of their handler at all times during their visit to COSI. Leash-control is preferred, but under certain circumstances voice or signal control is acceptable. Complimentary animal waste bags are available at the Guest Relations Desk in the COSI Atrium. If you would like additional information, please contact COSI's Call Center at 614.228.2674 or email at [call\\_center@cosi.org](mailto:call_center@cosi.org).

## Mobility Amenities



- The COSI Planetarium and National Geographic Giant Screen Theater are wheelchair accessible.
- A limited number of wheelchair-accessible seats and companion seats are available in the COSI Planetarium and National Geographic Giant Screen Theater on a first-come, first-served basis.
- Stroller, Wheelchair, and Electric Scooter Rentals
  - The Guest Services Desk in the Atrium rents single strollers, wagons, wheelchairs, and electric mobility scooters. Accepted forms of payment include cash or credit card. A driver's license is required to rent any of these items for the day. Funds from mobility device rentals help to support COSI's mission as a non-profit science center. Mobility devices are available on a first-come, first-served basis. Daily rental rates are:
    - Single Stroller: \$8
    - Wagons: \$10
    - Wheelchair: FREE
    - Electric Mobility Scooter: \$25
- Proximity/Handicap parking is available near the elevators inside the City of Columbus' underground parking garage. This garage is located on COSI's west side off Belle Street.
- A pickup and drop-off lane is usually available for use on the east side of COSI on Washington Boulevard. Washington Boulevard can be accessed from the westbound lanes of Broad Street. Please note that Washington Boulevard is a one way street that runs from Broad Street to Town Street (from north to south).
- Important! Due to downtown special events or festivals beyond COSI's control, Washington Boulevard may occasionally be closed by the City of Columbus to vehicular traffic, especially on Fridays, Saturdays, and Sundays during warmer months. For questions about a specific date, or alternate options, please contact COSI's Call Center at 614.228.2674 or email at [call\\_center@cosi.org](mailto:call_center@cosi.org).

## Vision Amenities



- COSI's National Geographic Giant Screen Theater provides audio description for films whose producers have provided descriptive audio encoding via a Fidelio device. Please contact COSI to learn which current films contain this resource.
- Fidelio devices are available at the Guest Service Desk in the Atrium at no cost. Theater ushers can also assist guests with this process. A photo ID is required to secure a Fidelio device.
- COSI's *Life* exhibit, located on Level 2, is equipped with Voice Eye codes, which enable a compatible smartphone to read an exhibit label.

## Hearing Amenities



- Assisted listening devices, CaptiView devices, and Fidelio devices are available for use at no cost in COSI's National Geographic Giant Screen Theater for films whose producers have provided the necessary coding. Please contact COSI to learn which current films are compatible with these devices. A photo id is required to borrow these devices.
- Assisted listening devices are available for use at no cost in the COSI Planetarium. A photo ID is required to borrow these devices.
- Closed captioning is available in COSI's National Geographic Giant Screen and Planetarium for films whose producers have provided it. Please contact a theater usher for assistance with these devices and services. Please contact COSI to learn which current films contain this resource.
- Scripts for COSI's Planetarium shows are available upon request at the COSI Guest Services Desk.
- Scripts are available for COSI's live stage shows. If requested from COSI ahead of time, they can be emailed. Physical laminated copies are also available from the performer at the stage location and the Guest Services Desk in the Atrium.
- COSI will provide an interpreter for groups of 12 or more hearing-impaired guests with at least 15 business days' prior notification.

## Sensory Amenities



- Light, noise, and crowds can vary widely throughout the building.
- Later times in the day and times of the year when school is in session, especially earlier in the school semester, may be quieter times to visit COSI. *Gadgets*, *Ocean*, and *Energy Explorers* are COSI exhibitions that feature significant sensory stimulation.
- Quieter exhibitions may include *Progress* and some sections of *Life*.
- The Calming Room can be used by guests who need a brief moment away from COSI's stimulating environment.
- The Calming Room is located on Level 1 near the Guest Services Desk in the Atrium and is free to use.
- A sensory environment map of COSI is available as a free download on COSI's website ([https://cosi.org/downloads/sensory\\_map.pdf](https://cosi.org/downloads/sensory_map.pdf)).
- Ear plugs are available at the Level 1 Guest Services desk.
- COSI guests are welcome to bring their own noise-reducing headphones.
- Guests are welcome to bring outside food to be enjoyed in designated spaces.

## Other Important Information for COSI Guests with Disabilities

### Outreach Education Programs



- Schools and groups should note any and all special needs at the time a program reservation is made.
- If a school or group hosting a COSI outreach education program alerts COSI in advance, COSI will make reasonable accommodations to ensure the active participation of all students.

### COSI Membership



- COSI Membership offers flexibility for families with the option to stay all day or for just a little while without having to purchase general admission.
- COSI Membership allows unlimited general admission for one year.
- COSI's Family Access Membership offers all the benefits of a standard COSI Family Membership at a fraction of the cost of Family Membership, and is available to families who participate in WIC, Ohio Directions, or Ohio Medicaid.
- Please visit the COSI Box Office or call 614.228.2674 for details.

### Additional Information



- Can we be of any additional help? Do you have questions about COSI amenities for guests with disabilities? Please ask any COSI Team Member for assistance, visit [www.cosi.org](http://www.cosi.org), or contact the COSI Call Center at 614.228.2674 or [call\\_center@cosi.org](mailto:call_center@cosi.org) for additional information. Thank you!