

## EFFECTIVE COMMUNICATION POLICY

The Wilbur places high priority on the comfort and safety of its patrons. As a public accommodation under Title III of the Americans with Disabilities Act, the Wilbur must provide its services to all patrons without discrimination on the basis of disability, including by ensuring that it is effectively communicating with its patrons who have communication disabilities. The Wilbur will take reasonable and necessary steps to ensure that no individual with a disability is excluded, denied services, segregated, or otherwise treated differently because of the absence of appropriate auxiliary aids and services when needed and requested. The Wilbur must and shall provide these auxiliary aids and services at no cost to its patrons.

To ensure that Wilbur's patrons are aware of these obligations, and about the availability of auxiliary aids and services at the Wilbur, the Wilbur will post and maintain on its website information about how patrons may obtain an appropriate aid or service to meet their communication needs. The Wilbur will also include maintain on its website a link to this policy. The information posted on the Wilbur's website will include the specific procedures for a patron or their companion to request and obtain an auxiliary aid or service for use during performances held at the Wilbur (as further detailed below). The Wilbur will also post a sign in its box office that is visible to the public which alerts patrons that auxiliary aids and services are available for use during the show free of charge.

### Procedures to Request and Obtain a Reasonable Accommodation

The Wilbur shall provide auxiliary aids and services when needed to communicate effectively with patrons who have communication disabilities. This Wilbur makes available Assistive Listening Devices and Closed Captioning tablets for use by its patrons, free of charge, while they are attending events at the Wilbur. Patrons or their companions may call or email the Wilbur Theatre ahead of a scheduled show to reserve one of these devices by calling (617) 248-9700, or by email at [info@thewilbur.com](mailto:info@thewilbur.com). The Wilbur will then hold these devices for the requesting patron or their companion to pick up at the box office when they arrive at the venue.

Patrons or their companions with communication disabilities may also request an auxiliary aid or service by speaking with one of The Wilbur's staff upon arrival or by requesting an

Assistive Listening Device or Closed Captioning tablet from the venue box office. When a patron or their companion requests use of an Assistive Listening Device or Closed Captioning tablet, the staff member that receives the request will get the patron's name and exact seat location and will deliver the device to the patron's seat. The staff member will also retrieve the device from the patron at the conclusion of the show. Patrons who use one of these devices will be requested to remain in their seat until a staff member retrieves the device.

With advanced request, the Wilbur Theatre may provide a sign language interpreter for a performance if space and availability allow. Patrons are kindly asked to make such a request for a sign language interpreter as soon as possible after purchasing their tickets to allow The Wilbur sufficient time to make necessary arrangements. In the event The Wilbur is unable to provide a sign language interpreter due to limited notice, lack of interpreter availability, or space constraints, The Wilbur will discuss alternative solutions with the requesting patron to ensure that they are provided another means of effective communication.

When The Wilbur receives an aid or service request from a patron with a communication disability, The Wilbur will consult with the person making the request to discuss what aid or service may be appropriate. The Wilbur will then determine the appropriate communication provision that it will provide. The Wilbur considers all relevant facts and circumstances when making this determination, including but not limited to the method of communication used by the patron; the patron's (or their companion's) need for a particular auxiliary aid or service; the nature, length, frequency, and complexity of either the communication or performance; the context in which the communication with the patron is taking place; the layout and space available in the theatre; the time when the request is made; and the availability and cost of the requested aid or service. The ultimate decision of what effective communication measures are provided to a patron rests with The Wilbur; however, in any event, The Wilbur will ensure effective communication. The Wilbur will notify the person making the request of the aid or service that it will provide and the procedure to obtain that aid or service.

The Wilbur will not provide any means of effective communication that would result in an undue burden to The Wilbur, or which would fundamentally alter the nature of the performances at the theatre. In no event other than an emergency involving an imminent

threat to the safety or welfare of an individual or the public will The Wilbur require a patron to bring someone to interpret for the patron.

If any of the provisions of this policy are or are not effective, The Wilbur appreciates feedback from its patrons.

### Staff Training

The Wilbur cares deeply that all of its patrons are able to enjoy their experience, including in their interactions with The Wilbur. The Wilbur trains all of its employees that interact with the public about this policy and the procedures to ensure effective communication. The Wilbur provides all employees that interact with the public, including all newly hired employees, a copy of this policy and will make a copy of this policy and the associated procedures available in the venue box office for all staff to read. The Wilbur will also discuss its effective communication policy with staff members during its pre-show meeting.