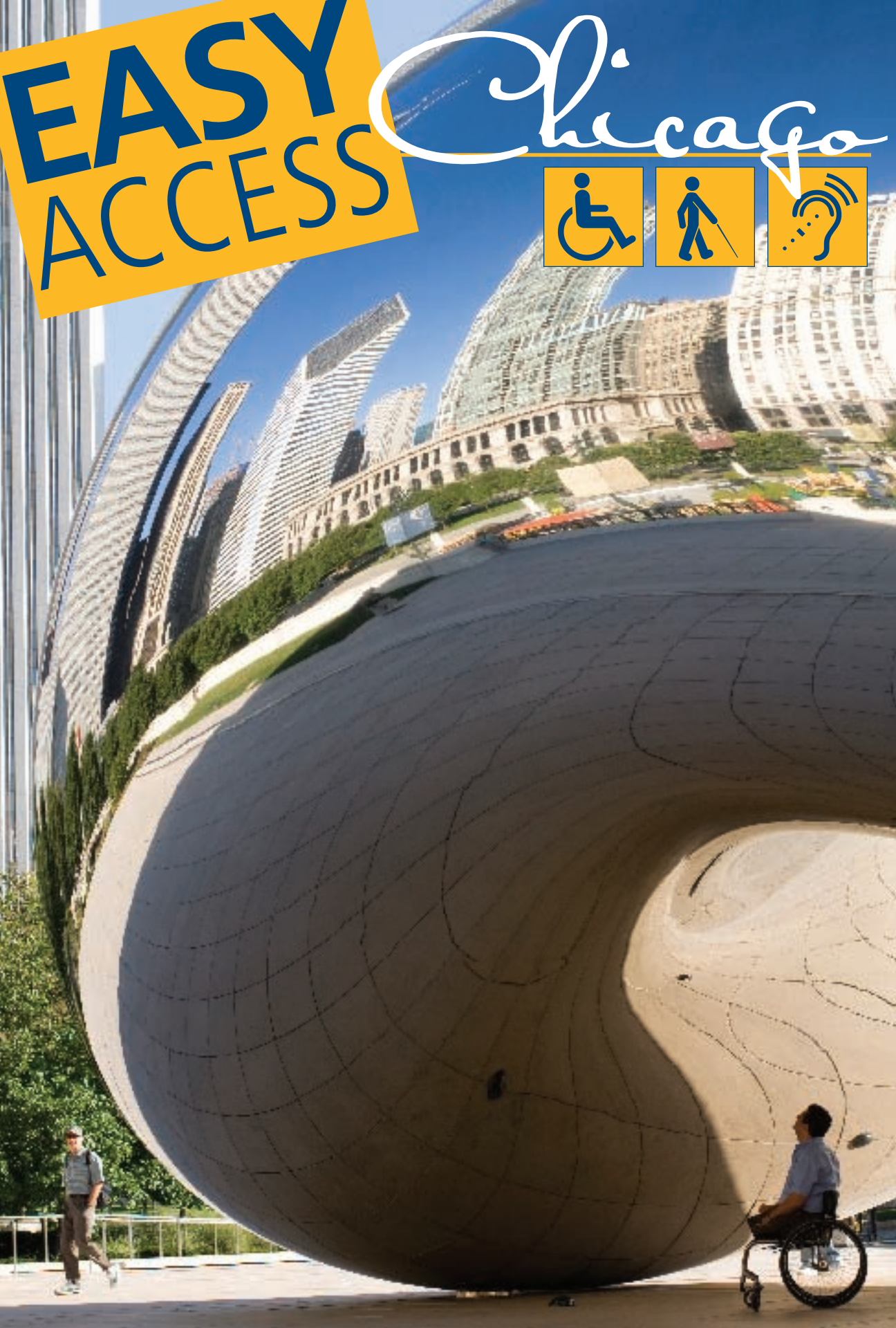
EASY ACCESS Chicago



INSIDER TIPS

Photo: Matthew Gilson

Visitor Information Centers

Chicago has three downtown Visitor Information Centers. Chicago Cultural Center, 77 E. Randolph St., Mon.–Fri. 10am–6pm, Sat. 10am–5pm, Sun. 11am–5pm, closed holidays. Chicago Water Works, 163 E. Pearson St., daily 7:30am–7pm, closed Thanksgiving and Christmas. Millennium Park Welcome Center, 201 E. Randolph St., daily 10am–4pm. Information counters are also available at Midway and O'Hare Airports. Call Chicago Visitor Information toll-free at 877-244-2246 or 866-710-0294 TTY.

Chicago's Street Numbering System

Chicago street numbers start at State and Madison downtown. State Street divides east and west addresses and Madison Street divides north and south addresses. Even-numbered addresses are on the west and north sides of the street and odd-numbered addresses on the south and east sides.

CTA Visitor Pass

The Chicago Transit Authority's Visitor Pass allows unlimited rides on CTA buses and trains and offers significant savings over standard fares. These 1-day, 2-day, 3-day and 5-day passes are available for purchase at the airports, Visitor Information Centers, Union Station and select Chicago attractions. For advance purchase, call 888-968-7282 or 888-282-8891 TTY or go to www.transitchicago.com. For the latest route, schedule and fare information, call 312-836-7000 or 312-836-4949 TTY.

Free Accessible Trolleys

Chicago's free trolleys are a friendly, fun and accessible way to get to the city's most popular attractions. They run from late May to early September on five separate routes—Navy Pier, Shopping, Metra/Navy Pier, Metra/Museum Campus and Lincoln Park. A route map with service times is available at Visitor Information Centers and at www.cityofchicago.org/transportation/trolleys. Only trolleys displaying a sign marked "Free Trolleys" are free of charge.

Free Tours from Chicago Greeter

Get an inside perspective on the Windy City, with more than 40 special interest areas and 25 neighborhoods to choose from. These free 2 to 4-hour tours, guided by local volunteers, all begin at the Visitor Information Center at 77 E. Randolph. For details, call 312-744-8000 or go to www.chicagogreeter.com.

MP3 Tours of the Loop

The Chicago Loop Alliance website offers free, self-guided audio tours that can be downloaded to MP3 players. Three tours—Art Loop, Landmark Loop and Theatre Loop—and maps are available online at www.chicagoloopalliance.com. Or you can reserve a fully-loaded "Loop the Loop" MP3 player at the ArchiCenter, 224 South Michigan Ave., 312-922-8687.

Chicago Guidebook of Special Values

This coupon book from the Chicago Office of Tourism has discounts and 2-for-1 offers for attractions and sightseeing, entertainment, museums, dining and shopping. There's also a long list of free attractions and events. The Guidebook is available at Visitor Information Centers.

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Easy Access Chicago is designed for use in conjunction with the Chicago Official Visitors Guide and the Chicago Convention and Tourism Bureau website, www.choosechicago.com.

To order copies in alternate formats, contact Open Doors Organization, 773-388-8839.

For the full online guide with over 300 properties and the most up-to-date information, visit www.easyaccesschicago.org.

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Rod R. Blagojevich 1
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Richard M. Daley 1
Mayor, City of Chicago

Jack Lavin 2
Director, IL Department of Commerce and Economic Opportunity

Eric Lipp 2
Executive Director, Open Doors Organization

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Open Doors Organization is proud to bring the city of Chicago its first comprehensive access guide! Many thanks to the businesses and facilities that participated.

Disability Parking Placards

Both foreign and out-of-state disability parking permits are considered valid for parking in designated accessible parking spaces in Illinois. With either a disability license plate or placard, you can also park free at metered parking spaces in Chicago except those limited to 30 minutes or less. The placard must be hung from the rearview mirror. Watch for day/hours sign restrictions to avoid being ticketed or towed. If you are renting a wheelchair accessible van, the company will provide a parking placard for your convenience. Unlike some other states, Illinois does not issue temporary placards to non-residents so be sure to bring your own parking placard with you.

Full details on disability parking in Illinois including a "Persons with Disabilities Certification Placard" application form are available online at www.dmv.org/il-illinois/disabled-drivers.php or call 217-782-2709.

Photo: The Chicago Lighthouse

Gas Stations

Illinois law requires gas station attendants to pump gas at the self-serve price to people displaying either a disability placard or license plate. If, however, only one employee is on duty, they are not required to comply.

Accessible Taxis

More than 20 taxi companies in Chicago currently operate wheelchair accessible minivans equipped with ramps, wheelchair securements and shoulder seat belts. To order an accessible taxi, call the centralized dispatch service toll-free at 800-281-4466.

Paratransit Services

Pace Paratransit
847-364-7223
TTY 847-364-5093
http://www.pacebus.com/sub/paratransit/ADA_guide.asp

Registered paratransit riders who would like to extend their eligibility to Chicago while visiting should contact Pace Paratransit at 312-341-8000. All visitors must present documentation that they are ADA paratransit eligible for the jurisdiction in which they reside. ADA paratransit certification (with expiration date) and a photo ID should be faxed to 312-341-8050. Allow at least 1–2 weeks for processing. Pace will then issue an RTA paratransit pass good for 21 days (extendable to 30 days) and provide a list of phone numbers for the various paratransit operators. Once certified, visitors can set up arrival and departure paratransit rides, if desired, by calling 312-341-8035. Certification also allows visitors to use the Taxi Access Program.

Taxi Access Program (TAP)
800-606-1282
TTY 888-847-0093
www.pacebus.com/pdf/paratransit/taxi_access_program.pdf

The Taxi Access Program allows RTA certified paratransit customers to travel in taxis at reduced rates for trips that originate within the City of Chicago. Taxi vouchers, good for a one-way taxi ride valued up to $13.50, may be purchased for $5.00 each. Riders must pay the difference if the taxi meter exceeds $13.50. Vouchers may be purchased at the newly relocated RTA Customer Service Center, 165 N. Jefferson St. at Lake St. One must present either a valid RTA ADA Paratransit ID or a letter of eligibility from the RTA along with a photo ID. Up to 30 vouchers may be purchased per week but only 4 used per day.

Union Station–Amtrak

325 S. Canal (Adams)
800-872-7245
800-523-6590 TTY
www.amtrak.com

Union Station serves as a terminal for both Amtrak and Metra trains. Amtrak facilities and platforms are on the lower level. Metra ticketing is on the mezzanine, with their trains departing from both mezzanine and lower levels. A central elevator and ramp link the two levels. Contact Amtrak for details on their services for passengers with disabilities.

Entrance—The only level entrance is at 325 S. Canal on the east side of the street. No accessible loading zone is available. The outer door nearest to Adams is fully automatic; the inner door, push-button. An accessible elevator is on the left along with a phone for Amtrak red cap/wheelchair service. Passengers requiring escort assistance, a wheelchair or help with baggage can just lift this phone for assistance.

Mobility—Amtrak ticket counter #1 is lowered and ticketing machines are within reach range. Metra and Amtrak restrooms are fully accessible except for blocked knee clearance at the sinks. A food court, reached via the south elevator, has lowered counters and accessible tables. Other accessible Amtrak facilities include a waiting room, lounge, drinking fountain, vending machines and lockers. Automatic doors and ramps lead to Metra platforms on the mezzanine level. Amtrak platforms have level access but a station lift must be used to board Amtrak trains; advance notice is required.

Vision/Hearing—Signs are large print, high contrast and non-glare. Elevators and restrooms have Braille/tactile signage. Amtrak provides escort service for persons who are blind or have low vision. A volume control phone is available.

Public Transport/Parking—The station is located 3 blocks northeast of the Clinton Blue Line station (not accessible) and served by CTA bus routes 1, 7, X28, 60, 125, 126, 151, 156 and 157. Amtrak parking is located at S. Canal and Jackson.

Greyhound Bus Terminal

630 W. Harrison (Jefferson)
312-408-5800

Greyhound: 800-231-2222, 800-345-3109 TTY
Access Greyhound: 800-752-4841, 800-345-3109 TTY
www.greyhound.com/travel_information/disabilities. shtml

The Greyhound Bus Terminal is a one-level, modern facility which meets most ADA guidelines for disability access. Contact Access Greyhound for details on their services for passengers with disabilities. For lift-equipped bus service, 48-hour advance notice is required.

Mobility—The terminal has a ramped entrance with handrails and level access to the bus bays. The ticket counter has a low shelf and fare slot. Accessible amenities include men's and women's restrooms, drinking fountain, pay phone, vending machines and cafeteria. Lockers are also accessible but not the machine to pay for them. Benches with arms are available.

Vision/Hearing—Signs are large print, high contrast and non-glare. Restrooms have Braille/tactile signage. A volume control phone is available.

Public Transport/Parking—The terminal is located 2 blocks southwest of the Clinton Blue Line station (not accessible) and served by CTA bus routes 7, 60, 125, 156 and 157. Nearest public parking lot: IM Park, 566 W. Van Buren, 312-913-9770

Megabus

877-462-6342
www.megabus.com

A subsidiary of Coach USA, Megabus offers daily non-stop, express bus services between Chicago and eight Midwest cities—Cincinnati, Cleveland, Columbus, Detroit, Indianapolis, Milwaukee, Minneapolis and St. Louis. Booking is done solely via the Internet. However, individuals who require a wheelchair lift must instead call the number above at least 48 hours in advance. Payment is by credit card only. Chicago's Megabus hub for all arrivals and departures is located next to Union Station on the east side of S. Canal Street, between Jackson and Adams.

Regional Transportation Authority

RTA Travel Information Center—
for CTA, Metra, Pace
165 N. Jefferson St. (Lake)
312-836-7000
312-836-4949 TTY
www.rtachicago.com
http://tripsweb.rtachicago.com/

The RTA is the financial oversight and planning body for the three public transit operators in northeastern Illinois: Chicago Transit Authority (CTA), Metra commuter rail and Pace suburban bus. RTA administers the Reduced Fare Program for seniors and persons with disabilities and determines certification for ADA Paratransit, now run by Pace. Details on these programs are available on the RTA website or by calling 312-663-4357 or 312-913-3122 TTY.

Planning an accessible trip is easy using the RTA trip planner website listed above. One can specify if one needs accessible transport, whether buses or trains are preferred and how much walking is manageable. For convenience, all the main attractions in Chicagoland are listed as destinations. RTA also provides trip-planning assistance over the phone. Trip planning kiosks are available at Chicago Cultural Center, Randolph St. Metra Station, CTA Headquarters, Midway Airport, Navy Pier, North Bridge, Palmer House Hilton, Shedd Aquarium and Union Station.

Chicago Transit Authority

CTA Customer Service (including Elevator Updates)
888-968-7282
888-282-8891 TTY
www.transitchicago.com

CTA runs buses and elevated/subway trains serving the city and 40 nearby suburbs. All CTA buses are equipped with lifts or ramps and securement systems. They also have an audio/visual system that uses GPS technology to automatically announce each upcoming bus stop, both audibly and on a visual display. On the rail system, most train cars have accessible doors and each train has a minimum of two accessible cars. At present 72 rail stations have elevators or ramps with additional stations being renovated on the Brown and Red lines. A list of accessible stations and those equipped with TTY phones appears on the back of the CTA Bus & Rail Map as well as online.

CTA Tips

For detailed information on accessibility, request a "CTA Accessible" brochure from CTA Customer Service, available in large print, Braille, audio cassette and computer disk. It is also online in English and Spanish, in both pdf and text-only versions.

CTA train lines are identified by color. The direction the train is going is indicated by the name of the last station on the line.

Before using the "El", one should call the toll-free number above and select prompt 5 to check that elevators are working at the stations you plan to use. This can also be checked online. Portable ramps or "gap fillers" are available in accessible stations. To summon assistance, there are Customer Assistance Call Buttons near station turnstiles and on each platform. When boarding, advise the Customer Assistant of your destination so that they have the gap filler ready. Each rail car also has a call button so that one can alert the rail operator in advance of your stop.

All platforms at CTA stations have bright yellow tactile edges for detection by people who are blind or visually impaired. At stations serving more than one train line, announcements are made to identify each arriving train. Onboard the train, an automated system announces each upcoming stop and whether the doors will open on the left or right.

On CTA buses, drivers will deploy the lift or ramp for anyone who requests it, not just those using mobility devices. They will also help with securement if assistance is needed.

Metra

312-322-6777
312-322-6774 TTY
www.metrarail.com

Metra operates the commuter rail system in Northeastern Illinois, made up of 12 train lines. Diesel trains, which connect Kenosha, Joliet, Aurora and Elgin with downtown Chicago, have a wheelchair lift, spaces for 3 wheelchairs in the accessible car and accessible restrooms adjacent to the wheelchair seating area. Electric trains, which operate between Chicago, University Park and Northern Indiana, use ramps to bridge the gap to the platform. Each car has spaces for 2 wheelchairs.

Metra currently has 163 stations that are fully accessible with not only wheelchair access but also a visual public address system. 25 additional stations are partially accessible and usable by most people with disabilities. Where other accessible public transport is not available within a half mile, a shuttle service is in place to take passengers from inaccessible stations to the nearest accessible one.

There are 5 downtown Chicago terminals. The diesel terminals—Chicago Union Station, LaSalle Street Station and Ogilvie Transportation Center—are fully accessible. The electric terminals each have one accessible entrance. For the Randolph Street Station, wheelchair access is via the 225 N. Michigan Ave. building on South Water St. For the Van Buren Street Station, the accessible entrance is at Michigan Ave. and Van Buren St.

For full details, request a copy of the "Rider's Guide for Customers with Disabilities" and "System Map for Customers with Disabilities." The latter is available in a large-print format. In addition, Metra provides fact sheets for each station. This information is also available online.

Metra Tips

On diesel trains, the accessible car or cars with lifts are identified by an access symbol. At downtown stations, conductors will direct customers to these cars. At other stations, platforms have clearly identified accessible boarding areas for passengers who require the lifts. On electric trains all cars are accessible and the conductor can use the bridge plate on any car. To facilitate exiting, passengers who need to use the lift or bridge plate should advise conductors of their destination stop.

All platforms have bright yellow tactile edges for detection by persons who are blind or visually impaired. Audio announcements alert passengers to the next train stop. Customers who are deaf or hard of hearing are encouraged to advise the conductor of their stop since there are no visual announcements.

Pace

847-364-7223
847-364-5093 TTY
www.pacebus.com

Pace operates fixed-route suburban bus service in a 6-county area in Northeastern Illinois. Buses on all routes are wheelchair accessible and equipped with either a ramp or lift and securement devices. As of 2006, Pace is also in charge of administering the Chicago ADA Paratransit services. Information for both types of service is available on the website above. As noted above, ADA Paratransit certification is carried out by RTA.

Continental Airport Express

773-247-1200
Toll free 888-284-3826
www.airportexpress.com

This airport shuttle service provides transportation between O'Hare and Midway and all locations in downtown Chicago including South Loop, West Loop and Lincoln Park. For standard vans and buses, no reservation is required for service from the airports to downtown, with departures every 15 minutes. Persons requiring a wheelchair accessible van should reserve at least one day in advance. Up to two wheelchairs can be accommodated with advance notice. Please call for current one-way and round-trip pricing and multi-passenger discounts.

Car Rentals—Midway

The companies listed below rent hand-controlled vehicles at Midway Airport. Agencies generally request 1–2 day advance notice for rentals with adaptive equipment. Except for Alamo, car rental companies are inside the airport terminal, Lower Level Arrivals. Rental car pick-up is on Level 2 of the Midway Airport Parking Garage. Alamo is located a few minutes from the airport and has some shuttles with lifts; they will not drop off/pick up at the terminal.

Alamo	800-327-9633
Avis	800-331-1212
Budget	800-527-0700
Dollar	800-800-4000
Enterprise	800-867-4595
Hertz	800-654-3131
National	800-227-7368
Thrifty	800-527-7075

Car Rentals—O'Hare

Alamo, Avis, Budget, Dollar, Enterprise, Hertz, National and Thrifty all rent hand-controlled vehicles at O'Hare International Airport. Agencies generally request 1–2 day advance notice for rentals with adaptive equipment. Car rental companies except Alamo are on the lower level near the baggage claim areas of Terminals 1, 2, and 3. In Terminal 5, the companies are available by courtesy telephones located on the lower level. Avis and Budget will provide drop off/pick up service at airport terminals, as will Enterprise if its lift-equipped shuttle vans are not available. All companies have at least some courtesy shuttles with lifts.

Accessible Van Rental

The following companies all provide delivery and pickup service at O'Hare and Midway Airports for an additional fee.

Midwest Mobility
847-923-9892
847-985-0876 (TTY)
www.midwestmobility.com

Mobility Works
630-782-1900
www.mobilityworks.com

Wheelchair Getaways
800-637-2597
www.wheelchairgetaways.com

Public Transportation/CTA Rapid Transit

312-836-7000
312-836-4949 TTY
www.transitchicago.com

Midway Airport

The CTA Orange Line provides service between Midway International Airport and downtown Chicago. Hours of operation are 4:00am to 1:00am. From lower level baggage claim, take the elevator at the south end of the terminal to level 3 and then follow signs for "Trains to City – CTA". This is a lengthy walk. The elevator down to the CTA station, hidden from view, is on the right past the steps and escalator.

The station is also equipped with an elevator to take passengers with mobility impairments to and from the train platform. All stations en route to downtown Chicago are equipped with elevators. In the Loop itself, Library-State/Van Buren, Washington/Wells and Clark/Lake are also accessible. The trip to downtown Chicago takes approximately half an hour. Call 312-836-7000 or 312-836-4949 TTY for the latest route, schedule and fare information.

O'Hare Airport

The CTA Blue Line train provides 24-hour service between downtown Chicago and O'Hare International Airport. O'Hare station is centrally located in the airport, near Terminal 2 and under the airport's main parking garage. From the lower level baggage area, follow overhead signs for "Trains to City-CTA," take the escalator or elevator downstairs and then continue to follow signs along a lengthy concourse.

The station itself is equipped with an elevator to take passengers with mobility impairments to and from the platform. An illuminated arrow points toward the next train leaving. Other CTA stations with elevators on the Blue Line are at Rosemont, Cumberland, Harlem, Jefferson Park, Logan Square, Clark/Lake, Jackson and UIC/Halsted. The trip to downtown Chicago takes approximately forty minutes. Call 312-836-7000 or 312-836-4949 TTY for the latest route, schedule and fare information.

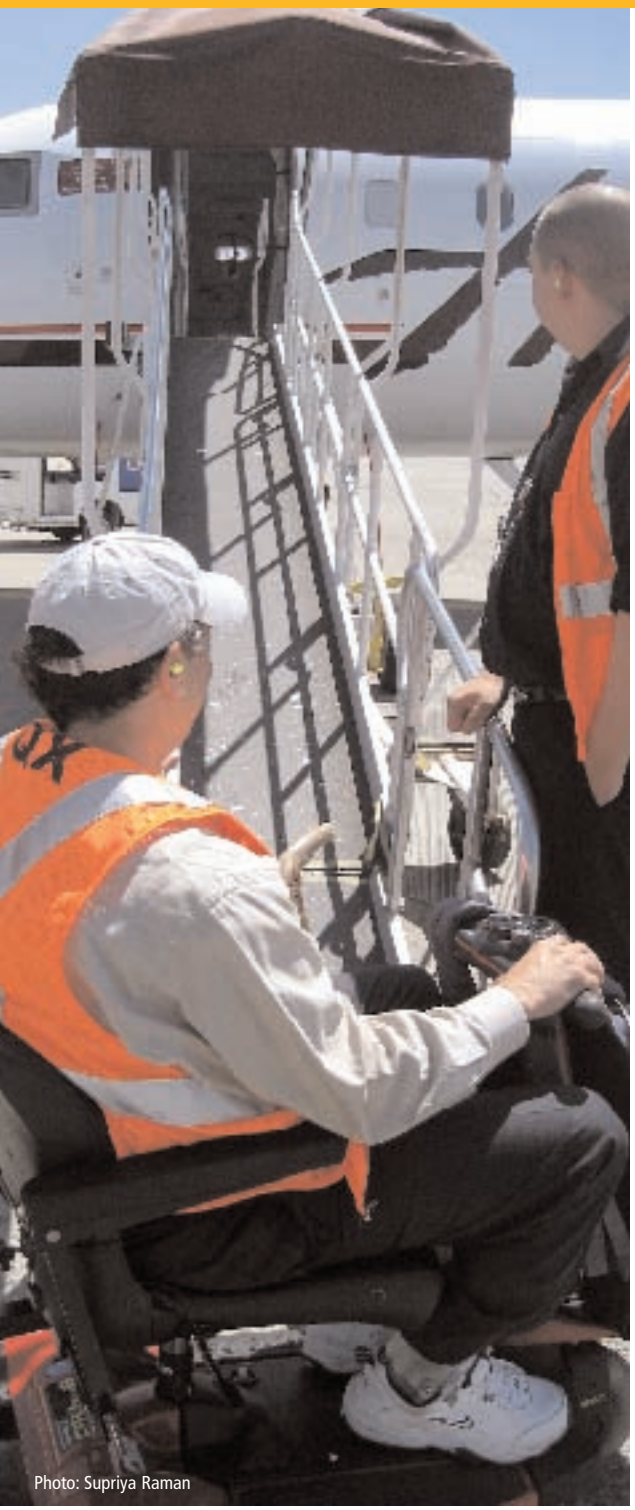


Photo: Supriya Raman

O'Hare International Airport

10000 West O'Hare
773-686-2200
773-601-8333 TTY
www.flychicago.com

Located in Northwest Chicago approximately 17 miles from downtown, O'Hare is one of the world's largest and busiest airports. This complex facility is made up of three domestic terminals, one international terminal, a main parking garage and numerous parking lots. A light rail transit system, linking the terminals and economy parking lots, is wheelchair accessible with elevators at each stop.

Information—Airport information booths (with high counters) can be found on the lower level of Terminals 1, 2 and 3 and on both levels of International Terminal 5. O'Hare's access brochure is currently out of print. Information for travelers with disabilities is available on the airport's website and by calling 773-686-8040.

Pick-Up/Drop-Off Zones—Designated loading zones with level access and curb cuts are located on the lower level adjacent to each domestic terminal and in Parking Lot D adjacent to the international terminal. Curbside check-in is available. Entrances have automatic doors.

Mobility—Wheelchair access at O'Hare is generally good and continues to improve as renovations and expansions take place. Parking, elevators, phones, restrooms, restaurants, bars and shops meet most access standards.

Hearing—Visual paging is available only in International Terminal 5, adjacent to flight information monitors. Each phone bank has a volume control phone. Public TTY's are located on the upper and lower levels of each terminal and on each domestic concourse. Video pay phones will soon be installed in terminals and baggage claim areas.

Vision—Directional and informational signs are large print, high contrast and non-glare. Braille and tactile signage identifies most restrooms. Elevators have audible signals and Braille/tactile signage for controls and hoistways. Airport information is not available in alternate formats. None of the restaurants or bars has Braille or large print menus.

Dog Relief Area—Grassy areas outside Terminal 1, lower level, and in front of the Hilton Hotel, opposite Terminal 2, can be used as dog relief areas.

Medical Facilities—UIC Medical Center runs a first aid center in Terminal 2, upper level. Defibrillator units are located throughout the airport within a one-minute walk from all points.

Airline Services—All airlines provide wheelchair escorts on request as well as escorts for passengers who are blind or have cognitive disabilities. American and United use electric carts on their concourses. Except for smaller commuter aircraft, all boarding is by jetway. Contact individual airlines for details.

Midway International Airport

5700 S. Cicero Ave.
773-838-0600
773-838-0795 TTY
www.flychicago.com

Smaller than O'Hare and recently redeveloped, Midway is located in Southwest Chicago about 10 miles from downtown. Facilities in the new, 3-level terminal building are very accessible. Free lift-equipped shuttle buses connect the economy parking lots with the terminal and run every 15 minutes.

Information—Airport information booths with lowered counters can be found in the upper level check-in area and the Midway Boulevard restaurant and shopping area. Airport access information is included in the "MDW Traveler's Guide" and on the airport website.

Pick-up/Drop off Areas—There are designated accessible drop-off areas on upper and lower levels of the terminal roadway. Security guards allow extra time for persons with disabilities to load and unload. Curbside check-in is available. Entrances have automatic doors.

Mobility—Wheelchair access at Midway is excellent. Parking, elevators, phones, restrooms, restaurants, bars and shops meet almost all access standards. Unisex accessible restrooms are indicated on the airport map.

Hearing—Each phone bank has a volume control phone. Public TTY's are located throughout the terminal and concourses and indicated on the airport map. Video pay phones will soon be installed in the terminal and baggage claim area. Midway has no visual paging system.

Vision—Directional and informational signs are large print, high contrast and non-glare. Braille and tactile signage identifies all restrooms. Elevators have Braille/tactile signage for controls and hoistways; recorded announcements were recently added. Airport information is not available in alternate formats. None of the restaurants or bars has Braille or large print menus.

Dog Relief Area—A grassy area is located on the lower level to the side of the terminal near Door 1.

Medical Services—Defibrillator units are located throughout the airport within a 90-second walk from all points.

Airline Services—Electric carts are not used on the concourses but there are moving walkways. All airlines provide wheelchair escorts on request as well as escorts for passengers who are blind or have cognitive disabilities. Except for smaller commuter aircraft, all boarding is by jetway. Contact individual airlines for details.

Photo: City of Chicago/Peter J. Schulz

Photo: City of Chicago/Peter J. Schulz

Grant Park/Buckingham Fountain

Columbus Dr. and Congress Pkwy.
773-256-0949
www.chicagoparkdistrict.com

Without Grant Park, Chicago would be a very different city. This stretch of greenspace along Lake Michigan, with Millennium Park at the north and Museum Campus the south, offers innumerable recreational, cultural and educational opportunities for visitors and residents alike. Home to many of the summer lakefront festivals, the park also houses four world-class museums—the Art Institute, Field Museum, Shedd Aquarium and Adler Planetarium, as well as Soldier Field and a concert venue on Northerly Island.

Grant Park's beloved centerpiece, the **Buckingham Fountain**, has recently been restored. Its dazzling music, water and light show takes place every hour from dusk until 10pm and lasts 20 minutes. The show runs mid-April to mid-October, depending on the weather. There is no accessible loading zone at Columbus Dr. and Congress Pkwy., but there are curbcuts. The sidewalk up Congress Pkwy. from Michigan Ave. has steep grades. The surface surrounding the fountain is very fine, hard-packed gravel. Accessible public restrooms are located nearby. A seasonal concession stand, the Bobtail Cafe, has an accessible counter and outdoor patio tables and chairs. There is ramped access to the **Grant Park Rose Gardens** both north and south of the fountain. Pathways in the gardens are asphalt.

Summer Lakefront Festivals

The Mayor's Office for People with Disabilities (MOPD) collaborates with the Mayor's Office of Special Events to ensure the accessibility of the major Summer Lakefront Festivals including Blues, Jazz and Gospel Music Festivals, Taste of Chicago, Air & Water Show, Celtic Fest Chicago and Viva! Chicago Latin Music Festival. No matter what the venue, the following assistive services and facilities are provided: integrated seating throughout for people using wheelchairs; a reserved seating area near the main performance stage for people with disabilities; festival brochures in Braille and large print; and sign language interpreters with advance notice. For more information, contact MOPD at 312-744-7050 (voice), 312-744-4964 (TTY), or visit www.cityofchicago.org/disabilities.

Millennium Park

55 N. Michigan Ave. (Randolph)
312-742-1168
www.millenniumpark.org

Hours: Daily 6am–11pm

Chicago's newest attraction was designed to be universally accessible, so this unique center for art, music, architecture, and landscape design cannot help but be popular. The 24.5 acre park, located at Randolph and Michigan Avenues, features the work of world-renowned architects, planners, artists and designers, most notably Frank Gehry.

Key accessible design elements include:

- Ramps to the main staircases on Michigan Ave. that start and stop at the same place as the bottom and top landing of the staircases
- A gradual slope of 1:20 on the BP Bridge and spacing between its floorboards of 1/4" or less
- No edges or deep water areas in The Crown Fountain so a wheelchair can easily enter the fountain area
- Ramps at the Cloud Gate that allow everyone to approach and experience this unique sculpture
- Full access not only to the Jay Pritzker Pavilion, with its amazing line-up of dance and music festivals, but also to the Great Lawn beyond
- Elevators in the pavilions for accessible subterranean parking.

At the Millennium Park Welcome Center, 201 E. Randolph St., free wheelchairs are available as well as park maps, information and event schedules. Audio tours of the park for MP3 players can be downloaded free online or rented for $5 at the Shop at the Cultural Center, 77 E. Randolph St. Accessible restrooms are located in the Cultural Center, at the McCormick Tribune Plaza adjacent to the Park Grill and on the east and west sides of the Pritzker Pavilion.

Photo: Howard Ash

Navy Pier

600 E. Grand Ave. (Lake Shore Dr.)
312-595-7437
www.navypier.com

Hours: Sun–Thurs 10am to 10pm, Fri–Sat 10am–midnight

Fireworks displays: Wed 9:30 pm, Sat. 10:15 pm between Memorial Day and Labor Day.

Virtually a neighborhood in itself, this unique and accessible attraction offers almost everything except overnight accommodations. With restaurants, snack bars, museums, theatres, shopping, outdoor recreational facilities and docks for tour boats, Navy Pier is a great place to spend the day, no matter what the weather. Accessible parking is located near entry doors in both East and West garages. Free wheelchair rentals are available at the Guest Services Desk inside the Family Pavilion near the West Entrance and at the East End Security Post. Entrances, elevators, telephones, and restrooms are wheelchair accessible. Volume control phones are also available. Elevators and restrooms have Braille/tactile signage. A grassy dog-relief area is available on the pier walk. Three of the Navy Pier's most popular attractions are described below.

Chicago Children's Museum

312-527-1000
www.chichildrensmuseum.org

The 2nd floor entrance to the museum through the atrium has a push-button door; one can also enter via the gift shop elevator. A fully accessible unisex restroom is located on the 3rd floor. Ramps allow children using wheelchairs to enter exhibits such as Treehouse Trails and Kovler Family Schooner. Pritzker Playspace features guided sensory explorations. The Kraft Artabounds Studio has adjustable-height tables. Waterways, which may be the most popular exhibit, is universally accessible. The museum is committed to developing exhibits that are as inclusive as possible and provides sensitivity training for its staff.

Photo: Matthew Gilson

Navy Pier (continued)

Chicago Shakespeare Theater

312-595-5600
www.chicagoshakes.com

The main theatre has wheelchair seating for 2 on the lower level and for 6 on the dress circle, with moveable companion seating alongside; 4 swing-arm seats are also available. The upstairs theatre has no fixed seating. A large restroom with two wheelchair stalls is located in the lobby near the Pub; another unisex accessible facility is located on the 5th floor. A lowered phone and drinking fountain are also available. Both theatres have infrared assistive listening systems. One audio-described and one sign-interpreted performance are scheduled for each play run. Large print programs are available for shows in both theatres. Discounted parking is available.

Navy Pier IMAX Theatre

312-595-5629
www.imax.com/chicago

Patrons using wheelchairs are usually seated in the rear of the theatre upstairs, where the best viewing is located, and escorted there by elevator. Seating is also available in the front, with access via a ramp. The theatre has an FM assistive listening system; single-ear headphones are available at the box office. Neither the box office nor concession stand has a lowered counter.

The Hancock Observatory

875 N. Michigan Ave. (Delaware)
888-875-8439
www.hancockobservatory.com

Hours: Daily 9am–11pm

Located on the 94th floor of the John Hancock Building, the observatory has Chicago's only open-air skywalk. The 360-degree views are spectacular: on a clear day one can see as far as Wisconsin, Michigan and Indiana. The accessible entrance with push-button doors is on Delaware St. To reach ticketing and the observatory elevator, take the elevator on the left side of the lobby to the lower level. The observatory has ramps to exhibit areas and a push-button door for the skywalk. Restrooms, identified by Braille/tactile signage, have wheelchair and ambulatory stalls. "Talking Telescopes," with narration in English, Spanish, Japanese and French, can be raised or lowered as needed. Interactive computer stations are also lowered. A 16-stop audio tour is available in English, Spanish and German. The "History Wall" has problems with glare as the photos are under plexiglass, and the film is not captioned. Seating is limited.

Sears Tower Skydeck

233 S. Wacker Dr. (Jackson)
312-875-9696
www.theskydeck.com

Hours: Apr–Sept 10am–10pm, Oct–Mar 10am–8pm

Over a million visitors a year soar to the top of the Sears Tower to enjoy the wrap-around view from its 103rd-floor Skydeck. The entrance on Jackson St. has push-button doors. Greeters escort visitors via elevator to lower level 2 ticketing, which has one accessible window. A small theatre with integrated wheelchair seating screens a History Channel video (non-captioned) on the building of the Sears Tower; a script is available at ticketing. A separate accessible route, clearly signed, leads to Skydeck elevators. There are lowered telescopes at each corner of the building. Touch and Tell computers provide written information on Chicago's major landmarks in six languages. A new recorded audio tour is available in English, Spanish, Japanese and German. The history exhibit has large print, high contrast, non-glare text and easy viewing from standing and seated positions. Restrooms, identified by Braille/tactile signage, have only ambulatory stalls, but there is redirect signage for the fully accessible restrooms on lower level 2. A lowered drinking fountain and phone (without volume control) are available. There is no seating on the Skydeck.

Chicago Trolley Company

773-648-5000
www.chicagotrolley.com

This all-day, hop on/hop off city tour makes stops at the Sears Tower and 13 other key sites around downtown Chicago. Trolleys are lift-equipped with 2 wheelchair securements. No assistive listening system or script is available.

Loop Tour Train

Chicago Office of Tourism
312-744-2400
www.cityofchicago.org/tourism

From May through September, this free, ticketed 40-minute tour departs every Saturday at 10am and 10:40am from the Randolph and Wabash CTA elevated train station. Tickets are distributed on the day of the tour from 9am at the Visitor Information Center, 77 E. Randolph. Docents from the Chicago Architecture Foundation present the history of the 130-year-old downtown area and the 'El' system as the train circles the Loop three times. The Loop Tour Train is wheelchair accessible.

Photo: City of Chicago/Peter J. Schulz

Chicago Architecture Foundation/ArchiCenter

224 S. Michigan Ave. (Jackson)
312-922-8687
www.architecture.org

The Foundation is famous for its architectural tours. Archicenter, where bus and walking tours originate, has exhibits, a free lunchtime lecture series and a wonderful shop. The Corner Bakery off the lobby has a fully accessible, single use restroom. All walking tours in the Loop are ADA accessible so visitors with mobility impairments, walkers or scooters can be accommodated without advance notice. Portable assistive listening devices are available for 2 walking tours: Historic Skyscraper Tour and Architectural Culture and Commerce Tour. Bus tours such as the Frank Lloyd Wright tour to Oak Park require 2-weeks advance notice for lift-equipped service. Some historic buildings and homes are not accessible. The Foundation's river cruises are not wheelchair accessible as one must descend steps to the dock, even from Lower Wacker. For further information, call the tour director at 312-922-3432 x 268.

Walk Chicago Tours

708-557-5400
www.walkchicagotours.com

This privately-owned company offers affordable, slower-paced, small-group tours. Minimum group size is two. Itineraries, which can be customized, focus on Chicago's culturally diverse neighborhoods and historically significant districts. The meeting point is either the visitor's Loop hotel or the Chicago Cultural Center at Michigan and Washington. Reservations should be made at least 72 hours in advance. Walk Chicago Tours welcomes clients with disabilities and will tailor the tour to meet their needs in terms of pace and accessibility. For no additional charge, they can provide pick-up/drop off service at Loop hotels in a lift-equipped van. They can also provide a manual wheelchair and will assist with pushing so that the client can relax and enjoy the tour.

Photo: City of Chicago/Mark Montgomery

Boat Tours

The following sightseeing and dinner cruise boats all leave from Navy Pier, 600 E. Grand Ave. Parking is available on the Pier or nearby at Illinois and Grand Ave. These boats have gangways that can accommodate wheelchairs, although assistance may be required due to steep slopes, typically 1:6, and uneven transitions. The boarding deck is the only accessible deck since none have elevators or lifts onboard. To insure proper accommodation, specify access requirements when reserving. Restrooms vary in accessibility. Service animals are welcome; a grassy relief area is near the dock. Contact individual companies for further details.

Mystic Blue Cruises

888-957-2327
www.mysticbluecruises.com

The newest passenger vessel at Navy Pier, Mystic Blue Cruises carries 500 passengers and provides dinner cruises along the lakeshore. Wheelchair access is on the Escapade deck which has accessible single-use restrooms. A manual wheelchair is available.

Odyssey Cruises

866-305-2469
www.odyssey.com

On the Odyssey, the Sapphire deck, with live band, bar and dining, is wheelchair accessible. Single use restrooms are large but lack grab bars. A manual wheelchair is available.

Shoreline Sightseeing

312-222-9328
www.shorelinesightseeing.com

This company offers a 30-minute skyline tour on Lake Michigan, a 1-hour architecture tour on the Chicago River and a 90-minute combination tour. Only the boats for the architecture tour are wheelchair accessible.

Spirit of Chicago

866-273-2469
www.spiritcruises.com

On this dinner cruise vessel that carries 600 passengers, the Jubilee deck, with outside patios fore and aft, has wheelchair access. Restrooms have ambulatory stalls with side handrails.

Art Institute of Chicago

111 S. Michigan Ave. (Monroe)
312-443-3600, 312-443-3890 TTY
www.artic.edu/aic

Hours: Mon–Wed, Fri 10:30am–5pm,
Thurs 10:30 am–8pm, Sat–Sun 10am–5pm.
Free admission Thurs 5–8pm.

Art lovers the world over come to Chicago just to visit the Art Institute and its fabulous collection of art works, ancient and modern. This complex facility is made up of three buildings, with a modern wing and bridge to Millennium Park now being added. By use of a series of elevators, one can access all parts of the museum. An Access Information sheet helps with navigation.

Mobility—The Michigan Ave. entrance is ramped and has a push-button door. Groups and individuals with disabilities can also arrange drop-off at the Columbus Drive entrance: call 312-443-3507. Wheelchairs are available at the checkroom, where lowered phones are also located. All restrooms have wheelchair access. Fullerton Hall, Rubloff Auditorium and Price Auditorium have wheelchair seating at the rear.

Hearing—Audio tour scripts and neckloops are available on request. Assistive listening devices for Fullerton Hall are at the checkroom, where a TTY and volume control phone are also located. Some films are captioned. Sign-interpreted talks and programs are offered monthly.

Vision—Accommodations include an Access Information sheet in large print and Braille, free audio tours and a touch gallery of 5 portrait sculptures with Braille and large print labels. TacTiles Kits—tactile representations of masterpiece paintings with a color photo, large print and Braille descriptions—are available on "Escorts for the Blind" programs, scheduled twice per month: call 312-443-3929. For individual guided tours, call 2 weeks in advance: 312-443-3680.

Adler Planetarium & Astronomy Museum

1300 S. Lake Shore Dr. (Solidarity Dr.)
312-922-7827
www.adlerplanetarium.org

Hours: Daily 9:30am–4:30pm; Summer closing 6pm
First Fri of every month: 9:30am–10pm

The Adler is America's first planetarium but, thanks to extensive renovation and the addition of the Sky Pavilion in 1999, it's also modern, accessible and high tech. In addition to two planetarium theaters, there are exhibit galleries, an educational center, gift shop, lakefront cafe and telescope terrace.

Mobility—The South Entrance is level and has a push-button door. A unisex restroom is located nearby. Wheelchairs are available. All restrooms are accessible except in the old building, lower level. Sky Theatre can accommodate any number of guests in wheelchairs; StarRider Theatre, from 4–20, with advance notice. The historic Atwood Sphere has 1 wheelchair space. Exhibits and interactive displays have good access. Bench seating is provided. The closest parking is in the South Lot.

Hearing—Scripts for the audio tour, in Spanish and English, are available at the tour check-out station. To use captioning devices in StarRider and Sky Theatres, one must present a voucher from the box office. A TTY and volume control phone are near the South Entrance.

Vision—Signs and labels are large print, high contrast, non-glare with Braille/tactile for restrooms and elevators. An audio tour in Spanish and English is available. Resources on astronomy in Braille can be requested at the box office. To schedule a group tour for visitors who are blind, call 312-294-0361.

Photo: Yessica Guerrero

Photo: Chicago Convention & Tourism Bureau

Tactile images of planets and constellations are available for students attending the "Discover Our Universe" show.

Parking/Public Transportation—All lots are managed by Standard Parking, have accessible spaces and cost $15 per day. CTA Buses #12 and #146 serve Museum Campus, as do Free Trolleys in season. The nearest CTA station is Roosevelt (accessible).

Field Museum of Natural History

1400 S. Lake Shore Dr. (Roosevelt)
312-922-9410
www.fieldmuseum.org

Hours: Daily 9am–5pm

Fun and educational for all ages, the Field Museum is best known as the home of Sue, the largest T. rex ever found. Permanent and special exhibitions cover 9 acres, so taking a highlight tour, available morning and afternoon, may be a good idea.

Mobility—The East Entrance is level with a push-button door. Wheelchairs are available. Elevators are located in the center east and center west of the museum. Accessible restrooms are noted on the map. A customer care center provides a place to rest or receive medical care requiring privacy. McDonald's and Corner Bakery have accessible counters and tables. James Simpson Theatre, reached by an enclosed lift, has numerous wheelchair spaces across the middle level and in boxes on both sides, as well as two designated aisle seats with moveable arms. The closest parking is in the East Lot.

Hearing—For special exhibitions, a script for the audio tour may be available. The "Evolving Planets" video is captioned.

Vision—Signs and labels are large print, high contrast, non-glare with Braille/tactile for restrooms and elevators. An audio tour in English and Spanish is downloadable online for MP3 players. A personal guided tour can be scheduled with 1-week advance notice: call 312-665-7521. Certain exhibits may be touched.

Shedd Aquarium

1200 S. Lakeshore Dr. (Roosevelt)
312-939-2438, 800-526-0857 TTY
www.sheddaquarium.org

Hours: Mon–Fri 9am–5pm, Sat–Sun 9am–6pm
Summer Hours: Daily 9am–6 pm, Thurs 9am–10pm (6/21–8/30)

The Oceanarium at the Shedd is so fantastic it will have you believing that Lake Michigan, just outside the window, is actually the ocean. Instead of an audio tour, there are daily presentations in the Caribbean Reef and Oceanarium, as well as Animal Encounters in various locations. Soundings Restaurant and Bubble Net Food Court have good access and superb views.

Mobility— The accessible entrance is south of the main entrance and clearly labeled. Take the elevator to the main level for ticketing and information. Wheelchairs are available. A unisex restroom (no lateral transfer space) is near Wild Reef, lower level. All other restrooms are fully accessible. Wheelchair accessible routes are clearly indicated on the map. The Oceanarium Amphitheatre has wheelchair seating at the front and back and reserved seats for persons with disabilities in the front row. There is elevator access to the lower level on both sides of the Oceanarium.

Hearing—TDD and volume control phones are located near the main entrance. Videos in exhibits are captioned. A sign language interpreter is available with 2-weeks advance notice.

Vision—Signs and labels are large print, high contrast, non-glare with Braille/tactile for restrooms and elevators. Some touch opportunities are available but no specific exhibit or tour.

Museum of Science & Industry

S. 57th St. and Lake Shore Drive
773-684-1414, 773-684-3323 TTY
www.msichicago.org

Hours: Mon–Sat 9:30am–4pm, Sun 11am–4pm
Extended Summer/Holiday Hours: Daily closing at 5:30 pm

Check for schedule of extended hours and free admission days.

Located on the lakefront in Hyde Park, the Museum of Science and Industry, like its counterparts on Museum Campus, is a historic structure that has been renovated over time to improve its access for all visitors. It, too, is huge, with over 800 exhibits and 2,000 interactive opportunities. Most are accessible with a few major exceptions like the German U-boat, which can, however, be viewed from the ramps that wrap down and around the vessel. One can even roll onboard a real Boeing 727, suspended at balcony level.

Mobility—The Henry Crown Space Center entrance is level and has a push-button door. There is also a ramped entrance (slope exceeds 1:12) to the Great Hall from the new parking garage. Wheelchairs are available at both entrances. Omnimax and 3-D Theaters both have wheelchair seating. All restrooms have wheelchair stalls; the Great Hall restroom also has an ambulatory stall. Brain Food Court has accessible tray slides and counter, and the Cafe has good access as well.

Hearing—Accommodations include a portable DVD with closed captioning for the U-505 exhibit and an assistive listening system in the Omnimax Theater. Sign interpreters are provided for organized groups with advance notice.

Vision—Signs and labels are large print, high contrast, non-glare with Braille/tactile for restrooms and elevators. Escorted tours are available with advance notice.

Parking/Public Transportation—The parking garage, which has 21 designated accessible spaces, 7 on each level, costs $12 per vehicle. There are also 3 free accessible spaces outside the Henry Crown Space Center entrance. CTA buses #2, #6 and #28 stop within one block of the museum and #10, when it runs, comes to the main entrance.

Photo: Chicago Convention & Tourism Bureau

Auditorium Theatre of Roosevelt University

50 E. Congress Pkwy. (S. Michigan)
312-922-2110
www.auditoriumtheatre.org

This national landmark, built by Adler and Sullivan in 1899, is a major center for the performing arts in Chicago. Home to the Joffrey Ballet, the theatre also hosts dance companies from around the world, pop music stars and Broadway plays. The accessible entrance is located at 431 S. Wabash. Wheelchair seating (with fixed companion seating alongside) is available on the main level only, in the first 10 rows of seats, far left and right sections. Accessible unisex restrooms are located in the lobby. Other accommodations include assistive listening devices, signed performances, closed captioning and orientation for patrons who are blind or have low vision. The Patrons Services office in the lobby is open during performances to assist as needed. For information on accessibility, call 312-431-2389 x0.

Harris Theatre for Music & Dance

205 E. Randolph Dr. (N. Michigan)
312-334-7777
www.harristheaterchicago.org

This new, 1,525-seat performance space, located in Millennium Park, offers programs ranging from classical ballet and contemporary dance to classical, chamber, opera and folk music. Integrated wheelchair seating (with fixed companion seating alongside) and swing-arm aisle seating are available on all three levels of this fully accessible facility. Each level also has a unisex accessible restroom. Other services include an assistive listening system, captioning of films/videos and greeters to escort and assist arriving patrons. An elevator from accessible parking on Level 2 North of the Millennium Park Garage opens directly into the Harris Theatre Orchestra Lobby. Please call the box office to ensure needs are met.

Lyric Opera of Chicago

20 N. Wacker Drive (Madison)
312-332-2244
www.lyricopera.org

The magnificent Civic Opera House, home to the Lyric Opera of Chicago since 1954, first opened in 1929. In the mid-1990's, a massive $100-million renovation modernized and expanded both public and backstage facilities. The opera house has a level entrance with push-button doors. Elevators access all levels except the Opera Club. Wheelchair seating for up to 40 (with fixed companion seating alongside) is dispersed throughout all sections, and 50-80 swing-arm aisle seats are available. Accessible restrooms and drinking fountains are located on most levels. Assistive listening devices for persons requiring amplification and high-powered opera glasses for patrons with low vision are available at the checkroom on the main floor. Captioning of opera librettos is a standard service for all patrons. Large print programs are available on request. A TDD phone is located near the front office.

Old Town School of Folk Music

4544 N. Lincoln Ave. (Wilson)
773-728-6000
www.oldtownschool.org

Now 50 and going strong, the Old Town School continues to teach and present the folk music of diverse American and global communities. Performances are scheduled most weekends at their concert hall on N. Lincoln Ave. The accessible, ramped entrance (slope 1:10) for this facility is at 4527 Oakley; one can call before arriving or ring the bell and wait to be let in. Wheelchair seating for 30 (with moveable chairs for companions) is available on the main and balcony levels. Restrooms with wheelchair and ambulatory stalls, an accessible drinking fountain and a lowered phone with volume control are located in the lobby. Assistive listening devices are available on request as well as orientation for patrons who are blind or have low vision.

Photo: City of Chicago/Peter J. Schulz

Pritzker Pavilion

205 E. Randolph Drive (Michigan)
312-742-7638
www.millenniumpark.org

This revolutionary outdoor concert venue in Millennium Park, with its billowing sculpture of brushed stainless steel ribbons, is home to the Grant Park Music Festival and other free concerts and events. Frank Gehry, its designer, also conceived the pavilion's unique sound system which distributes sound evenly via an overarching trellis. Ramps provide access to the seating areas, stage and other facilities. Integrated seating for wheelchairs (with fixed companion seating alongside) is provided in all sections. In addition, 5% of the aisle seats have moveable armrests. Wireless headsets for the assistive listening system are located at the sound booth. For Festival concerts, large print programs are available at the membership table. Men's and women's restrooms with ambulatory and wheelchair stalls, as well as a single use accessible facility, are located on both east and west sides of the pavilion.

Symphony Center

220 S. Michigan Ave. (Jackson)
312-294-3000, 800-223-7114
www.cso.org

More than 200 concerts take place at Symphony Center each year, most notably by the Chicago Symphony Orchestra, whose season runs from September to June. The south end of the main entrance has push-button doors. Wheelchair seating (with either fixed or moveable companion seating) is available on the main floor, box level, upper balcony, gallery and terrace. In addition, there are 30 swing-arm aisle seats. For large power chairs, seating is limited—please give advance notice when booking in order to be properly accommodated. Accessible restrooms can be found on the lower level and fourth, sixth and seventh floors. Large print programs for Chicago Symphony Orchestra concerts and wireless headsets for the hall's assistive listening system are available from ushers before the concert. For opera performances, captioning is provided. Patrons who are blind or have low vision can request an escort from greeters stationed in the lobby.

Broadway in Chicago Theatres

312-977-1710
www.broadwayinchicago.com

Located in the heart of the theatre district, the Cadillac Palace Theatre (151 W. Randolph), Ford Center/Oriental Theatre (24 W. Randolph) and LaSalle Bank Theatre (18 W. Monroe) present the best in pre-Broadway and touring Broadway musicals, plays and dance. All offer wheelchair seating, accessible restrooms and assistive listening devices. Audio description is available. A schedule of sign-language interpreted performances can be obtained online or by calling their accessibility line: 312-977-1700, menu option #5 or 800-359-2525 TTY. An Accessible Seating Representative is available Mon–Fri 9:30–5:30 at 312-977-1701 x. 1259.

Blue Man Group

3133 N. Halsted St. (Briar St.)
774-348-4000
www.blueman.com

Dazzling and outrageous, Blue Man Group's multi-media performance piece has an open run at the Briar Street Theatre, just blocks from Wrigley Field. Space is limited, so the company asks patrons using wheelchairs to provide advance notice. Wheelchair seating for 8 (with moveable chairs for companions) is available down front. Restrooms have only an ambulatory stall with side grab bars. The theatre's parking lot has 2 designated spaces.

Drury Lane Theatre Water Tower Place

175 E. Chestnut St. (N. Michigan)
312-642-2000
www.drurylanewatertower.com

Newly built, with a spacious lobby and 549-seat theatre, the Drury Lane has an enviable location on Mag Mile. Wheelchair seating for 12 (with moveable chairs for companions) is spread out in 6 sections between rows F and G and reached via a 30-foot ramp. Restrooms and other facilities are accessible. Other services include assistive listening devices, sign-interpreted performances and orientation for persons who are blind. Accessible tickets can be purchased at the box office or by calling the number above and asking for the Accessible Seating Coordinator. Parking discounts are available.

Steppenwolf Theatre Company

1650 N. Halsted St. (North Ave.)
312-335-1650
www.steppenwolf.org

Founded in 1976, Steppenwolf Theatre is a Chicago institution known for its dynamic productions of American works. Wheelchair seating for 6 is available in both downstairs and upstairs theatres; the Garage Theatre, with no fixed seating, can accommodate more. For wheelchair seating, advance notice is required. Restrooms and elevators are wheelchair accessible and have Braille/tactile signage. The downstairs theatre has an infrared assistive listening system. Sign-language interpreted and audio-described performances are available. Accessible parking is located in the open air lot.

The Second City

1616 N. Wells (North Ave.)
Accessible entrance 210 W. North Ave.
312-337-3992
www.secondcity.com

The theatre that launched the careers of such comic greats as John Belushi, Mike Myers, Bill Murray and Gilda Radner offers nightly comedy shows. Accessible entry is via the Piper's Alley entrance on North Ave. Second City Mainstage, which has wheelchair seating for 10, has a short steep ramp. Second City e.t.c. has wheelchair seating for 6–8. Companion seating is in moveable chairs. Restrooms and elevators are wheelchair accessible. For wheel-chair seating, advance notice is required. Orientation can be provided for patrons who are blind.

Victory Gardens Biograph Theater

2433 N. Lincoln (Fullerton)
773-871-3000
www.victorygardens.org

In 2006 the historic Biograph, totally renovated and fully accessible, became the new home for the Victory Gardens Theatre. Accessible seating and infrared assistive listening devices are available for all performances. Other services include sign-language interpreted, captioned and audio-described performances; large print and Braille programs; touch tours and TTY phones. The company also offers Artist Development Workshops and Play Development Opportunities to involve persons with disabilities in the theatre as actors and playwrights. An Access Calendar is available online. For wheelchair seating, advance notice is required.

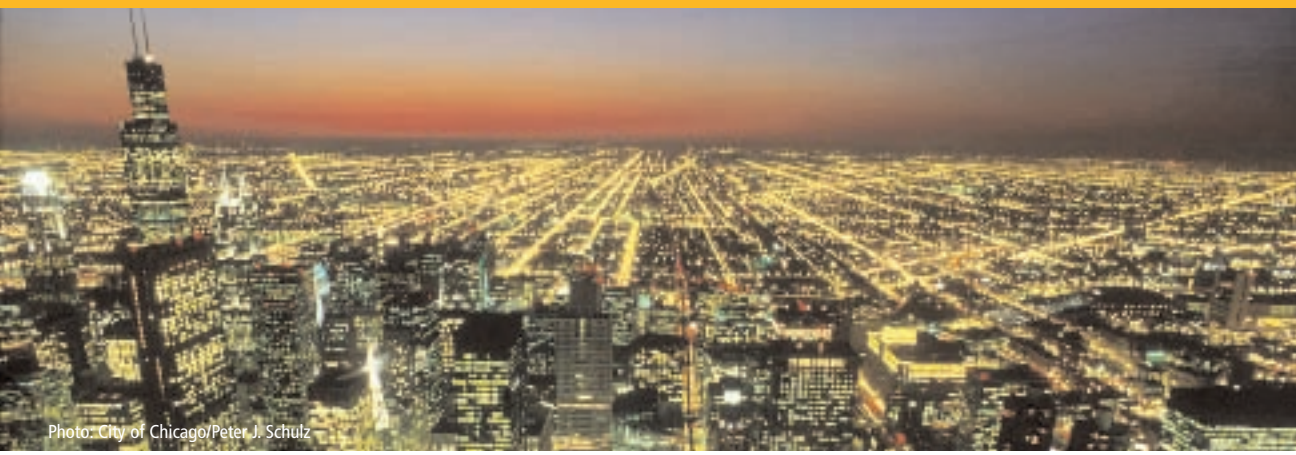


Photo: City of Chicago/Peter J. Schulz

Loop

The elevated trains encircling the heart of downtown Chicago give the Loop not only its name, but also its unique look and feel. Located here are the city's central business, political and cultural institutions, along with many landmark buildings. Key attractions include Millennium Park, Art Institute of Chicago, Chicago Cultural Center and Chicago Symphony. The Loop is also home to the theatre district and the Chicago Mercantile Exchange.

South Loop

The South Loop is a diverse area stretching from the Harold Washington Library on Congress Parkway to McCormick Place Convention Center at 2301 S. Lake Shore Drive. It includes the picturesque Museum Campus, where the Field Museum, Shedd Aquarium and Adler Planetarium are located, and Soldier Field just to its south. Chinatown, just west of McCormick Place, is also part of the South Loop.

West Loop

A visit to Chicago is not complete without at least one meal in the lively, ethnic restaurants of Greektown, centered at Halsted and Adams. Further north at Halsted and Randolph is another prime area for dining and nightlife. The United Center, Union Station and Greyhound Bus Terminal are also located here.

River North

This trendy neighborhood lies to the north of the Chicago River and west of the Magnificent Mile area. Among its popular attractions are the Hard Rock Café and the Rainforest Café. River North is also home to the Merchandise Mart, a large concentration of art galleries and some of city's best restaurants.

North Michigan Avenue

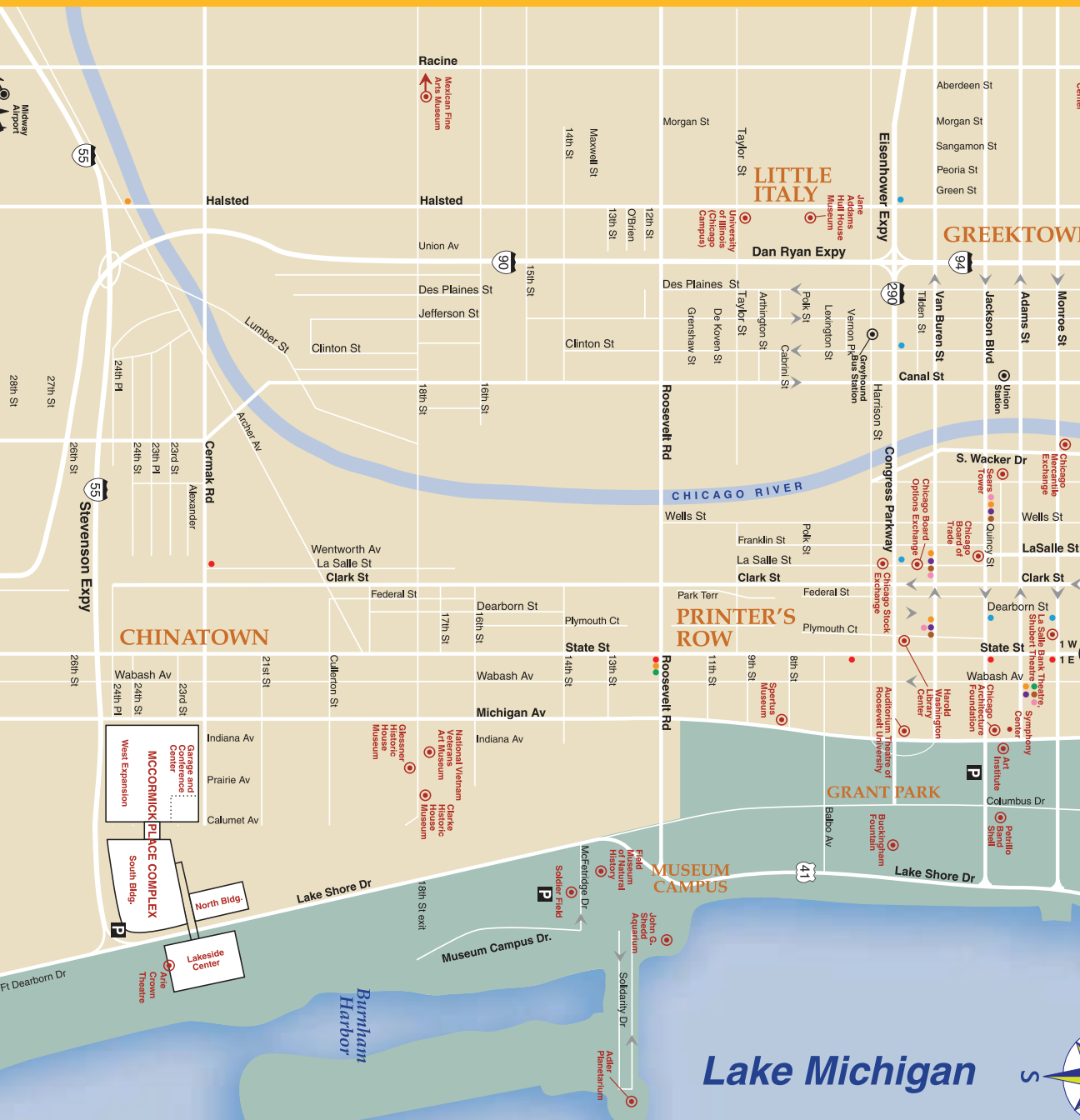
Also known as "Magnificent Mile," the section of Michigan Avenue from the Chicago River north to Oak Street is the retail heart of Chicago. Here the top department stores anchor shopping centers such as Westfield North Bridge, 900 Michigan Avenue and Water Tower Place. The city's most exclusive restaurants and hotels are also found in this area, as well as the John Hancock Center and Museum of Contemporary Art.

Near North

Near North includes both the Gold Coast and Old Town, which lie between the Magnificent Mile to the south and Lincoln Park to the north. The affluent and historic Gold Coast neighborhood boasts mansions, tree-lined streets, upscale shopping on Oak Street and trendy restaurants on Rush. Old Town has some of the city's most popular dining and entertainment venues including Second City, located mainly along Wells St.

Lincoln Park/Lakeview

Youthful and upscale, the lakefront neighborhoods of Lincoln Park and Lakeview offer a mix of busy commercial blocks and quiet residential streets. Clark, Halsted, Lincoln and Broadway are prime areas for shopping and dining. Key attractions in the park itself are the Lincoln Park Zoo and Conservatory and the Notebaert Nature Museum. Just north of Lakeview is Wrigley Field, home to the Chicago Cubs.



Open Doors Organization

2551 N. Clark Street, Suite 301
Chicago, IL 60614
773-388-8839
www.opendoorsnfp.org

LLINOIS

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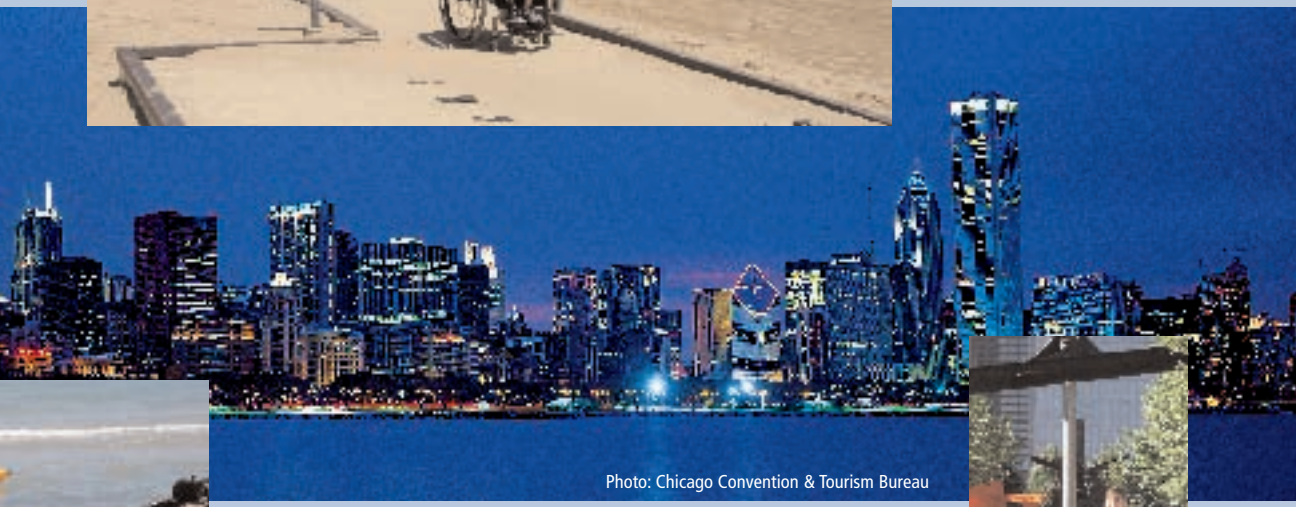


Photo: Chicago Convention & Tourism Bureau

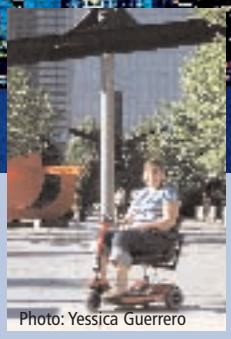
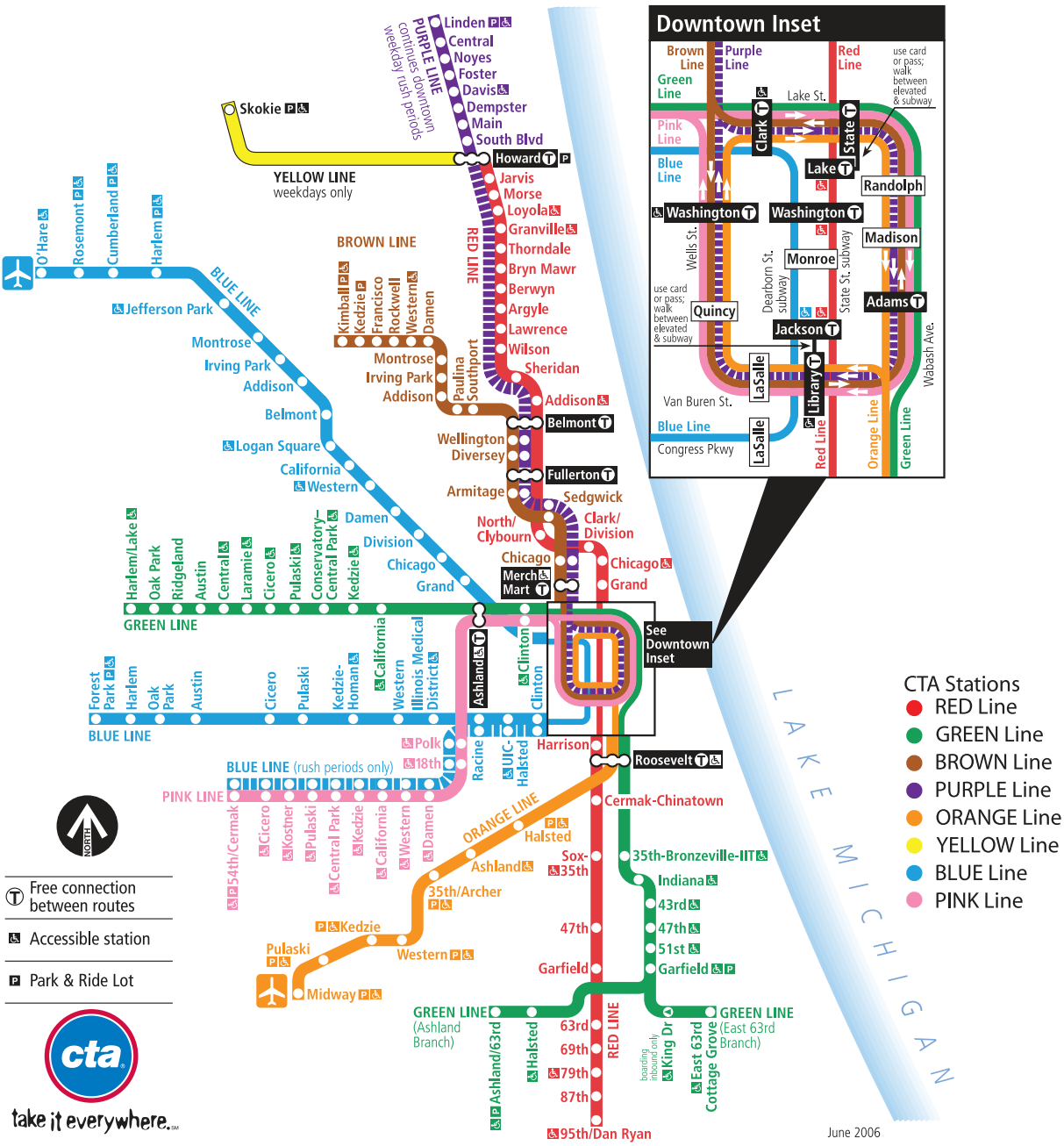


Photo: Yessica Guerrero

CTA RAIL MAP



The Chicago Transit Authority (CTA) runs an extensive network of buses and elevated/subway trains in Chicago and nearby suburbs. **Metra** runs commuter trains between the city and suburbs, and **Pace** runs suburban buses throughout the region. Call 312-836-7000 for route, schedule, and fare information. The hearing impaired may call 312-836-4949.

Families traveling with children, with or without disabilities, will find Chicago a fun, welcoming place with lots to do and see, much of it free or affordable. In warm weather the city's many beaches and parks are a major draw, and in winter one can play miniature golf or video games at Navy Pier or explore the lush tropical vegetation in the Garfield and Lincoln Park Conservatories.

The top kid-friendly attractions are Navy Pier, with its summer fireworks, Ferris wheel and IMAX movies; John Hancock and Sears Tower Observatories; and the Lincoln Park and Brookfield Zoos. Popular museums include the Chicago Children's Museum, Peggy Notebaert Nature Museum, Museum of Science and Industry and all three facilities on Museum Campus—Adler Planetarium, Shedd Aquarium and Field Museum. Chicago History Museum has exhibits and activities that are fun and educational, and the Art Institute has adaptive programs for children as well as adults. In addition to discounted admission for children, many museums offer free admission one day or evening per week. Some like the National Museum of Mexican Art are always free.

While Chicago is famous for its summer music festivals, city-sponsored events and concerts continue year-round at venues such as the Chicago Cultural Center. A number of theatre companies specialize in children's productions including Chicago Playworks (DePaul University Merle Reskin Theatre), Goodman Theatre, Lifeline Theatre, Raven Theatre and American Girl Theatre. Noble Horse Theatre is also great fun for kids. Go to www.easyaccesschicago for full details.

When choosing a hotel, *Easy Access Chicago* can help identify not only those that meet your family's access needs, but also have accessible pools or complimentary breakfasts. Most allow children to stay free in their parents' room but some may charge above a certain age, so do ask in advance. For added convenience, the guide lists hotels and restaurants by neighborhood. The Magnificent Mile area is a popular choice for families because of its proximity to Navy Pier as well as many kid-friendly restaurants such as the Cheesecake Factory and stores such as Niketown Chicago, Lego and American Girl Place.

Families requiring wheelchair transport should have no problem getting around Chicago since ramped taxis are readily available and CTA buses are 100% accessible. Cash fares on CTA are $1 for children 7–11, while those under 7 ride free.

Resources

Chicago Parent
www.chicagoparent.com

Chicago Parent's *Going Places* magazine is available free at various locations around the city and is also archived online. Their website has a calendar of kid-friendly events and resources of all types including for children with special needs.

Fodor's Around Chicago with Kids, 2nd Edition
www.fodors.com

This helpful travel guide is available in bookstores or online. Their website also features a mini-guide for Chicago.

Sittercity
888-748-2489
http://www.sittercity.com/

Headquartered in Chicago, Sittercity is an online babysitter resource serving all of Chicagoland as well as other major cities. They have sitters experienced in caring for children with disabilities and also elder care.

Photo: Yessica Guerrero

Buddy Guy's Legends

754 S. Wabash Ave. (E. 8th St)
312-427-0333
www.buddyguys.com

Hours: Mon–Fri 11am–2am, Sat 5pm–3am, Sun 6pm–2am

Live blues 7 nights a week and Cajun soul food are the draws at this famous club owned by blues giant Buddy Guy. The club also has an impressive archive of blues memorabilia. The entrance is level with manual doors. Accessible tables and table service are available in the large performance space. Restrooms have all standard access features except grab bars. The cover for most shows is $10 or $15. The nearest parking lot is G.O. Parking, 1130 S. Michigan Ave., 312-939-0226.

Dick's Last Resort

435 E. Illinois St. (McClurg Ct.)
312-836-7870
www.dickslastresort.com

Hours: Daily 11am–2am

This popular hangout advertises itself as having "no cover, no dress code and certainly no class." What it does have is live music 7 nights a week and at Sunday brunch and 74 kinds of beer. The main entrance is level with manual doors. Accessible tables and table service are available in bar, dining area and outside patio. Aside from having a short rear grab bar, restrooms are fully accessible. The nearest parking lot is River East Center Self Park, 300 E. Illinois, 312-494-9770.

Excalibur Entertainment Complex

632 N. Dearborn St.(Ontario)
312-266-1944
www.excaliburchicago.com

Hours: Sun–Fri 7pm–4am, Sat 7pm–5am

Popular with clubbers but also for private events, Excalibur is located in an 1892 landmark building that originally housed the Chicago Historical Society. This River North complex has 3 levels of bars, dining areas, dance floors and lounges as well as a billiard room and video arcade. A mix of live performances, interactive theatre and dj's keep the energy level high. The canopy-covered route to the wheelchair entrance begins next to the main entrance and leads around the back of the building to the service elevator. Typically a valet is on hand to escort the guest but there is sometimes a wait until the elevator is free or can be unlocked. Most areas have level access but some bars, dance floors and lounges are up 2 steps. The accessible restrooms located on the lower level have a wheelchair stall and raised toilet, but no side grab bar and only a 20" rear grab bar. Valet parking is available. Self Park lots are nearby on Dearborn and Ontario.

House of Blues

329 N. Dearborn St. (Kinzie)
312-923-2000
www.hob.com/chicago

House of Blues has a downstairs restaurant, open from 11:30am daily, and an upstairs performance space that offers both live music nightly and a very popular gospel brunch on Sundays. The main entrance is level but has a heavy door and unbeveled 1/2" threshold. A narrow 32" ramp leads to the downstairs dining area. An accessible elevator takes patrons upstairs to the theatre and restrooms. Wheelchair seating is available on the lower level of the theatre with 48-hour advance notice required. Tables are accessible. For Sunday brunch, which is a southern all-you-can-eat buffet, servers will assist. Men's and women's restrooms are fully accessible. System Parking provides valet parking and has designated accessible spaces out front. House of Blues sits on a raised site reached by driveway or by ramps from State or Dearborn, with handrails, switchbacks and landings.

Redhead Piano Bar

16 W. Ontario St. (State)
312-640-1000
www.redheadpianobar.com

Hours: Sun–Fri 7 pm–5 am, Sat 7pm–4am

This intimate piano bar has been drawing crowds for 50 years. Most evenings there are 2 performers, with shows at 8pm and 11:45pm. A secondary entrance with a steep brick ramp (slope 1:7.5) is located beside the main entrance. Accessible tables and table service are available. Restrooms have a wheelchair stall and raised toilet, but short grab bars (15" rear and 20" side). The dress code is business casual. The bar does not serve food. No cover. Valet parking is available Wed–Sat. The nearest lot is CPS Parking, 10 E. Ontario, 312-642-5369.

SHOPPING

Photo: Chicago Office of Tourism

When it comes to shopping, Chicago cedes first place to none. Here are a few of the most popular areas and stores that shoppers won't want to miss. A good tip—most shopping centers and department stores have excellent food courts. After all, if Chicagoans like anything better than shopping, it's eating!

North Michigan Avenue, also known as Magnificent Mile, is home to most of the top department stores and shopping centers. Starting at the Chicago River and heading north, at 520 N. Michigan is Westfield North Bridge, anchored by Nordstrom. Next at 700 N. Michigan is Chicago Place, whose largest tenant is Saks Fifth Ave. Water Tower Place and Macy's are located at 835 N. Michigan. This is the least wheelchair-friendly of the vertical malls, but Macy's helps to make up for it with its accessible restrooms and dressing rooms. They even offer a free personal shopper service one can book in advance. At 900 N. Michigan is The 900 Shops featuring Bloomingdale's, whose accessible dressing rooms are also top notch.

State Street in the Loop also has a concentration of big-name stores, most notably Macy's (formerly Marshall Field's). Scooters and wheelchairs are available at the Express Desk (312-781-4884). One can also call ahead to reserve a free personal shopper. A self-guided audio tour of this historic property is available at the Visitor's Center on the 7th floor.

For trendy, upscale boutique shopping, the place to be is **Oak Street** between State and Michigan. There are designer stores and boutiques for clothing, jewelry, home furnishings, linens and art, as well as some of the top salons and spas. For store listings, visit www.oakstreetchicago.com. Most shops on Oak Street are wheelchair accessible.

Another popular shopping street, especially for shoes, is **N. Clark Street** in Lincoln Park. Shops here and along **N. Broadway** in Lakeview generally have accessible entrances. This is not true, however, for the boutique stores along Armitage and Southport, also trendy among Chicago's younger set.

For full access information on the properties listed above, visit our online guide, www.easyaccesschicago.org. It also has details on specialty stores and shopping centers such as Merchandise Mart and American Girl Place.

Lincoln Park Zoo

2001 N. Clark St. (Fullerton)
312-742-2000, 312-742-0300 TTY
www.lpzoo.org

Hours: Grounds 9am–6pm, Buildings/Farm 10am–5pm. Closing times vary in summer and winter. Free admission.

Undoubtedly Chicago's greatest free attraction, the Lincoln Park Zoo is home to more than 1,000 mammals, reptiles and birds. Accessibility in general is good, especially in the newest exhibits like the Regenstein Center for African Apes. However, some pathways in the zoo, most notably at the north end, have steep grades. The main entrance and paid parking lot, with 19 accessible spaces, are located at the east side of the zoo on Cannon Dr. Wheelchairs are available at Gateway Pavilion. Persons with service animals are advised to check-in here on arrival. All public buildings at the zoo have at least one wheelchair accessible entrance. Accessible restrooms are available at Regenstein Small Mammal-Reptile House, Pritzker Family Children's Zoo, Park Place Cafe, Farm-in-the-Zoo, Foreman Pavilion and Big Cats Cafe. The Carousel has one chariot with a wheelchair space and a ramp for boarding.

Lincoln Park Conservatory

2391 N. Stockton Dr. (adjacent to zoo)
312-742-7736
www.chicagoparkdistrict.com

Hours: Daily 9am–5pm. Free admission.

Located just next to the zoo is Chicago's oldest conservatory, built in the 1890's, which boasts 4 glass houses: Palm House, Show House, Orchid House and Fern Room. The main entrance is level with manual doors. Level pathways lead through the conservatory, some made of smooth concrete, others more unevenly of stone with concrete joints. Wheelchair accessible restrooms are located just inside the entrance. Paved pathways encircle the lawn and flower beds in front of the building. A paid parking lot with 2 accessible spaces is located just north of the conservatory.

Garfield Park Conservatory

300 N. Central Park Ave. (W. Fulton)
312-746-5100
www.garfield-conservatory.org

Hours: Daily 9am–5pm, Thurs. 9am–8pm. Free admission.

Garfield Park Conservatory is one of the largest conservatories in America. Its 7 glass houses offer a surprising range of climates and landscapes. Curving sloped sidewalks lead up to the accessible main entrance, which has push-button doors. Wheelchairs are available for loan. Except for the Fern House, which is down several steps, the glass houses have level access. However, some surfaces are rough and uneven. In the Children's Garden, an elevator (which may need to be unlocked) leads to a view over the tree canopy and a slide for children. Outside gardens also have accessible pathways. Restrooms, the gift shop/refreshment area and drinking fountain are wheelchair accessible. For persons with vision loss, it is possible to arrange a guided tour. There is an outdoor sensory garden with raised beds. Free parking with 3 accessible spaces is located just south of the main entrance.

Chicago Botanic Garden

1000 Lake Cook Rd. (Greenbay Rd.)
Glencoe, IL 60022
847-835-5440
www.chicagobotanic.org

Hours: Daily 8am–sunset. Tours 10am–8pm. Free admission.

The 385-acre Chicago Botanic Garden, located 24 miles north of the city, features 23 display gardens and 3 native habitats. By situating the gardens on 9 islands surrounded by lakes, the designers created dramatic vistas that change with the seasons. It's hard to believe that this amazing garden opened only in 1972. Visitors who use wheelchairs will appreciate the accessibility of not only the Visitor Center, but also most of the pathways. Only a few areas, such as the Japanese and Waterfall Gardens, cannot be negotiated in a chair or scooter. The Enabling Garden, designed to be accessible to all, features raised and tactile beds and offers special demonstrations, tours and horticultural therapy. The adjacent Sensory Garden features plants that visitors with vision loss can experience through smell and touch.

The Visitor Center restrooms, gift shop and cafeteria, including its outside decks, are fully accessible. Wheelchairs are available at the information desks there and in the Education Center. Unisex accessible restrooms are located in the Enabling Garden and the McGinley Pavilion. The tour trams have ramped access and can accommodate either 1 or 2 wheelchairs per car. There is accessible parking in Lots 1, 2 and 3. Parking discounts are available.

Photo: Judd Goldman Adaptive Sailing Program

Chicago Park District

312-742-7529, 312-742-2001 TTY
www.chicagoparkdistrict.com

The Chicago Park District includes more than 7,300 acres of parkland, 552 parks, 33 beaches, 9 museums, 2 world-class conservatories, 16 historic lagoons and 10 bird and wildlife gardens. Seventeen therapeutic recreation sites serve individuals with disabilities throughout the city. In addition, 11 beaches now have beach mats to provide an accessible path of travel through the sand and 41 city pools have pool lifts with another 20 lifts on order. For further details, call the Disability Policy Office at 312-742-5097.

RIC Galvin Health and Fitness Center

710 N. Lakeshore Dr. (Huron)
312-238-5002
www.ricsports.org

The Rehabilitation Institute of Chicago's Wirtz Sports Program offers 20 different sports and recreational activities: wheelchair softball, aerobics, strength and conditioning, track and road racing, field events, power-lifting, skiing, sitting volleyball, fencing, golf and outdoor education programs. Programs are free of charge to all participants.

Judd Goldman Adaptive Sailing Program

1362 Lynn White Drive, Burnham Harbor
773-747-7684, 312-744-4964 TTY
www.juddgoldmansailing.org

Run in partnership with the Chicago Parks District, this summer sailing program provides classroom and on-water instruction for people with physical and sensory disabilities, ages 8 and up. JGSAP also has an active racing program. Specially constructed boats, boarding ramps and other equipment ensure the safety and comfort of JGASP sailors. Accessible parking and restrooms are adjacent to the dock area. The office is open Wed–Sun, 9am–5pm.

Lucky Strike Lanes

322 E. Illinois St. (N. Park Dr.)
312-245-8331
www.bowlluckystrike.com

A popular place to hang out with friends of all abilities, this bowling alley/lounge is fully accessible. It even has adaptive aids including a push rack and mechanical bumpers. Open Sun–Thurs, noon–1am, Fri–Sat, noon–2am.

Diversey Driving Range & Mini Golf

141 W. Diversey Pkwy. (2 blks east of Sheridan Rd.)
312-742-7929
www.cpdgolf.com

Located in Lincoln Park, the driving range is open year-round with covered, heated stalls large enough to accommodate a scooter or wheelchair. An adaptive golf cart with swing-out chair can be used on the grassy area next to the last stall. The miniature golf course is paved and has movable borders to accommodate wheelchairs. Park restrooms with accessible stalls are located nearby. The adjacent parking lot has 5 accessible spaces.

McDonald's Cycle Center

239 E. Randolph (Columbus)
888-245-3929
www.mcdonaldscyclecenter.com

This bike center in Millennium Park has hand cycles and tandems for rent. They also offer tours of the lakefront and nearby neighborhoods lasting 2 to 4 hours. Members have access to free, secure bike parking and accessible roll-in showers, toilets and lockers. Day passes are available. Hours vary by season.

Toyota Park/Chicago Fire

7300 W. 71st St. (71st and Harlem Ave.)
Bridgeview, IL
888-657-3473
www.chicago-fire.com

Access at Toyota Park, home to Chicago's major league soccer team, gets high marks for its accommodations for patrons with hearing loss and physical disabilities. Ticket sales policies are designed to insure that those who need the accessible seats and companion spaces actually get them. Any questions concerning access should be directed to Guest Services, 708-496-6820.

Mobility—Gates, ticket windows, restrooms, drinking fountains, wheelchair seating areas and suites all meet access standards. In all there are 180 wheelchair spaces with fixed companion seats alongside, available in all price categories. Wheelchairs for escort purposes only are at Guest Services, 3rd floor. A drop-off area for guests with disabilities is located in the east parking lot outside Gate D.

Hearing—Assistive listening devices are available from Guest Services, 3rd floor, where a TTY is also located. There is an LCD screen for visual announcements at the stage. Sign language interpreters can be provided with advance notice.

Vision—Signage is large print, high contrast and non-glare with Braille/tactile for restrooms and elevators. Toyota Park staff will provide an escort or orientation for guests with vision loss. A dog relief area is located outside the park.

Parking/Public Transportation—Parking for guests with disabilities is in Lot D. To reach the park by public transportation, take the CTA Orange Line to Midway Airport and connect to the Pace "Toyota Park Express" bus.

Soldier Field/Chicago Bears

1600 S. Lake Shore Drive (E. McFetridge Dr.)
312-235-7000
www.chicagobears.com/tickets

Renovated in 2003, Soldier Field now has more than 50 wheelchair spaces in a variety of locations and prices. Tickets for accessible seating are available on an individual game basis from the ticket office and Ticketmaster. If the latter has exhausted its allocation, the person with a disability should purchase conventional seating and then call the ADA Coordinator at 312-235-7000 to arrange an exchange for accessible seating.

Mobility—Facilities throughout Soldier Field have excellent access. All restrooms are wheelchair accessible, including 14 that are unisex. An accessible drop-off area is located on the circle drive on Museum Campus Drive outside of Gate 10.

Hearing—In addition to closed captioning on the video board, assistive listening devices and closed captioning pagers are available from Fan Services. Just request them at the gate on arrival and a staff member will deliver them. TTY's are also available.

Vision—Signage is large print, high contrast and non-glare with Braille/tactile for restrooms, elevators and exits. A dog relief area is located outside the park. The Bears Fan Guide is available in large print, Braille and audio disk.

Parking/Public Transportation—Accessible parking is available in several nearby lots. Call Standard Parking, 312-583-9153, for details. Visit www.rtachicago.com or call 312-836-7000 to determine what public transport serves the stadium at gametime.

U.S. Cellular Field/Chicago White Sox

333 W. 35th St. (Shields St.)
866-769-4263
www.whitesox.com

U.S. Cellular Field was designed to accommodate the needs of all baseball fans. Staff members also get special training. Discounts for persons with disabilities are available for weekday games. For questions or assistance, call Guest Relations at 312-674-1000, ext. 5225 or 312-674-5235 TTY.

Mobility—The most convenient wheelchair entrance to the park is through Gate 4 at the corner of 35th St. and Shields where there is a power-assist door and elevators service all seating levels. Escalators are located at Gates 3 and 5. More than 400 wheelchair spaces are available on all levels of the park including sky boxes. Adjacent companion seating and additional seats may be purchased based on availability. All restrooms are accessible. A locked unisex facility is located near section 106; contact the nearby Guest Relations Representative for access.

Hearing—Assistive listening devices and TTYs are available at Guest Relations booths located behind home plate on all 3 concourses.

Vision— Personal headset radios may be borrowed at Guest Relations, which also has large print information brochures and schedules available. Signage is large print, high contrast and non-glare with Braille/tactile for restrooms, elevators and exits. A dog relief area is located in front of the park.

Parking/Public Transportation—Guests with a disability parking placard may park in Lot D on the south side of 35th St. In all 75 accessible parking spaces are available. The CTA Red Line stops at Sox/35th St., one block east of the ballpark.

Wrigley Field/Chicago Cubs

1060 W. Addison St. (N. Clark St.)
773-404-2827
www.chicago.cubs.mlb.com

Given its age and size, Wrigley Field cannot hope to match the level of accessibility of Chicago's other stadiums. There are very few wheelchair seats so fans need to purchase tickets well in advance by calling the ticket office at 773-404-4107 or Tickets.com at 866-652-2827 (out of state) or 800-843-2827.

Mobility—Wheelchair seating is in the Field Box area behind home plate; Upper Deck Box area behind home plate; and Terrace Reserved Area. An elevator inside the Gate K-Waveland Ave. entrance services the upper seating areas; a platform lift behind home plate provides access to the Field Boxes. Restrooms on the Main Concourse have only an ambulatory stall with grabrails on both sides. Unisex accessible restrooms are located in the first aid facility behind first base on the Main Concourse and, according to the site map, on the Upper Deck as well (neither was audited). Gift shops, ATMs and certain drinking fountains, concession stands and phones are wheelchair accessible.

Hearing—Assistive listening devices are available at the Customer Relations Window behind home plate on the Main Concourse. A TTY and volume control phone are in the same area.

Vision—Signage is large print, high contrast, non-glare. The elevator has Braille/tactile signage and an audible signal.

Parking/Public Transportation—Parking for persons with disabilities is available in the Cubs' Red, Purple, and Green lots. The CTA Red Line stop at Addison is less than a block from Wrigley Field.

Photo:Chicago Convention & Tourism Bureau

All hotels listed have the following features/policies (unless otherwise noted):

- Wheelchair accessible entrance, hallways, and elevators
- Wheelchair accessible guestrooms and bathrooms (non-smoking)
- Wheelchair accessible public restrooms
- Wheelchair for guest use on the property
- Nearby parking lot/garage with accessible designated spaces (if not onsite)
- Block specific adapted room for a guests with disabilities
- Reserve adaptive equipment in advance
- Have written evacuation procedure for guests with disabilities
- Train staff on how to evacuate guests with disabilities
- Flag guests with disabilities in computer and generate printouts daily
- Provide orientation for guests who are blind/have low vision
- Braille/tactile signage for elevators, hoistways, restrooms and guestrooms
- Strobe fire alarms in public areas and accessible guestrooms
- Kits with visual alerting devices, strobe smoke detector and TTY
- Volume control phones in guestrooms
- Lever handles and easy grasp/lever restroom and bathroom controls

Accessible Entrance/Hallways—Have all these features (unless otherwise noted)

- Door has at least 32" clearance
- Level, ramped or sloped entry 1:12 or less
- Threshold less than 1/2" beveled
- 36" path of travel to accessible facilities
- Height clearance at least 80”
- No protruding objects undetectable by white cane

Elevators—Have all these features (unless otherwise noted)

- Door clearance 36" minimum
- Car size 54' x 68" minimum
- Lowered control panel

Accessible Restrooms—Have all these features (unless otherwise noted):

- Entry door has at least 32" clearance
- Stall door at least 32" clearance
- Stall door swings out or clearance beyond swing
- Space to maneuver–5' x 5' or T-shaped space to turn
- Grab bar behind and beside toilet
- 30" space for lateral transfer
- Toilet height 17" to 19"
- Roll under sink with 27" knee clearance

Accessible Guestrooms—Have all these features (unless otherwise noted)

- Door clearance at least 32"
- Maneuvering clearance inside door 18" min.
- Space to maneuver–5' x 5' or T-shaped space to turn
- 36" clearance on at least one side of bed
- Environmental controls 54" or less
- Easy grasp/lever door handles

Guest Bathrooms—Have all these features (unless otherwise noted)

- Door clearance at least 32"
- Door swings out or clearance beyond swing
- Space to maneuver–5' x 5' or T-shaped space to turn
- Grab bar behind and beside toilet
- 30" space for lateral transfer
- Toilet height 17" to 19"
- Roll under sink with 27" knee clearance
- Adjustable hand-held shower
- Grab bars in tub/shower

An access specialist with Open Doors Organization surveyed the following properties. Only one or two guest rooms per hotel were surveyed and access details reported here reflect those particular rooms. Other accessible rooms may have different features.

This is not a complete list of all the accessible lodgings in Chicago and their listing in this guide is not an endorsement by Open Doors Organization.

The access features reported in this guide are not intended to reflect compliance with any local, state or federal building codes or guidelines. It is not the intent of this guide to certify or guarantee that the businesses and properties listed meet any of the required accessibility codes and laws.

Loop	Notes	Room/ Bed Types	Blind/ Low Vision	Adptve Eqmnt	Adptd Guest Rooms	Roll-In Shower #	Dining	Park	Price
Hyatt Regency Chicago 151 E. Wacker Dr. (N. Stetson) Res: 312-565-1234 Fax: 312-239-4414 Toll-Free: 800-233-1234 chicagohyatt.com	Some bathrooms lack lateral transfer space.	S C SM 1B 2B	DR	TP FW K	63	22	R, RS LB	V	$$
Palmer House Hilton 17 E. Monroe (State) Res: 312-726-7500 Fax: 312-917-1707 Toll-Free: 800-445-8667 hilton.com	Renovation underway. Adapted rooms will double. No strobe fire alarms in public areas. Dog relief area on roof.	C SM 1B 2B OF	DR	FW K	26	5	R, RS LB	V	$$$
Renaissance Chicago Hotel One W. Wacker Dr. (State) Res: 312-372-7200 Fax: 312-372-0093 Toll-Free: 800-468-3571 renaissancechicagodowntown.com	Smoke-free. Standard and club rooms available.	C 1B 2B OF	BM LM DR	TP FW K	25	3	R, RS LB	V	$$
Swissotel Chicago 323 E. Wacker Dr. (N. Columbus) Res: 312-565-0565 Fax: 312-565-0540 Toll-Free: 888-737-9477 swissotel.com	Some bathrooms lack lateral transfer space.	C SM 1B 2B BH	DR	FW PL SS	22	10	R, RS LB	V	$$$
W Chicago City Center 172 W. Adams St. (LaSalle) Res: 312-332-1200 Fax: 312-332-5909 Toll-Free: 888-625-5144 whotels.com	Low lighting and low contrast signage. Braille signage on adapted guestrooms only.	1B 2B OF		TP TF FW SS	20	4	R, RS LB	V	$$

South Loop	Notes	Room/ Bed Types	Blind/ Low Vision	Adptve Eqmnt	Adptd Guest Rooms	Roll-In Shower #	Dining	Park	Price
Hilton Chicago 720 S. Michigan Ave. (Balbo) Res: 312-922-4400 Fax: 312-922-5240 Toll-Free: 800-445-8667 hilton.com		SM 1B 2B OF	DR	TF FW K	11	6	R, RS LB	V, O	$$$

Adapted Room/Bed Types

S Suite
C Connecting
SM Smoking
SB Sofa bed
1B 1 bed
2B 2 beds
BH Bed height 23" max.
OF Open frame

Blind/Low Vision

BM Braille menu
LM Large print menu
BI Braille hotel information
LI Large print hotel information
DR Dog relief area onsite or within 2 blocks

South Loop	Notes	Room/ Bed Types	Blind/ Low Vision	Adptve Eqmnt	Adptd Guest Rooms	Roll-In Shower #	Dining	Park	Price
Hostelling International Chicago 24 E. Congress Pkwy. (State) Res: 312-360-0300 Fax: 312-360-0313 Toll-Free: 800-909-4776 hichicago.org	Smoke-free. 4 transfer showers + 1 in public area. Dorm style rooms with 2 bunkbeds. No phone or TV in room. Self-service kitchen. No strobe smoke detector.	2B BH OF	DR	TF	4	0	BR		$
Hyatt Regency McCormick Place 2233 S. Martin Luther King Dr. (22nd) Res: 312-567-1234 Fax: 312-528-4000 Toll-Free: 800-233-1234 mccormickplace.hyatt.com	Some bathrooms lack lateral transfer space. 2 bedroom suites available.	S C SM SB 1B 2B OF	BM DR	TP FW PL	30	10	R, RS LB	V, O	$$

West Loop	Notes	Room/ Bed Types	Blind/ Low Vision	Adptve Eqmnt	Adptd Guest Rooms	Roll-In Shower #	Dining	Park	Price
Crowne Plaza Chicago Metro 733 W. Madison (Halsted) Res: 312-829-5000 Fax: 312-602-2199 Toll-Free: 800-972-2494 crowneplaza.com	Roll-in shower has 2" lip, no hand-held shower head. Limited space in room. Some bathrooms lack lateral transfer space.	S C SM SB 1B 2B		TF FW	5	3	R, RS LB	V, O	$$

River North	Notes	Room/ Bed Types	Blind/ Low Vision	Adptve Eqmnt	Adptd Guest Rooms	Roll-In Shower #	Dining	Park	Price
Holiday Inn Chicago Mart Plaza 350 N. Orleans St. (Kinzie) Res: 312-836-5000 Fax: 312-828-9808 Toll-Free: 800-465-4329 martplaza.com	Restroom and guest room doors heavy. No staff TTY.	C SM 1B 2B BH OF	BM LM DR	TF TP	11	6	R, RS	V, O	$$
Westin Chicago River North 320 N. Dearborn St. (Kinzie) Res: 312-744-1900 Fax: 312-527-2650 Toll-Free: 800-9378461 westinchicago.com	Smoke-free. Tactile signage only on guest room doors.	S SB 1B 2B OF		TP	16	2	R, RS LB	V	$$

Adaptive Equipment
- **TP** Transfer/Shower Bench (portable)
- **TF** Fold-Down Bench (fixed)
- **PL** Pool Lift
- **FW** Free weights
- **SS** Step Stool
- **K** Kit for Persons of Short Stature

Accessible Dining
- **R** Full Service Restaurant
- **LB** Lounge/Bar with table service
- **BR** Breakfast Room
- **RS** Room Service

Parking
- **V** Valet
- **O** Onsite

Price
- **$** Budget
- **$$** Mid-Range
- **$$$** Luxury

North Michigan Av.	Notes	Room/ Bed Types	Blind/ Low Vision	Adptve Eqmnt	Adptd Guest Rooms	Roll-In Shower #	Dining	Park	Price
Chicago Marriott Downtown Magnificent Mile 540 N. Michigan Ave. (Grand) Res: 312-836-0100 Fax: 312-836-6139 Toll-Free: 800-228-1265 chicagomarriottdowntown.com	Smoke-free. Dog relief area 9th floor. Limited space to maneuver/turn in guest room.	S C SB 1B OF	BM LM DR	TP TF FW	36	10	R, RS LB	V	$$
Courtyard by Marriott Chicago Downtown 30 E. Hubbard St. (State) Res: 312-329-2500 Fax: 312-329-0293 Toll-Free: 800-321-2211 marriott.com/chiwb	Smoke-free.	C 1B 2B OF	BM LM DR	TP TF FW K	24	12	R, RS LB	V	$
Courtyard by Marriott Magnificent Mile 165 E. Ontario St. (St. Clair) Res: 312-573-0800 Fax: 312-573-0573 Toll-Free: 800-321-2212 courtyardchicago.com	Smoke-free.	C 1B 2B OF		TP TF FW SS	24	12	R, RS LB	V, O	$
Embassy Suites Chicago Downtown Lakefront 511 N. Columbus Dr. (Grand) Res: 312-836-5900 Fax: 312-836-5901 Toll-Free: 866-866-8098 chicagoembassy.com	2 bedroom suite also available.	S SM SB 1B 2B BH	DR	TP K	21	5	R, RS BR, LB	V, O	$$
Embassy Suites Hotel Chicago-Downtown 600 N. State St. (Ohio) Res: 312-943-3800 Fax: 312-943-7629 Toll-Free: 800-362-2779 embassysuiteschicago.com	Strobe fire alarms in living room, bedroom and bathroom.	S SM SB 1B 2B BH	DR	TP FW PL	20	4	R, RS BR, LB	V	$$
Fairfield Inn and Suites Chicago Downtown 216 E. Ontario St. (St. Clair) Res: 312-787-3777 Fax: 312-787-8714 Toll-Free: 800-228-2800 fairfieldsuiteschicago.com	Smoke-free. Restroom and some bathrooms lack lateral transfer space.	S C 1B 2B OF		TF SS	10	2	BR	V	$$

Adapted Room/Bed Types

S Suite
C Connecting
SM Smoking
SB Sofa bed
1B 1 bed
2B 2 beds
BH Bed height 23" max.
OF Open frame

Blind/Low Vision

BM Braille menu
LM Large print menu
BI Braille hotel information
LI Large print hotel information
DR Dog relief area onsite or within 2 blocks

North Michigan Av.	Notes	Room/ Bed Types	Blind/ Low Vision	Adptve Eqmnt	Adptd Guest Rooms	Roll-In Shower #	Dining	Park	Price
Four Points Sheraton Magnificent Mile 630 N. Rush St. (Ontario) Res: 312-981-6600 Fax: 312-981-6622 Toll-Free: 888-627-7088 fourpointschicago.com	Instead of suites, hotel has larger "extra comfort" rooms.	SM SB 1B 2B		TP TF FW	22	4	BR, RS	V, O	$$$
Four Seasons Hotel Chicago 120 E. Delaware Pl. (Michigan) Res: 312-280-8800 Fax: 312-280-9184 Toll-Free: 800-332-3442 fourseasons.com/chicagofs	Accessible spa and sauna. No strobe alarms in public areas. Limited space in restroom. Some bathrooms lack transfer space.	S C SM SB 1B 2B OF	BM LM BI DR	TP FW	10	2	R, RS LB	V	$$$
Hilton Garden Inn Chicago Downtown Magnificent Mile 10 E. Grand Ave. (State) Res: 312-595-0000 Fax: 312-595-0955 Toll-Free: 877-865-5298 hiltongardenchicago.com		C SM 1B OF	DR	TP SS	10	2	R, RS LB	V	$$
Homewood Suites by Hilton 40 E. Grand Ave. (Wabash) Res: 312-644-2222 Fax: 312-644-7777 Toll-Free: 800-225-5466 homewoodsuiteschicago.com	Roll-in shower at pool. Pull-out shelf at reception. Some bathrooms lack lateral transfer space. No access to thermostats.	S C SM SB 1B 2B	DR	TP PL FW SS	12	3	RS BR	V	$$
Millennium Knickerbocker Hotel 163 E. Walton Pl. (Michigan) Res: 312-751-8100 Fax: 312-751-9205 Toll-Free: 800-621-8140 millenniumhotels.com	No strobe fire alarms. Elevator size 45"x 58". Some bathrooms lack lateral transfer space.	S SM SB 1B 2B	DR	TP FW SS	17	6	R, RS LB	V	$$
Omni Chicago Hotel 676 N. Michigan Ave. (Huron) Res: 312-944-6664 Fax: 312-266-3015 Toll-Free: 800-843-6664 omnihotels.com	Complimentary shuttle service within 3 mile radius—hotel provides accessible taxi. In some rooms, thermostats not lowered.	S SM SB OF		TP FW PL SS	17	4	R, RS LB	V	$$

Adaptive Equipment
- **TP** Transfer/Shower Bench (portable)
- **TF** Fold-Down Bench (fixed)
- **PL** Pool Lift
- **FW** Free weights
- **SS** Step Stool
- **K** Kit for Persons of Short Stature

Accessible Dining
- **R** Full Service Restaurant
- **LB** Lounge/Bar with table service
- **BR** Breakfast Room
- **RS** Room Service

Parking
- **V** Valet
- **O** Onsite

Price
- **$** Budget
- **$$** Mid-Range
- **$$$** Luxury

North Michigan Av.	Notes	Room/ Bed Types	Blind/ Low Vision	Adptve Eqmnt	Adptd Guest Rooms	Roll-In Shower #	Dining	Park	Price
Peninsula Hotel Chicago 108 E. Superior St. (Rush) Res: 312-337-2888 Fax: 312-751-2888 Toll-Free: 866-288-8889 peninsula.com	Women's restroom lacks grab bars. Staff will walk service dogs.	S C SM SB 1B 2B OF	DR	TP SS	14	14	R, RS LB	V	$$$
Residence Inn by Marriott Downtown Chicago 201 E. Walton Pl. (Mies van der Rohe) Res: 312-943-9800 Fax: 312-943-8579 Toll-Free: 800-331-3131 marriott.com/chird	Smoke-free. Comp. shuttle to hospitals. Hospital sales rep. for patients. Comp. breakfast, dinner, drinks. Shower bench not near controls.	S SB 1B 2B OF	DR	TF	12	3	BR	V, O	$$
Sheraton Chicago Hotel & Towers 301 E. North Water St. (Columbus) Res: 312-464-1000 Fax: 312-464-9140 Toll-Free: 877-242-2558 sheratonchicago.com	No strobe alarms in public areas. Restroom sinks 37" high. No rear grab bar in some bathrooms. No access to thermostats.	C SM 1B 2B	DR	TF FW	60	8	R, RS LB	V, O	$$
Westin Michigan Avenue 909 N. Michigan Ave. (Delaware) Res: 312-943-7200 Fax: 312-397-5580 Toll-Free: 888-627-8385 westinmichiganave.com	Smoke-free.	C 2B BH OF	DR	FW SS	11	11	R, RS LB	V	$$
Lincoln Park/ Lakeview	**Notes**	**Room/ Bed Types**	**Blind/ Low Vision**	**Adptve Eqmnt**	**Adptd Guest Rooms**	**Roll-In Shower #**	**Dining**	**Park**	**Price**
Days Inn Lincoln Park North 644 W. Diversey (Clark) 773-525-7010 Fax: 773-525-6998 Toll-Free: 888-576-3297 lpndaysinn.com	3 rooms have transfer showers and 29" entry doors. Elevator size 53"x 57" with 30" door. No lateral transfer space in restroom. No staff TTY.	1B 2B OF	BI LI	TF TP	4	1	BR	V	$

Adapted Room/Bed Types

S Suite
C Connecting
SM Smoking
SB Sofa bed
1B 1 bed
2B 2 beds
BH Bed height 23" max.
OF Open frame

Blind/Low Vision

BM Braille menu
LM Large print menu
BI Braille hotel information
LI Large print hotel information
DR Dog relief area onsite or within 2 blocks

Midway Airport	Notes	Room/ Bed Types	Blind/ Low Vision	Adptve Eqmnt	Adptd Guest Rooms	Roll-In Shower #	Dining	Park	Price
Marriott Chicago Midway 6520 S. Cicero Ave. (W.55th) Res: 708-594-5500 Fax: 708-594-5510 Toll-Free: 800-228-9290 marriott.com	Smoke-free. Accessible airport shuttle.	C 1B 2B OF	DR	TF TP FW SS	11	7	R, RS LB	V, O	$$

O'Hare Airport	Notes	Room/ Bed Types	Blind/ Low Vision	Adptve Eqmnt	Adptd Guest Rooms	Roll-In Shower #	Dining	Park	Price
Chicago O'Hare Residence Inn by Marriott 7101 Chestnut St. (Mannheim Rd.) Res: 847-375-9000 Fax: 847-375-9010 Toll-Free: 800-331-3131 marriott.com	Smoke-free. 2 bedroom suites available. Comp. accessible taxi for airport. Comp. breakfast daily and dinner Mon.–Thurs. Short grab bars in roll-in shower. No staff TTY.	S C SB 1B 2B BH OF	DR	TF TP FW SS	18	2	BR	V, O	$$
Doubletree Hotel Chicago O'Hare 5460 N. River Rd. (Hwy 90) Res: 847-292-9100 Reservation Fax: 847-292-9295 Toll-Free: 800-222-8733 doubletree.com	Accessible airport shuttle. Parking garage connects by walkway to Convention Center and hotel.	S SM SB 1B OF	DR	TF FW SS	8	8	R, RS LB	V, O	$$
Hilton Chicago O'Hare O'Hare International Airport Res: 773-686-8000 Fax: 773-601-2873 Toll-Free: 800-445-8667 hilton.com	Environmentally friendly rooms. Accessible airport shuttle. Accessible spa with hydraulic massage table/accessible steam room. Restroom sink lacks knee clearance.	S C SM 1B OF	DR	TF TP PL FW K	28	9	R, RS LB	V	$$
Westin Hotel O'Hare 6100 N. River Rd. (Hwy 90) Res: 847-698-6000 Fax: 847-698-3993 Toll-Free: 888-627-8517 westinohare.com	Smoke-free. Accessible airport shuttle. Heated outdoor space for smokers.	S C 1B 2B OF	DR	TF FW SS	14	3	R, RS LB	V	$$

Adaptive Equipment
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Accessible Dining
- **R** Full Service Restaurant
- **LB** Lounge/Bar with table service
- **BR** Breakfast Room
- **RS** Room Service

Parking
- **V** Valet
- **O** Onsite

Price
- **$** Budget
- **$$** Mid-Range
- **$$$** Luxury

RESTAURANTS

This is not a complete list of all the accessible restaurants in Chicago and their listing in this guide is not an endorsement by Open Doors Organization.

The access features reported in this guide are not intended to reflect compliance with any local, state or federal building codes or guidelines. It is not the intent of this guide to certify or guarantee that the businesses and properties listed meet any of the required accessibility codes and laws.

Accessible Entry—Has all these features:
- Door has at least 32" clearance
- Level, ramped or sloped entry 1:12 or less
- Threshold less than 1/2" beveled

Accessible Tables—Have all these features:
- 36" path to/between at least 5% of tables
- Knee clearance at least 27" high by 30" wide
- Toe clearance not blocked by pedestal/base

Accessible Restroom—Has all these features
- Entry door has at least 32" clearance
- Stall door at least 32" clearance
- Stall door swings out or clearance beyond swing
- Space to maneuver–5' x 5' or T-shaped space to turn
- Grab bar behind and beside toilet
- 30" space for lateral transfer
- Toilet height 17" to 19"
- Roll under sink with 27" knee clearance

Accessible Single Use Restroom—Where available, has all features of Accessible Restroom. Usable as a companion toilet.

Dexterity (Dex)—Has all these features:
- Easy grasp/lever door handles or none
- Faucet controls lever type
- Restroom latch operable with closed fist

Key For Listings

Menu
B Braille Menu

L Large Print Menu

Parking
V Valet

A Nearby lot/garage with designated accessible spaces

S Street parking

Price
$ Inexpensive, $12 and under without wine, liquor or gratuity

$$ Moderate, $12–$25

$$$ Expensive, $25 and up

Lincoln Park/Lake View			Menu	Access RR	Single Use RR	Dex	Park	Price
Chicago Brauhaus 4732 N. Lincoln Ave. (Lawrence) 773-784-4444 chicagobrauhaus.com	German Daily 11am–12am Closed Tu	*Restroom has no rear grab bar.		✓*	✓	✓	S	$$
Hey Sushi 2630 N. Clark St. (Wrightwood) 773-248-3900 heysushi.com	Japanese M–Th 2pm–11pm F 2pm–12am Sa 12:30pm–12am Su 12:30pm–11pm	Ramped entry. Parking: Century Shopping Centre 2828 N. Clark St.		✓		✓	A, S	$$
Joy's Noodles & Rice 3257 N. Broadway St. (Aldine) 773-327-8330 joysnoodlesandrice.com	Thai Su–Th 11am–10pm F–Sa 11am–11pm	Heavy entry door. 2 doors in series–limited space between. 2" step to rear outdoor patio.		✓		✓	S	$
Panera 616 W. Diversey Pkwy. (Broadway) 773-528-4556 panera.com	Café/Bakery M–Sa 6am–10pm Su 6am–8pm	Vibrating pagers. Parking: Century Shopping Centre 2828 N. Clark St.	B, L	✓		✓	A, S	$

Loop			Menu	Access RR	Single Use RR	Dex	Park	Price
17 West at the Berghoff 17 W. Adams St. (State) 312-427-7399 17westchicago.com	German M–F 11am–9pm Sa 11:30am–10pm Closed Sun. Cafe M–F 11am–2:30	Accessible entrance next to main entrance. Platform lift to Berghoff Café downstairs. Discounted Parking: InterPark, 17 E. Adams 312-554-0112	L	✓	✓	✓	V, A	$$
Aria 200 N. Columbus Dr. (Wacker) 312-444-9494 ariachicago.com	American Daily 6am–2:30pm Su–Th 5pm–10:30pm F–Sa 5pm–11pm	In Fairmont Hotel. Parking: System Parking 200 N. Columbus Dr. 312-938-9029		✓	✓		V, A	$$
Corner Bakery 224 S. Michigan (Jackson) 312-431-7600 cornerbakerycafe.com	Café/Bakery M–F 6:30am–8pm Sa 7:30am–8pm Su 7:30am–5pm	In Archicenter. Parking: System Parking 55 E. Jackson 312-765-0252		✓	✓	✓	A	$
Grillroom Chophouse & Wine Bar 33 W. Monroe St. (Dearborn) 312-960-0000 restaurants-america.com/Grillroom/Grillroom.html	Steak & Beef M–F 11:30am–10:30pm Sa–Su 5pm–11pm	Vibrating pagers. *Wheelchair stall has 15"side grab bar hung on diagonal. Seasonal outdoor dining. Parking: InterPark 33 W. Monroe 312-356-0177 enter on Dearborn St.	L	✓*		✓	V, A	$$

Loop			Menu	Access RR	Single Use RR	Dex	Park	Price
Park Grill 11 N. Michigan Ave. (Randolph) 312-521-PARK parkgrillchicago.com	American Su–Th 11am–9:30pm F–Sa 11am–10:30pm	In Millennium Park. Seasonal outdoor dining. Parking: 25 N. Michigan Ave. Underground garage. Take Grant St. elevator to street level.	B, L	✓		✓	A	$$
Petterino's 150 N. Dearborn St. (Randolph) 312-422-0150 leye.com	American M 11am–9pm Tu–Th 11am–10:30pm F 11am–11pm Sa 11:30am–11pm Su 3:30pm–7:30pm	Entrance from Goodman Theatre also accessible. Parking: InterPark, 181 N. Dearborn 312-368-9090	B, L	✓		✓	V, A	$$
Rivers 30 S. Wacker Dr. (Monroe) 312-559-1515 riversrestaurant.com	American M–Th 10am–9pm F 10am–10pm Sa 5pm–9pm Su 4:30pm–8pm– opera season only	Lobby level, Chicago Mercantile Exchange Building. Seasonal outdoor dining. Onsite Parking: enter at Wacker and Madison	L	✓		✓	A	$$$

Near North			Menu	Access RR	Single Use RR	Dex	Park	Price
Hugo's Frog Bar **& Fish House** 1024 N. Rush St. (State) 312-640-0999 hugosfrogbar.com	Seafood M–Sa 5pm– midnight Su 4pm–midnight Bar: M–F 3pm–2am Sat.–Sun. 11am–2am	*Rear grab bar hung on diagonal. Parking: Valet Parking Service 21 E. Bellevue 312-266-2100	B, L	✓*		✓	V, S, A	$$$
Morton's, **The Steakhouse Chicago** 1050 N. State St. (Rush) 312-266-4820 mortons.com	Steak & Beef M–Sa 5pm–11pm Su 5pm–10pm	*Rear grab bar 24"long. Parking: Standard Parking 1030 N. State 312-280-7685	L	✓*		✓	V, S, A	$$$
Tsunami 1160 N. Dearborn St. (Division) 312-642-9911 tsunamichicago.com	Japanese Su–Th 5pm–10pm F–Sa 5pm–11pm	Parking: Standard Parking 1130 N. Dearborn 312-664-0613	L	✓	✓	✓	V, S, A	$$
Uncle Julio's Hacienda 855 W. North Ave. (Clybourn) 312-266-4222 unclejulio.com	Mexican M–Th 11am–10:30pm F–Sa 11am–11:30pm Su 11:30am–10:30pm		L	✓		✓	V, S	$

North Michigan Ave.			Menu	Access RR	Single Use RR	Dex	Park	Price
Bubba Gump Shrimp Company 700 E. Grand Ave. 312-252-4867 bubbagump.com	American Su–Th 11am–11pm F–Sa 10am–12am	Parking: Navy Pier.		✓	✓	✓	A	$$
Café Nordstrom 55 E. Grand Ave., 4th Fl. (Fairbanks Ct.) 312-464-1515 nordstrom.com	American, Café/Bakery M–Sa 10am–8pm Su 6am–6pm	Patrons with disabilities can order at table. *No lateral transfer in single use restroom (level 3) Validated parking: Westfield North Bridge Self Park, Wabash bet. Ohio/Grand		✓	✓*	✓	A	$
Cheesecake Factory 875 N. Michigan Ave. (Delaware) 312-337-1101 cheesecakefactory. com	American M–Th 11am–11:30pm F–Sa 11am–12:30am Su 10am–11pm	Accessible entrance, John Hancock Bldg., Delaware St. Elevator to lower level. Strobe alarms. Seasonal outdoor dining. Parking: System Parking, 875 N. Michigan, 312-944-5994	B, L	✓			A	$$
Coco Pazzo Cafe 636 N. St. Clair St. (Ohio) 312-664-2777 cocopazzocafe.com	Italian M–Th 11:30am–10:30pm, F–Sa 11:30am–11pm, Su 11:30am–10pm	Parking: InterPark, 614 St. Clair, 312-664-6789	L	✓		✓	V, A	$$
Grand Lux Café 600 N. Michigan Ave., 2nd Fl. (Ontario St.) 312-276-2500 grandluxcafe.com	American M–Th 11am–11pm F 11am–12:30am Sa 10am–12:30am Su 10am–11pm	Elevator to 2nd Fl. Vibrating pagers. Strobe alarms. Parking: InterPark, 50 E. Ohio St., 312-986-3390	B, L	✓		✓	V, A	$$
Signature Room at the 95th John Hancock Bldg. 875 N. Michigan Ave. (Delaware) 312-787-9596 signatureroom.com	American M–Sa 11am–2:30pm Su–Th 5pm–10pm Fr–Sat 5pm–1pm Su brunch 10:30am–2:30pm	*Narrow entryway and path of travel to wheelchair stall. Parking: System Parking, 875 N. Michigan, 312-944-5994	L	✓*			A	$$$

North Michigan Ave.			Menu	Access RR	Single Use RR	Dex	Park	Price
The Café at the Ritz Carlton Chicago 160 E. Pearson St. (N. Michigan Ave.) 312-573-5160 fourseasons.com/chicagorc/dining.html	American Su–Th 6:30am–11pm, F–Sa 6:30am–12am	Accessible loading zone. Parking: Water Tower Place, next door on E. Pearson.	B, L	✓			V, A	$$
Weber Grill 30 E. Grand St. (State) 312-467-9696 webergrillrestaurant.com	American M–F 6:30am–10am, 11am–4pm M–Th 4pm–11pm, F 4pm–12am, Sa 11:30am–12am Su 11:30am–11pm	In Hilton Garden Inn. Entrance at 539 N. State also accessible. Vibrating Pagers. Strobe Alarms. Parking: InterPark, 21 E. Ohio, 312-322-3256	B, L	✓		✓	V, A	$$

River North			Menu	Access RR	Single Use RR	Dex	Park	Price
Fogo de Chao 661 N. LaSalle Dr. (Erie) 312-932-9330 fogodechao.com	Brazilian Steakhouse M–F 11am–2pm, M–Th. 5pm–10pm, F 5pm–10:30pm Sa 4pm–1030pm, Su 4pm–9:30pm	Parking: C.P.S. Parking, 671 N. Clark, 312-944-9370		✓		✓	V, A	$$$
Gaylord India 678 N. Clark St. (Huron) 312-664-1700	Indian Daily 11:30am–2pm, 5pm–9:30pm	Buffet at lunch, table service at dinner. Parking: CPS Parking, 671 N. Clark, 312-944-9370	L	✓		✓	A, S	$
Rainforest Café 605 N. Clark St. (Ohio) 312-781-1501 rainforest.com	American M–Th 11am–9:30pm F 11am–10:30pm Sa 11am–11pm, Su 11am–9pm	Vibrating pagers. Strobe alarms. Accessible shopping area. Parking: CPS Parking, 671 N. Clark, 312-944-9370	B, L	✓		✓	V, A	$$
Redfish 400 N. State St. (Kinzie) 312-467-1600 redfishamerica.com	Cajun Su–W 11am–11pm Th 11am–12am F–Sa 11am–2am	Slight ramp at entrance. Parking: Standard Parking, 401 N. State, 312-670-9780	B, L	✓		✓	V, A	$$
Rock Bottom Restaurant & Brewery One W. Grand Ave. (State) 312-755-9339 rockbottom.com	American Daily 11am–2am	Adjustable tables in bar area. Vibrating pagers. *Limited space to maneuver in restroom. Parking: Public Parking, Grand Ave. bet. Wabash/State	B	✓*			V, A	$

River North			Menu	Access RR	Single Use RR	Dex	Park	Price
Ruth's Chris Steak House 431 N. Dearborn St. (Hubbard) 312-321-2725 ruthschris.com	Steak & Beef M–F 11:30am–11pm Sa 4:30pm–11:30pm Su 4pm–9pm	Parking: Standard Parking, 30 E. Hubbard, 312-329-2500	L	✓	✓	✓	V, A	$$$
South Loop			**Menu**	**Access RR**	**Single Use RR**	**Dex**	**Park**	**Price**
Chicago Firehouse Restaurant 1401 S. Michigan Ave. 312-786-1401 chicagofirehouse.com	American M–Th 11:30am–10pm F 11:30am–10:30pm Sa 5pm–10:30pm Su 4pm–9pm	Parking: GO Parking, 1130 S. Michigan, 312-939-0226	L	✓	✓	✓	V, A, S	$$
Phoenix Restaurant 2131 S. Archer Ave. 312-328-0848 chinatownphoenix.com	Chinese M–F 9am–3pm Sa–Su 8am–3pm Su Th 5pm–9:30pm F–Sa 5pm–10:30pm	In Chinatown. Elevator to second floor restaurant.		✓		✓	S	$$
Seven Treasures 2312 S. Wentworth Ave. 312-225-2668 seventreasures.com	Chinese Su–Th 11am–2am F–Sa 11am–2:30am	In Chinatown.		✓		✓	S	$
West Loop			**Menu**	**Access RR**	**Single Use RR**	**Dex**	**Park**	**Price**
Athena Greek Restaurant 212 S. Halsted St. (Adams) 312-655-0000 athenarestaurant.com	Greek Daily 11am–12am	Accessible outdoor patio. Parking: Park 1, across street on S. Halsted.		✓		✓	V, A, S	$$
Pegasus Restaurant & Taverna 130 S. Halsted St. (Adams) 312-226-3377 pegasuschicago.com	Greek Su 12pm–12am M–Th 11am–12am F 11am–1am Sa 12pm–1am	Parking: Park 1, across street on S. Halsted.		✓		✓	V, A, S	$$
Starfish 804 W. Randolph (Halsted) 312-997-2433 www.starfishsushi.com	Japanese M–F 11:30am–2:30pm M–Th 5pm–11pm F–Sa 5pm–12am, Su 5pm–9pm	Heavy restroom door with knob handle. Parking—Standard Parking, 108 N. Jefferson, 312-655-0844.	L	✓	✓		V, A, S	$$
Tuscany on Taylor 1014 W. Taylor St. (Morgan) 312-829-1990 stefanirestaurants.com	Italian M–F 11am–3:30pm M–Th 5pm–11pm F–Sa 5pm–12am Su 4pm–9pm	Private parking lot—no designated accessible spaces.	L	✓	✓	✓	V, S	$$

Telephone Relay Service

Dial 711 throughout the United States to reach all Telecommunications Relay Services. There is no service fee, only applicable charges if calling long distance.

Sign Language Interpreters & Captioning

Chicago Hearing Society Interpreter Referral Service
773-248-9173
www.chicagohearingsociety.org/

Helps individuals and organizations locate and employ qualified sign language interpreters, oral interpreters and relay interpreters. Real time captioning is also available.

Deaf Communication by Innovation
773-857-7709
773-857-6913 (TTY)
www.deafcomm.net

Deaf owned and operated agency created to improve communication by providing interpreting, loop amplification, real time captioning and multimedia services.

Caption First
630-576-5325
800-825-5234
888-957-5233 TTY
www.captionfirst.com

CART (Communication Access Realtime Translation) for meetings, teleconferences, seminars, classrooms and conventions.

Medical Care

MediCall Physicians Group
2040 E. Algonquin Rd. (Frontage Rd.)
Schaumburg IL 60173
847-397-1215

Physicians that make house calls.

Home Physicians
2003 W. Fulton St. (Damen Ave.)
773-292-4800

Doctors that make house calls.

City of Chicago Comprehensive Clinics
www.cityofchicago.org

Walk-in clinics, no appointment necessary. See individual clinic listings that follow.

Uptown Health Center
845 W. Wilson (Hazel St.)
312-744-1938

Hours:
Mon, Wed, Fri. 8am–4pm; Tues, Thurs 10am–6pm

Englewood Health Center
641 W. 63rd St. (Halsted St.)
312-747-7831

Hours:
Mon, Wed, Fri 8am–4pm; Tues, Thurs 10am–6pm

West Town Health Center
2418 W. Division (N. Western Ave.)
312-744-0943

Hours:
Mon, Wed, Fri. 8am–4pm; Tues, Thurs 10am–6pm

Medical Supplies and Oxygen

Direct Medical Supplies
4001 W. Devon Ave. (Pulaski Rd)
773-583-0847
www.powerchair.com

Large variety of medical supplies–diabetic supplies, wound care products, ambulatory aids, oxygen services and nutritional products–in one convenient location.

Home Care Plus
2808 W. Foster (Pulaski Rd.)
773-267-5123
www.homecareplusinc.com

Medical supplies for all needs with delivery service available.

Medical Equipment Solutions Inc.
2502 N. Clark (Deming Pl.)
773-435-0010

All your medical supply needs at convenient Lincoln Park location.

Walgreen's Home Care
800-794-5188
www.walgreenshomecare.com

Offers a wide variety of home health care products. Call 800-323-2828 for respiratory or infusion therapy, medical oxygen and home delivery services.

Personal Care Attendants

Senior Bridge
312-329-9060
800-801-0420
www.seniorbridge.net

In-home health care aides and companion services.

Tender Loving Care Home Health Services
312-768-5130
866-711-4852
www.tlcathome.com

Skilled nursing care, wound care, bandage changes and more.

Water Tower Nursing & Home Care
312-280-1220
www.forgoodhealth.com

Visiting nurses for social care and attendants for personal care needs.

Pharmacies

24-Hour Walgreens
800-925-4733
www.walgreens.com

Over 200 Chicagoland pharmacy locations. Call for the store nearest you and 24-hour store information.

CVS (24 Hour)
888-607-4287
www.cvs.com

Call for 24-hour store information.

Thorndale Pharmacy
1104 Thorndale (Broadway)
773-561-6660

Full-service pharmacy with home delivery service or by next day air in the Chicagoland area.

Veterinarians

Chicago Veterinarian Emergency Services
3123 N. Clybourn St. (Western Ave.)
773-281-7110

Night-time veterinarian care. Call to verify hours.

Gold Coast Animal Hospital
225 W. Division St. (Wells St.)
312-337-7387

Mid North Animal Hospital
2212 N. Halsted St. (Webster St.)
773-929-0777

VCA Lake Shore Animal Hospital
960 W. Chicago Ave. (N. Ogden Ave.)
312-738-3322

Lift Repairs and Vehicle Modifications

Mobility Works
155 E. North Ave.
Villa Park, IL 60181
630-782-1900
866-711-5071
www.mobilityworks.com

Midwest Mobility
437 W. Wise Rd.
Schaumburg, IL 60193
847-923-9892
800-809-3738
847-985-0876 TTY
www.midwestmobility.com

New Ability, Inc.
6 N. 9th Ave.
Melrose Park, IL 60160
708-345-3939
www.newability.net

Wheelchair/Scooter Rental & Repair

The Mobility Shop
847-412-9000
888-404-5554
www.themobilityshop.com

Chicago's leading provider of durable power chairs and scooters. Delivery and pickup of rentals to home, hotel and airport. Rental locations at Merchandise Mart and McCormick Place—call toll-free to reserve. Wheelchair and scooter repair.

Medserv Equipment Corp.
847-359-4607
www.medservdme.com

Full service home medical equipment supplier and rehab equipment dealer with a rehab specialist on staff. Wheelchair repair services at your door.

Wheelchair Doctors
877-563-8585
800-295-0264
www.wheelchairdoctors.org

Serving Chicago and surrounding suburbs. Will travel to homes, schools and hotels for repair of power and manual wheelchairs and scooters.

Access Living of Metropolitan Chicago
115 W. Chicago Ave. (LaSalle)
312-640-2100
312-640-2102 TTY
www.accessliving.org

Center for advocacy and social change for people with disabilities.

Mayor's Office for People with Disabilities
121 N. LaSalle St., Rm. 1104 (Washington)
312-744-7050
312-744-4964 TTY
www.cityofchicago.org/disabilities

A city department that seeks to meet the diverse needs of the more than 600,000 people with disabilities who live and work in Chicago.

Chicago Department on Aging
30 N. LaSalle St. (Madison)
312-744-4016
www.cityofchicago.org/aging

A city department that provides older persons with access to information about programs and services available to them.

DBTAC: Great Lakes ADA
1640 W. Roosevelt Rd.
800-949-4232 Voice/TTY
312-413-1407 Voice/TTY
www.adagreatlakes.org

Provides information, problem solving assistance and referrals for implementing the Americans with Disabilities Act and other related laws.

Chicago Hearing Society
2001 N. Clybourn Ave., 2nd Fl.
773-248-9121
773-248-9174 TTY
www.chicagohearingsociety.org

Provides services for children and adults who are deaf or hard of hearing.

Family Resource Center on Disabilities
20 E. Jackson Blvd., Rm. 300
312-939-3513
312-939-3519 TTY
www.FRCD.org

Provides training and assistance as well as serving as a resource and referral center.

The Chicago Lighthouse
1850 W. Roosevelt Rd. (S. Wood)
312-666-1331
312-666-8874 TTY
www.thechicagolighthouse.org

Comprehensive provider of services to people who are blind or visually impaired.

LIFE Center
Rehabilitation Institute of Chicago
345 E. Superior St. (Fairbanks)
312-238-5433
312-238-1069 TTY
www.lifecenter.ric.org

Community resource center committed to helping people with disabilities live life fully.

Progress Center for Independent Living
7521 West Madison
Forest Park, IL 60130
708-209-1500
708-209-1826 TTY
www.progresscil.org

Community-based, non-profit, non-residential service and advocacy organization staffed by and for persons with disabilities.

National Multiple Sclerosis Society–Chicago Chapter
910 W. Van Buren, 4th Fl. (Clark)
312-421-4500
www.msillinois.org

Paralyzed Veterans of America
2122 W. Taylor St. (Damen)
312-980-4278
www.pva.org

United Cerebral Palsy Association of Greater Chicago
325 N. Wells St., Suite 321 (Wacker)
312-464-1608
312-321-1233 TTY
www.ucpnet.org

Air Travel

- Before you fly, **learn your rights** under the Air Carriers Access Act (ACAA). "New Horizons, Information for the Air Traveler with a Disability" is available online (www.airconsumer.ost.dot.gov/pubs.htm) or call the DOT-Dept. of Transportation Hotline (see below).
- Make your reservation and **special service requests** as far in advance as possible. If possible, book a non-stop flight, or allow long layovers for connections. Specify exactly what you need such as a wheelchair assist, boarding chair, onboard aisle chair or seat with moveable armrest. Individuals who are **blind or have low vision** can request a "meet and assist."
- Individuals who are **deaf or hard of hearing** should self-identify to the airline and gate agents to insure announcements are not missed. Some airlines will call or text any flight or gate changes.
- Two types of **oxygen concentrators**—AirSep Lifestyle and Inogen One Portable Oxygen Concentrator—have been approved for use in flight. Advance notice and a doctor's letter are required.
- To help **minimize damage** to power chairs and scooters, attach a laminated set of instructions on assembly/disassembly along with weight and dimensions. Take on board any parts not firmly attached. Travelers using a folding-type wheelchair can request to have it stowed in the cabin closet.
- The airline limit of one carry-on and one personal item does not apply to **medical supplies, equipment, mobility aids and assistive devices**. These items are also exempt from checked baggage restrictions.
- The **Transportation Security Administration** has detailed guidelines for handling passengers with disabilities or medical concerns (866-289-9673, www.tsa.gov). If necessary, ask for a supervisor.
- Under the ACAA, if a disability-related problem arises, you have the right to speak to the airline's **Complaints Resolution Official** (CRO). If still not satisfied, call the DOT **Toll-Free Hotline** at 800-778-4838 or 800-455-9880 TTY.

Motor Coach Tours and Travel

- Under ADA regulations for Over-The-Road Buses, all fixed route and charter service companies must, with 48-hour advance notice, provide **lift-equipped service**. This obligation holds whether or not the company owns their own accessible vehicles.

Lodging

- To reserve an accessible room, **call the property directly**. Confirm that they will "block" the room. If not available on arrival, let the manager know that it is their responsibility to find you accessible accommodation at the same price.
- If reservations or front desk staff cannot answer specific questions about accessibility, ask to speak to the **head of engineering or housekeeping**.
- Notify the hotel in advance if you need basic **adaptive equipment** such as a shower bench or ADA kit with visual alerting devices so they can reserve or acquire the items.
- Properties that offer free shuttle service to their guests are not required under the ADA to own their own accessible vehicles, but they must provide **alternate accessible transportation** at no charge. To avoid a prolonged wait, request accessible transportation several days in advance of arrival.

For additional tips and resources, go to www.easyaccesschicago.org.

CREATING ACCESSIBILITY IN TRAVEL & TOURISM

Photo: Yessica Guerrero

ODO would like to thank all of the individuals, businesses and organizations who assisted us in creating this guide. We especially thank the Illinois Department of Commerce and Economic Opportunity for their commitment to inclusion and accessibility.

Easy Access Chicago is also online!

www.easyaccesschicago.org

Open Doors Organization

ILLINOIS
MILE AFTER MAGNIFICENT MILE

2551 N. Clark Street, Suite 301 | Chicago, IL 60614 | 773-388-8839 | www.opendoorsnfp.org