

ACPA23 Convention

Accessibility Guide

26 – 29 March 2023 | New Orleans, LA USA

Welcome to New Orleans, Louisiana! New Orleans is located at the mouth of the Mississippi river on the Gulf Coast of the United States. Surrounded by bayous, wetlands, and many other small bodies of water, New Orleans has been a physical and cultural crossroads for millennia. It remains a place that the Isle de Jean Charles Band of the Chitimacha, Choctaw, Biloxi Tribe, the United Houma Nation, and Pointe-au-Chien Indian Tribe call home, as well as an area of outstanding natural beauty.

ACPA last visited New Orleans in 1986, and we are excited to return to this space for our 99th birthday! New Orleans is known as Balbancha in Choctaw – a place of other languages – and it is here where so many bodies of water, roads, and cultures converge that experience excitement at the potential for welcoming so many new members. As we approach our 100th anniversary, we want to celebrate the growth and direction of the association, as well as the unique historic, cultural, and racial justice opportunities presented by our host city.

The Convention Planning Team, in conjunction with the Coalition for (Dis)Ability, attempted to provide information related to accessibility attendees should find useful during their time at the ACPA23. Should you have questions or a need not addressed within this guide, contact the Access Chair for ACPA23 (information below).

For more information about ACPA23, visit this convention website at <https://neworleans2023.myacpa.org/>.

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Contact Personnel

The following personnel can assist you with questions you may have regarding accessibility at ACPA23.

Michael J. Kutnak | he, him | kutnakm@queens.edu
ACPA23 Convention Access Chair

Luis Garay | they, them | luishgaray@gmail.com
ACPA23 Equity and Inclusion Chair

Marc Lo | he, him | marcanthony.lo@gmail.com
ACPA23 Convention Chair

Accommodation Requests

ACPA seeks to provide an inclusive, equitable experience for attendees. Disabled individuals requiring accommodations for the ACPA23 Convention should indicate the nature of their request during Convention registration or contact the Convention Access Coordinator, Mike Kutnak (kutnak@queens.edu), as soon as possible, or by Friday, March 3, 2023. ACPA will make reasonable efforts to coordinate accommodations whenever notified, however, we cannot guarantee fulfillment of requests received after the priority date.

Interpreting Services

American Sign Language (ASL) Interpreters are available for all Convention activities. Follow the Accommodation Request Guidelines to make a request for interpreters.

Air Travel to Louis Armstrong New Orleans International Airport (MSY)

**Louis Armstrong New Orleans International Airport (MSY),
1 Terminal Drive, Kenner, LA 70062**

www.flymsy.com

The Customer Service Desk is located on Level 1 Baggage Claim. Call 1-504-303-7792 for assistance. The desk operates from 5 a.m. to 9 p.m. daily. For TTY calls, contact the Louisiana Relay Service by dialing 711 and request 1-504-303-7700 (Airport Communications).

MSY General Information

Phone: 1-504-303-7500

TTY: 711; 1-504-303-7700

Lost & Found: 1-504-463-2252 or msy-msoc@tsa.dhs.gov

MSY Accessibility page: <https://flymsy.com/accessibility/>

Airlines Servicing MSY

The following Airlines Services MSY:

- Air Canada
- Air Transat
- Alaska Airlines
- Allegiant Air
- American Airlines
- Breeze Airlines
- British Airways
- Delta Airlines
- Frontier Airlines
- JetBlue
- Silver Airways
- Southwest Airlines
- Spirit Airlines
- Sun Country Airlines
- United Airlines
- Vacation Express

More information on airlines serving MSY is available here:

<https://flymsy.com/airlines/>

TSA and Security Check Points

The Transportation Safety Administration (TSA) has specially designed lanes at security checkpoints for persons with disabilities. To help expedite your passage through the security checkpoint, and for information on prohibited items onboard the aircraft, visit www.TSA.gov or call 1-866-289-9673. Email: tsa-contactcenter@dhs.gov.

TSA Cares is a national helpline that provides travelers with disabilities, medical conditions, and other special circumstances additional assistance during the

security screening process. To reach TSA Cares, call 1-855-787-2227. Call 72 hours prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint.

The TSA also provides on-site Passenger Support Specialists. Travelers requiring special accommodations, or who are concerned about the security screening process, may ask a TSA officer or supervisor for a Passenger Support Specialist who can provide on-the-spot assistance.

Wheelchair and Guided Assistance

Request wheelchair assistance on your airline's website or booking engine when you book your flight. This is the best way to ensure assistance is available in a timely manner. You may also request a wheelchair at your airline's ticket counter or from gate agents.

Airlines provide free wheelchair services for their passengers. A trained staff member will escort and assist the traveler through the entire airport process. Please contact your airline in advance to request this service. For information on each airline serving MSY, visit: <https://flymsy.com/airlines/>.

A Map of MSY

Find accessible routes throughout the facility by using MSY's interactive map: <https://flymsy.com/facility-maps/>. A PDF map of MSY can be available at the end of this guide.

Elevators

MSY offers elevators between the lower and upper levels in the Terminals and all parking garages. Elevators with Braille signage and raised numbers & audible information are in each of the terminals and parking garages.

Restrooms

Accessible restrooms and Family/Companion Care Family Restrooms are located throughout the facility. The International Symbol of Accessibility marks each of these facilities.

Adult changing tables are available in the family/companion care restrooms located pre-security on Level 2 to the right of the screening checkpoint and post-security near Shake Shack.

Service Animal Relief Areas (SARA)

A Pet Relief Area is located post-security near Shake Shack. There is an outside service animal/pet relief area located on Level 1 between the short term parking garage and the terminal. Exit Door 5 on Level 1 and go to the right.

Ground Transportation at MSY

The Airport's central location offers easy access to I-10 and is located only a short drive from Downtown New Orleans, the French Quarter, and the Central Business District. Multiple convenient and affordable ground transportation options are available for passengers.

Please do not accept solicitations to assist with transportation or baggage from anyone that is not properly badged. Always seek out airport employees with MSY ID badges for assistance. Solicitation of ground transportation is an illegal activity. Illegal solicitors may be unlicensed and uninsured.

Parking

MSY offers a variety of parking options for your convenience. The following link list parking options and capacity information: <https://flymsy.com/parking/>

Public Transportation

Avoid parking and traffic by utilizing public transit to and from the Louis Armstrong New Orleans International Airport. Service to Downtown New Orleans from the airport is available via the Jefferson Transit Authority (JET) and the Regional Transportation Authority (RTA). Bus service is available from the outer curb outside Level 3 Ticket Lobby.

Jefferson Transit Authority (JET)

Bus fare for the Veterans-Airport (E1) bus operated by JET is \$2.00. The fare boxes will accept \$1, \$5, \$10, \$20 dollar bills and all U.S. coins. The Veterans-Airport (E1) bus provides service from the Louis Armstrong New Orleans International Airport, to Downtown, with a total travel time of approximately fifty (50) minutes. For more information on public transit in the area, including accessibility, route, and fare information, please visit the <https://jptransit.org/>.

Regional Transportation Authority (RTA)

The Regional Transit Authority (RTA) provides the Airport Express (202) Bus with service to and from the Louis Armstrong New Orleans International Airport into New Orleans. Pick up locations for the Airport Express (202) Bus in New Orleans include two separate Downtown New Orleans locations. Bus stops include Elk Place at Cleveland, or the Union Passenger Terminal/Bus Bay 2. Bus fare for this route is \$1.25. For complete bus schedule information, pick up locations, and route information, please visit <https://www.norta.com/>.

Please be aware that only the Regional Ride Day pass works for both JET and RTA systems. All other JET fares and passes are non-transferable to the RTA system. To utilize the RTA system, JET riders must pay RTA fare or purchase a Jazzy Pass (if not using a Regional Ride pass).

Rental Cars

Rental car companies operating at Louis Armstrong New Orleans International Airport include:

- Alamo – 1-800-462-5266
- Avis – 1-800-331-1212
- Budget – 1-800-527-0700
- Enterprise – 1-800-736-8227
- Hertz – 1-800-654-3131
- National – 1-800-227-7368
- Payless – 1-800-729-5377
- Thrifty – 1-800-847-4389

The MSY Consolidated Car Rental Center is open 24 hours a day, 7 days a week, 365 days a year. You can connect to the MSY Rental Car Center using the MSY Rental Car Lot Shuttle. The rental car shuttle is available in front of the Long Term Parking Garage. Exit the terminal on Level 1 Baggage Claim and walk towards the Long Term Parking Garage adjacent to the terminal. Efficient, nonstop service is available to and from the rental car facility 24 hours a day, 7 days a week. Shuttles typically depart every 5 minutes from the terminal to the rental car facility. The shuttle takes approximately 15-20 minutes to drive from the terminal to the rental car facility.

Passengers with special needs should contact MVI Field Services at 1-615-318-3108.

Ride Apps

Currently, Lyft and Uber service MSY. Ride app services pick up passengers outside of Level 1 Baggage Claim on the middle curb.

To ride with Lyft, exit Doors 7 – 9, cross the walkway to the middle curb, and join the queue.

Uber riders should exit Doors 9 – 11, cross the walkway to the middle curb, and join the queue.

Shuttle Services

Airport Shuttle offers group rates. Large groups of fifty (50) or more people should call 1-866-596-2699 for reservations. Those needing Wheelchair-Accessible Service should also call 1-866-596-2699 for assistance. Please visit www.airportshuttleneworleans.com for more information.

Courtesy Shuttle

Courtesy shuttles for off-airport parking, hotels, and motels are located in the Ground Transportation Center, outside of Level 1 Baggage Claim Doors 1 through 5.

Taxi Services

Taxis pick up passengers in a dedicated taxi loading zone on the Arrivals Curb outside of Level 1 Baggage Claim Door 7.

Taxi rides cost \$36.00 from the airport to the Central Business District (CBD) or French Quarter (west of Elysian Fields) for up to two (2) passengers. For three (3) or more passengers, the fare will be \$15.00 per passenger. Taxis must accept credit card payments.

Below is a list of taxi services in the greater New Orleans area:

- Alliance – 504-872-0221
- American Taxi – 504-299-0386
- Checker Cab – 504-207-7777
- Coleman Cab – 504-586-0222
- Elk's Elite – 504-822-3800
- Liberty Bell – 504-821-8222
- Patio Cab – 504-891-6484
- United Cabs – 504-522-9771
- Veterans Cab – 504-367-6767

Convention Locations

The ACPA23 Convention will utilize two hotels; the New Orleans Marriott and the Sheraton New Orleans. Below are accessibility considerations for each hotel.

All of the Convention Hotels have mobility and hearing accessible room types and features. When selecting your hotel in the ACPA23 Housing portal, indicate any needs you have in relation to your accommodations at that time. If you need assistance contact Tricia Fechter Gates, ACPA Deputy Executive Director pfechter@acpa.nche.edu.

New Orleans Marriott

555 Canal St, New Orleans, LA 70130 | 504-581-1000

The New Orleans Marriott will host the majority of programs and events taking place at ACPA23.

Accessibility Features Offered in Guest Rooms

- Accessible On-Site Restaurants
- Accessible Vanities
- Accessible Entrance to On-Site Pool
- Adjustable Height Hand-Held Shower Wand
- Alarm Clock Telephone Ringers
- Bathtub Grab Rails
- Bathtub Seat
- Close Caption TV
- Deadbolts on Doors
- Electronic Room Key
- Entrance to On-Site Business Center is Accessible
- Entrance to On-Site Fitness Center is Accessible
- Flashing Door Knockers
- Guests in mobility-accessible rooms may inquire about lowering the bed height
- Hearing Accessible Rooms and/or Kits
- Lever Handles on Guest Room Doors
- Lowered Deadbolts on Guest Room Doors
- Lowered Night Guards on Guest Room Doors
- Lowered Viewports in Guest Room Doors
- Main Entrance is Accessible
- Meeting Spaces are Accessible
- Mobility accessible rooms
- Non-slip Grab Rails in the Bathroom
- Roll-in Shower
- Safety Chains and/or Latches on Guest Doors
- TTY/TTD Compatible
- Toilet Seat at Wheelchair Height
- Transfer Showers in Guest Rooms
- Viewports in Guest Room and Suites Doors

For more information about the physical features of our accessible rooms, common areas or special services relating to a specific disability please call 1-504-581-1000 or visit <https://www.marriott.com/en-us/hotels/msyla-new-orleans-marriott/overview/>.

Parking

This hotel offers valet parking only on site. The cost is \$50.71 overnight. Limit one vehicle per room. Vehicle height limit is 5 ft. 9 inches.

Service Animal Relief Area (SARA)

The SARA is located on the 5th floor, near the pool.

Sheraton New Orleans Hotel

500 Canal Street New Orleans, Louisiana 70130 | 504-525-2500

The Sheraton New Orleans Hotel will primarily host entity groups meetings.

Accessibility Features Offered in Guest Rooms

- Accessible Vanities
- Adjustable Height Hand-Held Shower Wand
- Bathtub Grab Rails
- Bathtub Seat
- Close Caption TV
- Deadbolts on Guest Room and Suites Doors
- Electronic Room Key
- Entrance to On-Site Business Center is Accessible
- Entrance to On-Site Fitness Center is Accessible
- Flashing Door Knockers
- Guest Room and Suites Doors Self-Closing
- Guests in mobility-accessible rooms may inquire about lowering the bed height.
- Hearing Accessible Rooms and/or Kits
- Lever Handles on Guest Room Doors
- Lowered Deadbolts on Guest Room Doors
- Lowered Night Guards on Guest Room Doors
- Lowered Viewports in Guest Room Doors
- Main Entrance is Accessible
- Meeting Spaces are Accessible
- Mobility accessible rooms
- Roll-in Shower
- Safety Chains and/or Latches on Guest Doors
- TTY/TTD Compatible
- Toilet Seat at Wheelchair Height
- Transfer Showers in Guest Rooms
- Viewports in Guest Room and Suites Doors

For more information about the physical features of our accessible rooms, common areas or special services relating to a specific disability please call 1-504-525-2500 or visit <https://www.marriott.com/en-us/hotels/msyis-sheraton-new-orleans-hotel/overview/>.

Parking

This hotel offers parking on site. The cost is \$35 per day. Garage ceiling max 6 ft. 5 inches, Taxes not listed in parking fees; Valet: \$15/2 hours; \$26/10 hours; Self-parking: \$8/per hour.

Service Animal Relief Area (SARA)

The SARA is located on Canal Street, across from the guest arrival Porte Cochere.

Alcoholics Anonymous and Narcotics Anonymous

While some New Orleans area AA meetings have resumed in person, many continue to occur in a virtual or hybrid model. Use the following links to find current meeting opportunities in and around the New Orleans area.

AA New Orleans Home:

<https://aaneworleans.org/>

AA Virtual Meetings - Where and When (Google Doc):

https://docs.google.com/document/d/1Dz18gz_k6lFU7EayOeCdc93X8gELwbivcFmcqDDbayM/edit

AA In Person Meetings - Where and When (Google Doc):

<https://docs.google.com/document/d/1p3-fzu6imp0akioHMOHcMQlYRv8BGeE-d-87lEriGcw/edit>

NA New Orleans Home:

<https://noana.org/>

NA Meetings:

<https://noana.org/area-meetings/>

Drug Stores

CVS

800 Canal St, New Orleans, LA 70112

1-504-528-7099

(0.2 miles from Marriott – opposite side of street; .02 miles from Sheraton – same side of street)

Walgreens

801 Canal St, New Orleans, LA 70112

1-504-249-4405

(0.2 miles from Marriott – same side of street; .02 miles from Sheraton – opposite side of street)

Walgreens

134 Royal St, New Orleans, LA 70130

1-504-525-2180

(0.2 miles from Marriott; .02 miles from Sheraton)

Walgreens
900 Canal St, New Orleans, LA 70112
1-504-568-1271
(0.3 miles from Marriott – opposite side of street; .03 miles from Sheraton – same side of street)

Medical Supply and Equipment Rental

The ACPA23 Convention Planning Team does not have access to personal use devices such as wheelchairs, scooters, or canes. However, there are several businesses in the local area that can provide options for individuals who may need to temporarily rent or purchase medical equipment.

Alliance Medical Equipment
1215 N Broad St, New Orleans, LA 70119
1-404-242-2738

Mr. Wheelchair
1201 Jefferson Highway, Jefferson, LA 70121
1- 504-834-2810
<https://mrwheelchair.com/>

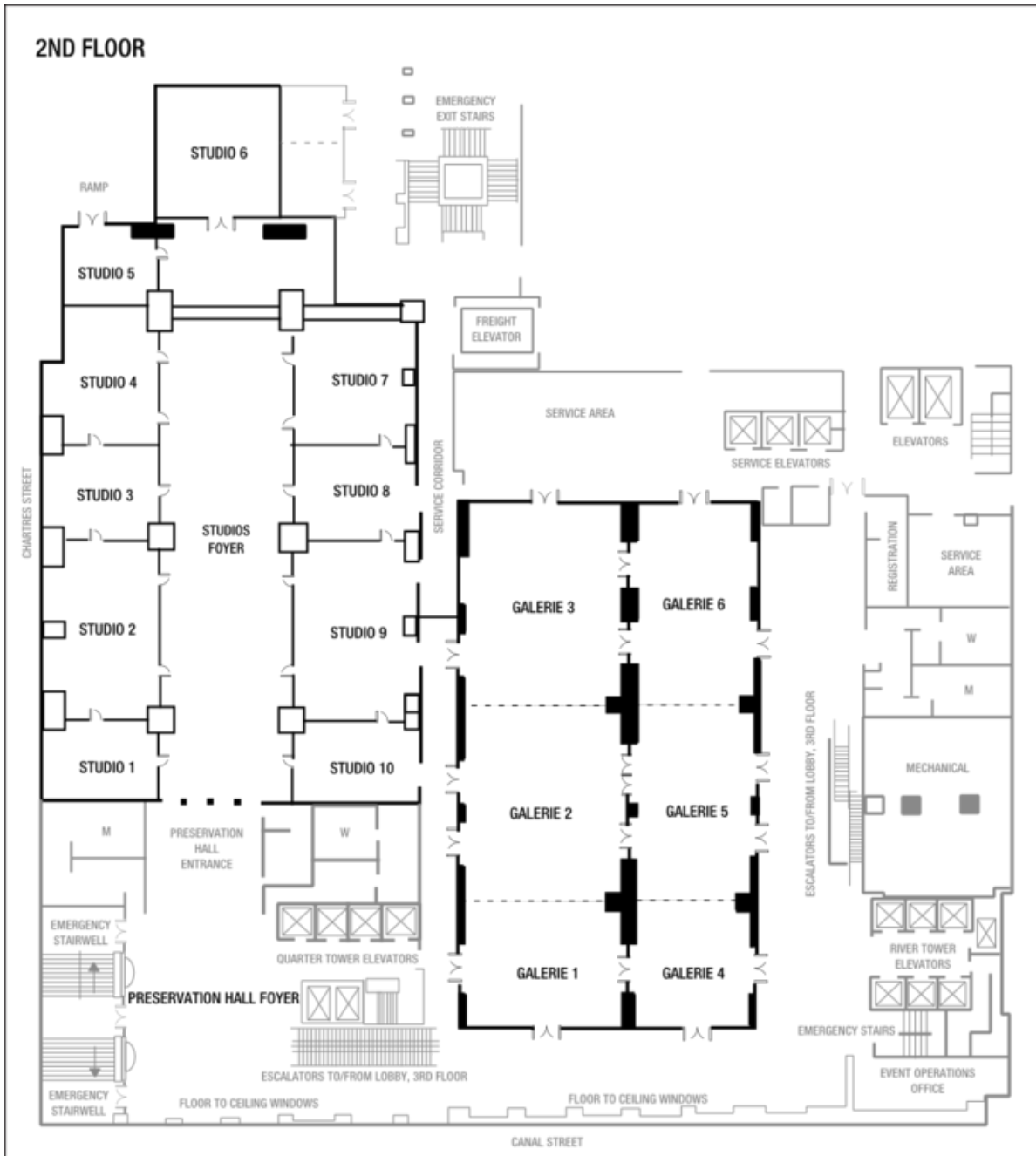
Thrash Medical Supply
400 Poydras St Suite 1780, New Orleans, LA 70130
1-504-962-3103
<https://www.thrashmedicalsupplies.com>

Maps

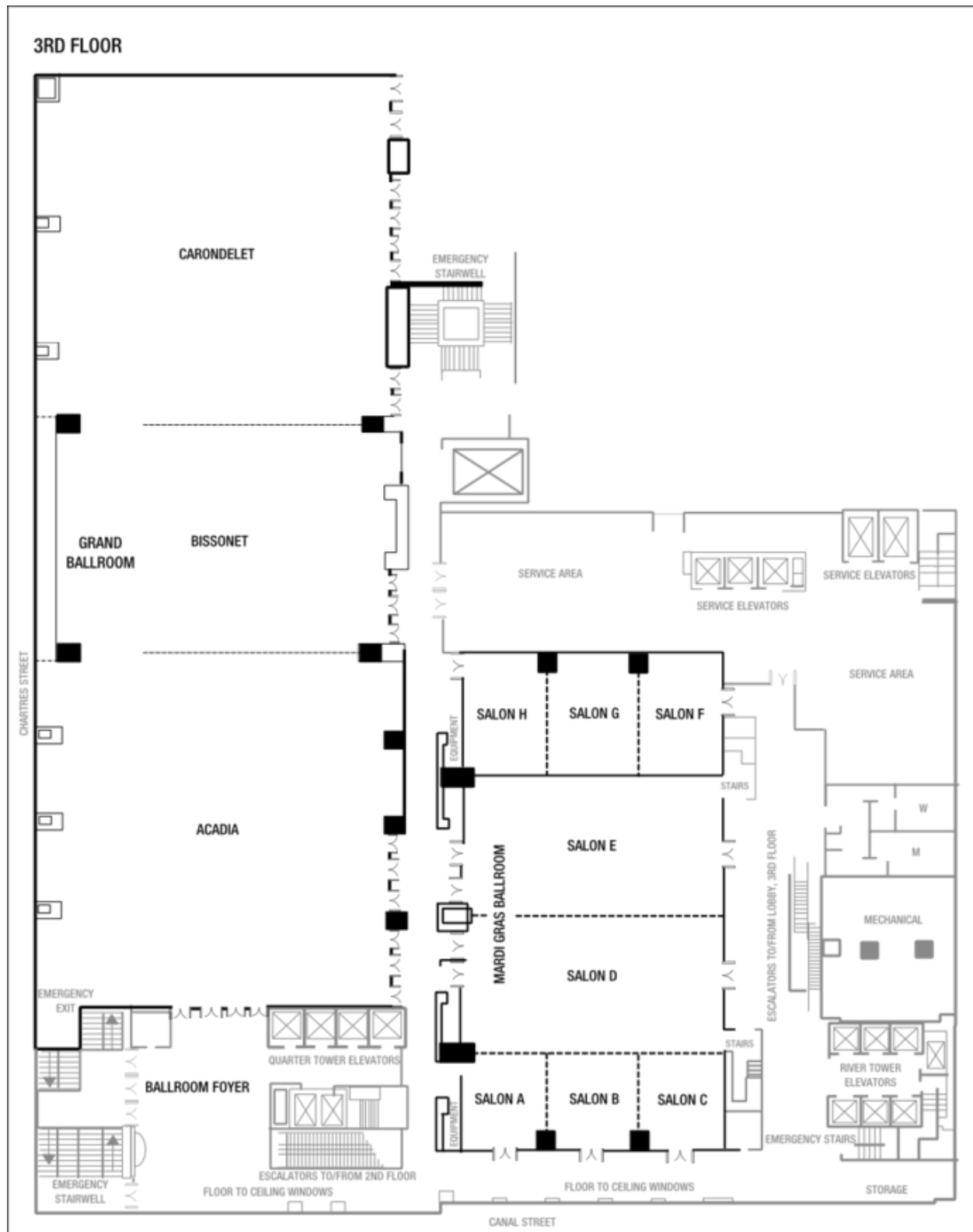
New Orleans Marriott

ACPA23 will utilize floors 2, 3, 4 and 41 in this facility.

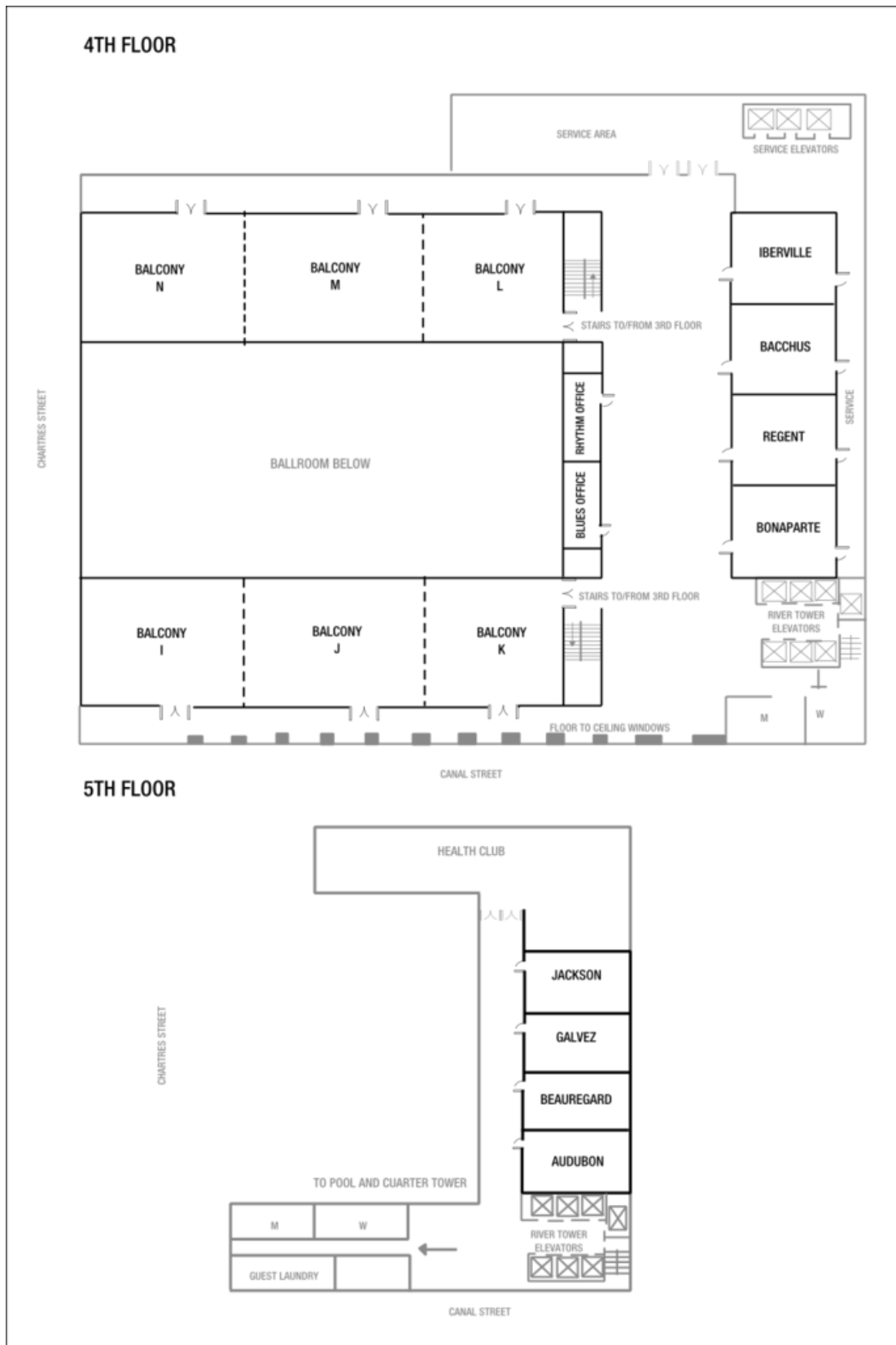
Marriott 2nd Floor



Marriott 3rd Floor



Marriott 4th Floor



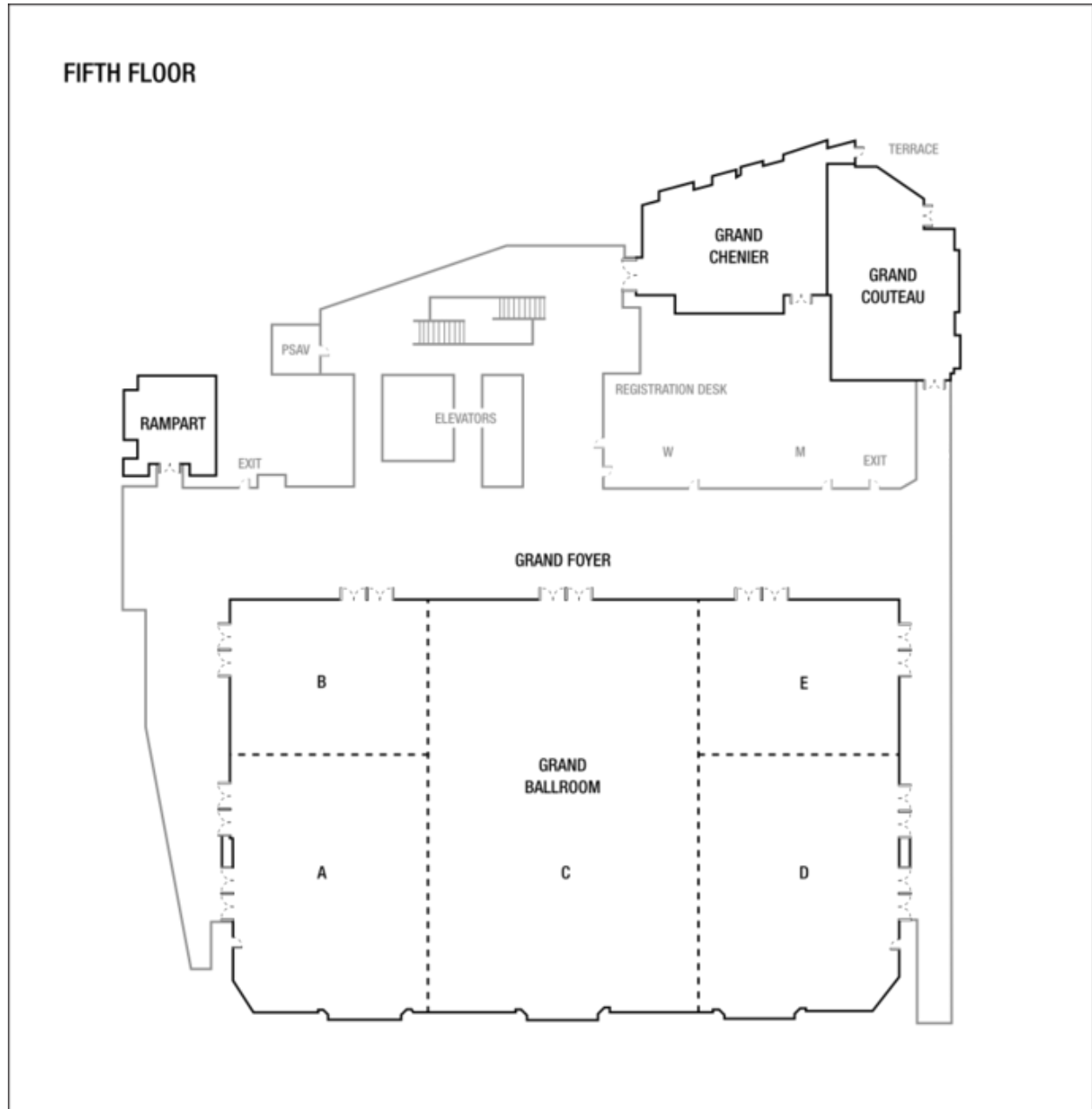
Marriott 41st Floor



Sheraton New Orleans Hotel

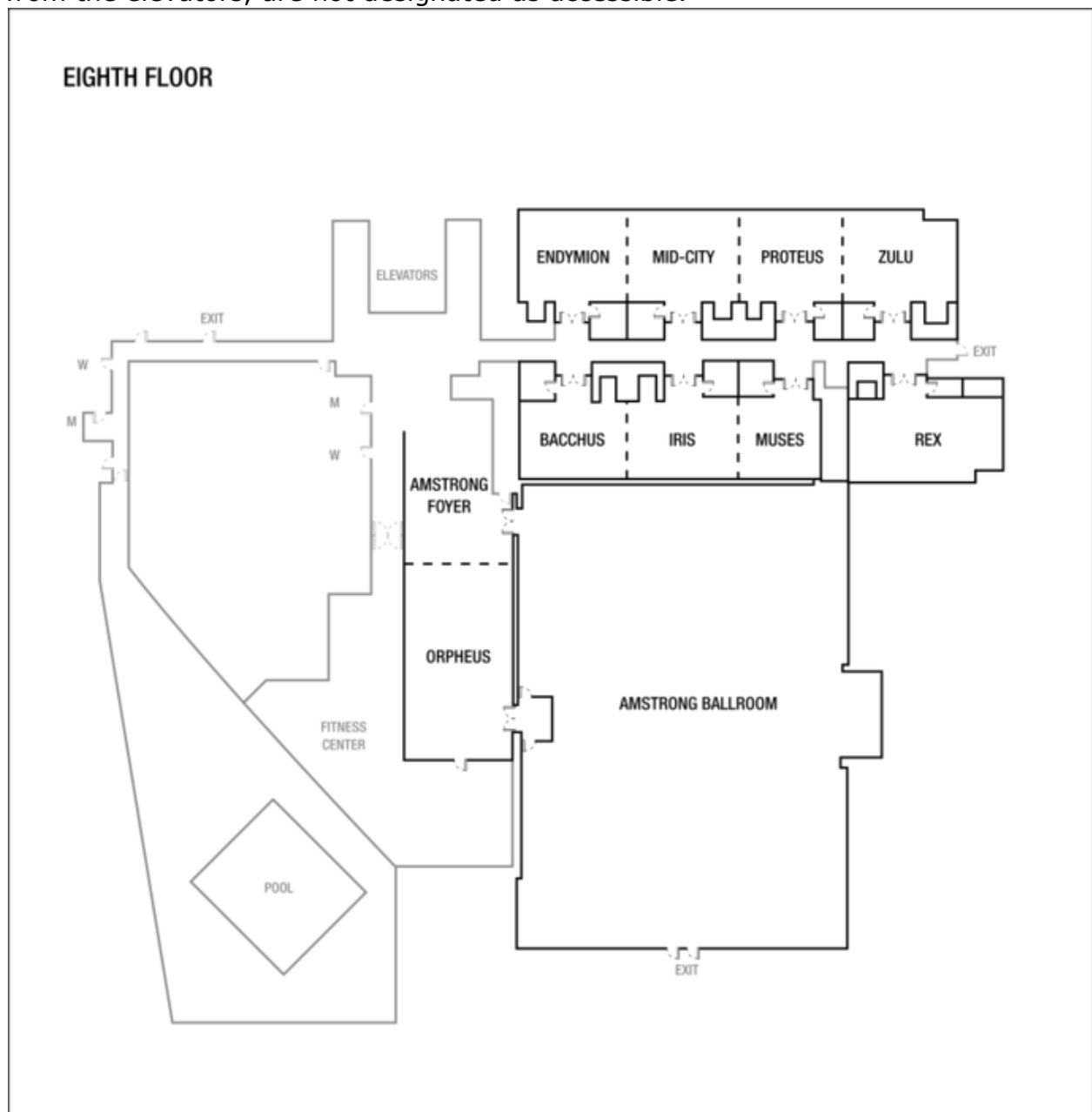
ACPA23 will utilize floors 5 and 8 in this facility.

Sheraton 5th Floor



Sheraton 8th Floor

Please note that the restrooms located outside the Armstrong Ball Room, across from the elevators, are not designated as accessible.

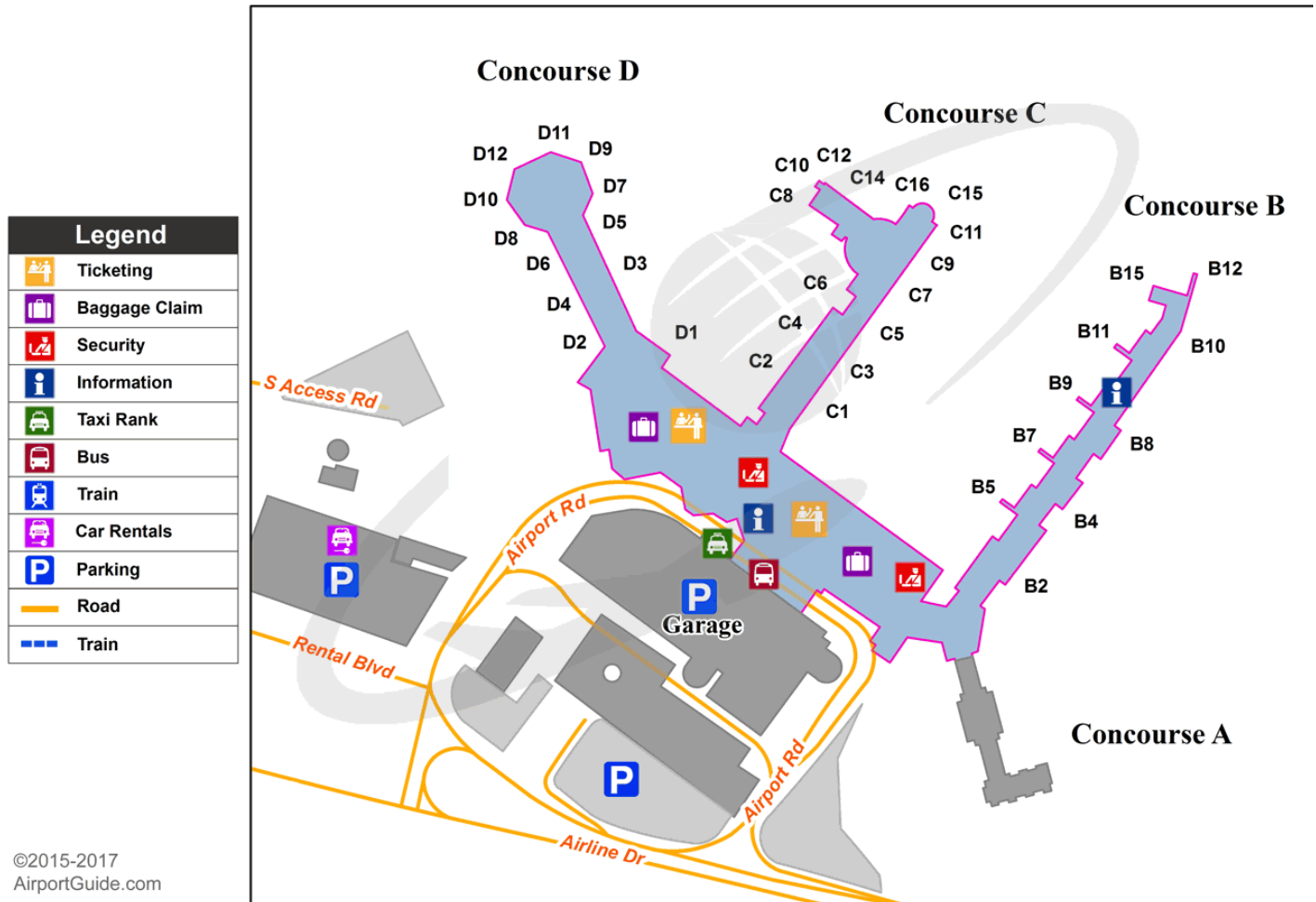


Louis Armstrong New Orleans International Airport (MSY)

Main Concourses General Map



Louis Armstrong International Airport (MSY) - Overview



Retail and Concessions Map of MSY

