

# **Guidelines for Assisting Those with Accessibility Needs**



**Provided by the Office of  
Ranking Member  
Senator Michael B. Enzi  
of the HELP Committee**

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**Prepared January 2008**

# Introduction

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*Dear Colleague:*

*In an effort to include everyone who comes to visit the nation's Capitol or our home offices in our daily dialogue, we must accommodate a wide variety of individuals who have accessibility needs. This may include someone who uses a wheelchair, has a hearing problem or has difficulty seeing. Ensuring our ability to interact and assist them requires that we are prepared in advance to meet their needs with everything from the appropriate language and basic etiquette, to ensuring they are included in our emergency preparedness plans and provided for in our accessible room designs.*

*This manual will help you prepare for visitors who would be very appreciative of the time and attention your office and your staff can provide to better assist them and to ensure that they are as comfortable as possible.*

*I hope the material contained in this manual will be a valuable resource for the Senate family and will provide a starting point for the New Year for your own efforts to ensure the needs of your guests and visitors are addressed.*

*Sincerely,*

*Mike Enzi, U.S. Senator*

*\*This is not a legal document and does not purport to give legal advice or impose legal obligations. To the extent any suggestions in these Guidelines are inconsistent with any procedures the U.S. Capitol Police (USCP), the Office of Security and Emergency Preparedness (OSEP), Congressional Special Services (CSS), or other similar congressional entities establish, the procedures established by those entities are controlling.*

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# Basic Accessibility

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*Do not assume you know what the individual wants. Always ask and provide options.  
Below are some of the most viable options for a variety of situations:*

## **Accessible Touring and Parking:**

- Tours are provided by Congressional Special Services Office (CSSO) (202-224-4048) or the CSSO staff will assist in making your tour more accessible to all.
  - Access the website by browsing the Senate's Homepage, Webster <http://webster.senate.gov/> . From Webster click on the "Sergeant at Arms" tab and then select "Accessibility Services." Do not hesitate to call with questions.
- The difference? CSSO tours are more descriptive and could be optimal for people with disabilities.
- Accessible touring brochure titled "Washington Highlights" is available from CSSO.
- If constituents or large groups have mobility impairments preventing easy travel from Union Station, Garfield Circle or Peace Circle, vehicles such as vans, cars, etc. can be requested from Sergeant at Arms to transport individuals into the Senate Perimeter.
  - Access the website by browsing the Senate's Homepage, Webster <http://webster.senate.gov/> . From Webster click on the "Sergeant at Arms" tab and then select "Special Accommodations Access."

## **Accessible Entrances and Restrooms:**

- See information beginning on page 19.
- Staff should know where the closest accessible restrooms are in relation to the office

## **Wheelchair Loans:**

- Loans are available for both staff and constituents from Congressional Special Services.
- Must be full time staff or bring a photocopy of a full time staff member's ID.

### **Options for Individuals who are Hard of Hearing:**

- Assistive listening devices are designed to increase sound in many listening situations. Can be used in a large meeting, during a tour, or at a hearing and can be borrowed from Congressional Special Services.
- FM Systems – For individuals without a hearing aide or a hearing aid with a “T” (for telephone) frequency switch, these systems can be borrowed from Congressional Special Services.
- Induction Loop Hearing – For individuals with a hearing aide that is “T” frequency enabled. This option is available both in the HELP Committee hearing room (SD-430) and in Gallery #6 of the Senate galleries. For more information contact the Architect of the Capitol (202-228-1793, <http://www.aoc.gov/>)
- Dave Bass (202-224-4979) of the Sergeant At Arm’s Recording Studio could help you understand how television broadcasts of Senate activities and committee hearings are made accessible to persons with hearing impairments through the use of Real Time Captioning. The Architect of the Capitol, however, is responsible for ensuring that committee rooms are wired for persons using T-coil hearing aids.

### **Options for Individuals who are Deaf:**

- Interpreters are available for official Congressional business, including staff meetings, press conferences, instructional classes, job interviews, etc. Interpreters are available for witnesses, but not for public attendees, at hearings. A form to schedule an interpreter can be obtained online at Congressional Special Services or in the appendix, but please make requests at least 7 days in advance in all possible instances.
- Teletypewriter (TTY): Both training and support are offered by Congressional Special Services. Congressional Special Services also offers monthly functionality checks if requested by an office.
- Video Relay Interpreting services are available through the Congressional Special Services as well as through the Federal Relay Services (FRS) (800-877-8339, [www.gsa.gov/frs](http://www.gsa.gov/frs)) to allow Federal employees with disabilities equal communication access.
- Communication Access Realtime Translation (CART) services are available in the community. Contact Congressional Special Services (202-224-4048) for providers in the DC area.

### **Options for Individuals with Low Vision or who are Blind:**

- Tactile Displays – These displays of Capitol Hill and the surrounding area can be very helpful. Locations are: The Crypt of the Capitol, 1<sup>st</sup> floor Hart adjacent to the Disbursing Office, and Rayburn at the South Capitol entrance.
- Be sure to ask if the person prefers Braille. Many people no longer learn Braille.
- Alternative Formats – All brochures, maps and resource material are available from Congressional Special Services in Braille, large print, E-text, and American Standard Code for Information Interchange (ASCII). Remember to ask what is needed by the person with the disability. Someone who is blind or has low vision does not necessarily read Braille.
- Conversion – To have a document converted to braille take it to Printing and Graphics (SD-G82, 202-224-6138). Please allow for approximately 1 week to obtain Brailled materials.

### **Accommodations Requests:**

- For help determining and fulfilling reasonable accommodations for an employee or intern, consult with Jean Manning, Senate Chief Counsel for Employment (202-224-5424).
- To request technical assistive equipment for employees/interns of Senate offices or committees contact Jean McComish in the Human Resources Department of the Office of the Sergeant at Arms (SAA) (SH-142, 202-224-2889).
- For physical accessibility to Senate office buildings contact Takis Tzamaras (202-224-2021) in the office of Architect of the Capitol (AOC).
- Necessary furniture accommodations and ergonomic assessments are also provided by the Architect of the Capitol. Consult with the Superintendent's Furniture Division (202-224-1213).
- For further consultation on reasonable accommodations for employees with disabilities please visit this (<http://www.dol.gov/odep/>). Navigate the Department of Labor's website from this link by clicking on "Employer." On the left hand side of the new screen click "Employing People with Disabilities." From there, select "Accommodations."

# Emergency Procedures

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*Evacuating staff members and/or visitors with mobility impairments poses unique challenges in any work environment. It is particularly difficult at the Senate because of the large number of visitors who may be in our buildings at any given time. Staff and individuals with mobility impairments must be familiar with specialized evacuation procedures. Within one week of hiring new staff or to accommodate visitors the office manager should contact the Office of Security and Emergency Preparedness (202-228-6737) regarding further procedures and a staff briefing.*

## **Prior to an Evacuation**

- Evacuations are typically ordered with little or no warning. It is nearly impossible to predict what your exact location will be when the evacuation is initiated, therefore familiarize yourself with the locations of Emergency Evacuation Elevators/Emergency Staging Areas throughout the Capitol, Senate Office Buildings, and Postal Square.
- Make sure that emergency evacuation procedures are posted in each office suite in areas accessible to staff and visitors. The exit route and location of the emergency evacuation staging areas within the building should be readily available to visitors as well as staff.
- Designated elevators are marked with Emergency Primary Staging Area placards. Emergency Evacuation Elevators must have smoke detectors as well as backup power.
- It is important to practice a run-through procedure with your staff so they will be prepared in advance of an emergency situation.

## **Evacuation Elevator Procedures**

- One elevator in each building has been designated as the Emergency Evacuation Staging Area and Elevator. A secondary staging area is also designated.
- Capitol Police will take control of the elevator using special keys and starting at the building's highest floor, the officer will stop the elevator on every floor and look for individuals waiting at the Emergency Staging Areas.
- Most Emergency Evacuation Elevators are freight elevators with the capability to hold more persons than normal passenger elevators, and all are on a generator system that will provide backup power if necessary.

### **Evacuation Checklist: For Employees with Mobility Impairments**

When you hear the alarm sound:

1. Locate your evacuation partner (volunteer who assists those with disabilities).
2. Take your VRU (Victim Rescue Unit) Plus package and wireless emergency annunciator/pager.
3. Move with your partner toward the closest designated Emergency Evacuation Elevator.
4. If the nearest Emergency Evacuation Elevator/Emergency Staging Area is inaccessible, listen for guidance regarding the use of alternate elevators from United States Capitol Police (USCP).
5. You may don your VRU Plus anytime you feel threatened by smoke; however, remember your best option is to relocate away from the threat.
6. Wait for the USCP officer to arrive; if needed, have your buddy assist you onto the Emergency Evacuation Elevator.
7. Once on the elevator, the officer will take you to the building's exit floor where you can safely leave the building and report to your office assembly area.

### **Evacuation Checklist: For Visitors with Mobility Impairments**

When you hear the alarm sound:

1. Provide your visitor with a VRU and move to the closest designated Emergency Evacuation Elevator.
2. If the nearest Emergency Evacuation Elevator/Emergency Staging Area is inaccessible, listen for guidance regarding the use of alternate elevators from USCP.
3. You may don your VRU Plus anytime you feel threatened by smoke; however, remember your best option is to relocate away from the threat.
4. Wait for the USCP officer to arrive; if needed, have your buddy assist you onto the Emergency Evacuation Elevator.
5. Once on the elevator, the officer will take you to the building's exit floor where you can safely leave the building and report to your office assembly area.



# Etiquette

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*It is important to maintain decorum and courtesy when interacting with people with disabilities. Below are a few important guidelines to keep in mind whether the person with a disability is a colleague, constituent, or visitor.*

## **General:**

- Remember that people with disabilities are aware of what they can and cannot do. Leave this determination to them.
- Always offer assistance before assisting. When assisting, ask for instruction and clarify what kind of assistance the person wants and needs.
- Respect all assistive devices (i.e. canes, wheelchairs, crutches, communication boards, service dogs, etc.) as personal property. Unless given specific and explicit permission, do not move or touch them.
- Refrain from commenting on the user's ability to operate or use the assistive device.
- Always direct your communication to the individual with a disability (for example a deaf individual using a translator.) If a person is accompanied, do not direct your comments to the companion.
- Use a typical speaking tone and style. If a louder voice is necessary, the person will ask you to do so.
- Address people with disabilities by their first names only when extending the same familiarity to all others.
- Remember that people with disabilities are interested in the same topics of conversation as people who do not have disabilities.

## **When Providing Accommodations:** (for example, setting up meetings)

- Make it easy to ask for and obtain accommodations – clearly indicate verbally and in writing the availability of appropriate accommodations and modifications.
- Begin by opening a dialogue with the individual to find out what needs (if any) exist.
- Often people may ask for accommodations without using the word “accommodation.”

- Don't automatically steer people with disabilities to disability-only services.
- Remember people with disabilities are all very different and that accommodations will vary depending on the specific circumstances.
- Openness and creativity are important when working with a person with a disability in determining appropriate and effective accommodations.
- Discussions about accommodations should remain private.
- Provide many opportunities for feedback from the person with a disability.

**For more information regarding proper etiquette in such areas as interviewing techniques and scheduling meetings please visit:**

Accessibility Guides accessible by navigating to <http://www.cdc.gov/ncbddd/>. Under the headline "Human Development," click on "Disability and Health" and from there on the right side of the page under Topic Contents click on "Accessibility Guidelines"

# Language

*There are some important ways to talk with and write about a person with a disability. Keep in mind that if you are unsure of the proper term, always asks what the individual prefers. The best way to refer to a person with a disability is always **by name**. Below are some examples:*

Outdated or Offensive	Reason	Proper or Accepted
“The” name of group (disabled, blind, autistic)	Does not reflect the individuality, equality, or dignity of people with disabilities	People with disabilities Deaf people People who are blind People who have low vision
Handicapped	Disabilities don’t handicap: attitudes and architecture handicap	People with disabilities
Disabled Person	Put person first, describe what a person is, not what a person has	Person with a disability
Normal, healthy, whole, able-bodied (when speaking of the non-disabled)	Implies that a person with a disability isn’t normal	Non-disabled Person without a disability
Hearing impaired	Negative connotation of impaired	Deaf Hard of Hearing
Wheelchair-bound, confined	Wheelchairs don’t confine, they make people mobile	Uses a wheelchair, wheelchair user
Retarded, Mentally Defective, Simple, Slow	Stigmatizing. Implies that a person cannot learn	Cognitive disability, developmental disability, intellectual disability
Midget	Considered offensive	Person of short stature
Cripple, Crippled	Dehumanizing	Has a disability, physical disability, mobility challenged
Suffers from	Negative connotation of suffers	Has a disability
Admits she has a disability	Disability is not something people admit to or needs to be admitted to	Says she/he has a disability

**For an additional reference on people first language please visit:**

<http://www.dol.gov> To navigate to this website go to Labor’s main website and go to the list of agencies on the left hand side and click on “ODEP”. Then go to the right side of the screen and click on “Publications”.

Under factsheets click on “Disability and Workplace Culture” and then click on Effective Interaction: Communicating With and About People with Disabilities in the Workplace.

# Alternative Formatting

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*When developing materials please be aware alternative formats may be necessary and should be available. Guidelines for preparing alternative formats are as follows:*

## **PDF**

- PDF format should not be used as it cannot be accessed by people who use screen readers.

## **Websites**

- An accessible website can be perceived, navigated, utilized (with a keyboard or devices other than a mouse), and easily understood (even in attention-poor situations).
- For more information on assuring accessibility in such situations visit: Accessibility Guides accessible by navigating <http://www.cdc.gov/ncbddd/>. Under the headline “Human Development,” click on “Disability and Health” and from there on the right side of the page under Topic Contents click on “Accessibility Guidelines”

## **Large Print**

- Print on single-sided 8.5x11” paper, stapled at top left corner.
- Use letter format.
- At a minimum use 18 pt fonts for all text. Larger fonts may be used for headings.
- Double-space lines and left justify all paragraphs.
- Keep 1” margins on all sides.
- Use bold serif font (Times New Roman) for body text and a bold simple non-serif font (Arial) for headings and other information that is set apart from body text.
- Make lines thick/heavy in charts and graphs.
- Use underlining for emphasis instead of italics.
- Do not use columns, bullets, decorative graphics, or boxed text.

**Braille** (Many people do not read braille, it is good to also offer a copy on a CD-Rom)

- To have a document converted to braille, take it to Printing and Graphics (SD-G82, 202-224-6138). Please allow one week for conversion.

**American Standard Code for Information Interchange (ASCII)**

- These are files with special commands to indicate formatting information. ASCII format is the same as txt file format or notepad format. Using Notepad program to do word processing will by default give you a document in ASCII format or txt format. ASCII is used as opposed to MSWord documents or WordPerfect files.

**PowerPoint**

- PowerPoint presentations can be attractive, entertaining, and informative without flashing animation in contrasting colors.
- Include a detailed explanation of the meaning of any charts or graphics used in the “Notes” section of all presentations. In addition, when presenting, take a moment to describe the visual message.

# Physical Accessibility

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*It is also important to maintain a proactive approach to accommodating people with disabilities and not simply provide such services when requested. Physical barriers should be considered in the effort to prevent discrimination on the basis of disability. The following checklist should help to determine areas that need improvement and should be kept on hand about the building and in the office.*

## **Accessible Route**

- What is the route of travel that does not require the use of stairs?
- Is the route of travel stable, firm, and slip-resistant?
- Can all objects protruding into the circulation paths be detected by a person with a visual disability using a cane? (Must be within 27 inches of the ground or must be higher than 80 inches; for example: state flag poles, shelves, fire extinguishers, boxes, furniture)
- Is there a 5-foot circle to T-shaped space for turning a wheelchair completely in office entry ways and conference rooms?

## **Entrance**

- Does the entrance door have at least 32 inches clear opening?
- Is there at least 18 inches of clear space on the pull side of the door, next to the handle?
- If provided, are carpeting or mats no more than ½ - inch high?
- Is the door handle no higher than 48 inches and operable with a closed fist? Can the door be opened or operated with a closed fist?
- Can doors be opened without too much force? Offices must provide staff who can open the door upon request.
- If the door has a closer, does it take at least 3 seconds to close?

## **Seating**

- Are the aisles between fixed seating (other than assembly area seating) at least 36 inches wide (44" is preferred)?
- Are the spaces for wheelchair seating distributed throughout the assembly area?
- Are the tops of tables or counters between 28 and 34 inches high?

- Are knee spaces at accessible tables at least 27 inches high, 30 inches wide, and 19 inches deep?
- Are there accessible seats dispersed throughout the room rather than only seats in the front and back?

**Additional**

- Are URL approved extension cords and tape on hand if use of an outlet is required? (Extensions cords may not be used for more than 90 days and cannot be chained together. If your office needs electrical distribution on a more permanent basis, you may use a multi-strip surge protector.)
- Is there an accommodation for possible service animals/guide dogs?

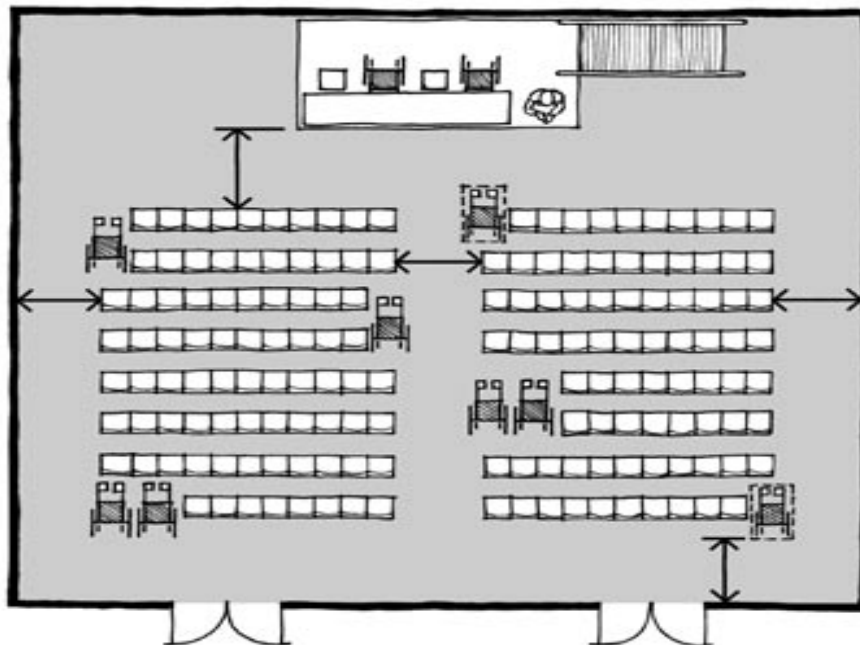
# Accessible Hearing Rooms

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*Below is a checklist for executive sessions, hearings, and public meetings conducted by Committees to help ensure access and participation of persons with disabilities.*

- \_\_\_\_\_ Have accommodations been requested? Examples include:
  - \_\_\_\_\_ Interpreter (needs to be requested 1 week in advance)
  - \_\_\_\_\_ Real time captioning
  - \_\_\_\_\_ Braille
  - \_\_\_\_\_ Floppy & CD copies of all materials in Rich Text Format (RTF)
  - \_\_\_\_\_ Large print of all materials
  - \_\_\_\_\_ Listening device
  - \_\_\_\_\_ Other
  
- \_\_\_\_\_ Is the room accessible for attendees and witnesses who use wheelchairs, walkers, scooters, etc? Do not place persons in wheelchairs, or those who use walkers or service animals on the fringes or in a "special area."
  
- \_\_\_\_\_ Is there reserved seating in the front for someone who has low vision or who is deaf to see the real-time captioning or the interpreter?

## Basic Example:





# Communication Accessibility

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*Communication barriers should be considered in the effort to prevent discrimination on the basis of disability.*

**Interpreters:** It is the obligation of the Committee or the Senate office to pay for communications accommodations for constituents. Congressional Special Services can help the Committees by providing lists of names and other providers in addition to the following. If an interpreter is required, there are several options, but be sure to provide one week notice. Please be aware that outside communication accommodations services should be certified and must be paid with office budget.

The Congressional Special Services Office (202-224-4048) can also provide a list of local interpreting service providers for state and district offices.

## **Gallaudet Interpreting Services (GIS)**

Ph: (202) 651-5199

URL: <http://gis.gallaudet.edu/>

## **Sign Language Associates (SLA)**

Ph: (301) 946-9710

URL: <http://www.signlanguage.com/>

## **Visual Language Interpreting (VLI)**

Ph: (202) 464-6800

URL: <http://www.vli-dc.com/>

## **Partners in Sign**

Ph: (202) 638-5630

URL: <http://www.pinsdc.com/>

# Enrichment and Training

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*Any office that wants its managers to receive training on the Americans with Disabilities Act (“ADA”) should contact the Office of the Senate Chief Counsel for Employment at (202) 224-5424.*

*For class dates, times, and locations for the following trainings, contact the Office of Education and Training at (202) 224-7628 or online through Webster <http://webster.senate.gov/> by clicking on “Sergeant at Arms” then clicking on “E-H” then click on “Education and Training.”*

## **Communicating with Constituents with Disabilities**

Is your office equipped to communicate with and/or assist constituents with disabilities? Statistics show that one in five Americans will have a disability at some point in their life. Do you know what to do if someone who is deaf or blind walks in the door? Congressional Special Services will conduct a one-hour program on increasing awareness and encouraging accessibility to Congress, as well as communicating with individuals with disabilities. This includes language use and the choice of words, sign language interpreters and other communication aids, accessible tours for constituents, and TTY phone information.

## **TTY/TDD – Teletypewriter/Telecommunication Device for the Deaf**

Most Senate offices have a TTY/TDD. Did you know that this machine is a telephone that is used by people who are deaf, hard of hearing or have speech disabilities? Does your office have one? Do you know where it is? Do you and your colleagues know the purpose and correct usage of this machine? This course will discuss the mechanics of the machine and proper etiquette and terminology while using it.

## **Emergency Planning Seminar for Staff with Disabilities**

For years, staffers with disabilities have succeeded in creating and implementing emergency procedures designed to make everyone’s life safer and easier. At this seminar, participants will learn about best practices and protective actions on emergency preparedness and planning procedures at the Senate for persons with disabilities. A special emphasis will be placed on evacuation procedures and available equipment for use during emergencies.

# Accessible Directions

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## **Accessible Route to the Hart Senate Building From Union Station Metro Station (Red Line)**

1. Exit the metro and take the elevator to the street level. (If elevator is out of order exit on 1<sup>st</sup> St NW, turn left, and travel up the hill. In that instance skip to Step 5.)
2. Pass through the metro toll and take a second set of elevators to the Mezzanine (M) level. (If elevator is out of order exit on 1<sup>st</sup> St NW, turn left, and travel up the hill. In that instance skip to Step 5.)
3. Follow the corridor to the right, passing through the automatic doors into Union Station.
4. Travel straight and exit Union Station through the automatic doors, passing the escalators for the metro.
5. Turn left and travel East down the outdoor corridor in front of Union Station, towards the Thurgood Marshall Federal Building, crossing Columbus Circle.
6. Turn left on Massachusetts Ave. NE and travel to 2<sup>nd</sup> Street NE.
7. Turn right on 2<sup>nd</sup> Street NE and continue traveling.
8. Midway on the block between C Street NE and Constitution Ave, turn right and use the accessible entrance on 2<sup>nd</sup> Street NE to enter the Hart Senate Office Building.

## **Accessible Route to the Russell Senate Office Building From Union Station Metro Station (Red Line)**

1. Exit the metro and take the elevator to the street level. (If elevator is out of order exit on 1<sup>st</sup> St NW, turn left, and travel up the hill. In that instance skip to step 4.)
2. Pass through the metro toll and take a second set of elevators to the Mezzanine (M) level. (If elevator is out of order exit on 1<sup>st</sup> St NW, turn left, and travel up the hill. In that instance skip to step 5.)
3. Follow the corridor to the right, passing through the automatic doors into Union Station.
4. Travel straight and exit Union Station through the automatic doors, passing the escalators for the metro.
5. Turn right crossing 1<sup>st</sup> St NW, heading towards the Postal Museum.

6. Travel in a semi-circular path, crossing Massachusetts Ave. NW, E Street NW, and Louisiana Avenue.
7. Cross and then turn right on Delaware Avenue and continue traveling.
8. Near the end of the block between C Street NE and Constitution Ave, turn left and use the accessible entrance on Delaware Avenue to enter the Russell Senate Office Building.

**Accessible Route to the Dirksen Senate Office Building  
From Union Station Metro Station (Red Line)**

1. Follow accessible route to the Russell Senate Building from Union Station Metro Station steps 1-7.
2. Cross and then turn left traveling East on C Street NE.
3. Cross 1<sup>st</sup> St NE and use the accessible entrance on 1<sup>st</sup> St NE to enter the Dirksen Senate Office Building

**Accessible Route to the US Capitol From  
Union Station Metro Station (Red Line)**

4. Follow accessible route to the Russell Senate Building from Union Station Metro Station steps 1-7. Then continue on Delaware Avenue past the Russell Building.
5. Cross Constitution Ave, continue to the Capitol and enter the US Capitol through the Visitors Building at the North door entrance.

**Accessible Route to the Cannon House Building  
From Capitol South Metro Station (Orange and Blue Lines)**

1. Take the elevator from the track to the Mezzanine level.
2. Pass through the metro toll and turn left taking a second set of elevators to the street level.
3. Exit the elevator and turn left traveling east to the corner of 1<sup>st</sup> St SE and D St SE.
4. Turn left and travel one block to the corner of 1<sup>st</sup> St SE and C St SE.
5. Cross C St SE and turn left traveling West to the corner of C St SE and New Jersey Avenue SE.
6. Turn right and travel North on New Jersey Avenue SE ½ of the block, turn right and use the accessible entrance on New Jersey Avenue SE to enter the Cannon House Office Building.

**Accessible Route to the Longworth House Building  
From Capitol South Metro Station (Orange and Blue Lines)**

1. Follow accessible route to the Cannon House Office Building from Capitol South Metro Station steps 1-5.
2. Cross New Jersey Avenue SE and turn right traveling North to the corner of New Jersey Avenue SE and Independence Avenue SE.
3. Turn left onto Independence Avenue SE and use the accessible entrance to the left on the corner of Independence Avenue SE and New Jersey Avenue SE to enter the Longworth House Office Building.

OR

1. Follow accessible route to the Cannon House Office Building from Capitol South Metro Station steps 1-5.
2. Cross New Jersey Avenue SE and travel West to the corner of C St SE and Capitol South Avenue SE.
3. Turn right and travel North on Capitol South Avenue SE ½ of the block, turn right and use the accessible entrance on Capitol South Avenue SE to enter the Longworth House Office Building.

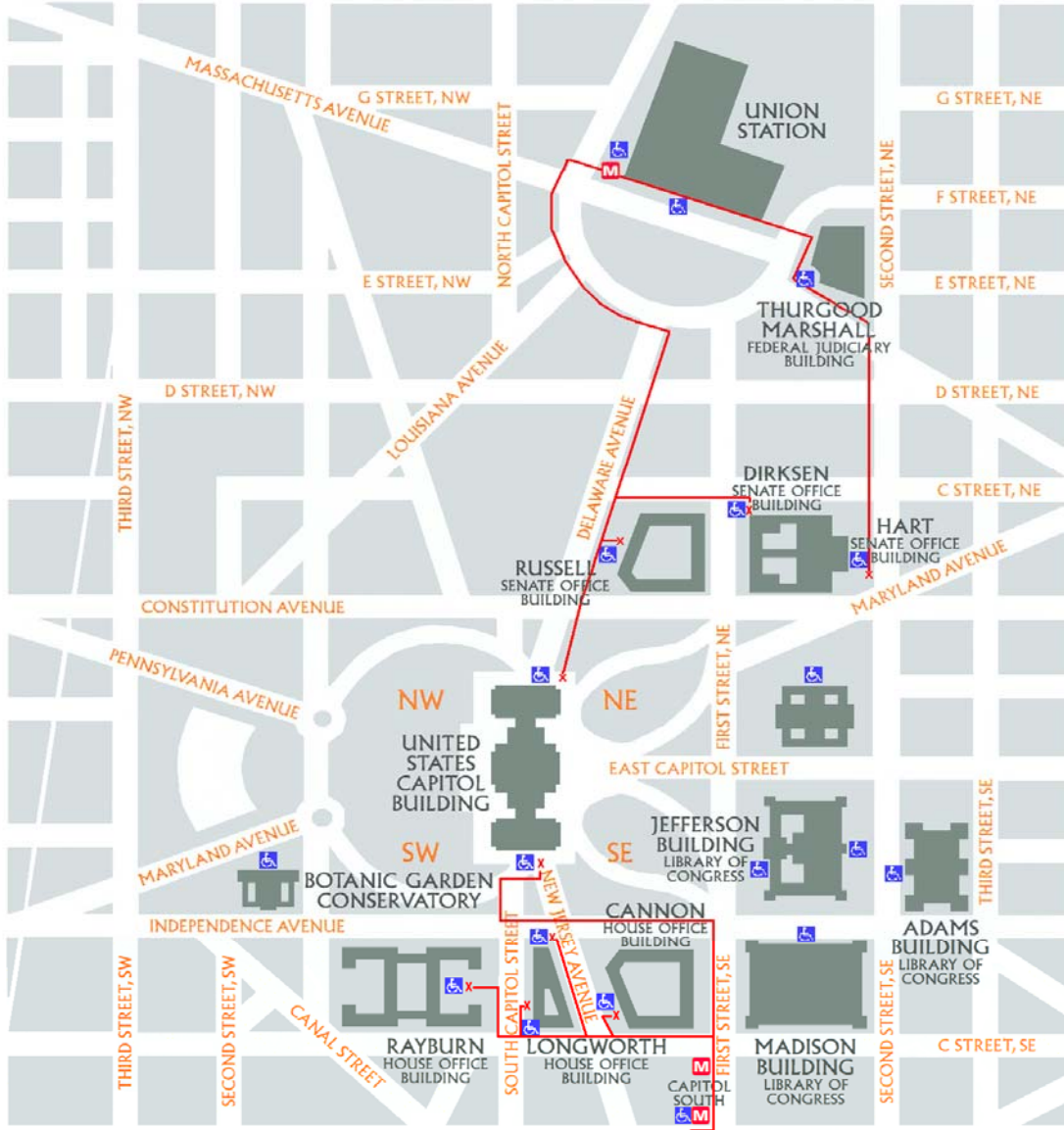
**Accessible Route to the Rayburn House Building  
From Capitol South Metro Station (Orange and Blue Lines)**

1. Follow accessible route to the Cannon House Office Building from Capitol South Metro Station steps 1-5.
2. Cross New Jersey Avenue SE and travel West to the corner of C St SE and Capitol South Avenue SE.
3. Cross Capitol South Avenue SE and turn right traveling North on Capitol South Avenue SE.
4. Travel ½ of the block, turn left and use the accessible entrance on Capitol South Avenue SE to enter the Rayburn House Office Building.

**Accessible Route to the US Capitol From  
From Capitol South Metro Station (Orange and Blue Lines)**

1. Follow accessible route to the Cannon House Office Building from Capitol South Metro Station steps 1-4.
2. Cross C St SE and travel North to the corner of 1<sup>st</sup> St SE and Independence Avenue SE.

3. Cross Independence Avenue SE and turn left traveling West to Capitol Plaza SE.
4. Cross Capitol Plaza SE and turn right and travel North.
5. Cross the causeway and veer to the right going up a small incline.
6. Pass the guard booth on the left and then turn left to enter the US Capitol through the South door entrance.



 Metro

 Visitors' Entrance

Note: Map not to scale

# References

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## **Congressional Special Services (CSS)**

Crypt of the US Capitol (1<sup>st</sup> Floor)  
Hrs: M-F 8 am- 4:30 pm  
Ph: (202) 224-4048  
TTY: (202) 224-4049  
Fax: (202) 228-4679  
URL: [Accessibility Services](#) access through Webster <http://webster.senate.gov/> by clicking on “Sergeant at Arms” then clicking on “Accessibility Services.”

## **Education and Training**

Ph: (202) 224-7628  
URL: [Education and Training](#) access through Webster <http://webster.senate.gov/> by clicking on “Sergeant at Arms” then clicking on “E-H” then click on “Education and Training”

## **Printing and Graphics**

SD-G82  
Hrs: M-F 7:30am- 11:30pm  
Ph: (202) 224-6138  
URL: [Printing and Graphics](#) access through Webster <http://webster.senate.gov/> by clicking on “Sergeant at Arms” then clicking on “E-H” then click on “Graphics”

## **Capitol Police**

119 D Street  
Ph: (202) 224-0908  
URL: [Capitol Police](#) access through Webster <http://webster.senate.gov/> by clicking on “Sergeant at Arms” then clicking on “Capitol Police”

## **Office of Security and Emergency Preparedness (OSEP)**

Postal Square, 6<sup>th</sup> Floor  
Ph: (202) 228-6737 (8-OSEP)  
URL: [Office of Security and Emergency Preparedness \(OSEP\)](#) access through Webster <http://webster.senate.gov/> by clicking on “Sergeant at

Arms” then clicking on “M-P” then click on “Office of Security and Emergency Preparedness”

### **Senate Recording Studio**

SC-5

Ph: (202) 224-6929

URL: [Audio Services](#) access through Webster <http://webster.senate.gov/> by clicking on “Sergeant at Arms” then clicking on “Audio Services”

### **Architect of the Capitol**

SB-15 Capitol

Ph: (202) 228-1793

URL: <http://www.aoc.gov/> access through Webster <http://webster.senate.gov/> by clicking “Architect of the Capitol”

### **Office of Senate Chief Counsel for Employment**

103 Hart Senate Office Building

Ph: (202) 224-5424



**Senator Enzi and his staff wish to thank the following organizations who provided information and helpful insight for this Manual:**

American Council of the Blind

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