

MUSEUM ACCESSIBILITY GUIDE



UNITED STATES HOLOCAUST MEMORIAL MUSEUM



PHOTO CREDITS: COVER: (FROM TOP) TIMOTHY HURSLEY, NORMAN MCGRATH; THIS PAGE: (TOP LEFT) CARL COX, (OTHERS) USHMM

MUSEUM ACCESSIBILITY GUIDE

The United States Holocaust Memorial Museum welcomes all visitors. This brochure provides ways to enhance your Museum experience.

For further information, please call 202-488-6100 or TTY 202-488-0406 or go to www.ushmm.org.

**UNITED STATES
HOLOCAUST MEMORIAL MUSEUM**

WASHINGTON, D.C.

For the dead
and the living
we must bear witness.

—Elie Wiesel

Founding Chairman,
United States Holocaust Memorial Council,
and Nobel laureate

EDUCATION

REMEMBRANCE

CONSCIENCE

The United States Holocaust Memorial Museum is America's national institution for the documentation, study, and interpretation of Holocaust history, and serves as this country's memorial to the millions of people murdered during the Holocaust.

The Museum's primary mission is to advance and disseminate knowledge about this unprecedented tragedy, to preserve the memory of those who suffered, and to encourage its visitors to reflect upon the moral and spiritual questions raised by the events of the Holocaust as well as their own responsibilities as citizens of a democracy.



ALAN GILBERT

VISITING THE PERMANENT EXHIBITION *THE HOLOCAUST*



Go to the Wilf Pass and Information Desk

located in the Museum's Hall of Witness on the First Floor. Same-day pass distribution begins at 10 a.m. and is limited to ten passes per person.

Passes are timed at 15-minute intervals between 10 a.m. and 3:45 p.m. and are available on a first-come, first-served basis. Museum members receive up to four passes upon presentation of their membership card.



Visitors to the United States Holocaust Memorial Museum's Permanent Exhibition receive identification cards. These cards describe the experiences of people who lived in Europe during the Holocaust. Braille and large-print versions of these cards are available at the Information Desk upon request.



Proceed to the First Floor elevators behind the Information Desk. Please check with the Information Desk for assistance with your assigned time.

Start on the Fourth Floor for your self-guided tour of the Permanent Exhibition. Many visitors spend an average of two or three hours in the Permanent Exhibition. Visitors with time limitations are advised to be selective.



The Museum's facilities are accessible to all visitors. Elevators serve all areas, and video presentations are captioned. Museum staff members, identifiable by their burgundy blazers, are available for assistance on every floor of the exhibition.

GUIDED HIGHLIGHTS TOUR

The Guided Highlights Tour (GHT) is a tour option for people who are [REDACTED] blind, or have low vision. This tour takes place in the Museum's Permanent Exhibition **The Holocaust**. The two- to three-hour tour features visually descriptive language, touchable reproductions of several key artifacts, and a model of the Museum. The tour also provides visitors with a variety of visual aids, including a monocular, flashlights, and high-contrast black and white photographs. The experienced tour guides are knowledgeable about Holocaust history and low vision and blindness.

Please try to make reservations at least two weeks in advance, as the **Guided Highlights Tour** is subject to staff availability. For additional information please ask for a **Guided Highlights Tour** brochure at the Information Desk. To make a reservation, please contact the Museum's Education Division at the following: **Voice** 202-488-6100; **TTY** 202-488-0406; **Web** www.ushmm.org/visit (click on "Accessibility").

For further information on accessibility issues, please call Visitor Services 202-488-6100 or TTY 202-488-0406.

THOMAS ARLEDGE



PERMANENT EXHIBITIONS

The Holocaust (passes required)

The Holocaust was the state-sponsored, systematic persecution and annihilation of European Jewry by Nazi Germany and its collaborators between 1933 and 1945. Jews were the primary victims—six million were murdered; Roma (Gypsies), people with disabilities, and Poles also were targeted for destruction or decimation for racial, ethnic, or national reasons. Millions more, including homosexuals, Jehovah's Witnesses, Soviet prisoners of war, and political dissidents, also suffered grievous oppression and death under Nazi tyranny.

The Holocaust, the Museum's three-floor main exhibition, presents a comprehensive history through artifacts, photographs, films, and eye-witness testimonies. Divided into three sections presented chronologically, it begins with life before the Holocaust in the early 1930s, continues through the Nazi rise to power and the subsequent tyranny

and genocide, and concludes with liberation and the immediate aftermath of the Holocaust.

Recommended for visitors 11 years and older.

Remember the Children: Daniel's Story

(no passes required)

This exhibition, located on the Museum's First Floor, tells the history of the Holocaust from the perspective of a young boy growing up in Nazi Germany.

Recommended for visitors 8 years and older.

SPECIAL EXHIBITIONS



Other special exhibitions are presented in the Sidney Kimmel and Rena Rowan Exhibition Gallery and the Gonda Education Center on the Lower Level. A display relating to contemporary genocide is located outside the Meyerhoff Theater on the Lower Level and in the Wexner Learning Center located on the Second Floor.

Recommended for visitors 11 years and older.

MEMORIAL AREAS

Hall of Remembrance

The hexagonal Hall of Remembrance with its eternal flame is the nation's memorial to victims of the Holocaust. It is located on the Second Floor.

Children's Tile Wall

The 1.5 million children murdered in the Holocaust are memorialized at the Wall of Remembrance (Children's Tile Wall) in the Gonda Education Center on the Lower Level. American schoolchildren painted the more than 3,000 tiles that make up the wall.

RESOURCES

Wexner Learning Center

Be a witness to history. At the Second Floor Wexner Learning Center, you can explore different aspects of past and present events as you access Museum resources through interactive kiosks.

Meed Survivors Registry

The Meed Survivors Registry encourages all who lived under the Nazi regime and their family members to record or research their histories.

Research

For more in-depth research, visitors may use the Museum's **Library, Archives, and Photographic Reference Collection** on the Fifth Floor, also the location of the Museum's Center for Advanced Holocaust Studies.

THOMAS ARLEDGE



THOMAS ARLEDGE



TIMOTHY HURSLEY



MUSEUM INFORMATION / SERVICES



Coat Check (First Floor) is available for all large bags, packages, and briefcases.



Wheelchairs and walking stick/portable seats are offered at no charge at this location on a first-come, first-served basis.

Visual assistance devices, including flashlights, monocular and magnifying glasses, are available upon request.

Back carriers are also on hand as an amenity for parents with small children.



A listing of daily program offerings is available at the Wilf Pass and Information Desk, in the center of the Hall of Witness on the First Floor, along with a wide range of printed materials and other resources. This is where timed, same-day passes to the Permanent Exhibition are distributed. Advance passes are available at www.tickets.com or by calling 800-400-9373 or TTY 888-331-6774.

The Donor and Membership Desk, located in the Hall of Witness on the First Floor, provides information on joining and supporting the Museum.



The Museum Shop (First Floor, near the 14th Street entrance as well as a satellite shop at the top of the main staircase) offers a variety of books, videos, compact discs, posters, and other materials that relate to the Holocaust and other genocides.



The Joseph and Rebecca Meyerhoff Theater and the Helena Rubinstein Auditorium (Lower Level) offer public programs. Assistive Listening Devices (ALD) are available on a first-come, first-served basis for programs that take place in these venues.



The Museum Cafe, accessible by ramp and elevator, is located in the Ross Administrative Center building outside the Museum's entrance on Raoul Wallenberg Place and is open 8:30 a.m.

to 4:30 p.m. It offers refreshments, light breakfast, and luncheon fare, including some prepackaged kosher entrees. Accessible restrooms and an accessible telephone are available in the Cafe.



Assistance with separated parties, first aid, or other needs is available at any time from Visitor Services and Protection Services personnel.



Accessible restrooms on the Lower Level of the Museum building include a companion restroom, water fountains, baby-changing areas, and a comfortable nursing environment. Telephones with amplified volume and TTYs are also located in this area.



Accessible restrooms are also located near the entry to each floor of the Permanent Exhibition and at the Cafe.

Eating, drinking, and smoking are not permitted in the Museum.

On entry, all visitors and their belongings must pass through security.

Neither video nor audio recording is permitted.

Photography is not permitted in the exhibitions.

Flash photography is not permitted in the Hall of Remembrance. **Cell phone use is not permitted in the exhibitions.**

Admission is free.

Timed Passes are required for the Permanent

Exhibition. Same-day passes are available at the Wilf Pass and Information Desk (First Floor). Advance passes are available from Tickets.com at www.tickets.com or 800-400-9373 or TTY 888-331-6774.

Passes are not required for entry to the Museum or special exhibitions.

Building Hours are 10 a.m. to 5:30 p.m.

For extended hours in spring, check the Museum Web site or call for details. **Exhibitions and the Museum Shop close at 5:20 p.m.** The Museum is closed Yom Kippur and Christmas Day.

For Group Reservations for the Permanent Exhibition please access our online form via www.ushmm.org/visit/groups; write USHMM Scheduling Office, 100 Raoul Wallenberg Place, SW, Washington, DC 20024-2126; or fax 202-488-2606.

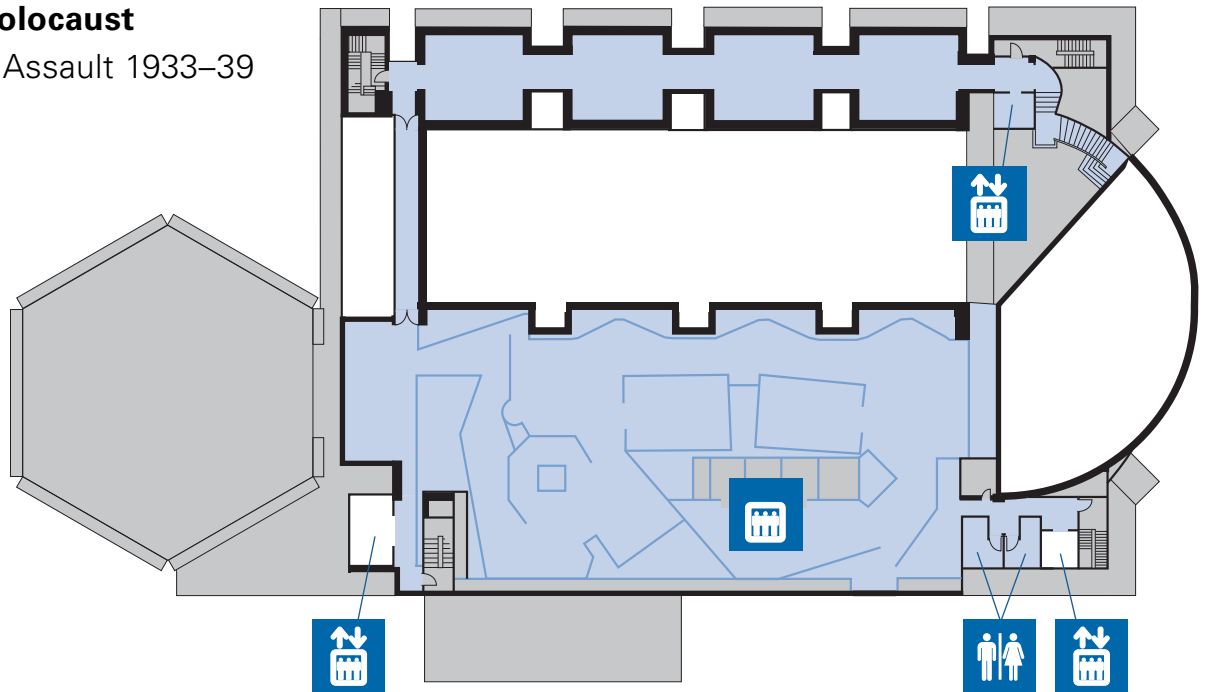
MUSEUM FLOOR PLAN

FOURTH FLOOR

Permanent Exhibition
Begins here

■ The Holocaust

- Nazi Assault 1933–39

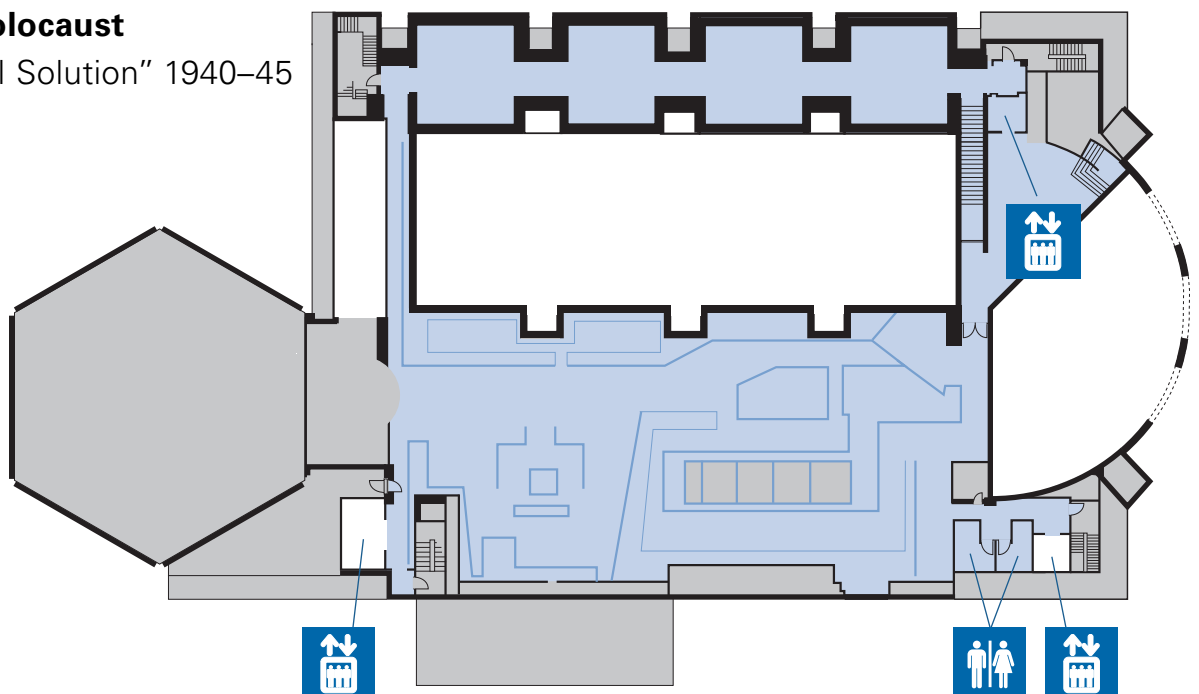


THIRD FLOOR

Permanent Exhibition
Continues

■ The Holocaust

- "Final Solution" 1940–45

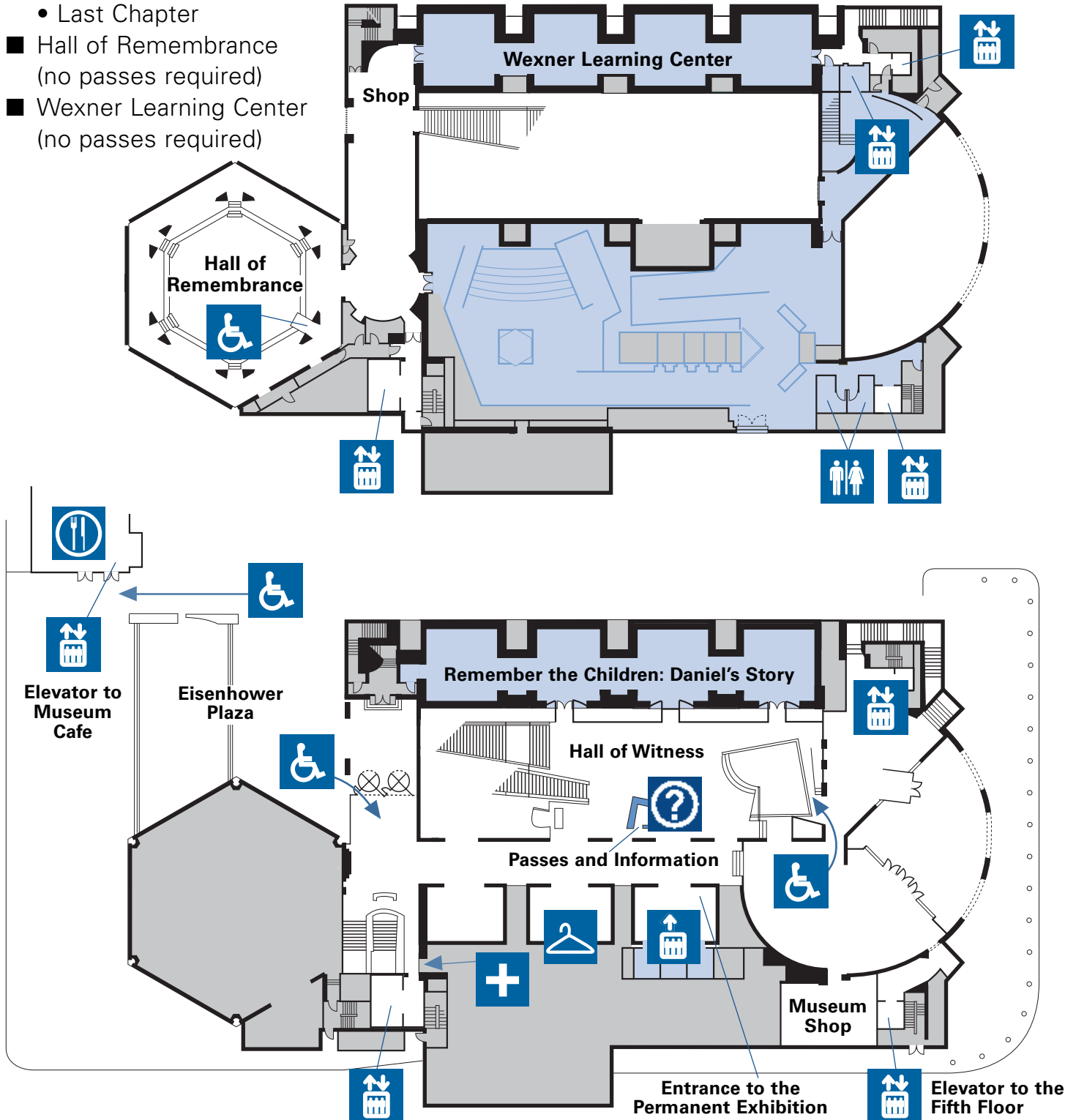


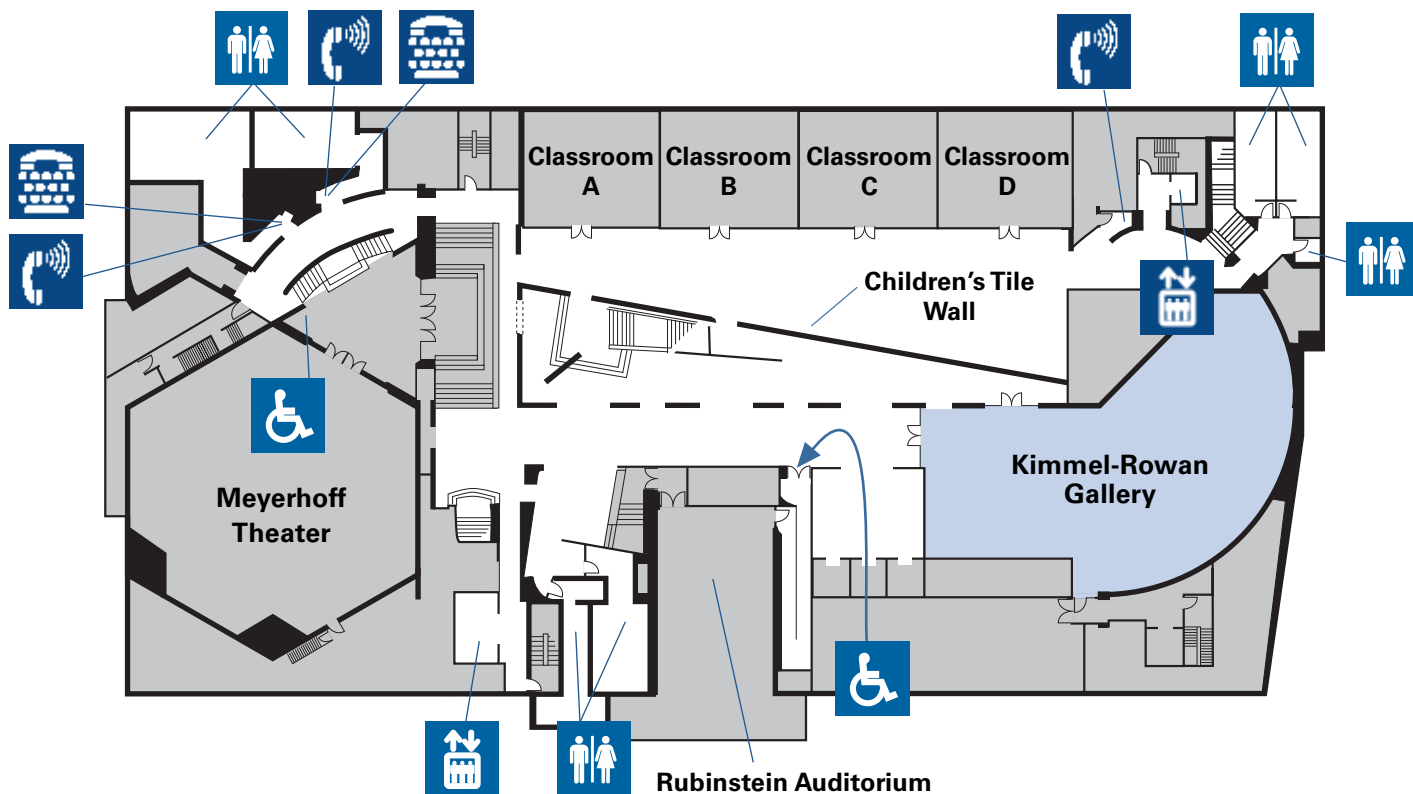
SECOND FLOOR

Permanent Exhibition Concludes

■ The Holocaust

- Last Chapter
- Hall of Remembrance (no passes required)
- Wexner Learning Center (no passes required)





◀ FIRST FLOOR

Wilf Pass and Information Desk
 Entrance elevator to the Permanent
 Exhibition **The Holocaust**
 (passes required)

Remember the Children:
Daniel's Story (no passes required)

Museum Shop
 Elevator to Library, Archives,
 and Photographic Reference
 Collection (Fifth Floor)
 Access to Eisenhower Plaza
 and Museum Cafe

▲ LOWER LEVEL

Meyerhoff Theater
 Rubinstein Auditorium
 Kimmel-Rowan Gallery
 (no passes required)
 Gonda Education Center
 (Classrooms A–D)
 Children's Tile Wall

■ **Exhibition Areas**

This publication has been made possible through the generosity of an anonymous donor.



The Museum has no public parking facility.



However, the Museum is two blocks west of the Smithsonian Metro station (Blue and Orange lines). Visitors using the station's only elevator, on Independence Avenue, need to cross two streets (Independence Avenue and 14th Street) to reach the Museum.

Staff members are ready to facilitate passenger drop off at the driveway by the 14th Street entrance for visitors who require personal assistance.



For vehicles bearing the appropriate access tags, the National Park Service has designated approximately ten accessible parking spaces at and around the Washington Monument, along Independence Avenue west of 14th Street, and in the Tidal Basin Parking lot off of Maine Avenue, SW, (approximately two blocks west of the Museum).



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