



Safety, Accessibility & Inclusivity at TLCC

We are committed to creating an environment at all Tessitura conferences that is as safe, accessible and inclusive as possible. TLCC welcomes and embraces everyone's full self. To understand how to achieve this, we held conversations with our internal DEAI committee, our [Community DEAI Advisory Committee](#) and our community [affinity groups](#). We take additional steps to ensure the conference remains financially accessible for as many people as possible. View our safety, accessibility and inclusivity plan below.

Tessitura commitments

Access & accommodations

Pre-conference

- Provide a listing of accessibility accommodations and give space for attendees to share any additional needs during the registration process
- Invite attendees to share pronouns during the registration process
- Gather dietary needs, including food allergies, during the registration process
- Make presentations and handouts available for download via the conference app provided by Swapcard
- Ensure a conference venue map and general room set-up will be available for download via the conference app
- Offer networking tips available for download via the conference app
- Provide presenters with tips including guidelines for organization, design, deliverability and accessibility of their presentations
- Provide scholarship opportunities for members of underrepresented groups and emerging leaders
- Provide scholarships for Career Accelerator program participants
- Provide discounts for presenters and Tessitura community chairs

On site

- Work with hosting venue to offer gender-inclusive restrooms whenever possible
- Provide a lactation room equipped with a mini-refrigerator whenever possible
- Make conference map printouts available on-site
- Provide agendas in large-print format on request
- Provide large-print signage when signage is required

- Provide various seating needs throughout the conference, including:
 - Mixed seating (e.g., theatre, classroom style) in general session and breakout rooms whenever possible
 - General reserved seating in general sessions and breakout rooms for anyone with accessibility needs
 - Personalized reserved seating in the general session and breakout rooms if requested at or before check-in
- Share conference information across multiple channels (conference app, general session announcements, printed materials, etc.)
- Address dietary and accessibility accommodations requested during the registration process, including:
 - Providing meal options for a wide range of dietary needs
 - Making sign language interpreters available if requested
 - Providing discounted registration rates for personal care aides (support companion, caregiver) upon request
 - Offering staff assistance with meals if requested
- Provide live captioning during all general sessions
- Require presenters to use PowerPoint's real-time, automatic captioning in breakout sessions, and provide instructions
- Reduce crowd noise where possible or provide alternative space by:
 - Pulling additional airwalls during community discussions to absorb sound and reducing the number of discussion circles per square foot
 - Lowering volume of music in general session room
 - Provide quiet tables at all networking events and meals
- Provide a quiet room

Conference programming

- Assign experience levels to all sessions to help with session selection
- Integrate conference content into ongoing community events
- Incorporate presenters, artists and topics from underrepresented populations
- Open each conference with a Land Acknowledgement and/or Welcome to Country by a local elder
- Provide opportunities for speakers to visit session rooms in advance of presenting

Safety & wellbeing

- Share [code of conduct](#) in multiple channels
- Outline how attendees can report a violation of the code of conduct to the events team
- Ensure event staff is fully briefed on emergency response plan
- Provide spaces and time for affinity groups to meet as part of the conference schedule
- Offer ways for attendees to visually identify themselves as members of affinity groups, should they wish to do so
- Provide resources for all attendees on how to be an ally
- Provide resources for all attendees on bystander intervention
- Provide a chat space on the conference app where attendees can find a conference buddy