ACPA20 Accessibility Guide
2-5 MARCH 2020
NASHVILLE, TENNESSEE, USA
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Welcome to ACPA20!
Welcome to Nashville, Tennessee, USA! Nashville is a unique city with a variety of options to engage with during your time at Convention. ACPA20 will be an experience that:

- Amplifies our association’s values into meaningful calls to action;
- Provides pathways for the dissemination of timely and relevant information for our field;
- Crystalizes our intention surrounding the strategic imperative on racial justice and decolonization for daily practice; and
- Celebrates the vibrant and diverse individuals who chose ACPA every day.

ACPA20 will feature renowned speakers, full days of educational sessions, career development, and networking opportunities to further your professional development and success in higher education. The Convention Planning Team, in conjunction with the Coalition for (Dis)Ability, designed this guide to provide information on accessibility relative to your experience at Convention. Should you have questions or a need not addressed within this guide, contact Dale O’Neill, PhD, Access Coordinator for ACPA20, at dmoneill@loyno.edu.

Unless explicitly listed as such, the resources suggested in this guide are not an endorsed or vetted resource by ACPA. ACPA does not have any association with the services or care provided by the listed organizations.

ACPA values equity and inclusion. Should you experience a situation where we might improve, please reach out to Angela Hoffman, ACPA’s Director of Professional Development, at ahoffman@acpa.nche.edu or Windi Sasaki, the Director of Equity & Inclusion on the Governing Board at wsasaki@ucsd.edu. To learn more about ACPA’s Bias Response Protocol and/or to submit an Equity and Inclusion Online Notification Form, please visit the website below. Through the Equity and Inclusion Online Notification Form, individuals can report bias-related incidents or incidents that affect marginalized social identity groups or members.

For more information about ACPA20, visit this convention website at http://convention.myacpa.org/nashville2020/
Contact Personnel
The following personnel can assist you with questions you may have regarding accessibility at ACPA20.

ACPA20 Convention Access Coordinator
**Dale O’Neill, PhD** | She/Her/Hers
dmoneill@loyno.edu

Chair for the Coalition for (Dis)Ability
**Spencer Scruggs** | He/Him/His
spenerescruggs@gmail.com

ACPA20 Equity and Inclusion Chair
**Mike Kutnak, PhD** | He/Him/His
kutnak@vt.edu

ACPA20 Convention Experiences Chair
**Charlotte McLoud** | She/Her/Hers
cmcloud@gwu.edu

ACPA20 Convention Chair
**Kelvin Rutledge** | He/Him/His
rutledgek1@southernct.edu

Accommodation Requests
If you are an individual with a disability and would like to request an accommodation for the ACPA20 Convention, note your request in your registration or contact the Convention Access Coordinator, Dale O’Neill, at dmoneill@loyno.edu by Friday, February 7, 2020. Interpreters are available for all Convention activities upon request. In addition, large print copies of the program book can be made available upon request. Accommodations take up to 2-3 weeks to secure; requests should be made as soon as possible.
Air Travel at Nashville International Airport (BNA)

One main airport that serves Nashville, Tennessee, USA is the Nashville International Airport (BNA). The airport is served by 20 airlines and has 585 daily arriving and departing flights with nonstop flights to more than 72 cities in North America and Europe.

1 Terminal Dr | Nashville, TN, USA 372141
Distance to the Music City Center: 8.2 miles

Phone: 615-275-1675 | Airport Emergency: 615-275-1703
Lost & Found: 615-275-1675

To request an accommodation for the airport, or to file a complaint, call 615-275-2085 and ask to speak with the airport’s ADA Coordinator or visit the official accessibility page for BNA.

DISTANCES FROM CURB TO AIRPORT TERMINALS

**Terminal A:** The distance from the terminal level sidewalk to the vehicle drop off is 476 feet. Accessible ramps are available to the terminal.

**Terminal B:** The distance from the terminal level sidewalk to the vehicle drop off is 450 feet.

**Terminal C:** The distance from the terminal level sidewalk to the vehicle drop off is 367 feet. The distance from the bus drop off area is 220 feet.
## AIRLINES SERVICING BNA

<table>
<thead>
<tr>
<th>Airline</th>
<th>Flight Information:</th>
<th>Ticket Counter opens at</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Canada</td>
<td>888-422-7533</td>
<td>4 am</td>
</tr>
<tr>
<td></td>
<td>888-247-2262</td>
<td></td>
</tr>
<tr>
<td>American Airlines</td>
<td>800-223-5436</td>
<td>4 am</td>
</tr>
<tr>
<td></td>
<td>800-433-7300</td>
<td></td>
</tr>
<tr>
<td>Delta Air Lines</td>
<td>800-325-1999</td>
<td>3:30 am</td>
</tr>
<tr>
<td></td>
<td>800-221-1212</td>
<td></td>
</tr>
<tr>
<td>Frontier Airlines</td>
<td>801-401-9000</td>
<td>7:40 am (MWFSa); 6:45 am (TRSu)</td>
</tr>
<tr>
<td></td>
<td>801-401-9000</td>
<td></td>
</tr>
<tr>
<td>Southwest Airlines</td>
<td>800-435-9792</td>
<td>3:30 am</td>
</tr>
<tr>
<td></td>
<td>800-435-9792</td>
<td></td>
</tr>
<tr>
<td>United Airlines</td>
<td>800-824-6200</td>
<td>4:15 am</td>
</tr>
<tr>
<td></td>
<td>800-241-6522</td>
<td></td>
</tr>
<tr>
<td>Vacation Express</td>
<td>800-486-9777</td>
<td></td>
</tr>
<tr>
<td></td>
<td>800-486-9777</td>
<td></td>
</tr>
<tr>
<td>Alaska Airlines</td>
<td>1-800-ALASKAAIR (1-800-252-7522)</td>
<td>2 pm</td>
</tr>
<tr>
<td></td>
<td>1-800-ALASKAAIR (1-800-252-7522)</td>
<td></td>
</tr>
<tr>
<td>Contour Airlines</td>
<td>1-888-332-6686</td>
<td>5:30 am</td>
</tr>
<tr>
<td></td>
<td>1-888-332-6686</td>
<td></td>
</tr>
<tr>
<td>JetBlue</td>
<td>1-800-JETBLUE (1-800-538-2583)</td>
<td>7:15 am</td>
</tr>
<tr>
<td></td>
<td>1-800-JETBLUE (1-800-538-2583)</td>
<td></td>
</tr>
<tr>
<td>Airlines</td>
<td>Flight Information:</td>
<td>Ticket Counter opens at</td>
</tr>
<tr>
<td>--------------------</td>
<td>----------------------------------------------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td><strong>WestJet</strong></td>
<td>1-888-937-8538 (1-888-WESTJET)</td>
<td>9 am</td>
</tr>
<tr>
<td></td>
<td>Reservations: 1-888-937-8538 (1-888-WESTJET)</td>
<td></td>
</tr>
<tr>
<td><strong>British Airways</strong></td>
<td>Flight Information: 1-800-247-9297</td>
<td>opens at 4:20 pm. (Su,M,Tu,Th,Sa).</td>
</tr>
<tr>
<td></td>
<td>Reservations: 1-800-247-9297</td>
<td></td>
</tr>
<tr>
<td><strong>Allegiant</strong></td>
<td>Flight Information: 1-702-505-8888</td>
<td>opens at 5:45 am (M,F); 6:59 am (Th,Su).</td>
</tr>
<tr>
<td></td>
<td>Reservations: 1-702-505-8888</td>
<td></td>
</tr>
<tr>
<td><strong>Sun Country Airlines</strong></td>
<td>Flight Information: 800-800-6557</td>
<td>opens at at 2:45 pm (M); 8:35 am (W, Sa); 7:35 am (Th, Su); 8:05 am (F).</td>
</tr>
<tr>
<td></td>
<td>Reservations: 651-905-2737</td>
<td></td>
</tr>
<tr>
<td><strong>Spirit Airlines</strong></td>
<td>Flight Information: 801-401-2222</td>
<td>3:45 am</td>
</tr>
<tr>
<td></td>
<td>Reservations: 801-401-2222</td>
<td></td>
</tr>
</tbody>
</table>

If you require a companion or assistant to accompany you through the security checkpoint to reach your gate, speak with your airline representative about obtaining a gate pass for your companion before entering the security checkpoint.

**WHEELCHAIR ASSISTANCE AT THE AIRPORT**
Travelers may arrange skycap wheelchair assistance at their airline’s ticket counter or curbside check-in. The Information Center (615-275-2098) will also page for a skycap. Those who wish to arrange special skycap assistance for a person at their arrival gate should contact their airline in advance. View information on each airline serving BNA

**SECURITY CHECKPOINTS**
Please bring evidence verifying you have a medical implant or other device if it is likely to set off the alarm on the metal detector. Although this is not a requirement, it may help to expedite the screening process. Mobility aids and assistive devices permitted through security checkpoints include: wheelchairs, scooters, walkers, crutches, canes, prosthetic devices, body braces, augmentation and communication devices (e.g. Braille note takers, slate and stylus), dog guides, service dogs, hearing dogs, and diabetes-related equipment and supplies.
TRANSPORTATION AT THE AIRPORT

Parking:
All parking lots and garages at BNA have accessible parking spaces. Parking spaces are designated at the front of all airport lots for customers with physical disabilities. BNA's state-of-the-art Terminal Garage offers five levels of covered garage parking for travelers' convenience.

Finding the Garage from the Terminal:
● Exit the terminal on Level 1 and turn right.
● Follow the sidewalk and pedestrian canopy to the Terminal Garage.
● Accessible parking available on Levels P2-P6.

Visit this link for the number of slots available in real time and price to park. For parking questions, contact 615-275-1045.

Ground Transportation Pick-Ups:
Ground transportation pick-ups are located in BNA's Terminal Garage. The first level is a dedicated Ground Transportation Center for commercial vehicles including WeGo Public Transit buses, hotel shuttles, charter buses, ride app vehicles, taxis, limousines and livery cars.

Finding the New Ground Transportation Center:
● Exit the terminal on Level 1 and turn right.
● Follow the sidewalk and pedestrian canopy to the Terminal Garage. Overhead signs will direct you.
● The Ground Transportation Center is on Level 1.
● Directional Video

Taxi, Uber & Lyft Riders:
Ride app (Uber and Lyft) vehicles and taxis all pick up on Level 1 of the new Terminal Garage. From the airport, the meter starts at $7 and the rate is $2.10 per mile. A taxi from the airport to downtown Nashville is available for a flat rate of $25, with a $1 fee for each additional passenger.

Accessible services are offered by most taxi companies during airport hours; however, to ensure that an accessible taxi will be available for your use, please call the service of your choice for schedules, reservations, fees and information. American Music City Taxi, Taxi Taxi (also known as Nashville Cab and Allied Cab), Checker Cab, Yellow Cab have wheelchair accessible taxis. View a listing of Taxi Cab companies.
Public Transportation:  
WeGo Public Transit (formerly MTA) offers bus service between the Nashville airport and downtown Nashville. The Route 18 Airport/Elm Hill Pike bus leaves hourly from the Nashville airport between 5:15am and 1:00am. Individuals can catch the bus outside on Level 1 within the Ground Transportation area. There is a bus stop sign to welcome you. The front and side signs on the bus will clearly read 18 Airport, 18 Elm Hill, or 18 Airport Express. All Route 18 Airport buses depart from Bay 13 at Central.

The cost is only $2 each way for adults, $1 for youth (age 19 and younger), seniors (age 65 and older), and people with disabilities. View the bus schedule.

In addition, WeGo provides a website called Trip Planner, to assist individuals in determining the best route. Visit the Nashville WeGo website for more information regarding accessibility. In addition, one can call Customer Care at 615-862-5950 from 6:30 am to 8 pm, Monday through Friday, 8 am to 5 pm. on Saturdays, and 10:30 am to 2:30 pm on Sundays.

Shuttles:  
Shuttles are available from the airport to various locations in the city. However, many are not wheelchair accessible.

<table>
<thead>
<tr>
<th>Company</th>
<th>Comments</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>CitiValet</td>
<td>CitiValet Offers quality, affordable car and shuttle service; this includes airport, executive, and personal transportation. Offers Door-to-Door service 24 hours a day.</td>
<td>615-216-7506</td>
</tr>
<tr>
<td>Nashville Express Airport Shuttle</td>
<td>The Nashville Express Shuttle offers van services between the Nashville airport and downtown Nashville between 4 am and 11 am. The standard rate to downtown for one passenger is $35.00 one way and reduced per person rates are available for parties of 2 and more. However, the shuttle is not wheelchair accessible. Visit the Nashville Express Shuttle for rates and to make reservations.</td>
<td>615-335-6479</td>
</tr>
<tr>
<td>Region-Wide Transit</td>
<td>Region-wide Transit provides curbside service for Davidson, Maury, Marshall and Williamson Counties.</td>
<td>931-381-5188 855-REGION1 (855-734-4661)</td>
</tr>
</tbody>
</table>

Some hotels have shuttles available. One of the three convention hotels provides a shuttle, the Hyatt Place Nashville Downtown. However, the shuttle is not wheelchair accessible. View a list of hotels with shuttles.
**Rental Cars:**
A variety of rental car options are available at BNA. All car rental agencies provide hand controlled cars with 24 to 48 hour advance notice.

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Location</th>
<th>Main Phone</th>
<th>Toll Free Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADVANTAGE</td>
<td>First level</td>
<td>615-391-9105</td>
<td></td>
</tr>
<tr>
<td>ALAMO</td>
<td>First level</td>
<td>615-340-6546</td>
<td>800-331-1212</td>
</tr>
<tr>
<td>AVIS</td>
<td>Second level</td>
<td>615-361-1212</td>
<td>800-331-1212</td>
</tr>
<tr>
<td>BUDGET</td>
<td>Second level</td>
<td>615-366-0822</td>
<td>800-527-0700</td>
</tr>
<tr>
<td>DOLLAR</td>
<td>Second level</td>
<td>615-367-0503</td>
<td>800-800-4000</td>
</tr>
<tr>
<td>ENTERPRISE</td>
<td>First level</td>
<td>615-275-0011</td>
<td>800-736-8222</td>
</tr>
<tr>
<td>HERTZ</td>
<td>Third level</td>
<td>615-361-3131</td>
<td>800-654-3131</td>
</tr>
<tr>
<td>NATIONAL</td>
<td>First level</td>
<td>615-340-6546</td>
<td>888-826-6890</td>
</tr>
<tr>
<td>PAYLESS</td>
<td>Second level</td>
<td>615-275-2961</td>
<td>800-729-5377</td>
</tr>
<tr>
<td>THRIFTY</td>
<td>Second level</td>
<td>615-361-6050</td>
<td>800-367-2277</td>
</tr>
</tbody>
</table>

**To reach the Rental Car Facility:**
- Exit the terminal on Level 1 and turn left.
- Follow the sidewalk past the Valet Drop-Off area.
- Cross Terminal Dr. A crossing guard will assist you in crossing safely.
- Proceed to the Rental Car Facility.
- [Directional Video](#)

**Limousine Services:**
Limousines pick up on Level 1 of the Terminal Garage.

**Directions to the New Ground Transportation Center:**
- Exit the terminal on Level 1 and turn right.
- Follow the sidewalk and pedestrian canopy to the Terminal Garage. Overhead signs will direct you.
- The Ground Transportation Center is on Level 1.
The following limousine services are offered at BNA:

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>615 VIP Rides</td>
<td>615-985-5330</td>
</tr>
<tr>
<td>808 Transportation</td>
<td>615-772-8674</td>
</tr>
<tr>
<td>Adept Limousine, Inc</td>
<td>615-361-1800</td>
</tr>
<tr>
<td>Advent Limo</td>
<td>615-442-7651</td>
</tr>
<tr>
<td>Allstars Limousine</td>
<td>615-516-5701</td>
</tr>
<tr>
<td>Alpha Limousine, LLC</td>
<td>615-824-5466</td>
</tr>
<tr>
<td>Black Steel Transportation</td>
<td>615-838-0045</td>
</tr>
<tr>
<td>Brentwood Limousines</td>
<td>615-370-0707</td>
</tr>
<tr>
<td>Capitol Limousines, Inc.</td>
<td>615-883-6777</td>
</tr>
<tr>
<td>CitiValet</td>
<td>615-216-7506</td>
</tr>
<tr>
<td>Driving Nashville</td>
<td>615-823-8003</td>
</tr>
<tr>
<td>Emerald Luxury Transportation</td>
<td>615-678-4695</td>
</tr>
<tr>
<td>First Choice Transportation Group</td>
<td>615-456-4979</td>
</tr>
<tr>
<td>First Impression Limousine Service, LLC</td>
<td>615-355-5945</td>
</tr>
<tr>
<td>Go Big Transportation</td>
<td>615-522-4819</td>
</tr>
<tr>
<td>Go Livery</td>
<td>615-200-8079</td>
</tr>
<tr>
<td>Grand Avenue</td>
<td>615-714-5466</td>
</tr>
<tr>
<td>Legacy Limousines &amp; Transportation</td>
<td>615-220-Limo(5466)</td>
</tr>
<tr>
<td>Limos By Knight</td>
<td>270-684-4688</td>
</tr>
<tr>
<td>Matchless Limousine, Inc</td>
<td>615-620-5466</td>
</tr>
</tbody>
</table>
**Metro Livery**  
615-365-3434

**Music City Sedan**  
615-357-7433

**Nashville Chauffeur**  
615-333-0373

**Nashville Express Airport Shuttle**  
615-335-6479

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**BNA RESTROOMS**
BNA provides accessible family style restrooms throughout the airport. Family restrooms are designed to accommodate passengers who have special needs or circumstances. Amenities include extra space, a fold-down baby changing station, ADA compliant lavatories, sinks and mirrors.

**Family Restroom Locations**
- Concourse B – Right of Noshville restaurant.
- Concourse B – Right of Gate B8.
- Concourse C – Left of Gate C5.
- Concourse C – Left of Gate C16.
- A/B Waiting Lounge – Right of stage.
- C Waiting Lounge – Left of stage.

**SERVICE ANIMALS:**
Service animals are permitted in the terminal. For specific information about traveling with a service animal, contact your airline. Please note that service animals anywhere on airport property, including the service animal relief area, must be leashed at all times.
From Shuttle Drop-Off:
- Service animal relief areas are located at the North and South ends of the central terminal, Departures level (curbside, Level 3).
- Proceed across the crosswalk, and make a 90-degree turn to the left (south) or right (north).
- Proceed about 60 feet from the last set of double doors until you reach the last set of columns and the end of the covered area.
- The service animal relief areas are raised, 6’ x 10’ platforms with artificial grass and a mock fire hydrant.
- Cleanup bags are available for travelers’ use.

From Inside Terminal Building:
- If on the secure side of the airport: Contact an airline representative about an escort to the service animal relief area. The passenger will not have to go through the security screening process again.
- If on the public (pre-security) side of the airport: Service animal relief areas are located at the North and South ends of the central terminal, Departures level (curbside, Level 3).
- At the North end: Exit the building at the northernmost exit. Turn left.
- At the South end: Exit at the southernmost exit. Turn right.
- The service animal relief areas are raised, 6’ x 10’ platforms with artificial grass and a mock fire hydrant.
- Cleanup bags are available for travelers’ use.

PAGING FOR THE DEAF AND HARD OF HEARING
Passengers who are deaf and hard of hearing can be visually paged on our flight information display system. This service can be requested at the Information Center (615-275-2098).

TELECOMMUNICATION DEVICES FOR THE DEAF (TDDs)
TDD locations can be found at the following locations:
- Ticketing Lobby – Across from American Airlines ticket counter.
- Baggage Claim Level – Across from Carousel #6.
- Baggage Claim Level - Hotel Message Boards (3 total).
- Ground Transportation Level at Short Term Garage (Level 1) - Hotel Message Boards in ‘Shuttle/Limo’ Waiting Rooms (2 total).
- Concourse C – Gate C10.
Accessibility During ACPA20

**RELAY SERVICE 711**
The State of Tennessee provides a free, state-wide assisted relay service at 711 so people who use text telephone (TTY) or other assisted device are able to have phone conversations with people who do not have TTY numbers.

This confidential service is available 24 hours a day, seven days a week from anywhere in the United States. There is no charge to either person in the conversation. Since operators who answer use voice and TTY, dialing 711 works whether or not the person placing the call is using a TTY.

Outside of the state, Tennessee residents may call the following numbers:
- (800) 848-0298 — Person with TTY calling someone without TTY.
- (800) 848-0299 — Person without TTY calling someone with TTY.

**GROUND TRANSPORTATION**
The [Nashville MTA/WeGo Public Transit](#) operates dozens of bus lines and the entire fleet is ADA accessible. Every WeGo bus is marked by a route number as well as the destination name or area. All express buses are designated by an "X" following the route number. Seniors age 65 and older and people with disabilities qualify for a reduced fare of $1.00 on WeGo buses with one of the following ID cards: Medicare, Seniors-MTA Golden Age, or driver's license; Disabled-Medicare, Special Service, or other transit ID card for the disabled. [Tickets can be purchased online](#).

**Important Phone Numbers at the Nashville MTA:**
Access: 615-880-3970 | ADA Coordinator: 615-862-5950

**What You Can Expect at a WeGo Bus Stop**
Most WeGo bus stops are labeled with blue signs that say “Bus Stop.” Bus stops also include the schedule and a list of the bus routes that serve that particular stop. In addition, on the sign, you will find the customer service phone number for the WeGo bus.

Many bus stops also have accessible shelters in case of cold, rainy, or snowy weather. WeGo does their best to keep bus stops clear for easy boarding.
Key features of WeGo buses include:
- Buses that can be lowered for easier boarding and exiting.
- Onboard ramps.
- Areas where wheeled mobility devices can be secured.
- Digital displays and automated announcements that share key route and stop information.

WeGo bus operators are trained to respond to all reasonable requests for assistance, including:
- Lowering the bus for boarding and exiting.
- Deploying ramps.
- Helping with fare payments.
- Assistance with finding a seat.
- Positioning the bus for easier boarding and exiting.
Convention Hotels

The ACPA20 Convention will utilize 3 different hotels. All of the Convention Hotels have mobility and hearing accessible room types and features. When selecting your hotel in the ACPA20 Housing portal, indicate any needs you have in relation to your accommodations at that time. If you need assistance, contact Angela Hoffman, Director of Professional Development for ACPA, at ahoffman@acpa.nche.edu who will coordinate with the Access Coordinator on all accessible room requests. Accessibility for each hotel is described in the following sections.

OMNI NASHVILLE HOTEL
(Headquarters Hotel)
250 Fifth Avenue South
Nashville, Tennessee, 37203
8.4 miles from BNA
615.782.5300
Omni Hotel website
Check-in: 4:00 pm; Check-out: 11:00 am

Omni Nashville Hotel’s design is a modern expression of the city’s distinct character, incorporating natural materials, exposed steel and regional limestone. The multi-story hotel and expanded museum share meeting and entertainment space and bring additional restaurants and retail venues to this dynamic destination in downtown Nashville.

Guest Services
- Concierge service.
- Five & Tenn gift shop.
- Omni Kids Crew.
- WiFi Internet service.
- Assistive Technology app, on the hotel website, is available for customers who have trouble typing, gesturing, moving a mouse or reading. The app incorporates tools such as mouse and keyboard replacements, voice recognition, speech enablement, hands-free/touch-free navigation.

Building Access
The Omni Nashville Hotel is located 8.4 miles from the Nashville International Airport. The main drop off and entrance point for The Omni Nashville Hotel is Located on Fifth Avenue between Demonbreun and Korean Veterans Boulevard. The Omni Hotel is the Headquarters Hotel and is connected to the Country Music Hall of Fame and Museum. The hotel has
both an accessible main entrance and accessible access to the front desk and concierge desk. The hotel has accessible elevators with Braille signage. This hotel does not have a sign language interpreter on staff. Staff members communicate via written methods with individuals with hearing impairments.

**Common Areas Accessibility**
The common areas of the Omni Nashville have accessible pathways to all important locations and experiences contained within the hotel. Elevators are available throughout the facility.

Omni Nashville Hotel enforces a Good Night's Rest Policy in our guestrooms. Only registered guests are permitted to enter guest room elevators or guest rooms after 10:30 pm. All guests must be registered at check in. If a disturbance is created, as a result of a party or noise from a guest room, all guests in the room will be asked to leave the hotel, without a refund.

**Animal Policy**
Guests bringing a pet will be required to sign an “Acceptance of Responsibility for Pet” form upon arrival. Service animals are exempt from the pet policy. There is no weight limit or non-refundable cleaning fee required.

**Fitness Area & Pool**
Our 5,500-square-foot complimentary fitness facility is available to all guests 24 hours a day. Accessible fitness center entrance. Amenities include complimentary water and towels. In-room fitness kits are available through the concierge, for guests who prefer to work out in the privacy of their room. The Get Fit Kit includes a floor mat, two hand weights, elastic bands, towels and water.

The hotel includes a roof-top pool lounge. There is an accessible entrance to both and the pool is equipped with a chair lift for access to the water. The pool is open daily, from 6:00 am to 10:00 pm.

**Business Center**
The hotel has an accessible business center entrance. The business center is open 24 hours a day.

**Dining Areas**
This hotel features multiple dining experiences including Bob’s Steak & Chop House, Kitchen Notes, Barlines (which is a live entertainment venue), and the Bongo Java Coffee Shop. All have accessible entrances. The seating in each of these areas consists of a mix of high backed chairs and high tables with regular height tables and chairs.
More information on the food selection can be found at the below websites:
- [Barlines](#)
- [Bob’s Steak & Chop House](#)
- [Bongo Java Coffee Shop](#)
- [Kitchen Notes](#)

**Room Accessibility**
The Omni provides a variety of accessible room options. The following options are available at the Omni Hotel:
- Accessible guest rooms with entry that provides 32" of clear width.
- Lowered light switches, peephole, deadbolt, and closet rods in guest rooms.
- Roll-in shower with adjustable height hand held shower head.
- Toilet and sink are no higher than 34' from the floor.
- Grab bars near toilet.
- Visual notification for hotel alarm system, door and phone available.
- Audible alarm notification.
- The hotel has a TTY for guest use.
- Closed caption TV.
- Braille room numbers.
- ADA assistance kits (visual/vibrating alarm clock, telephone amplifier, etc.)

**Meeting Space**
The Omni Hotel has an accessible route from public entrance to meeting rooms, accessible meeting spaces and available assistive listening devices for meetings.

**Parking**
Overnight valet parking with unlimited in and out privileges is available for $45 plus tax, per day/per vehicle. Self-parking is available at the Music City Center garage adjacent to the hotel for $24+ tax per day with in/out privileges. The garage entrance is on Sixth Avenue between Korean Veterans Boulevard and Demonbreun. Daily valet is available for $20 from 0 to 4 hours, and for $24 from 4 to 10 hours. The hotel provides both accessible parking spaces for self-parking and accommodations for accessible vehicles.
RENAISSANCE NASHVILLE HOTEL
611 Commerce Street
Nashville, Tennessee 37203
8.4 miles away from the airport.
615-255-8400 | Hotel website
Check-in: 4:00 pm; Check-out: noon

Recently renovated with inspiring features, Renaissance Nashville Hotel is a luxury haven in legendary Music City. It is situated in the heart of downtown, conveniently attached to Fifth + Broad and moments from attractions like Bridgestone Arena and Music Row.

Guest Services
- Concierge service.
- WiFi Internet service.
- All public areas non-smoking.
- Car Rental.
- Gift/newsstand.
- Cash machine/ATM.
- Valet dry-cleaning.
- Service Animals welcome.

Building Access
The hotel is 8.4 miles away from the airport. The entrance to the Renaissance Hotel has accessible automated doors and pathways leading to the check-in area. The reservation desk has an accessible check-in/out lane. This hotel does not have a sign language interpreter on staff. Staff members communicate via written methods with individuals with hearing impairments.

Common Areas Accessibility
The common areas of the Renaissance Nashville Hotel have accessible pathways to all important locations and experiences contained within the hotel. Elevators are available to the public throughout the facility.

Fitness Center & Pool
The hotel has a fitness center with an accessible entrance. The Fitness Center is open 24 Hours a day, 7 days a week. The Renaissance Hotel has an indoor, heated pool that is accessible. The pool is open from Monday through Sunday from 5:30 am to 11:00 pm.
Business Center
The Renaissance Hotel has a FedEx Office Print & Ship Center that has an accessible pathway. The FedEx Office Print & Ship Center in the Renaissance Nashville Hotel offers packing and shipping, signs, banners, office supplies, faxing services, notary, copying and printing services. Individuals can submit order online and have them waiting for you at the hotel when you arrive. The center has 24-hour access with room key.

Dining Areas
This hotel features three eateries: Five Chords Mercantile, Little Fib and The Bridge. The restaurants have accessible routes from Public Entrance. The seating in this restaurant consists of a variety of seating types, including accessible seating and table options. These restaurants offer a variety of food options.

- The Bridge
- Little Fib

Room Accessibility
The Renaissance Hotel provides a variety of accessible room options. The following options are available:

- Accessible guest rooms with 32” wide doorways.
- Accessible route from public entrance to accessible guest rooms.
- Bathroom grab bars.
- Bathtub grab bars.
- Bathtub seat.
- Doors with lever handles.
- Electrical outlets, lowered.
- Hearing accessible rooms and/or kits.
- No transfer showers available.
- Roll-in shower.
- Shower wand, adjustable.
- TTY/TTD available.
- TV with closed-captioning.
- Toilet seat at wheelchair height.
- Vanities, accessible.
- Viewports, lowered.

For more information about the physical features of accessible rooms, common areas, or special services relating to a specific disability, please call 615-255-8400.

Parking
The Renaissance Nashville Hotel provides valet parking at $42 per night plus tax that includes in/out privileges. Please note that self-parking in city lots does not include in/out.
Adventures abound in Downtown Nashville at the center of the city's legendary music scene, where at the Hyatt Place you're a short distance from famed concert venues, historic landmarks, chic boutiques, Bridgestone Arena, Nissan Stadium, and the famous honky tonks of Broadway.

**Guest Services**
- Free Wi-Fi and remote printing.
- Free public computers with high-speed Internet access in the Gallery.
- 24-hour StayFit Gym featuring cardio equipment with LCD touchscreens.
- Odds & Ends offers a menu of must-have items for guests to buy, borrow or enjoy for free.

**Building Access**
The Hyatt Place Nashville has has accessible automated doors and pathways leading to the check-in area. The reservation desk has an accessible check-in/out lane. This hotel does not have a sign language interpreter on staff. Staff members communicate via written methods with individuals with hearing impairments.

**Common Areas Accessibility**
The common areas have accessible pathways to all important locations and experiences contained within the hotel. Elevators are available to the public throughout the facility. Shared computers are available in the lobby (There is no business center on site).

**Fitness Center & Pool**
The Fitness Center is open 24/7 with cardio equipment and strength-training machines. The hotel includes an accessible, indoor pool.

**Dining Areas**
The hotel provides a breakfast bar on weekdays from 6:30 to 9:00 am and weekends from 7:00 to 10:00 am In addition, the hotel has “The Market,” which offers packaged grab ’n go items, from snacks and sandwiches to pastries and sweets. The Market is open 24 hours a day, seven days a week.
Lastly, the hotel has “The Bar,” which offers regionally inspired food, premium alcoholic beverages and specialty coffee drinks from 6:00 am - Midnight daily. The Bar’s Late night menu is available 24/7.

Room Accessibility
The Hyatt Place Nashville provides a variety of accessible room options. The following options are available:
- 42" closed-captioned TV.
- Wide doors.
- Lowered thermostat and light switches.
- Lowered peephole and door latch.
- Accessible bathroom.
- Lowered sinks and cabinets.

Animal Relief
While the property does not have an animal relief area, about a block away there is a large grassy park on 1st Avenue next to the Ascend Amphitheater where one can take a service animal.

Parking
Valet Parking is available onsite for $30 a night. Self-parking is also available in our secure parking garage with in & out privileges for $27 dollars per night. The garage is attached to the hotel, and the elevator goes directly to the lobby.
Convention Site: Music City Center

The Music City Center is Nashville's convention center located in the heart of downtown. The 2.1 million square foot facility opened in 2013 and was built so that Nashville could host large, city-wide conventions in the downtown area. The majority of ACPA20 activities, including all Educational Sessions, meetings, and many socials, will be held in the Music City Center. In addition, receptions and other activities will be held in the Omni Nashville Hotel.

In regards to Convention Activities, the Convention Steering Team has incorporated accessibility considerations into all of its planning efforts. If you have any specific questions, contact the Convention Access Coordinator, Dale O’Neill, dmoneill@loyno.edu

MUSIC CITY CENTER (MCC)
The MCC complies with all federal ADA laws. The center is open daily from 7:00 am to 10:00 pm. Automated doors for wheelchair accessibility are located at our entrances on 5th Avenue and 6th Avenue. You will be required to show your ACPA badge/name tag to enter the Music City Center. Should you require special assistance and/or services such as listening devices, wheelchairs, lifts, text telephones, or stage ramps, in addition to contacting the ACPA Access Coordinator, you can also contact the MCC ADA Coordinator at 615-401-1450.

MCC Mobile App
The Music City Center mobile app is a personal guide to the Music City Center. Whenever you need help, simply open the app and tell it where you need to go, whether it's the closest restroom or how to get back to the parking garage. The app can pinpoint your location anywhere in the building and provide you with precise, turn-by-turn, photo-based directions to get you where you need to go. Just type in the room or event you are trying to find and the app will lead you there. The new Music City Center Wayfinding App is now available on iTunes and Google Play.

To learn more about the Music City Center, check out this video.
Telecommunications Device For The Deaf (Tdd)
Assisted listening devices are available with advance notice. A TDD is available at the MCC Ambassador desk on Level Three.

Sight Impaired Information
Braille instructions can be found on the elevators, restrooms and emergency exit signs throughout the building.

Restrooms
All public restrooms in the MCC are accessible per Federal ADA requirements. Family restrooms are also located throughout the facility.

Transportation
There are 29 ADA accessible parking spots located within our on-site parking garage. The garage is located on 6th Avenue and Demonbreun, directly across from the south entrance to Bridgestone Arena. There are three entrances to the garage: one on 7th Avenue and Demonbreun and two on 6th Avenue between Demonbreun and Korean Veterans Boulevard.

Parking rates:
- $10 for 15 minutes to 5 hours.
- $15 for 5 to 9 hours.
- $20 for 9 to 12 hours.
- $25 for lost ticket or daily max.

Shuttle and Taxi pick up and drop off locations are available on 5th Avenue, 6th Avenue, and Demonbreun.

Business Center
The MCC has a full service Business Center operated by the UPS Store, providing an on-site service center for shipping, mailing, faxing and photocopying. The UPS Store is located on Level 2 near the Sixth Avenue entrance and Nashville Songwriters Hall of Fame. Normal business hours are Monday through Friday from 9:00 am to 5:00 pm, although hours may vary with Conventions. For questions, email the business center at store6425@theupsstore.com.

Dining
Guests will find Al Taglio restaurant and Dunkin Donuts on the first floor of the Music City Center. Pathways to and throughout these facilities are accessible.
Al Taglio is Nashville's first Roman-style pizzeria located on the corner of 5th Avenue and Korean Veteran's Boulevard on the first level of the Music City Center. Open daily (Sunday 11:00 am-7:00 pm; Monday-Saturday 11:00 am-8:30 pm.). For a full menu, visit altaglionashville.com.

Located on the corner of 5th Avenue and Korean Veteran's Boulevard on the first level of the Music City Center, Dunkin Donuts has hot and iced coffee, espresso drinks, donuts, muffins, oatmeal and bagels. Hours of operation will be Monday through Friday from 6 am to 7 pm and weekends from 6 am to 6 pm.

Fresh Pick Market & Cafe, is located on the third level of the Music City Center and is accessible from inside the building as well as from Demonbreun and 8th Avenue. The market offers coffee, beverages, grab-and-go food options as well as toiletries and everyday necessities.

Additional food options can be found in the convention hotels and in the surrounding areas.

**Convention Site: Omni Nashville**

250 Fifth Avenue South  
Nashville, Tennessee, 37203  
8.4 miles from BNA  
615.782.5300 | [Omni Hotel website](#)

**Building Access**
The Omni Nashville Hotel is located 8.4 miles from the Nashville Intl Airport. The main drop off and entrance point for The Omni Nashville Hotel is Located on Fifth Avenue between Demonbreun and Korean Veterans Boulevard. The Omni Hotel is the Headquarters Hotel and is connected to the Country Music Hall of Fame and Museum. The hotel has both an accessible main entrance and accessible access to the front desk and concierge desk. The hotel has accessible elevators with Braille signage. This hotel does not have a sign language interpreter on staff. Staff members communicate via written methods with individuals with hearing impairments.

**Common Areas Accessibility**
The common areas of the Omni Nashville have accessible pathways to all important locations and experiences contained within the hotel. Elevators are available throughout the facility.

Omni Nashville Hotel enforces a Good Night's Rest Policy in our guestrooms. Only registered guests are permitted to enter guest room elevators or guest rooms after 10:30 pm.
**Business Center**  
The hotel has an accessible business center entrance. The business center is open 24 hours a day.

**Dining Areas**  
This hotel features multiple dining experiences including Bob’s Steak & Chop House, Kitchen Notes, Barlines (which is a live entertainment venue), and the Bongo Java Coffee Shop. All have accessible entrances. The seating in each of these areas consists of a mix of high backed chairs and high tables with regular height tables and chairs.

- Barlines
- Bob’s Steak & Chop House
- Bongo Java Coffee Shop
- Kitchen Notes

**Meeting Space**  
The Omni Hotel has an accessible route from public entrance to meeting rooms, accessible meeting spaces and available assistive listening devices for meetings.

**Parking**  
Overnight valet parking with unlimited in and out privileges is available for $45 plus tax, per day/per vehicle. Self-parking is available at the Music City Center garage adjacent to the hotel for $24+ tax per day with in/out privileges. The garage entrance is on Sixth Avenue between Korean Veterans Boulevard and Demonbreun. Daily valet is available for $20 from 0 to 4 hours, and for $24 from 4 to 10 hours. The hotel provides both accessible parking spaces for self-parking and accommodations for accessible vehicles.
Additional Resources

**ACCESS MUSIC CITY**
Want to know about access to local attractions and restaurants around town? The staff and volunteers of Empower TN have done some fantastic scouting for you and even rate popular destinations for accessibility.

**TENNESSEE DISABILITY PATHFINDER**
Operated through Vanderbilt University, it’s another all-inclusive hub worth investigating.

**NASHVILLE VISITORS CENTERS**
Operated by the Nashville Tourist and Visitors Corporation, these offices are a wealth of knowledge about all things Nashville.

**NASHVILLE CITY VACATION GUIDE**
This guide is available online and by mail-order, answers all kinds of questions about accessibility of restaurants, hotels, attractions, shops, and nightlife around Nashville.

**WHEELMAP**
The website will take you to a wide view of Nashville but this is very much a work-in-progress with a lot of destinations yet to be rated.

**ACCESSIBLE TRAILS**
Traillink.com gives you the location and description of wheelchair-friendly trails across the state. Zoom in on Nashville to explore which are near you.
Other Considerations

***The following suggested resources are not endorsed or vetted resource by ACPA. ACPA does not have any association with the services or care provided by these organizations.

ALCOHOLIC ANONYMOUS & NARCOTICS ANONYMOUS RESOURCES

- National Helpline Number – 1-844-289-0879
- Alcoholics Anonymous Number – 1-212-870-3400
- National Association for Children of Alcoholics – 1-888-554-COAS (2627)
- Substance Abuse and Mental Health Services Administration (SAMHSA) – 1-800-662-HELP (4357)
- National Council on Alcoholism and Drug Dependence, Inc. (NCADD) – 1-800-NCA-CALL (622-2255)

1-2-3 Cha Cha Cha
Goodwill Industries
937 Herman Street, Nashville, TN, 37208
Room 223, 2nd Floor

Bordeaux Group
House of Prayer Church
1909 County Hospital rd., Nashville, TN, 37218

It Works
Greater Bethel AME Church
1300 South St, Nashville, TN, 37212

OMG (Only My Girls)
New Life Foundation
5925 O'Brien Ave, Nashville, TN, 37209

Progress Not Perfection
Eastland Christian Church
1601 Eastland Ave, Nashville, TN, 37206

SEXUAL ASSAULT RESOURCES

The Sexual Assault Center of Nashville, Tennessee offers a 24 hour crisis and support line at 1-800-879-1999 for anyone in need of support, referrals and information for themselves or sometone they know including assistance immediatley following a sexual assault.
The incident can also be reported to the Nashville Police Department by calling 911 or 615-862-8600.

**MENTAL HEALTH RESOURCES**

The **Mental Health Cooperative** provides free immediate crisis services available 24/7 for adults and children. To access crisis services call the triage line at 615-726-0125 or toll-free at 855-274-7471. A 24/7 crisis center is located at the address below to provide on-site crisis services.

The **National Suicide Prevention Lifeline** provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals. To access the Lifeline call 1-800-273-8255.

The **Crisis Text Line** serves anyone, in any type of crisis, providing access to free 24/7 support and information via text. Text HOME to 741741 and a live, trained Crisis Counselor will respond.

**DRUGSTORES**

The following drugstores are located around the convention center area.

- Walgreens - Store #696
  0.7 miles away from Music City Center
  226 5th avenue N, Nashville, TN 37219
  Cross streets: 5th Avenue and Church Street
  615-256-4600

- Rite Aid #11891
  1.6 miles from the Music City Center
  1104 Rosa L Parks Blvd., Nashville, TN 37208
  615-244-3730

**MEDICAL FACILITIES**

The following medical facilities are located around the greater convention center area.

- CareNow Urgent Care - Downtown North Gulch
  1.0 miles away from the Music City Center
  1020 Dr. M.L.K. Jr Blvd, Nashville, TN 37203
  Monday-Friday: 8:00am-8:00pm, Saturday & Sunday: 8:00am- 7:00pm
  615-622-4644
Concentra Urgent Care
1.0 miles away from the Music City Center
315 14th Ave N, Nashville, TN 37203
Monday through Friday: 7:00 am-5:00 pm | 615-321-5698

Nashville General Hospital
2.4 miles away from Music City Center
1818 Albion St, Nashville, TN 37208
Open 24 hours | 615-341-4000

TriStar Centennial Medical Center
2 miles away from Music City Center
2300 Patterson St., Nashville, TN 37203
Open 24 hours | 615-342-1000

**MEDICAL EQUIPMENT RENTALS**
The ACPA20 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.

**Williams Medical Supply**
Williams Medical Supply provides a broad spectrum of equipment and supplies. Their stock ranges from C-PAP machines and motorized chairs to adult diapers and wound care dressings. They also offer wheelchair repair. Call 615-327-4931 or visit their website.

**All-Star Medical**
All-Star Medical has locations in Hermitage and Franklin and stocks a variety of wheelchairs and other mobility devices. They also operate a repair shop. It has a five-star rating from the Better Business Bureau.
SITE FLOOR PLANS

MUSIC CITY CENTER

NOTE: Music City Center maps can also be found on the ACPA App.

Level 1: Meeting Rooms

Restrooms along Demonbreun St. and 5th St. will remain gendered (not part of our controlled spaces)

All other restrooms will be converted to all use.

Level 1m: Davidson Ballroom

All restrooms on this floor will be converted to all use restrooms.
LEVEL 2: MEETING ROOMS

Restrooms near room 210 (along 6th Ave.) will remain gendered (not part of our controlled spaces).

All other restrooms will be converted to all use.

Level 3: Exhibit Hall

ACPA is not using any of the spaces on the 3rd level

Level 4: Karl Dean Grand Ballroom

Restroom near room 403 will remain gendered (not part of our controlled spaces).

All other restrooms will be converted to all use restrooms.
OMNI NASHVILLE HOTEL
NOTE: Omni Nashville Hotel maps can also be found on the ACPA App.

All restrooms on the second floor will be converted to all use.

One set of gendered restrooms on third floor we remain gendered. All others will be converted to all use.
RENAISSANCE HOTEL

Lobby Level

Hotel Level 2
HYATT HOTEL

Lobby Level

**MP is Meeting Place**
NASHVILLE AIRPORT

NASHVILLE INTERNATIONAL AIRPORT
www.FlyNashville.com

NOW OPEN IN THE AIRPORT
CareHere!
Walk-in Clinic • Wellness Store
Medical Staff
Healthy Snacks
Prescription Services
Number 32 on map

CONCOURSE C
FOOD & BEVERAGE
CAREHERE
CARESTAFF
PHARMACY
STARBUCKS
PEPSI
REINER
QDOBA
ROSSIAN
SUBWAY
GOURMET BURGER
CENTRAL SPORTS
BAGGAGE CLAIM
SOUTH END CAFE
HAPPY JACK
HABANA SOMOS
CAREHERE
COFFEE BAR

CONCOURSE A
FOOD & BEVERAGE
SOUTH END CAFE
BAGGAGE CLAIM
CENTRAL SPORTS
HAPPY JACK

CONCOURSE B
FOOD & BEVERAGE
HEALTHY EATS
SHOPPING / NEWS GIFTS
GODIVA

SHOPPING / NEWS GIFTS
NEILLYS

SHOPPING / NEWS GIFTS
THE NEW CODE

SHOPPING / NEWS GIFTS
SOUTH END CAFE

SHOPPING / NEWS GIFTS
GODIVA
CAREHERE
COFFEE BAR

TICKETING
INFO SECURITY SCREENING
ECONOMIC CLASS
BUSINESS CLASS
FIRST CLASS
DELTA
AIR CANADA
AMERICAN AIRLINES
SOUTHWEST
UNITED
FRONTIER

BAGGAGE CLAIM (LEVEL 2)
TICKETING / CONCOURSE (LEVEL 3)
GROUND TRANSPORTATION (LEVEL 1)
EMPLOYMENT CENTER NORTH
SERVICE AREA / FLEXIBLE PROGRAM AREA
NASHVILLE INTERNATIONAL AIRPORT

NASHVILLE AIRPORT