

Accessible restrooms

All restrooms are accessible. Adult sized and infant changing tables are available in the girls' and boys' restrooms. An all-gender, family restroom is located in the outdoor garden.

Service animals



Service animals are allowed if they meet the ADA definition. Well-behaved service animals under the control of their handlers are welcome in the zoo. Please check our website for more information.

Super Family Sundays

During this free event the JMZ is open exclusively to families with children who have disabilities. Reservations are required, and capacity is limited to maintain a calm environment. Check the website for a current schedule. Please call (650) 329-2111 or email funscience@cityofpaloalto.org to be added to the email list.

Field trips for children with disabilities

If you would like to schedule a field trip for your group, please email funscience@cityofpaloalto.org or call (650) 329-2111. If you have any accessibility requests, please let us know. We will try to accommodate them.

Accessibility has been designed into every facet of the new museum and zoo through the project, *Access from the Ground Up*. This project was made possible by a grant from the Institute of Museum and Library Services and the participation of community groups, parents and advisors.



Access and inclusion projects, such as *Super Family Sundays*, are supported by the Friends of the Palo Alto Junior Museum & Zoo. To donate to these projects or to learn more, please visit www.friendsjmz.org.

Accessibility Questions?

Phone: (650) 329-2111

Email: funscience@cityofpaloalto.org

Website: cityofpaloalto.org/jmz

Palo Alto Junior Museum & Zoo

1451 Middlefield Road
Palo Alto, CA 94301



Accessibility Offerings for people with disabilities



PALO ALTO
Junior
MUSEUM & ZOO

Welcome!

The Junior Museum & Zoo is committed to being engaging and fun for people of all ages and abilities. We believe that it is not someone's disability that limits them, but inaccessible spaces and societal attitudes. We have built the JMZ to be inclusive for everyone.

All exhibits are designed according to the Smithsonian Guidelines for Accessible Exhibitions. Multisensory, hands-on experiences engage different abilities depending on a child's strengths.

Our staff is trained to assist visitors with various disabilities. Please let us know if there is anything we can do to make your visit more comfortable by emailing funscience@cityofpaloalto.org or calling (650) 329-2111.

Reduced tickets

Visitors with disabilities and their immediate family and care providers qualify for reduced tickets at \$3 each. Proof of a disability is not required.

Accessibility resources

There are many items available to borrow at no cost to accommodate your visit. Please ask a staff person for assistance.

For visitors with limited mobility



The facility and exhibits are designed for wheelchair access or offer similar, alternative experiences. The Tree House has an elevator and accessible pathways to climbing areas. There are wheelchair transfer stations at the climbing nets in the Tree House, the underwater tunnel in the zoo, and at the gravel dig in the outdoor garden.

A wheelchair, wheelchair tables and portable stools are available to borrow during your visit.

For visitors who are Deaf or have hearing loss



Assisted listening devices are available for programs and events. A portable hearing loop is located at the front desk to assist visitors who have hearing aids with T-coils. Headphones are also available for the hearing loop. Please let staff know if you need assistance.

American Sign Language interpretation is available free-of-charge for visits or programs. Please email funscience@cityofpaloalto.org or call (650) 329-2111 at least two weeks before your visit for an interpreter.

For visitors who are blind or have low vision



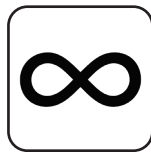
Large print, braille and tactile maps are in the lobby and zoo. Most exhibit labels have braille and QR codes linked to audio recordings in English and Spanish. The zoo contains life-like, touchable animal sculptures. Animal Touch Kits with braille are available to borrow.



A braille and large print guide is available to borrow during your visit.

The guide includes text from museum and zoo labels, a tactile map, tactile illustrations of zoo animals and QR codes linked to audio recordings.

For visitors with autism and sensory sensitivities



To help visitors prepare for a visit, a social narrative is available on the website in English and Spanish and onsite to borrow. Calming Nooks in the museum and zoo provide a quiet place for families to take a break. Sensory Backpacks are available to borrow. Backpacks include items for children who may need additional support during their visit. A weighted blanket and noise canceling headphones are also available to borrow.