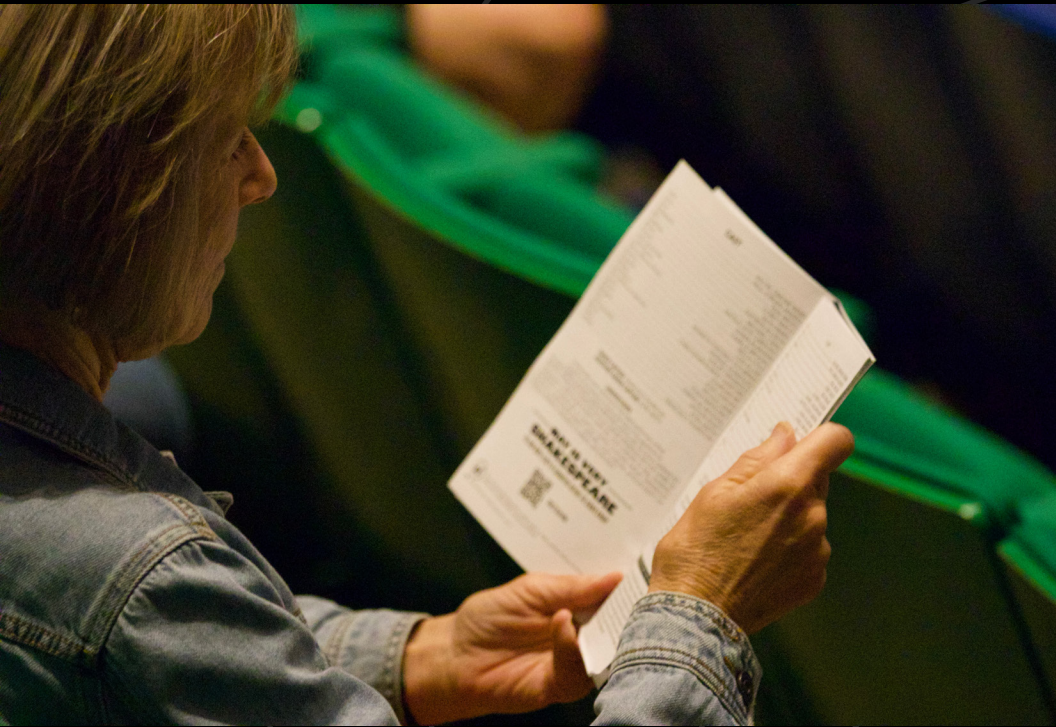




MAKING ARTS
ACCESSIBLE
TO EVERYONE

ASSISTIVE LISTENING

For those who do not use hearing aids but would benefit from amplified sound.

- **Auracast™ Receivers:** DMPA offers assistive listening via Auracast™ receivers that amplify show audio to in-ear buds or wearable headphones. Check these out at no cost from the **Guest Services Counter** in either lobby.



- **ListenWIFI App:** Stream audio directly to your personal smartphone. Download the **free ListenWIFI App** before you arrive. At the Civic Center, connect to the **“CCLE”** Wi-Fi network, open the app, and connect your own headphones.



HEARING AID INTEGRATION

Directly connect your personal hearing aids to DMPA's in-house sound system in one of two ways:

- **Telecoil (T-coil):** Check out a complimentary neck loop from the **Guest Services Counter** in either lobby. This loop plugs into an Auracast receiver to transmit sound directly to your T-coil. Switch your hearing device to the **“T” setting** via your device button, app, or automatic sensing.
- **Bluetooth (Auracast™):** Guests with Bluetooth Low Energy Audio-enabled hearing aids can stream the house mix directly to their devices. Check your device documentation for **“Bluetooth LE Audio”** compatibility, or look for an option like “Find a broadcast” in your hearing aid’s companion app.

AUDIO DESCRIPTION

DMPA partners with the Iowa Radio Reading Information Service (IRIS) to offer live audio description for the first Sunday matinee of each Willis Broadway Series show and select other performances.

- **How it works:** An audio description device delivers the show’s audio in one ear and a live, spoken description of the onstage visual action in the other.
- **How to book:** Call the Ticket Office at **515-246-2300** to request a device for a described performance.
- **Pick-up:** Collect your device from the **Guest Services Counter** in the Nollen (west) Lobby when you arrive.

BRAILLE PROGRAMS

In partnership with the Iowa Department for the Blind, we offer Braille programs for all Willis Broadway Series performances. Visit the **Guest Services Counter** in the Nollen (west) Lobby to check one out.



AMERICAN SIGN LANGUAGE INTERPRETATION



ASL interpretation is provided by Deaf Services Unlimited for the first Sunday matinee of each Willis Broadway Series show and select other performances. To verify if ASL interpretation is offered for a specific date, visit DMPA.org or call the Ticket Office at **515-246-2300**.

GALAPRO CLOSED CAPTIONING

DMPA offers on-demand closed captioning through GalaPro for select shows in the 2026-27 Willis Broadway Series.



1. **Download:** Get the **free GalaPro App** on your smartphone at home or on DMPA's free public Wi-Fi. Be sure to open the app before taking your seat so the current show can load.
2. **Airplane Mode:** Once at your seat, turn on **Airplane Mode** first.
3. **Connect:** Turn on Wi-Fi and connect to the network "**GalaPro_CivicCenter**" using password **galapro1**.
4. **Enjoy:** Open the app, select your performance, and live captions will sync automatically with the stage.

A limited number of GalaPro-enabled devices are available to borrow at no cost from the Guest Services Counter in either lobby.

SENSORY-FRIENDLY ACCOMMODATIONS

DMPA offers sensory-friendly performances for select shows in the Wellmark Family Series, which include alterations to light and sound, a variety of seating options, an environment that encourages movement and breaks when needed.

In partnership with Easterseals, we offer complimentary sensory-friendly items at the **Guest Services Counter** in either lobby, including:



- Adult- and child-sized noise-dampening headphones
- Weighted lap pads
- Low-noise fidgets

Note: A quiet space is available for guests needing a break during all Applause Series performances and select Wellmark Family Series performances. Ask any front-of-house staff member for directions.

MOBILITY ACCOMMODATIONS



- **Accessible Seating:** Wheelchair-accessible seating is located at **Doors 1 and 5**. Select these seats online at DMPA.org or by calling **515-246-2300**.
- **Wheelchair Transport:** Complimentary indoor wheelchair escort service is available to assist you from the entrance to your seat. Ask any of our front-of-house team members for assistance.
- **Other Mobility Needs:** If you require specific seating changes or physical accommodation, call the Ticket Office at **515-246-2300** ahead of your visit.
- **Elevators** to the second level of the lobby are located in the Nollen (west) Lobby and near the Stoner Theater.

OTHER AMENITIES

Available at no cost from the **Guest Services Counter** in either lobby:



- Ear plugs
- Binoculars
- Booster seats
- Cough drops

At Des Moines Performing Arts, we are committed to making the arts accessible to everyone. Our venues and programs are designed with inclusivity in mind, offering a range of services such as wheelchair seating, assistive listening devices, sensory-friendly performances, and more.

We strive to create an environment where all individuals, regardless of ability, can fully enjoy and participate in the magic of live performances. Explore our accessibility options to learn more about how we can enhance your experience.



DMPA.org/Accessibility

515-246-2300

Access@DMPA.org