



EXPERIENCE SOP

STANDARD OPERATING PROCEDURE

ART™ FRAMEWORK

ANTICIPATION | REMOVE FRICTION | THOUGHTFUL DESIGN

dis + ADVANTAGE™

1. EXPERIENCE OVERVIEW

Event / Experience Name	
Date(s)	
Venue / Location	
Format	
Expected Attendance	
Primary Audience	
Event Objective	
Event Owner	
Primary Decision-Maker	
Access / Experience Lead	
Production Lead	
Venue Contact	
Emergency Contact	
Key Vendors	

What should a participant be able to experience, accomplish, or access by the end of this event?

Response	
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2. ART™ OPERATING STANDARD

Anticipation: What can we reasonably consider before someone has to ask?

Remove Friction: Where are we making participation unnecessarily difficult?

Thoughtful Design: What can we intentionally build into the experience so different ways of participating are expected rather than treated as exceptions?

What have we anticipated?	
What friction have we removed?	
What have we thoughtfully designed?	

3. PARTICIPANT JOURNEY MAP

STAGE	INTENDED EXPERIENCE	POTENTIAL FRICTION	ANTICIPATED ALTERNATIVE / PLAN B	OWNER
Discovery				
Registration				
Pre-event communication				
Arrival				
Transportation / Parking				
Check-in				
Entering the environment				
Seating				
Programming				
Breaks				
Food & Beverage				
Networking				
Participation				
Departure				
Follow-up				

4. DISCLOSURE & COMMUNICATION PROTOCOL

Disclosure without action is not anticipation.

Where is information received?

Who receives it?

Who follows up?

Required follow-up time

What action is taken?

Who needs functional information?

How is privacy protected?

Where is execution documented?

Operational Questions

- Does the team know the difference between information needed to execute support and medical information it does not need?
- Can a participant communicate a functional need without explaining a diagnosis?
- Is there a defined person responsible for following through on requests?
- Are relevant operational details communicated to vendors without unnecessary personal information?
- Is there a method for confirming that the agreed action was completed?

5. REGISTRATION & ARRIVAL PROTOCOL

- Primary registration and check-in process documented.
- Alternative or lower-stimulation check-in process available.
- Queue length and crowd density considered.
- Seating available while waiting.
- Early-entry option considered.
- No-handshake or touch-free interaction can occur without social penalty.
- Badge and lanyard alternatives considered.
- Staff know how to move someone through an alternate process without unnecessary explanation.
- Arrival signage is clear and easy to follow.
- Transportation, parking, drop-off, and entrance routes have been reviewed.

Owner

Plan B

6. ENVIRONMENT & FIVE SENSES

Complete the dis + ADVANTAGE™ Five Senses Assessment and document resulting decisions here.

Sight

Friction identified

Decision / adjustment

Owner

Sound

Friction identified

Decision / adjustment

Owner

Smell

Friction identified

Decision / adjustment

Owner

Touch

Friction identified

Decision / adjustment

Owner

Taste

Friction identified

Decision / adjustment

Owner

Additional Environmental Inputs

- Temperature
- Crowding
- Movement and transitions
- Lighting changes
- Photography
- Applause and sudden noise
- Stage effects
- Music

- Doors and recurring mechanical sounds
- Proximity and personal space

7. SPACE & SEATING PLAN

- Exits and routes are clearly identified.
- Low-stimulation seating is available.
- A participant can leave without crossing the stage or unnecessarily disrupting the session.
- Additional personal-space seating is available where practical.
- Multiple seating types are considered.
- Mobility-device spaces and companion seating are planned.
- Participants can change seats when needed.
- The team has a plan for access options when the room reaches capacity.
- Staff know who can authorize seating adjustments.
- The team has determined which options can be used without disability disclosure.

8. SENSORY / REGULATION SPACE PROTOCOL

Location	
Capacity	
Lighting	
Noise standard	
Furniture	
Signage	
Staffing	
Conversation policy	
Phone-call policy	
Food / scent policy	
Program access from room	
How participants locate it	

Verification

- The room has been physically tested during event operating conditions.
 - The space will not be repurposed for networking, meetings, staff breaks, or overflow conversation.
 - Door, hallway, HVAC, equipment, and adjacent-room noise have been considered.
 - Participants can enter and leave without unnecessary attention.
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- # 9. TECHNOLOGY & ALTERNATIVE PARTICIPATION
- Live stream or overflow feed available where appropriate.
 - Monitor or television available outside the primary room where appropriate.
 - Headphones or alternate listening method considered.
 - Captions or transcription provided where appropriate.
 - Digital materials and QR-accessible resources available.
 - Alternative method for submitting questions is available.
 - Assistive listening options have been considered.
 - Remote participation is available when appropriate.
 - A participant who leaves the primary room can maintain meaningful access to the program where practical.

Technology owner	
Backup plan	

10. PHOTOGRAPHY, VIDEO & PRODUCTION PROTOCOL

- Photography policy established.
- Flash policy established and communicated.
- Photographer briefed before participant arrival.
- Videographer briefed before participant arrival.
- Stage and production lighting reviewed.
- Strobos and rapid lighting effects eliminated or communicated where relevant.
- Speakers and hosts informed of production conditions.
- Participants informed of photography and recording practices.
- A named person has authority to stop a production behavior that is creating an access or safety problem.

Production authority

Escalation process

11. SPEAKERS, HOSTS & PRESENTERS

Do not make “looking nondisabled” the price of professionalism.

- Preferred working and communication style discussed in advance.
- Stage access reviewed.
- Lighting and sound requirements reviewed.
- Seating and positioning needs reviewed.
- Backstage or green-room environment reviewed.
- Rehearsal and soundcheck needs reviewed.
- Travel and transportation considerations reviewed.
- Break and recovery time built into the schedule where requested.
- Photography and flash expectations confirmed.
- Introduction and disclosure preferences confirmed.
- A real-time adjustment contact is identified.

12. FOOD & BEVERAGE

- Ingredients and major allergens clearly identified.
- Dietary requests have a defined communication path to catering.
- Execution of requested food arrangements is verified.
- Serving method and buffet congestion have been considered.
- Alternative service method is available where practical.
- Water and hydration are readily accessible.
- Food textures and sensory intensity have been considered where practical.
- Strong food smells and their movement into program areas have been considered.
- Food timing is communicated clearly.
- Participants can bring food when provided options do not work for them, where permitted.

13. NETWORKING & SOCIAL INTERACTION

- Participation does not depend on handshakes, eye contact, or physical contact.
- Networking does not rely exclusively on standing for long periods.
- Alternative ways to meet or connect are available.
- Icebreakers and participation activities can be declined without penalty.
- Name badges and introductions do not require unnecessary personal disclosure.
- Loud networking environments have quieter alternatives where practical.
- Staff understand that reduced eye contact, headphones, leaving a room, or declining touch are not evidence of disengagement.

14. INCIDENT & REAL-TIME ADJUSTMENT PROTOCOL

Participant contact point

Decision authority

Immediate adjustment options

Private / lower-stimulation location

Medical emergency contact

Security contact

Documentation owner

- Staff can distinguish an environmental or access adjustment from a medical emergency.
- A participant is not automatically treated as experiencing a medical emergency because of disability-related movement, communication, or behavior.
- Staff know what they can change immediately without lengthy escalation.
- Privacy and dignity are maintained during real-time adjustments.
- The participant is included in decisions about what support is appropriate whenever possible.

15. STAFF & VENDOR BRIEFING

ROLE	BRIEFED	RELEVANT EXPERIENCE STANDARD	NAME / INITIALS	DATE
Venue				
Registration				
Catering				
Security				
Transportation				
Photography				
Video				
AV / Production				
Speakers / Hosts				
Volunteers				

16. PRE-OPENING EXPERIENCE WALKTHROUGH

Walk the experience in the same order a participant will encounter it.

- Parking / drop-off
- Entrance
- Registration
- Restrooms
- Primary meeting room
- Seating
- Stage
- Food and beverage
- Sensory / regulation space
- Alternative participation location
- Exits and departure route

Where are we asking someone to work harder than necessary to participate?

Friction found

Correction before opening

Owner

17. POST-EVENT REVIEW

What did participants request that we did not anticipate?

What friction appeared?

What worked particularly well?

What did staff have to improvise?

What feedback was received?

What should become standard next time?

What should be added to the permanent SOP?

ART™ AFTER-ACTION REVIEW

ANTICIPATION

What did we anticipate successfully?

What should we anticipate next time?

REMOVE FRICTION

What friction did we discover?

What will we eliminate?

THOUGHTFUL DESIGN

What design decision improved participation?

What should become standard practice?

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