

Philip D.: Hello inclusion believers, and welcome to the Access Champions Podcast. I'm your host, Phil Dallmann for this week's journey into the galaxies of accessibility, diversity and inclusion. Uh, we have, uh, a really fun episode for you guys this week. Um, which, um, happened in a really fun way. Um, one of my, uh, oldest friends, Sarah Harris, who happens to be married, uh, to one of my best men at my wedding, and I was the best man at his wedding, uh, Kyle Harris, uh, works at the National Constitution Center in Philadelphia. I came across a posting, I can't remember she posted it or somebody else posted it, um, of that they had launched a sensory friendly Sunday, um, at the national constitution center and I couldn't text her fast enough, uh, to say, I want to know more and who can I talk to about, uh, this on the podcast? And, uh, she connected me with, uh, Christina Bianco, who is the director of Bonnie and services there.

Philip D.: Um, and we just had a blast, uh, chatting. Um. I apologize my voice is a little hoarse, both in the interview and, and, and then this intro outro, uh, weirdly from running in the rain, a thunderstorm happened on my way, uh, back to the studio and somehow that equaled me, uh, slightly losing my voice. Um, but, uh, here we are. Um, so anyway, uh, it's a great conversation. I'm really excited to share with you, um, for our Patreon subscribers, there is, uh, uh, an exclusive new segment with Christina, where she quizzes me on the constitution. Uh, I won't tell you how I did, um, but know that I took all my history classes with Sarah, uh, who works at the Constitution Center, Constitution Center, (laughs) uh, and uh, I may not have done as well as her in school. Um, uh, but it was a blast and, uh, if you aren't already a patriotic subscriber, uh, in supporting us in that way, um, it's literally you can support us for a dollar a month.

Philip D.: Um, you get a sticker and you also get, uh, access to this exclusive content on that we try to have with it almost every episode, uh, with these guests we do fun segments like this. Where we play a little game show or, uh, in depth conversations with, uh, you know, Talarie McCrae, we had one a few weeks ago. Uh, we did a little bit of a deep dive, um, on, uh, specifically creating access for adults with autism versus, um, school aged children, um, with, with the Curious Incident of the Dog in the Night-Time or, uh, we had, uh, an exclusive conversation, uh, coming up. We have a, a gentleman named, uh, Matt Vivians from caption point. Uh, he'll be on in a few, we'll be hearing his episode in a few weeks. Um, and we have, uh, uh, a great conversation with him about, um, the art of captioning.

Philip D.: So, um, if you aren't already subscribed, a dollar a month you get that. Um, it helps underwrite our transcripts. Um, and our other accessibility costs, which, you know, we are, uh, committed to being 100% or as close to 100% accessible. Um, we are guided towards that accessibility by our board. Um, we are a, a New York State nonprofit, as I've mentioned before. Um, and we are growing our board. Um, and now this is not a board in a, uh, a traditional sense, um, it is in the legal sense. Um, but it is a more of a steering committee and a lot of ways, um, uh, we ask, uh, folks who are working in this field, uh, of inclusion, uh, across, uh, all the demographics to bring their, not only their expertise but their

resources. Um, and um, frankly opinions, um, and guidance. And, uh, we, we've cultivated, uh, a great little board. Um, and uh, we'll have them on our soon to be launched new website that we are in the process of designing.

Philip D.: Um, obviously our goal is for it to be as accessible as possible as well. Um, so that we'll be launching soon. Um, I wanna take a moment and uh, also highlight our, our newest staff member. Last year we had our champion intern, Ms Kelsey Rose Brown, uh, who, uh, transitioned into one of our associate producers. Um, and now we have our new champion in turn, Savanna Cooper, who is, uh, an incoming freshman at Baldwin Wallace in their musical theater program. Um, she's a champion in every sense of the word. Um, we're so excited to have her come on board. So excited for everything, um, that she brings to the table and her skills and her experience. Um, and uh, letting this access champion family grow. Um, just, just so excited.

Philip D.: Welcome Savannah. Um, and I'm sure many of you will interact with her as she, uh, takes on a lot of our social media, uh, responsibilities. Speaking of social media, if you don't already follow us on Twitter and Instagram at Access Champion, um, and on Facebook, the Access Champion Podcast. Um, there's a lot of great content. We're all about quality instead of quantity. We won't flood your feed, but we will, um, share what we think are, are either, um, thoughtful things that are happening, um, important things that are happening, um, and obviously, um, bits from the episode. And I think that's that. Uh, so without further ado, Access Champion, Kristina Bianco.

Philip D.: All right. And we are here with Kristina Bianco, who is the director of audience experience at the National Constitution Center in Philadelphia. Uh, thanks for so much for taking the time to chat.

Kristina Bianco: Yeah, absolutely. Thank you for wanting to chat with me.

Philip D.: Of course, I, I love when a guest is like super organic. Uh-

Kristina Bianco: Yeah.

Philip D.: You know, uh, I saw, uh, a, um, um, a colleague of yours and, uh, uh, a very long friend, longterm friend of mine, uh, Sarah Harris who works over there, um-

Kristina Bianco: Mmmh.

Philip D.: ... Posted about, uh, some of the access things happening over there. And I immediately texted her and I was like, I, I would like to talk to somebody about this, please. Um-

Kristina Bianco: (laughs).

Philip D.: (laughs). Uh-

Kristina Bianco: Yeah.

Philip D.: And, um, so yeah. So I, I love when things come, come together like that. Um-

Kristina Bianco: Sure.

Philip D.: So I'd love to hear, uh, we were just chatting a little bit before we hit record. Um, and it sounds like you had a very interesting, uh, journey into to this field.

Kristina Bianco: I did. I did. Though um, I'm Philadelphia, born and raised in south Philly. Um, I went to Creative and Performing Arts High School, majored in dance, uh, for a very long time, I thought that's what I was going to do with my life. Uh, When it came time to choose higher education in college, I wasn't a 100% sure and kind of played it safe and went to the Art Institute for Fashion, uh, Marketing and Management. While I was in college, uh, since it was just right in Center City as I was like a Septa bus ride away, um, I got a part time job at this new cool museum, um, called the National Constitution Center. So I started off as a part time just front facing employee.

Philip D.: Mm-hmm (affirmative).

Kristina Bianco: Um, and that was 16 years ago. (laughs) As of November. Um, I was lucky enough to grow with the institution and, um, learn with the institution. And now 16 years later, my dance and fashion degrees have led me to be the director of the history museum. (laughs).

Philip D.: (laughs) I love it. I love it. There's no...

Kristina Bianco: (laughs).

Philip D.: When you end up in the world of sort of like audience experience, director inclusion, et Cetera, uh-

Kristina Bianco: Mmmh.

Philip D.: Or director, um, or in the world of access and inclusion, there's no two journeys that are alike. It's, it... But it's always-

Kristina Bianco: Exactly.

Philip D.: ... A little touch of happenstance and uh-

Kristina Bianco: Yeah. (laughs).

Philip D.: You know, uh, and luck and place and time. And so, uh, that's fantastic. Um, I love that. And I, uh, I actually, I have few friends that, uh, graduated from the Art Institute. Um, so-

Kristina Bianco: Ooh okay.

Philip D.: ... I do love, uh, that school as well. So you, you're, you're at the constitution center, um-

Kristina Bianco: Mmmh.

Philip D.: ... And, and you're growing in the world of audience experience. W- w- w- what was that arc, a little bit like?

Kristina Bianco: Um, so at, you know, uh, like you had mentioned, you know, you used the word organic earlier, and I always use that word.

Philip D.: Mm-hmm (affirmative).

Kristina Bianco: Um, like I said, when I first-

Philip D.: It's such a non profit buzzword. (laughs).

Kristina Bianco: ... Started at the museum. Yeah, it is, it is, we are, I guess why that's very true.

Philip D.: Yeah.

Kristina Bianco: Um, but when, when I first started at the museum, I mean they had just opened July 4th, uh, and I was started at November. So like I said, we did, I was able to be on the ground with a lot of trial and error and a lot of, uh, identity and figuring out who we are, how we wanted to present and what we want it to be. So I would say like, you know, we got to a very comfortable spot where we thought we were like serving the community while getting our mission out. And really the root of it is making our content, making the constitution accessible. Right. You know, we, the people, that's an inclusive statement right there.

Philip D.: Mm-hmm (affirmative).

Kristina Bianco: So my boss who went, um, she completed a doctorate program last year and she's now the Chief Learning Officer. So we are in the visitor experience and education department and you know, she came to me around two years ago and I was like, I would really, really love for you to focus on a sensory friendly program day because you're doing a lot of these things. The glitches, we're not telling anybody what we're doing. (laughs).

Philip D.: (laughs).

Kristina Bianco: So it was like, we felt like we were offering all of this like extra programming, you know, we'll hire sign language interpreters with advanced notice, we'll do this, we'll do that. Like, and we knew that internally, but one thing that we realized we just weren't good at it was telling people that we were doing it.

Philip D.: (laughs).

Kristina Bianco: Um, so, you know, and I guess that's more common than I actually knew that it was, just like kind of for this process, like talking with people. Um, so we, we thought it was best to, you know, start out small, identify like four weekend days that we wanted to focus on in 2019, flip the museum to be as sensory friendly as possible, collect feedback and then continue to grow with the program for years to come.

Philip D.: That's fantastic. And, and uh, yes, I mean growing those kinds of things obvi-, you know, I think, uh, it is a tough thing to, to make sure that the-

Kristina Bianco: Mmh.

Philip D.: ... Community is involved and engaged. Um-

Kristina Bianco: Sure.

Philip D.: You know, you can offer the, the things. Uh, we, we, uh, I was, um, talking with a colleague in Chicago, um, and it was one of those things where collectively, almost the entire city had to realize, um, you have to tell people that you've built it. Um-

Kristina Bianco: Right. (laughs).

Philip D.: (laughs). Uh, which is such a funny thing, but it's like, oh yeah, like I, I mean you, you think, oh, I, I've made this accessible. But if people for years have thought, well, I can't go there. Um-

Kristina Bianco: Right. Right.

Philip D.: They don't know. And, um, but that's the beautiful thing I think happening at a lot of cultural institutions. But one of the things I loved reading about, um, as soon as I read that article, I dove into, um, your website and I, I didn't know, uh, all-

Kristina Bianco: Mm-hmm (affirmative).

Philip D.: ... The access programs that were happening there. Um, and-

Kristina Bianco: Sure.

Philip D.: ... And the flexibility you guys have. Um, and that a, I think that's, you know, absolutely wonderful. And, and um, you know, I, I think organizations like Art Reach, uh, in Philly do a great job of spreading the word about different access. But-

Kristina Bianco: Yeah.

Philip D.: Um, it i, it is a difficult thing to, to, uh, engage the community. So I am so happy to hear that. Um, you, uh, you guys were able to do that. I, I'd love to hear a little bit-

Kristina Bianco: Yeah.

Philip D.: ... From you guys about or from you, (laughs) um, uh, about what the development process was and the design process for creating a sensory friendly Sunday at, at, at that, uh, at this particular venue.

Kristina Bianco: Sure. Uh, And it's funny because I always, whenever someone asks me this, in my head I always think like, you know, a lot of it too much that we did. But then when I started to talk about it, I find myself going, oh, and then, oh, and then and then we did.

Philip D.: (laughs).

Kristina Bianco: So I'm going (laughs) to try be slightly more articulate than I had in the past. Um, but the tee off of that, as you mentioned, Art Reach and they were a huge part in developing this for us and helping us get this program off the ground. Um, Katie Samson, who's our director of programs, um, she was great with just kind of me like asking a lot of questions and just trying to get started. And she also came in and this year alone she's already done I believe two hands on trainings with my, um, my museum staff and she's coming back in about a week to do a third one.

Philip D.: Oh, that's awesome.

Kristina Bianco: So, yeah, we learned early on, you know, that training, uh, is so super important and it's very basic training, but it's things that you know, you may overlook and not even think about. And I mean, not in the case where I have a, I have a very, very eclectic staff, but at the root they all want to help, um, be friendly and educate, right?

Philip D.: Mm-hmm (affirmative).

Kristina Bianco: So sometimes I could turn into like over helping.

Philip D.: (laughs).

Kristina Bianco: So it's more of that like, you know, step back a little bit, let the visitors make their own decisions, let them come to you. Um, language, body language and just kind of what to expect. So like that training was great for them. Um, we do require it if you're going to work on a sensory friendly day that you've gone through that training with Art Reach. Um, and they were also amazing with mentioning it, mentioning it in all their newsletters.

Philip D.: Mmmh.

Kristina Bianco: So they, they do it on their regular quarterly ones, but then, um, whenever we have one coming up, they'll also push it out again to the community. So they've been like irreplaceable in this process. Um, I also reached out to, um, Temple-

Philip D.: Mm-hmm (affirmative).

Kristina Bianco: ... And Roger Adashi, he is an occupational, um, his-

Philip D.: Oh, we know him very well.

Kristina Bianco: He's a profession... He's a professor.

Philip D.: On the podcast.

Kristina Bianco: Okay, oh probably, okay.

Philip D.: He's one of my, uh, Access Heroes out there. And, uh-

Kristina Bianco: Okay. (laughs).

Philip D.: ... And, and he's actually a good friend of mine and funny enough, um, in the, the small world aspect, um, our mutual friend, Sarah's husband, uh, worked in the same department-

Kristina Bianco: Temple, right. (laughs).

Philip D.: In Temple. And uh-

Kristina Bianco: I know. How funny, I know. (laughs).

Philip D.: Oh my God! And then Kyle, Sarah's husband saw-

Kristina Bianco: Yeah.

Philip D.: ... A picture of Roger and I at a conference together, presenting together, um, and was like-

Kristina Bianco: [inaudible 00:14:02].

Philip D.: How do you know Roger Adashi, And I was like-

Kristina Bianco: Right. Right.

Philip D.: I was like, how do you? (laughs).

Kristina Bianco: Yeah, I know. It's so funny. It's such a small world. I mean-

Philip D.: Mm-hmm (affirmative).

Kristina Bianco: I know it's Cliche, but like, even just like this connection right here, it's just like-

Philip D.: Oh yeah.

Kristina Bianco: How does this even happen?

Philip D.: (laughs).

Kristina Bianco: Um, (laughs) Roger, I mean, Roger, I can't say enough like, uh, positive things about Roger and the support that he gave me and like the warmth and the inclusion and he helped me to set expectations. Um, I think he got a good read off of me. F, our first meeting and he pulled me, he was like, don't expect too much on your first year like face it as your pilot year and know that you're going to keep growing it. Um, I'm a very like, you know, go big or go home (laughs) type of person.

Philip D.: (laughs).

Kristina Bianco: So I want everything to be like amazing and well attended and perfect the first time or else I get upset.

Philip D.: Mm-hmm (affirmative).

Kristina Bianco: So I think he kind of read that about me and really helped me to manage his expectations, which it, which were lovely. Um, he also got me, uh, set up with creating pre-visit guides and this is a tool that I absolutely love and they're available on our website. Um...

Philip D.: Mm-hmm (affirmative).

Kristina Bianco: So basically what we did is we sent over some very specific photos, um, of our museum of kind of what to expect, where there was going to be louder sounds, where there's going to be live actors and along with any quiet rooms that we have identified for that day. And so any family is our visitors could go on our

website, look at and or print this pre-visit guide and be prepared before they actually enter the museum.

Philip D.: I love that.

Kristina Bianco: So that was a lovely tool. Yeah. I love it too. And I was like, this is great. Like I know that it's sensory friendly and it's the planning, but th... Like I have a three year old, like this is great for any families-

Philip D.: Mm-hmm (affirmative).

Kristina Bianco: ... That are getting ready to come here because it really, planning is so important when you have children or you have multiple people that you're trying to herd or do something together with. So it's really become kind of a universal tool, not just, you know, for sensory-friendly Sundays, but that is where the idea was conceived and Roger was a huge help with that. Um...

Philip D.: Isn't that funny? When things-

Kristina Bianco: Yeah.

Philip D.: ... That you create or figure out that you need for a, a specific program are applicable across an organization. I love that and-

Kristina Bianco: Yeah.

Philip D.: I love that. Um, you want, well, obviously I love that you guys have that. I always say, um, especially in the world of sensory friendly, relaxed, autism friendly, et cetera. Um-

Kristina Bianco: Right.

Philip D.: Prep materials are like 90% of the job. Um-

Kristina Bianco: Sure.

Philip D.: Uh, setting expectations and letting folks feel, uh, that they have, uh, an idea of what they're walking into. Um-

Kristina Bianco: Right.

Philip D.: For the entire family or the entire group, um, that's coming, um, it's so important and uh, it is both wonderful here and absolutely not surprising at all, uh, that Roger (laughs) would-

Kristina Bianco: Right.

Philip D.: ... Would start with that with you guys. (laughs).

Kristina Bianco: Exactly, exactly. And then, you know, we met, Roger and I met a couple of times over, I would say, I don't know, maybe close to six months to a year. My timeline is off of when I actually-

Philip D.: (laughs).

Kristina Bianco: ... You know, started to have face to face meetings with him. Um, we would just go through the museum and we would visit and I would say like, sit in this theater show, like let me know what you think. It was all about creating that self, um, that, that safe environment that was warm and welcoming and you know, providing those like emotionally safe spaces. Um, so basically what we ended up doing, um, we did have to prevent the guys, which is a tangible item. We ordered, um, a handful of noise canceling headphones that are available at no charge if anybody wants to have them with them during their visit. And then we just worked on the environment. So, I don't know, have you ever visited the Constitution Center? I'm going to put you on the spot.

Philip D.: Whooo, naaah. No. (laughs)

Kristina Bianco: All right. Uh, okay.

Philip D.: Don't tell Sarah.

Kristina Bianco: When you do come, (laughs) when you do come, one day I will show you. But our exhibit space is very interactive. It's what we pride ourself on that we're just, we're not a museum where you just have to come and read, it's interactive.

Philip D.: Mm-hmm (affirmative).

Kristina Bianco: Along with interactive comes light and sound, and you know, it can be slightly overwhelming if you do have a sensory processing disorder or challenge. So we had, we looked at the space, we brought sound down, we brought light up, um, our theater, while it has glass doors, it's a circle kind of area and the actor is like below you and the exit doors are above you.

Philip D.: Mmmh.

Kristina Bianco: So we created like this kind of half like indoor outdoor seating where we keep our exit doors open during the sensory friendly Sundays so that you could actually have like kind of a spouse, guinea seating where you're not in the theater if it feels overwhelming, but you could still see everything and hear everything that's going on.

Philip D.: Mm-hmm (affirmative).

Kristina Bianco: Um, we traditionally do programming throughout the day. Um, we just kind of ramped that up. Uh, we made sure that we were hitting different kinds of programming where something you could sit and just listen. We have crafts that are more about like focus, um, focused activity. And then we have like colonial dress up, which is that more like just kind of fun. And then we have an artifact card that's more of a tactile learning experience. Um, and then we identified cry, quiet rooms.

Philip D.: Mm-hmm (affirmative).

Kristina Bianco: So basically I, like our dates for 2020 are already picked because I essentially rent out the entire museum.

Philip D.: Mm-hmm (affirmative).

Kristina Bianco: So any space that is in a museum space or a programming space becomes a quiet room and each quiet room has, um, calm down cart materials. So like fidget spinners, Rubik's cube, stress balls, um, and we also use one classroom as a blue room. So we used to up lighting and very comfy chairs. This for more just of like, you need 10 minutes just to chill and zen out-

Philip D.: Mmmh.

Kristina Bianco: ... And that's the Blue Room. So it was a lot of environmental changes and a lot of just already like program that we already do and already existed. Just kind of bringing it all out at once and letting visitors make the choice.

Philip D.: That's amazing. Uh, uh, and I love to hear the, the, um, the adaptability that you guys have. Um-

Kristina Bianco: Yeah.

Philip D.: In, in, you know, like sometimes that's not an easy sell. Um, so talk to me a little bit about, um, as an organization, um, what was the feeling, um, within, within those walls as, as this program was being thought of?

Kristina Bianco: Uh, I mean, it just, uh, it just felt right and it felt-

Philip D.: Mmh.

Kristina Bianco: ... Like it was the next step, but it kind of, you know, when you do something this huge and this inclusive, like it almost makes you think like, why haven't I, why didn't I do this five years ago?

Philip D.: Mm.

Kristina Bianco: Um, but at the same time, it's like, I'm going, no, we're doing it now and we're doing it right. You know, we have the resources now to do it. Um, the organization and the institution as a whole, we're very supportive. Um, we have members of like our senior team taking the trainings with Art Reach and just getting involved and sharing it and getting involved with the community. Um, and-

Philip D.: I love that.

Kristina Bianco: ... For next. Yeah. And for next year, you know, the, the director of group sales and I have identified four weekdays in, you know, the winter months where we could have sensory friendly Sundays specific to group bookings. Cause you know, that's a whole nother audience, a whole another way of traveling.

Philip D.: Mm-hmm (affirmative).

Kristina Bianco: Um, so that's kind of where this is going. You know, let's look at our feedback from 2019. Um, I made a promise that this year, unless there were any like very big red flags for the program that we needed to immediately fix, um, this was our pilot year.

Philip D.: Mm-hmm (affirmative).

Kristina Bianco: We were going to do what we were gonna do, what we set out to do, look at the feedback at the end of the year, make any changes in, like I said, just continue to grow and fix it as you go along. Um-

Philip D.: And what has the [crosstalk 00:21:24] feedback been?

Kristina Bianco: We've gotten a lot of positive feedback and it's mainly, (laughs) it's for me, it's a little, like, I wanted some... A little bit more specific feedback-

Philip D.: Mm-hmm (affirmative).

Kristina Bianco: Because again the perfectionist in me-

Philip D.: Absolutely, I'm with you. (laughs).

Kristina Bianco: ... But I'm getting a lot of like, (laughs) yeah. Um, we're just, it's a lot of gratitude. Like thank you for doing this. Thank you for recognizing that there is a need for this and cultural institutions and we wanna tell everybody we know, like that's what I'm getting a lot of... I mean granted we've only had two days so far. Our third one is coming up in August.

Philip D.: Mm-hmm (affirmative).

Kristina Bianco: But just our social media behind it, um, like the, the community just supporting the event like its creation has been super positive. Um, one thing we did learn, I mentioned that we have a live show. It typically runs every half hour, um, seasonally. Uh, we did learn that if we put a little bit of a break inside the theater shows, it was helpful for families-

Philip D.: Mmmh.

Kristina Bianco: ... If they wanted to go in and check the space out. So like let them get acclimated. So I did contradict myself and that was one change that I did make for the rest of 2019.

Philip D.: (laughs).

Kristina Bianco: Like every sensory... Every sensory friendly Sunday, I have to have the shows on the hour so that we are giving visitors the experience to go in there with nothing going on and seeing what their comfort level is there. Um-

Philip D.: That's it.

Kristina Bianco: [inaudible 00:22:38].

Philip D.: I mean, that to me it's just a very smart move if you get that feedback and it's clear.

Kristina Bianco: Right.

Philip D.: Um, that-

Kristina Bianco: Right.

Philip D.: I mean, that just seems... But I'm, I'm with you. I'm a, I'm a little bit of a data junkie and I love-

Kristina Bianco: Yeah.

Philip D.: Uh, just give me hard data and very specific responses to adjust the program.

Kristina Bianco: Right.

Philip D.: Um, but I will say my experience with, uh, this community in this demographic, uh, getting a response, like we're going to tell our friends or we're going to tell everyone, or we're going to post on a, uh, you know, a parent message board or in a Facebook group or what have you, um, ends up, uh, being, you know, creating exponential growth, um, for a program like this. Uh, because it is such a word of mouth community, um, and-

Kristina Bianco: Oh yeah.

Philip D.: There's a level of earned, uh, distrust about programs, um-

Kristina Bianco: Sure.

Philip D.: Because the standard hasn't always been as high, um, as I feel like it is now with cultural institutions. Um, so hearing from, uh, a fellow parent or a fellow caregiver or from a, an organization, um, that not only, you know, was it a safe space, but it was a really like wonderful experiences is so huge. Um-

Kristina Bianco: Sure.

Philip D.: And it really invaluable. Um-

Kristina Bianco: Sure. And I'm sure you're familiar with, you know, not saying with us without us.

Philip D.: Mm-hmm (affirmative).

Kristina Bianco: ... And like I keep referencing that in my, in my head, you know, thinking of like making changes growing, moving forward. Like I just keep telling myself that over and over again, because that's the root of all this. It's inclusion, it's accessibility, and how are you going to know what that community wants unless you're talking to that community.

Philip D.: 1000%. That is, that is, oh, I, I couldn't have said it better. That's exactly, uh, I'm so happy to hear that. Uh, (laughs).

Kristina Bianco: (laughs).

Philip D.: Every time I hear that, I'm like, yes, yes, yes, yes. Um-

Kristina Bianco: Right. (laughs). I know.

Philip D.: Um, you hit a little bit on, on, on the future, um, which is very exciting of being open to-

Kristina Bianco: Mm-hmm (affirmative).

Philip D.: To groups and, and, and organizations, um, in the winter. Um, you know, one of the things I love to do, because, uh, we don't always get to do this, uh, in the world of nonprofit, uh, which is dream our dreams, a lot of times we hear, well, not right now or it's not in the budget. Um-

Kristina Bianco: Sure.

Philip D.: So, uh, I'd love to give you the opportunity to, uh, dream your dreams a little bit. Um, and tell me what, not only what you hope for the future of the program, but access and inclusion in general, uh, at the constitution center.

Kristina Bianco: Sure. I mean, the ultimate, the ultimate goal, the ultimate dream is for when people are speaking of this museum, of this institution, outside of these walls, that whoever they're speaking to or as they're speaking about it, it is automatically trigger that that place is very accessible. I went there, I felt comfortable, I learned something and I want to go back and I want to take people back with me. That's the ultimate dream for the overall visitor experience, regardless.

Philip D.: Mm-hmm (affirmative).

Kristina Bianco: Um, I want it to be like in Philly, out of Philly, I want to be known as one of the institutions that got it right, that are doing it right, that are respected in the community and that we're there and we want to just keep that, keep the community in the loop and keep educating and keep doing what we're doing and do it better as the years go on. Um, obviously the feedback, like I said, is super important. Um, right now we're starting with four days a year. I would love to get it to eight and then, you know, double the groups to eventually. So next step is getting the group's [inaudible 00:25:56] of this and tweaking the days a little bit.

Philip D.: Mm-hmm (affirmative).

Kristina Bianco: And then, you know, like I said, doing it, doing it more often and because, because there's a need for it, you know?

Philip D.: Mm-hmm (affirmative). Oh, absolutely. Yeah, there is absolute need. Uh, oh, that's fantastic. And that, uh, again, to use the nonprofit buttress, buzzword, that feels like organic growth, uh-

Kristina Bianco: Yeah.

Philip D.: As you guys, uh, become a staple in the community, um, where they know that they can come there and have a great experience. Um-

Kristina Bianco: Right.

Philip D.: Well, thank you so much, Christina. Thank you for taking the time, um, today.

Kristina Bianco: Absolutely.

Philip D.: Uh, I... Just so excited, um, obviously, um, like I said, I have a little personal investment. I mean being from the area, um-

Kristina Bianco: Mm-hmm (affirmative).

Philip D.: ... But also having a dear friend work at the Constitution Center and, and hearing, uh, just the amazing work that's happening there and I, I know how much she loves her job there. Um-

Kristina Bianco: Yeah.

Philip D.: So, uh, but it was just so great to, to learn more and I will make it to the Constitution Center soon, I promise. Uh-

Kristina Bianco: Yeah, do that please. (laughs).

Philip D.: (laughs) [inaudible 00:26:55] well, again, thank you so much for your work and thank you for being an Access Champion.

Kristina Bianco: Absolutely. Thank you so much.

Philip D.: Thank you again to Christina for taking the time to chat. Uh, and if you want to hear more with Christina and for better or worse, hear, uh, me get quizzed on the constitution, uh, subscribe to us on Patreon. Uh, you can do it for as little as \$1 a month. Uh, you get access to all this exclusive content, uh, for \$1 you get a sticker, an Access Champion sticker. Um, we have, uh, additional tiers for additional swag and, and other perks, um, but for just \$1, you can help us underwrite, um, our tra- transcripts and other accessibility efforts, uh, that we have as we try to make this podcast the most inclusive podcast, uh, in the world.

Philip D.: Um, and you can find us on Patriot and under Access Champions and or the link in the copy of this episode. Um, thank you as always to our executive producer Matt Kerstetter for making us sound great each and every single week. Uh, our associate producer, Miss Kelsey Rose Brown for everything that she does. Uh, she and I will be in Denver ag- again, uh, at the Kennedy Center lead conference. So if you're coming, uh, let us know. Let's set up a timeless chat. We'll have a little popup studio like we did last year, um, with some fun swag and, and different games and such. Um, but we'd love to see you. Um, thank you to Tommy Karr for our logo. Uh, thank you to, uh, Eric Walton for our dope theme song, and thank you and welcome to Savannah Cooper as our, our new champion intern. Um, we'll be back again next week and remember, inclusion believers never stop running through that brick wall.