



INCLUSIVE
COMMUNICATION SERVICES

THEATER CASE STUDY

AT A GLANCE

Event Name

UP Theater Company Performances

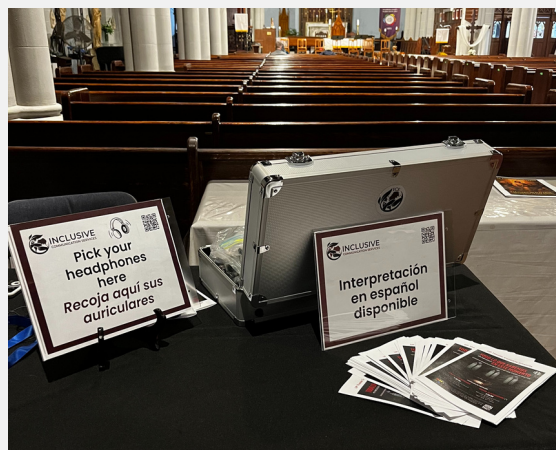
Event Details

Holyrood Episcopal Church &
Ft. Washington Collegiate Church
New York, NY 10033

SERVICES PROVIDED

To ensure full accessibility and language inclusion for the Spanish-speaking audience across all experiences, ICS deployed its specialized linguistic services.

Our team of two qualified interpreters delivered **real-time simultaneous interpreting services**, ensuring communication in both English and Spanish (EN-ES/ES-EN) for the Spanish-speaking audience. In addition, **professional-grade interpreting equipment** was provided to support a smooth and reliable experience for all participants.



ABOUT THE EVENT

UP Theater Company's mission is to offer professional, boundary-pushing theater to the Northern Manhattan community while developing new plays and employing local artists. Deeply rooted in its neighborhood yet distinct from traditional "community theater," UP is recognized for bold, daring work that challenges audiences to reconsider assumptions and engage with complex perspectives. The company also prioritizes accessibility by welcoming Spanish-speaking attendees, expanding who can fully experience and participate in its productions.

The specific productions covered were:

At Holyrood Episcopal Church

- **November 22, 2025** - "All That We Know at This Time."

At Ft. Washington Collegiate Church Sanctuary

- **May 18, 2023** - "The Best Punk Band in Conway, Missouri"
- **April 17, 20, 27, 2024** - "Lost Sock Laundry"
- **April 2 & September 2, 2025** - "Bread of Life"

These titles reflect UP Theater Company's commitment to presenting original, thought-provoking works that explore identity, resilience, community, and human connection. Through professional productions staged in trusted neighborhood spaces, UP fosters meaningful cultural dialogue while ensuring its daring new plays remain accessible to a linguistically diverse audience.



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BENEFITS

Welcoming Community to The Theater

Interpreting services effectively bridged language barriers, ensuring Spanish-speaking attendees could fully understand and enjoy all three theatrical productions.

Natural and Emotional Experience

The simultaneous interpreting format preserved the natural flow and timing of each live performance. Interpreters reflected the cultural context, tone, and emotional nuance of the work, allowing audiences to experience the performances as intended.

Ongoing Partnership

This collaboration marks the third consecutive year Inclusive Communication Services (ICS) has supported UP Theater Company in these historic venues. ICS provided consistent, high-quality access using our own professional interpreting equipment, reinforcing a reliable and trusted partnership.

THANK YOU

UP Theater remains a valued, long-term client committed to accessibility. They consistently leverage our professional on-site interpreting services. Thank you for your dedication to inclusive and accessible theater!



CHALLENGES & SOLUTIONS

Challenge: A minor logistical challenge was initially selecting the optimal placement for the interpreters within the historic churches. Each space had a unique lay out, sound system, and acoustics, which required on-site assessment.

Solution: The client successfully identified the best location upon arrival and collaborated with the interpreters to ensure the most effective placement for services, ensuring clear sightlines, balanced audio, and a seamless experience for both performers and audience members.

FUTURE RECOMMENDATIONS

Marketing: A key opportunity for future collaboration involves pre-show marketing. Greater advertisement of the interpreting services on social media and through UP Theater's community channels would significantly increase awareness, allowing more members of the Spanish-speaking community to benefit from the accessible services.

INCLUSION STARTS HERE

Email ICS at info@inclusiveasl.com to explore how we can help make your next performance or event fully accessible.

