



# Social Narrative

**9/11**  
**MEMORIAL**  
**& MUSEUM**

We are going to the 9/11 Memorial Museum. The Museum is located at the World Trade Center site in lower Manhattan at **180 Greenwich Street**. When we arrive, we will see two large pools. They are a part of the Memorial.

Most of the Museum is below ground, so we will see only the Museum Pavilion from the outside.

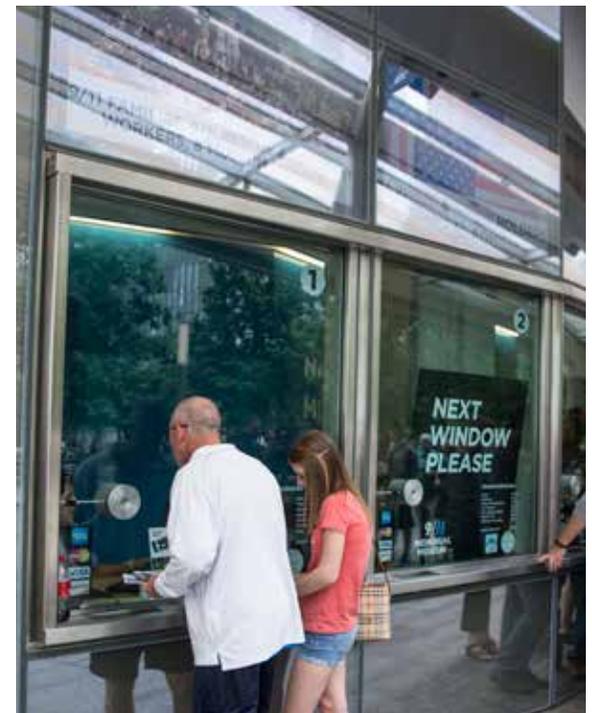
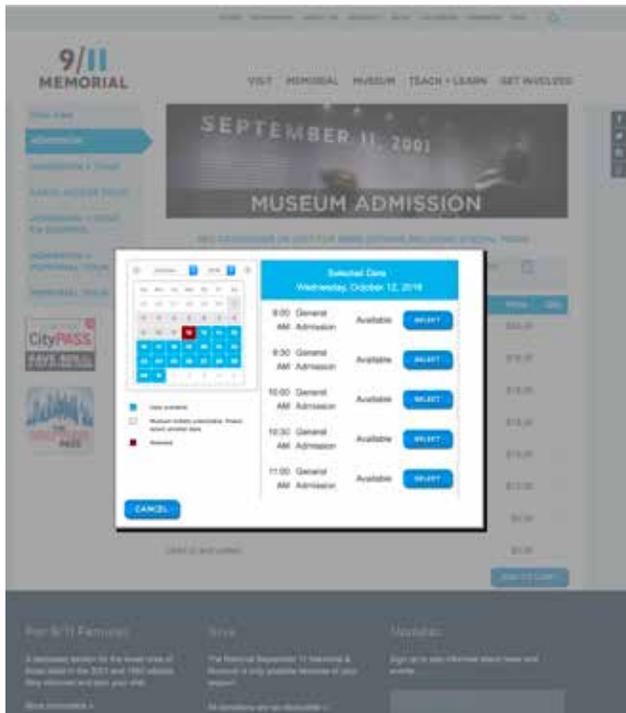


The temperature of the Museum is between 68 and 72 degrees Fahrenheit. If we need to bring a jacket or sweater to stay warm, we can.



The Museum has a lot of visitors. If we would like to visit when it is less crowded we can come in the morning, and late in the afternoon, except for Tuesday.

There is free admission on Tuesdays after 4:00 PM, so the Museum will be very crowded.



We can buy our tickets online. The tickets will have a date and time for our visit.

Or we can wait in line to buy our tickets before going into the Museum.

Once we have our tickets, a host will show us where to wait in line to get our tickets scanned before entering the Security Screening area.

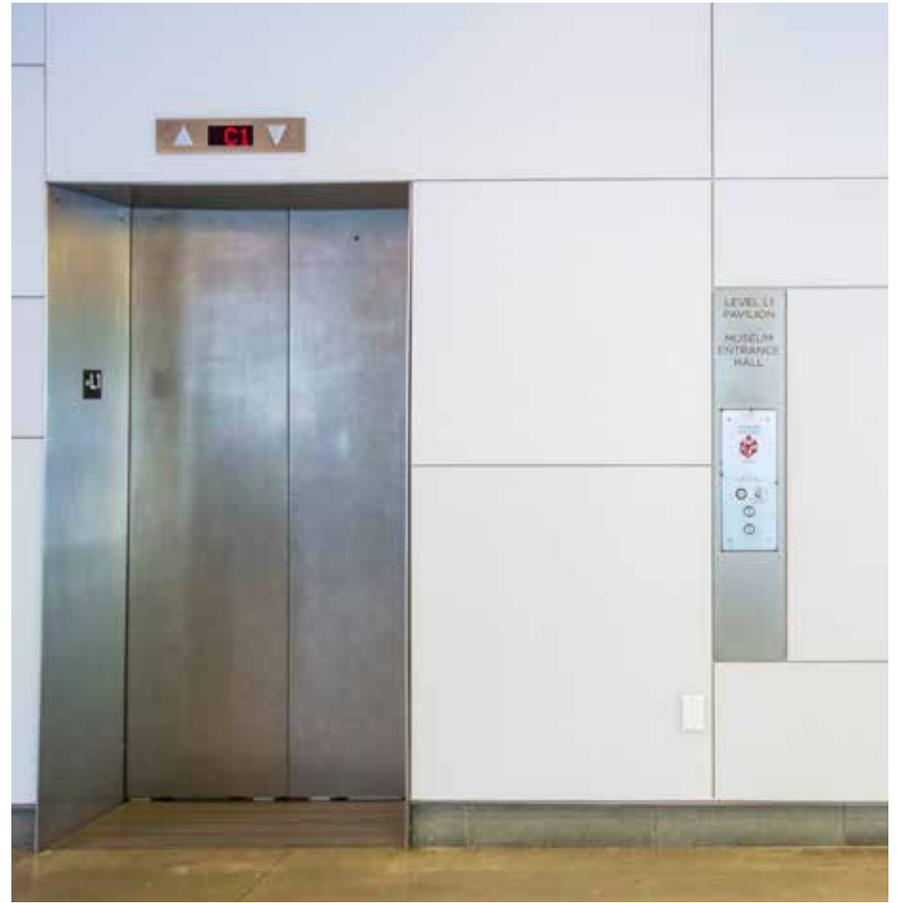




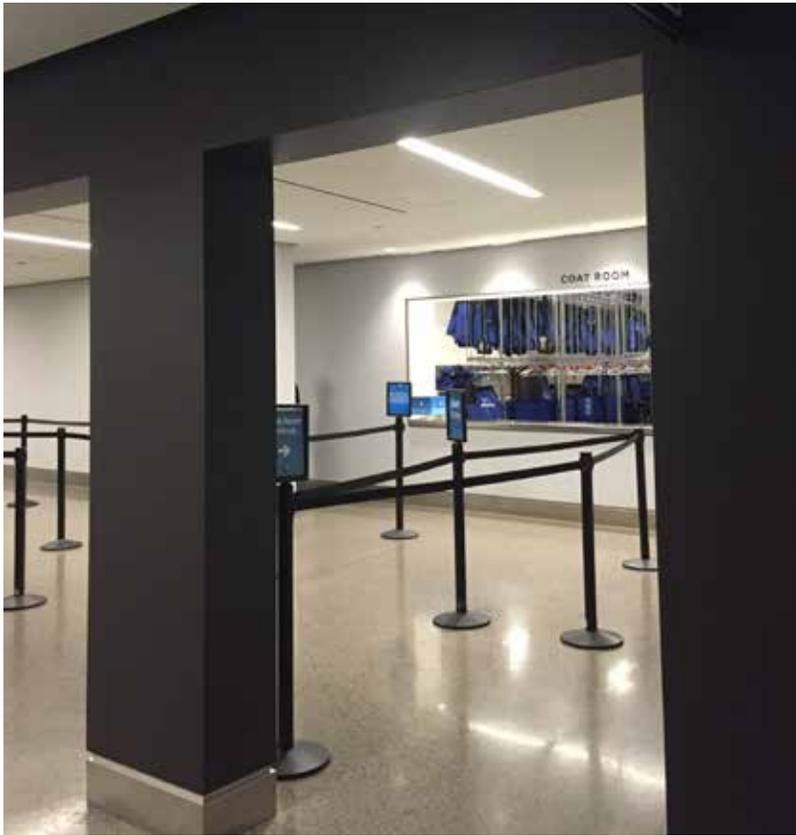
Next, the security guard will ask us to walk through a metal detector. There are two types of metal detectors at the Museum: One where we can walk right through, and one where we will have to stop, raise our arms, and wait for the security guard to tell us to come through.

Food and beverages are not allowed inside the Museum.

Then, if we had a bin, we will take it to the tables, take our items with us, and leave the bin.



Once we have finished going through security, we will go downstairs into the Museum. We can use an escalator, stairs, or an elevator.



If we have backpacks or large bags, we will have to take them to coat check first. Coat check is at the bottom of the stairs, escalators, and elevators, to the left.



We will give our bags to a staff member, and they will give us a token. We will give them the token when we come back for our bags, so it is important to keep it with us while we are in the Museum.



When we are in Concourse Lobby, we can ask questions at the Information Desk located directly ahead. We can also get a Museum Map, Access Brochure, braille and large print materials, and/or borrow handheld devices with the 9/11 Museum Audio Guide.

If we want, we can begin looking at the exhibits by following the ramp down to the lower level of the Museum.

Security Guard



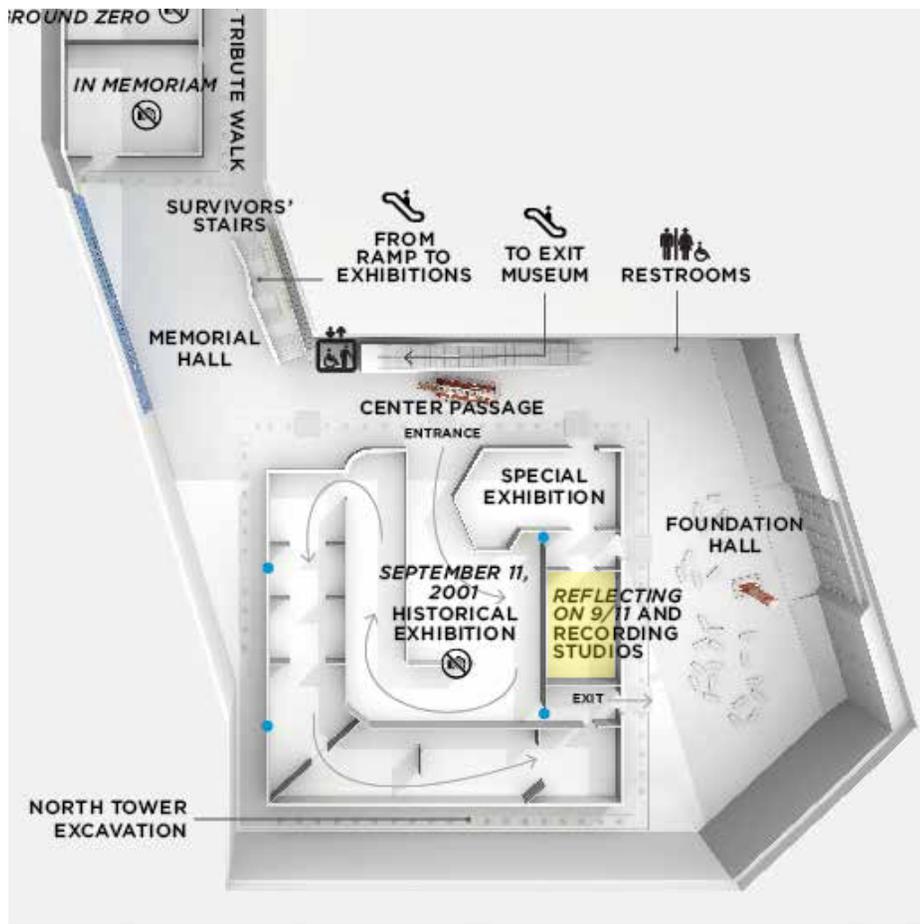
Visitor Service Host



Docent

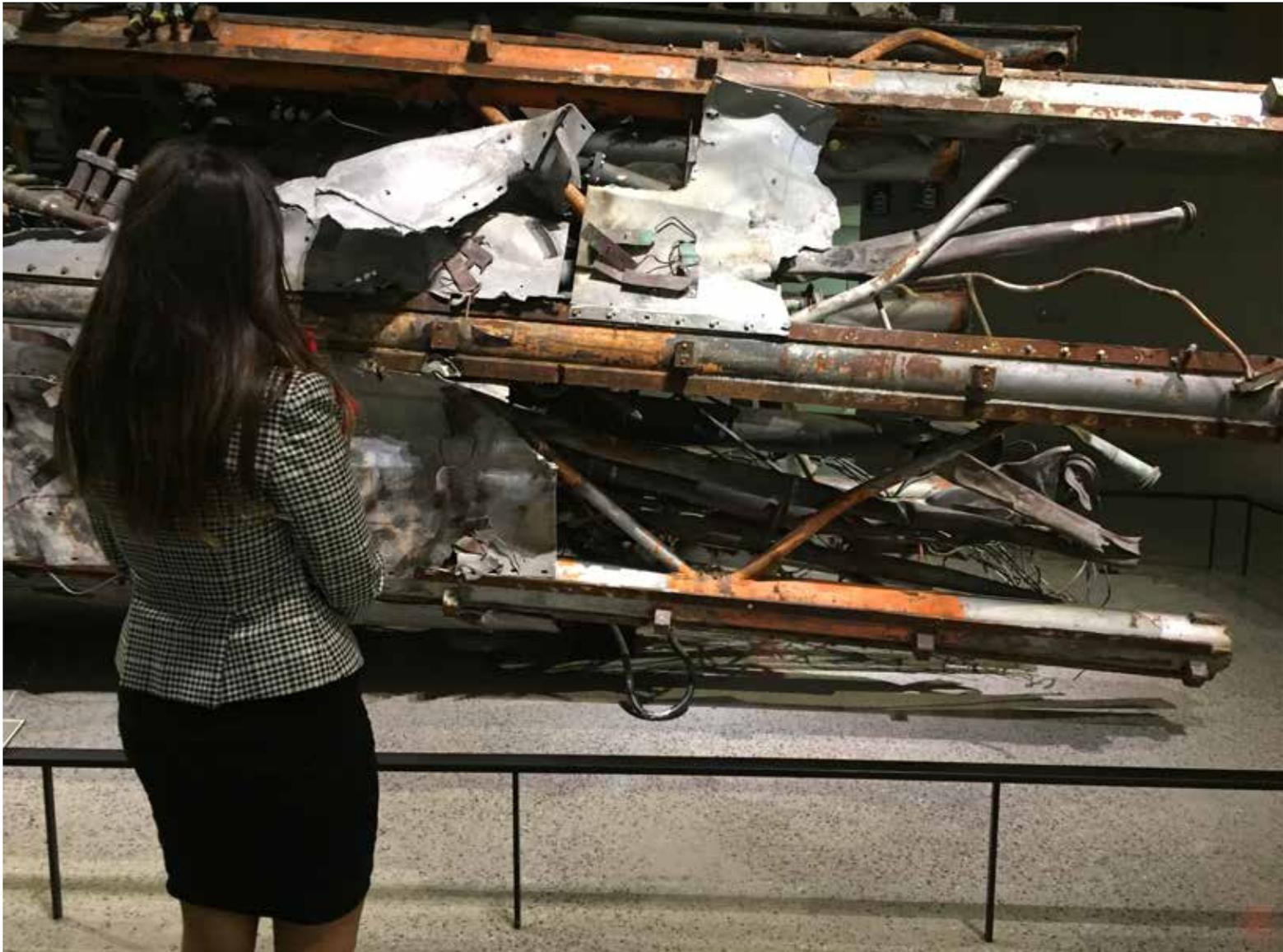


People who work at the Museum, like those in the pictures above, can help us and answer our questions.



If I am feeling tired or overwhelmed, I can go to Reflecting 9/11 Studio, located on Level C-4, which is marked in yellow on the map. This is a quiet and calm space for me to relax.

If I need help finding the quiet space, I can ask a security guard, visitors services host, or docent to help me.



Most things we cannot touch in the Museum. Some objects will have railings surrounding them for protection.

In the Museum, there is a lot we can do and see.



We can see the Spencer Finch art installation in Memorial Hall.



We can see different memorials and tribute art in Tribute Walk and the Education Center.



We can see some of the larger artifacts from 9/11 in Center Passage, including Ladder 3 Fire Truck.



We can see pieces of WTC steel and other artifacts in Foundation Hall.



**September 11, 2001**, the historical exhibition, has three sections that tell the story of what happened on 9/11, what happened before that day, and what happened after that day. This exhibition can be loud and very crowded. There are videos, pictures, and sound recordings that play throughout the whole exhibition. If we want to leave the historical exhibition early, there are exits in each section that we can use. If we need help finding an exit, we can ask a security guard.



**In Memoriam**, the memorial exhibition, has pictures and objects and tells the stories of the victims of 9/11 and the World Trade Center bombing in 1993.

It is a quiet and respectful space.

**There are three different film features we can watch.**



***Facing Crisis: America Under Attack***

In this film, key 9/11 decision makers describe the events of the day. It is shown on the hour.

***Facing Crisis: A Changed World***

In this film, world leaders examine 9/11's impact on global events. It is shown on the half-hour.

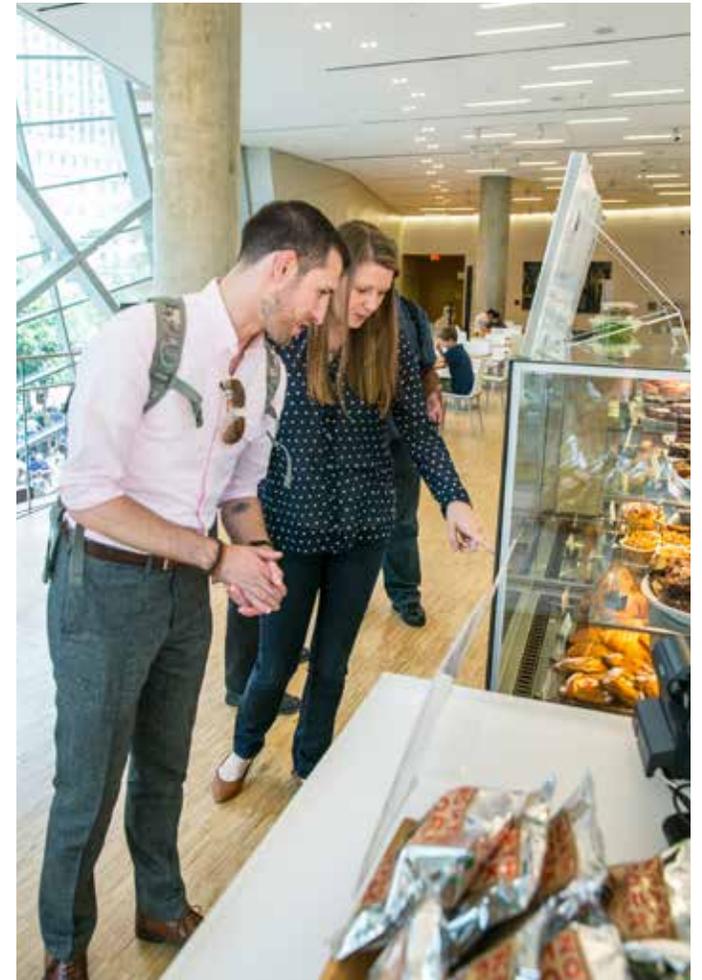
Both films are shown in the auditorium in the Museum Pavilion.

***Rebirth at Ground Zero***

This immersive media installation shows how the World Trade Center site was rebuilt. It plays every half an hour in a screening room off the South Tower Gallery.

It can be very loud and has flashing screens.

If we need to leave during the film, we can.



If we get hungry we can go to the Museum Café on the top floor of the Museum. A Museum Staff member can help us find the Café.

Café/Auditorium



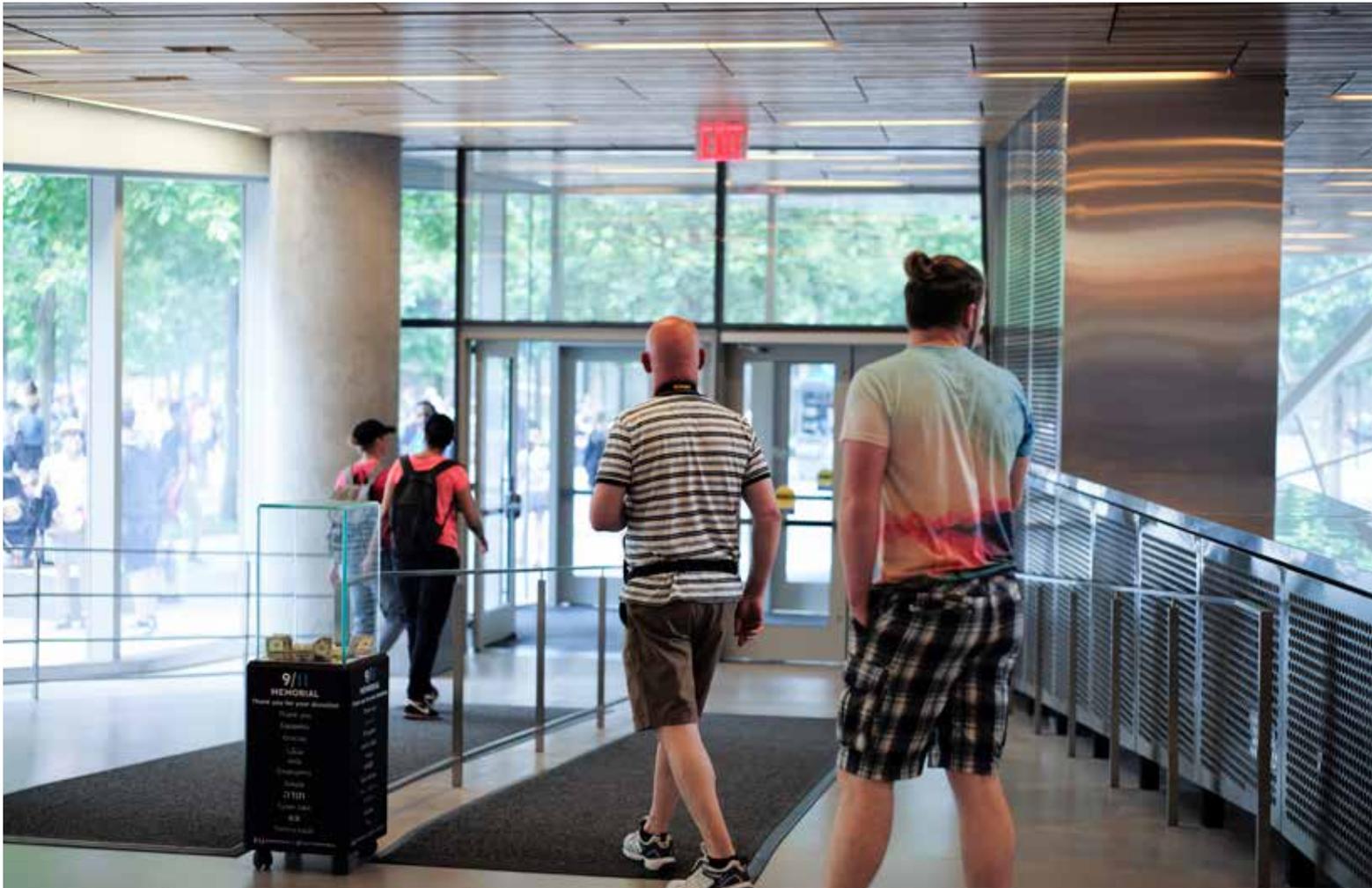
Concourse Lobby



Education Center



If we need to use a restroom in the Museum, there are restrooms conveniently located on most levels.



If we want to exit the Museum, we can go back to the entry level. We will exit the Museum through a different set of doors. Once we leave the Museum, we cannot come back inside.

If there are some things we did not see, we can come back another time, or we can look online: [www.911memorial.org](http://www.911memorial.org)