

Glasgow 2014 Access Statement Strathclyde Country Park -Triathlon

Information for Spectators with Accessibility Requirements

Introduction and how to use

This guide is designed to assist people with accessibility requirements attending the Triathlon events at Strathclyde Country Park, North Lanarkshire.

It offers information about the venue's facilities and services so that spectators can plan their trip to the venue accordingly.

Services and facilities which are not available will also be highlighted.

The information within the Guide includes:

- Accessible assistance from transport set-down points
- Distances, gradient and quality of surface on recommended routes
- Wayfinding
- Distances from the above points to security screening areas
- Security screening
- Distances from security screening areas to the venue entrance
- Spectator Plazas (e.g. toilets, Information Points, wheelchair storage, concession areas, merchandise and baby changing facilities)
- Seating bowls/arenas
- Accessible communication aids (e.g. Audio Description (AD); British Sign Language)
- Links to the Glasgow 2014 Essential Venue Guides (which include information on accessible transport options)

Our Accessibility team – general assistance

- Glasgow 2014 will provide a trained Accessibility team at this venue and others.
- Team members will wear green high visibility vests marked '**Accessibility Team**'.
- On request, the team will provide:
 - a wheelchair pushing service;
 - a wheelchair loan service;

- sighted guiding for visually impaired people;
- distribution of assistive communication aids, e.g. audio description for those who are blind or have sight loss.

Abbreviations/technical terms

BSL	British Sign Language
AD	Audio Description
1:14	The general measurement of a slope gradient where a path will rise one metre for every 14 m travelled in a horizontal direction (also 1:12, 1:15, 1:20, etc.).
PSA	Pedestrian Screen Area
Discreet PSA	Small tent for people who request to be searched in private
WTMD	Walk through metal detector
BOH	Back of house
FOH	Front of house
Overlay	Design layout, or fit-out, required by Glasgow 2014 to make the building suitable to function as a Games venue.

Emergency Evacuation

An emergency evacuation plan has been prepared for each venue during the Games which specifically considers the needs of disabled people.

Location

Strathclyde Country Park is located in North Lanarkshire, approximately 15 miles from Glasgow city centre.

Challenges

Given the temporary nature of the Games and the large numbers of visitors attending, it should be noted that there will be exceptions to best practice standards where there are conflicting demands.

For example:

- **Public safety**- routes will be very controlled. Resting benches will not be provided in locations where crowd safety takes precedence.
- **Catering/Refreshment vans**- catering counters will not meet best practice dimensions
- **Accessible toilets**- Some temporary toilets in the external spectator plaza will not meet best practice dimensions.
Costs- Where it would be impractical to provide a relatively expensive feature which will have no place in legacy mode.
or
Where alteration to a feature is ultimately the responsibility of the venue owner/operator.

Transport

Please refer to [Accessible Transport](#) for information on Blue Badge parking and accessible transport to the venue.

Routes

Motherwell Rail station to venue entrance

- Motherwell train station is accessible for wheelchair users
- There are no accessible toilets at the station
- The distance from Motherwell Station to the Strathclyde Country Park entrance is approximately 1.6 km
- The walking route from Motherwell Station to the venue has a gradient of between 1:7 and 1:10 going down to the park entrance.
- The route has a number of dropped kerbs.
- Crossing points feature tactile paving for people with visual impairments.
- There will be no benches to rest along the way.

Due to the distance and steep gradient, people with limited mobility are encouraged to use the Accessible Shuttle Bus from Motherwell Station to the venue.

Hamilton Road set-down to PSAs

- The overall distance from the set-down point to the venue entrance is approximately 370m.
- The distance from the set-down point to the PSAs is approximately 200 m (170 m thereafter).
- The route has a gradient of approximately 1:12–1:15 down to the PSAs.
- The surface has a tarmacadam finish.
- In general, the surface is even.
- A mobility buggy between the set-down point and the PSAs will be provided. The gradient here is approximately 1:15–1:18.

Route/surface/gradient (from taxi drop-off to venue entrance)

- The taxi drop-off point is near the Accessible Shuttle Bus drop-off.

Blue Badge Parking

- Portable ramps will be provided at this point.
- Spectators requiring use of the mobility buggy must walk approximately 70 metres to the Shuttle Bus drop-off point.
- The route from the Blue Badge parking to the mobility buggy pick-up point is flat.
- There will be two buggies shuttling to and from the PSA.

Resting Points

- A small number of benches will be provided along this route.

Mobility Assistance

- A small number of Accessibility team members will be based at the set-down point.

PSAs to the Spectator Plaza

- The mobility buggy stops at the PSA and does not go any further.

- The mobility buggy must be alighted from before passing through the PSAs. Spectators can walk, or use a wheelchair, to travel the further 170 metres to the main Spectator Plaza.
- There will be a small number of benches along the route.
- General admissions viewing is located along this route.
- There will be a small number of toilets along the route.
- This part of the route is generally flat.
- There are concessions along the route.

Toilets (outside the venue)

No toilets will be provided outside the venue. The first available will be on the venue side of the PSAs.

PSAs

Width of PSAs

WTMDs will generally be 760 m wide x 2050 m high.

Personal items/medical dependencies

- The WTMDs will detect metal items, e.g. personal oxygen concentrators, insulin pens or syringes, prosthetic limbs, implants (such as cochlear implants) and pacemakers.
- You can walk through safely.
- If you feel uncomfortable about doing so, please make the security staff aware of any personal device(s) and you will be requested to be searched via an alternative appropriate method.
- If you are a wheelchair user, you may be required to pass through a wider aisle and undergo a pat-down search.
- Care will be taken to wand people with a disability, particularly where the person identifies an area which is sensitive, painful to the touch, or difficult to move.
- A small number of PSAs will have an induction counter loop for people with hearing impairments, represented by a hearing loop symbol.

Discreet PSA

- This is available should you wish to be searched in private.

- The discreet PSA will include a chair for easy communication and rest support, and hearing assistive units will be provided for those with a hearing impairment.

Pass out

- If you need to leave the venue for a reason related to your disability you will be permitted, with exception, to exit the venue.
- You must re-enter the venue through a PSA.

Spectator Plaza

Access routes

- The wheelchair seating is approximately 180 m from the main Spectator Plaza entrance.
- The gradient is generally flat.
- Catering facilities are available in the Spectator Plaza.
- The benches will be sign-posted to offer priority to those with limited mobility.

Accessible toilets (within Spectator Plaza)

- Toilets are within approximately 45 m of most points in the venue (measured horizontally).
- All toilets in the Spectator Plaza are of the chemical waste type.
- A small number of the chemical toilets have a turning space of 1.5 m x 1.5 m.

Changing Places facility

- There is a Changing Places facility in the venue; however, it is located in a BOH area
- The facility is approximately 9 m² in area.
- It is equipped with a centrally positioned toilet, hoist and changing bed.
- If you require use of this facility please speak with a member of Spectator Services and you will be escorted to it.
- Carers are advised to take their own slings into the venue to suit individual needs.

Baby changing

- Basic baby changing facilities (fold down plinths with safety straps) will be provided within male, female and accessible toilets.

Wheelchair storage

- If you have arrived at the venue in a wheelchair but have purchased a standard seat ticket, the Accessibility team will agree with you on the storage of your wheelchair.
- Storage for wheelchairs will be provided away from the spectator seats.
- The storage area will be located near the Spectator Information Point.
- A system will be in place allowing users to retrieve their wheelchair either during or after the session.
- The method of retrieval will be advised by the Accessibility team.

Wheelchair Charging Points

Wheelchair charging points will not be provided at this venue; therefore we urge you to prepare in advance and consider good battery management.

If you experience problems with your powered wheelchair or mobility scooter at the venue, please speak with one of our Accessibility team members.

Spectator Seating

Seating category

There are two main seating categories:

- Wheelchair Access Seating
- Easy Access Seating

If you require a seat with additional leg space on the end of a row, or close to toilet for a reason related to your disability, this should be already captured on your ticket. You must inform our ticket line by calling **0808 161 2014**.

Viewing position (wheelchair users)

- Viewing positions are close to, but not integrated with, the main spectator stand in order to maximise views of the field of play and video board.
- This is because of the elevated finish 'chute'.

Viewing position (Easy Access Ticket holders)

Easy Access Ticket holders will be seated in an area specific to their ticket purchase. The Ticketing team has gone through a process which looks at individual needs (limited mobility, hearing impairment or visual impairment) in order to determine seating locations.

Every reasonable effort to seat people with limited mobility at the end of rows, or in seats where they are required to be close to toilets, etc., will be made.

Family groups and companions

The Ticketing team has made every effort to ensure that small groups/families are not split up.

Features along the field of play

Whilst every effort has been made to offer a clear view of the field of play, the following features will be located in front of the spectator front row:

- Advertising corrals
- Finish chute
- Cycle barrier
- Press/photography
- Technical officials

Assistive technology/hearing enhancement

- Mainstream commentary will be provided in ear for people with a hearing impairment.
- Please refer to [Assistive Technology](#) for more information.

Hearing enhancement technology

- Glasgow 2014 will provide hearing assistance technology by radio communication aids so that you to enjoy the live commentary.
- Multiple channels are available through this system.
- There will not be a fixed induction loop zone, which is normally confined to one or two zones, for people with a hearing impairment.
- If you have a hearing impairment, your ticket purchase will not restrict your seating location.
- Inductive coupler loops, which hook over the ear, will be provided free of charge along with a receiver to pick up in-venue technology. Glasgow 2014 will not

provide neck loops; however, the receiver will be compatible with most neck loops.

- If you normally wear a neck loop you can take it into the venue and plug it into the handheld receiver.

BSL

- There will be no BSL interpreting service provided at this venue

Captioning

- Captioning will not be provided at this venue

AD for visually impaired people

- AD will be provided at this venue, but must be pre-booked.
- Receivers, which will take standard earphones, can be collected from the main spectator Information Point. Spectators can use their own compatible earphones.
- The FM receiver is easily held by hand or can be worn over the neck.

View of video screen

- The video screen displaying the action will be large enough for people with a slight visual impairment to see the images displayed.

Auxiliary services

Sighted guide service

- A sighted guide service will be available at this venue.
- Please ask about accessing this service at the Information Point.

Dog spending area

- A place for assistance animals to relieve themselves will be located near the Spectator Plaza.
- The area will be surrounded by a low fence and will be equipped with a water bowl, some cleaning equipment.
- This will be cleaned regularly

- Part of the area will be covered in an organic material (e.g. wood chips)
- There will be no directional signage, other than a sign fixed to the fence displaying the words '**Dog Spending Area**' and a dog pictogram.
- A sighted guide service is available if required.

Cable Covers

- Glasgow 2014 has made every effort to contain cables using cable bridges.
- There may be a need to contain cables along the ground of some routes using cable covers with a slight ramped profile.
- Cable covers will contrast well against the floor so that people with visual impairments are aware of their presence.

Summary

- Accessible parking will be approximately 470 metres from the venue.
- There will be a mobility buggy service at this venue (between Accessible set-down to PSAs)
- The Accessibility team will also provide mobility assistance.
- Spectator plaza is generally flat.
- There are no tables and chairs in Spectator Plaza.
- A small number of rest benches are available in the Spectator Plaza.
- Portable counter loops for people with hearing impairments are available at key information points
- Assistive technology to listen to commentary will be available.
- AD will be available, and must be pre-booked.
- BSL will not be available.

Alternative formats of this document are available on request.

Email contactus@glasgow2014.com

Or call 030 3333 2014.

If you wish to use a text relay service, see www.textrelay.org