

# Glasgow 2014 Access Statement Hampden Park- Athletics and Closing Ceremony

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## Information for Spectators with Accessibility Requirements

### Introduction and how to use

This guide is designed to assist people with accessibility requirements attending the Athletics and Closing Ceremony at Hampden Park.

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:

- Accessibility assistance from transport load zones
- 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 bowl
- Accessible communication aids (e.g. British Sign Language (BSL) and Audio Description (AD))
- Links to the Glasgow 2014 Essential Venue Guides (which include information on accessible transport options)

### Our Accessibility team – general assistances

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

- a wheelchair loan service;
- access to using a BSL interpreting service;
- sighted guiding for visually impaired people; and
- provision of assistive communication aids (e.g. hearing enhancement headsets, portable counter loops and pocket talkers for people with hearing impairments).

### **Abbreviations/technical terms**

<b>BSL</b>	British Sign Language
<b>AD</b>	Audio Description
<b>1:14</b>	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.).
<b>PSA</b>	Pedestrian Screen Area
<b>Discreet PSA</b>	Small tent for people who request to be searched in private
<b>WTMD</b>	Walk through metal detector
<b>BOH</b>	Back of house
<b>FOH</b>	Front of house
<b>Overlay</b>	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

- Hampden Park is located approximately 3.8 miles south of Glasgow City Centre.

## Challenges

The stadium is an existing venue.

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

### Mount Florida Rail Station to venue entrance

- The walking route from Mount Florida Station to the venue entrance is approximately 800m along Prospecthill Road which begins with a steep incline and finishes with a steep descent.

- The route has a number of dropped kerbs.
- There will be tactile paving at all controlled crossing points.
- There will be a small number of benches along the way.

### **Blue Badge Parking (Asda, Toryglen) to venue entrance**

- The distance is approximately 350m.
- Portable ramps will be provided.
- The route will be generally flat.
- There will be a wheelchair pushing service from this point.
- There will be a number of controlled crossings along the route.

### **Taxi set-down point (Myrtle View Road) to venue entrance**

- The distance is approximately 300m.
- The route to the venue entrance will be generally flat.
- Portable ramps will be provided.
- You must cross at the junction with Prospecthill Road.
- There will be no benches along this route.

### **Accessible load zone (Curling Crescent) to venue entrance**

- The distance is approximately 200m along Aikenhead Road
- The route to the venue entrance will be generally flat.
- Portable ramps are provided.
- There will be no benches provided along this route.

### **Egress**

- Egress to the direction of Mount Florida is by Somerville Drive and Aikenhead Road
- There will be no accessible shuttle along Somerville Drive therefore spectators should exit towards Aikenhead Road and towards Curling Crescent for this accessible service.

### **Toilets (outside the venue)**

- There is an existing toilet at Mount Florida Rail Station. This is not accessible for wheelchairs.

- There will be no toilets provided immediately outside the venue.

## **Venue entrance/PSAs**

- The venue entrance is along Aikenhead Road.
- All spectators must pass through a PSA.
- Immediately after passing through the PSA, you must present your ticket for inspection.

## **PSAs**

### **Width of PSAs**

- WTMDs will generally be 760mm wide x 2050 mm high.

### **Personal items/medical dependencies**

- The WTMDs will detect metal items, e.g. personal oxygen concentrators, insulin pens/syringes, prosthetic limbs, implants (such as cochlear implants) and pacemakers
- You can walk through safely.
- If you feel uncomfortable 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 PSAs**

- This is available should you wish to be searched in private.
- The discreet PSA will include a chair for easy communication and rest support.

## **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**

### **Features**

- On entering the Spectator Plaza you will see a number of concessions, merchandise, first aid facilities and the spectator information point.
- Wheelchair loan service is located next to the Spectator Information point.
- There will be no benches for resting in the Spectator Plaza.
- There will be no tables and chairs provided in the Spectator Plaza.

### **Access Routes**

- The main route begins at a lower level near the plaza at Aikenhead Road and takes a 100m incline up to a route surrounding part of the stadium
- This surrounding route is generally flat
- The Spectator Services team will direct you to the relevant seating zones.
- To reach level 4 from this point, spectators may choose to climb two flights of steps, use a steep ramp or use lifts further along the north stand (see below).
- The ramp (approximately 1:13) will require one or two members of the Accessibility team to push.
- The ramp has steep cross falls.

### **Lifts**

- There are lifts serving various parts of the venue.
- The main lifts for wheelchair users are midway along the North Stand taking to level 4.
- The lifts take spectators up to the main concourse for wheelchair viewing on level 4 and to some parts of level on the South Stand.
- The lifts have audible signals and tactile push buttons.
- There is likely to be queuing for these lifts.

## **Mobility Buggy**

- There will be no mobility buggy service provided at this venue

## **Toilets**

- Toilets will be provided outside in the Spectator Plaza on level 4 which have a turning space of 1.5m x 1.5m

## **Spectator concourse on level 4**

- The spectator concourse (level 4) has a number of catering concessions, baby changing, first aid facilities
- Spectator viewing for wheelchair users is on this level in the North and East stands,
- Stairs will take other spectators down to seats below this level

## **Wheelchair storage**

- Spectators who have arrived using a wheelchair or large pushchair may have purchased a standard seat ticket and wish to transfer to a standard seat
- The team will agree with you on the safe storage of your wheelchair away from your seat
- 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 it is advised that you 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 the Accessibility team members.

## **Accessible toilets (within venue)**

- Accessible toilets are located on the spectator concourse of the main building, approximately within 45 metres of most points (measured horizontally).
- The manoeuvring space in most of the accessible toilets 1.5 x 1.5 m.
- There are horizontal and vertical handrails and a small hand rinse wash hand basin.
- The support grab rails are white with white painted walls.
- The accessible toilets have emergency pull cord alarms.

- There is a shelf provided for placing of colostomy bags and other personal items.

### **Changing Places facility (level 4, North Stand)**

- There is a Changing Places Facility in the venue.
- The facility is located in a FOH area which is located behind the spectating area for wheelchair users.
- The area is approximately 8.5 m<sup>2</sup>.
- It is equipped with a track mounted hoist and changing bed.
- The toilet is covered by the track hoist
- If you require use of this facility, please speak with a member of the Spectator Services team.
- There is currently no heating in the Changing Places facility.
- Carers are advised to take a sling suitable for individual requirements.

### **Baby changing**

- Baby changing facilities will be provided within a number of toilets by means of a fold down plinth with safety straps.

## **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 toilets 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)**

- Elevated viewing to the FOP is on level 4 in the North and East stands.
- The spectator viewing balustrade is approximately 850mm high.



### **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 completed a process which looks at individual needs (limited mobility, hearing impairment or visual impairment) in order to determine seating locations.
- Every reasonable effort has been made to seat people with limited mobility or people with assistance dogs at the end of rows, or in seats where they are required to be close to toilets etc.

### **Family groups and companions**

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

### **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 spectators:

- Microphones
- Advertising corrals
- Press/photography
- Technical officials

### **Assistive technology/hearing enhancement**

- Standard commentary will be provided in ear for people with a hearing impairment.

### **Hearing enhancement technology**

- Glasgow 2014 will provide hearing assistance technology by radio communication aids for 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 be 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 into the handheld receiver.

## **BSL**

- **One to one communication**- A BSL remote interpreting service for general one to one communication will be provided through the use of tablets at the Spectator Service Information points.
- **Spectator presentation** – BSL will not be provided at the athletics or Closing Ceremony

## **Captioning**

- Live captioning will not be provided at the Athletics however it will be provided at the Closing Ceremony on video screens.

## **AD for visually impaired people**

- AD will be provided at this venue for all athletics events and for the Closing Ceremony.
- Please refer to [Assistive Technology](#) for more information.

## **Video screen**

- A video screen will be provided to assist all spectators in their enjoyment of the sport.

## **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**

- This will be located in the Spectator Plaza
- The area will have a low fencing surrounding the toilet area and will be equipped with a water bowl and some cleaning equipment, paper towels and the like
- Part of the Dog Spending Area will be covered in an organic material such as wood chips
- There will be no directional signage other than a sign fixed to the fence enclosure displaying the words **“Dog Spending Area”** with a dog pictogram
- If you require access for your dog to use this area, please ask at the Spectator Information Point or ask a member of the Accessibility Team

## **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**

- Please refer to [Accessible Transport](#) for information on accessible parking.
- There is a steep ramp leading to level 4.
- There will not be a mobility buggy service at this venue.
- The Accessibility team will provide a wheelchair pushing service.
- Portable counter loops for people with a hearing impairment will be provided at key information points.
- Concessions will be provided in the spectator plaza and spectator concourses (e.g. merchandise, catering facilities).
- Wheelchair spectating will be sheltered and level with food and drink concessions.
- There will be a Changing Places facility at this venue.
- There will be no tables and chairs in the Spectator Plaza or the spectator concourses.
- Sighted guide service will be provided.
- Dog spending area will be provided.
- Assistive hearing technology to listen to commentary will be available.

- AD will be available for Athletics and the Closing Ceremony. Must be pre-booked.
- BSL interpretation will be available as a remote service using tablet technology (one to one communication only).
- BSL will not be provided as a sports presentation service or at the Closing Ceremony.

**Alternative formats of this document are available on request.**

**Email [contactus@glasgow2014.com](mailto:contactus@glasgow2014.com)**

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**Or call 030 3333 2014.**

**If you wish to use a text relay service, see [www.textrelay.org](http://www.textrelay.org)**