

Glasgow 2014 Access Statement Tollcross- Swimming

Information for Spectators with Accessibility Requirements

Introduction and how to use

This guide is designed to assist people with accessibility requirements attending the Swimming at Tollcross International Swimming Centre.

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 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).
- Spectator seating/viewing.
- 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;

- facilitation in 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

BSL	British Sign Language
AD	Audio Description
1:14	The general measurement of a slope gradient where a path will rise 1m 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

Tollcross Aquatics Centre is located in Tollcross Park in the East of Glasgow. It is approximately 2 miles from the City Centre.

Challenges

Tollcross Park is an existing facility with some areas that are not flat.

There will be significant overlay required meaning that the ingress or egress may be different for our client groups at Games Time.

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 in connection with Blue Badge Parking and Accessible Transport to the venue.

Routes

Mobility Assistance

- There will be a small number of Accessibility Team members based at the setting down points (FOH and BOH) close to the venue entrance.
- The FOH PSA is located within Tollcross Park.
- There will be a mobility buggy provided from the park boundary leading up the FOH PSA.
- Spectators using the buggy must transfer to another buggy after passing through the FOH PSAs.

Carntyne Rail Station to venue entrance

- Carntyne Rail Station is not fully accessible, particularly for wheelchair users.
- The first half of the walking route from Carntyne Rail Station to the venue is through some residential areas and at an incline. The second half is through Tollcross Park.
- The route has a number of dropped kerbs.
- Some dropped kerbs along the first half of this route will not meet with Highways standards. The final approach to the venue has dropped kerbs which will generally meet with these standards.
- Crossing points have tactile paving for people with visual impairments.
- There will be a small number of benches in the grounds of Tollcross Park.

Blue Badge Parking to venue entrance

- The accessible shuttle from the Forge Shopping Centre will stop at Altyre Street behind Wellshot Primary School. See [Accessible Transport](#) for more information.

Accessible setting down point- venue entrance (BOH)

- The distance from set-down point at Altyre Street to the Back of House PSA (Wellshot Primary School) is approximately 200m.
- The route is flat eventually becoming a slight downhill slope of approximately 1:12.
- There are dropped kerbs along this route with tactile paving.

FOH PSA to spectator plaza

- The spectator plaza is approximately 220m from the FOH PSA.
- The gradients from the FOH PSA to the Spectator Plaza are steep varying from 1:15- to 1:5.

Lighting

- There is some street lighting provided in the grounds of Tollcross Park.

Toilets (outside the venue)

There will be no toilets provided immediately outside the venue.

Venue entrance/PSAs

- The main venue entrance is in the grounds of Tollcross Park.
- The entrance for wheelchair users is BOH along Altyre Street.
- 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.
- However, 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

- The sloped route up to the PSA has a gradient of 1:5.
- The plaza becomes more flat at the top of the route but still with a slight incline.
- A mobility buggy will be available to assist people with limited mobility to reach the PSA.
- This is not a ramp and there are no handrails for this gradient.
- There are no tables and chairs within the spectator plaza.
- There will be a small number of resting benches located within the spectator plaza.
- A small number of chemical type toilets in the spectator plaza have a 1.5m x1.5m manoeuvring space.
- Catering facilities are provided in the spectator plaza.
- The food serving counters will not have dropped counters.
- Assistance is available for people who are unable to reach the counters.
- Price lists are available on request in large print for people who have a visual impairment.
- If requested, staff will read the menu to people with a visual impairment

Accessible toilets

Toilets serving Blocks W201-W204

- The toilets serving this seating area are located outside the building in the Spectator Plaza.
- These are chemical type toilets.
- A small number of these have a turning space of 1.5m x1.5m.
- These toilets have a continuous horizontal handrail.
- There are no vertical handrails in the chemical toilets.
- There are no alarm cords in the chemical toilets.

Assisted changing facility

- There is an assisted change facility in the venue.

- This a temporary facility located on the first floor behind the spectator seating (Block 101-106).
- The area of this space is approximately 8 m²
- This is equipped with a WC, hoist and changing bed.
- The hoist will not reach the toilet as it is within a cubicle.
- The changing bed is hydraulic and is height adjustable.
- If you require use of this facility please speak with a member of Spectator Services at the Information Point and you will be escorted to the facility.
- A sling is available however carers are advised to take a sling to the venue suitable for individual needs.

Baby changing

- Basic baby changing facilities will be provided within accessible toilets and also male and female toilets.
- These are fold down plinths with safety straps.

Wheelchair/Buggy Storage

Wheelchair storage

- If you have arrived in a wheelchair but have purchased a standard seat ticket we will provide storage for your wheelchair away from your spectator seat.
- The storage area will be located near the Spectator Information point.
- A system will be in place for you to retrieve your wheelchair either during or after the session.
- Please make this known to the Accessibility team as soon as you pass through security.

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 in the interests of your welfare.
- If you have problems at the venue with your powered wheelchair or mobility scooter, please speak with one of our Accessibility Team members.

Spectator Seating

Seating Category

There are 2 main categories of seating

- 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 in your ticket.

You must inform our ticket line **0808 161 2014**.

Viewing Position (Wheelchair users)

- Wheelchair users will be seated on a raised viewing platform (approximately 2.6m deep)
- This space have a slightly elevated viewing position from the 50m sprint end.
- There is a single handrail which is approximately 850mm above floor level.

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 considers your accessibility requirements.
- The Ticketing team will make 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 and the like.

Concessions

- Concessions are located outside the main building in the Spectator Plaza

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, a number of features will be located in front of the spectator front row.

- 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 is providing 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 for people with a hearing impairment which is otherwise normally confined to one or two zones.
- Instead, this means that if you have a hearing impairment, your ticket purchase will not restrict your choice of seating location.
- Inductive coupler loops which hook over the ear will be provided on loan with a receiver to pick up in venue technology. We will not be providing neck loops however the receiver will be compatible with most neck loops.
- If you normally wear a neck loop you can take this into the venue and plug into the handheld receiver.

BSL

- BSL interpreting will be provided at this venue as a remote service using tablet technology.
- This is for one to one communication.

Captioning

- Live captioning will not be provided at this venue.

Audio Description (AD) for Visually Impaired People

- Audio Description will be provided at this venue.
- Please refer to [Assistive Technology](#) for more information.

Video Screen

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

Other Auxiliary Services

Sighted Guide Service

- A sighted guide service will be available at this venue.
- Please ask at our Spectator Information point on how to access this service.

Dog Spending Area

- A place for assistance animals to use the toilet will be provided. This is located in the Spectator Plaza.
- A sighted guide service is provided to direct you to this point.
- There will be a portable ramp to allow access to the grassed area where this is located.
- The ramp will have a high visible contrast.
- The area will have a low fence 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.
- This will be cleaned regularly.
- 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.

Cable Covers

- We have done our best to contain cables using cable bridges
- There may be a need for us to contain cables along the ground of some routes using cable covers.
- These have a slight ramped profile.
- Cable covers will have good contrast so that people with visual impairments are made aware of their presence.

Summary

- Accessible parking is approximately 2.5km from the venue.
- Mobility buggy service at this venue (FOH within Tollcross Park).
- Gradients within park are very steep.
- Accessibility Team will provide a wheelchair pushing service at both FOH and BOH.
- Spectator plaza is on a slight incline.
- No tables and chairs in spectator plaza.
- Some rest benches in spectator plaza.
- Portable counter loops at key information points for people with hearing impairments.
- Hearing Enhancement technology to listen to commentary.
- Audio Description will be available. This service must be pre-booked.
- A BSL interpreting service will be provided as a remote service using tablet technology.

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