

# Glasgow 2014 Access Statement Glasgow National Hockey Centre (Glasgow Green)- Hockey

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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 Hockey at Glasgow Green.

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 at 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
- Distance from security screening areas to the venue entrance
- Spectator Plaza (e.g. toilets, information points, wheelchair storage, concession areas, merchandise and baby changing facilities)
- Spectator seating areas
- /Accessible communication aids (e.g. Audio Description (AD))
- 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; and
  - Provision of 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

Glasgow Green is located approximately 2.5 km east of Glasgow near the River Clyde. It is approximately 800m from Bridgeton Rail Station

## Challenges

The Hockey Centre is an existing venue. There will be significant overlay required meaning that the ingress or egress will 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.
- **Food and drink concessions**- catering counters will not meet best practice in terms of heights.
- **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**

### **Approach to the venue (Kings Drive- Accessible Shuttle set-down and Blue Badge Parking)**

- For spectators with limited mobility, a shuttle service from Dalmarnock Rail station will be provided which sets down at Kings Drive.
- Portable ramps will be provided where there are no dropped kerbs.
- This is also the location of Blue Badge Parking.
- This route is generally flat.
- Wayfinding and Spectator Services volunteers will be available on the clearly defined spectator route.
- Ingress for spectators with accessibility requirements will be through a secondary entrance immediately to the east of the roundabout at Danes Drive.
- A short trackway ramp, at an incline of between approximately 1:15–1:18 rising up to the Spectator Plaza queuing area, will be provided.

### **Approach from Bridgeton Rail Station**

- The walking route from Bridgeton is approximately 500m
- The route is generally flat
- There are some dropped kerbs however there is a lack of tactile paving at these points.

### **Taxi Set-down Point to PSA**

- The distance from the taxi set-down point at Greenhead Street is approximately 350m
- The route is generally flat
- A small number of portable ramps will be provided along the route
- Entry to the venue from this route is through a Front of House PSA.

### **Resting points**

- Resting points with benches/seats will be provided along the route

### **Mobility assistance**

- Accessibility team members will provide assistance from the Blue Badge Parking and the accessible shuttle set-down point.

- No Accessibility team members will be based at the taxi set-down point

### **Lighting**

- Street lighting is provided along this route.

### **Toilets (outwith the venue)**

- Toilets will not be provided immediately outside the venue or along the route from the station.

### **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 (inside the venue)**

### **Access routes**

- The Spectator Plaza is on an existing natural grass football pitch
- The Spectator Plaza is flat.
- Overlay trackway (2.5m wide) will be provided over the grass surface.
- Where lowered counters are provided they should generally be useable; however, they may not meet all parts of the British Standards in terms of height.
- No tables and chairs for catering will be provided in the Spectator Plaza.
- Some rest benches will be provided.
- Kiosks providing key information will include a portable counter loop for people with hearing impairments. You must be within 1m of the counter loop, and should switch your hearing aid to the 'T' setting to communicate effectively.
- Access from the Spectator Plaza to the spectator stands is via two short ramps. The ramp to the north-west of the spectator plaza has a more gentle gradient

### **Wheelchair storage**

- Spectators who have arrived using a wheelchair may have purchased a standard seat ticket and wish to transfer to a standard seat.
- The Accessibility team will agree with you on the storage of your wheelchair.
- Storage for wheelchairs will be provided away from the spectator seats in a temporary tent 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;

- We urge you to prepare in advance and consider good battery management for your own welfare.
- If you experience problems with your powered wheelchair or mobility scooter at the venue, please speak with one of our Accessibility team members.

### **Toilets (within venue)**

- Toilets for disabled people are generally provided within 45 m of any point (measured horizontally).
- A small number of unisex toilets, which are slightly larger than standard toilets (1.5m x1.5m) will be provided in the Spectator Plaza. These will be portable, chemical waste toilets showing a wheelchair pictogram
- The larger accessible toilets will have a hand sanitiser which is operated by hand. Also, a foot pump is provided for running water at the wash hand basin
- If you cannot use these toilets, please ask a member of the Spectator Services team and you will be escorted to alternative accessible toilets within the venue.

### **Assisted Changing Facility**

- A temporary facility, equipped with a WC, hoist and padded changing bed, will be provided within the venue.
- The space is approximately 6.5m<sup>2</sup> and therefore manoeuvring space will be slightly restricted.
- It has a corner toilet layout with horizontal and vertical grab rails
- The hoist is manually operated
- 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 it.
- Carers are advised to take a suitable sling to the venue suitable for individual requirements.

### **Baby changing**

- Baby changing fold down plinths are available in accessible toilets.

## **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 seating**

### **Seating category**

There are two main seating categories:

1. Wheelchair Access Seating
2. 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.
- If you have any further requirements you must inform our ticket line by calling **0808 161 2014**.

### **Viewing position for wheelchair users**

- One of the spectator stands is unsheltered.
- Viewing is along the front row of this stand.
- This is provided as a raised platform with a depth of approximately 2.8m
- There is a safety barrier however it does not impede viewing of the sport
- Loose seating will be provided next to wheelchair spaces for family and friends (subject to availability)

### **Features along the field of play**

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

- Advertising corrals
- Press/photography
- Technical officials

## **Assistive technology/hearing enhancement**

### **Hearing enhancement technology**

- Glasgow 2014 will provide hearing assistance technology by radio communication aids so that you can 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. So, 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 on loan 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 at this venue.

### **Captioning**

- Captioning will not be provided at this venue.

### **AD for visually impaired people**

- AD will be provided at this venue. Earphones and receivers for this are available at the Spectator Information Point
- Standard commentary is also available with the use of the earphones and receivers
- 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.

### **Assistance 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.
- 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

- Accessible parking will be approximately 100 m from the venue (Kings Drive).
  - There will be no mobility buggy service at this venue.
  - The venue is generally flat.
  - The Accessibility team will provide a wheelchair pushing service from the accessible shuttle set-down point and Blue Badge Parking.
  - Trackway will be laid over existing natural grass in the venue.
  - The Spectator Plaza is generally flat.
  - Tables and chairs will not be available in the Spectator Plaza.
  - Some rest benches will be available in the Spectator Plaza.
  - Counters will be at heights not meeting best practice.
  - Assistance dog spending area will be provided.
  - Portable counter loops for the hearing impaired will be available at key information points.
  - Hearing enhancement for standard commentary will be available
  - AD will be available.
  - BSL will not be available.
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  - **Email [contactus@glasgow2014.com](mailto:contactus@glasgow2014.com)**
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- **Or call 030 3333 2014.**
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