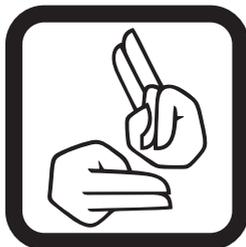


ACCESS ESSENTIALS

Quick guide to access logos



Audio Described event



BSL interpreted event



Captioned event



Disability access services / wheelchair accessible venue or space



Assistance dogs welcomed



Hearing loop available

GRAEae

THINGS TO THINK ABOUT

Venue accessibility

Parking

- Do you have on-site parking?
- Do you provide information about nearby Blue Badge and general parking?

Doors and routes through building

- Are doors manual or automatic?
- Do any double-doors have one side locked?
- How heavy are manual doors?
- Do wheelchair users have to travel a specific route to get to the auditorium, or any other part of the building?
- Are staff familiar with this route?
- Is this route kept free of obstructions?

Lifts

- If your building has lifts, how wide are their doors?
- How many people do they take?
- Are they working well and regularly tested?

Hearing loops

- Do you have a hearing loop at the box office? Cafe? Bar?
- Are they working, and do staff know how to use them?
- Are they signposted?

Toilets

- Are your accessible toilets well maintained?
- Are they clearly signposted?
- Are alarm cords long enough and hanging freely?

Lighting

- Check lighting levels throughout the venue — including bars / cafe area.
- Inappropriate lighting makes communication difficult for Deaf BSL users, and makes it harder for visually impaired people to find their way around.



THINGS TO THINK ABOUT

Social model of disability

What is the social model of disability? Why is it important?

The Social Model of Disability is a way of understanding how people become **disabled by inaccessible surroundings and attitudes**, rather than by their impairments or conditions.

FOR EXAMPLE

A train station with information boards but no audio announcements prevents a blind passenger from receiving information that everyone else can access. This situation disables that passenger, not the fact that they're blind.

The Social Model is an alternative to the Medical Model. The Medical Model works on the idea that it is people's impairments or conditions that disable them, and the answer is to "fix" disabled people so they are no longer disabled.

People can be disabled in a range of ways – by inaccessible environments, by people's attitudes and behaviours, and by the way society is set up. Understanding this helps work out ways to change things to be more accessible.

It's also important to understand that impairment isn't always obvious, and people won't always identify themselves as disabled. Being receptive to people's needs and requests is a large part of breaking down access barriers.



ACCESS ESSENTIALS

Language guide

Some basic guidelines on preferred language around disability. Although some people may choose to identify differently, and may use different terms, those below will be generally acceptable.

Preferred terms	Avoid
disabled	handicapped, cripple, invalid
disabled people	the disabled
has ... (an impairment)	suffers from..., victim of ...
non-disabled	able bodied, normal, healthy
has learning difficulties / has a learning disability	mentally disabled, retarded, backward
wheelchair user	wheelchair bound, confined to / in a wheelchair
Deaf, hard of hearing	the deaf
Deaf sign language user, BSL user	deaf and dumb, deaf mute
blind or partially sighted people, visually impaired people (VIP)	the blind
has mental health issues, mental health service user / survivor	mentally ill, insane, mad, crazy
has cerebral palsy	spastic
person of short stature	dwarf, midget

ACCESS ESSENTIALS

Graeae's Access Tools

For each performance, Graeae uses different access tools and techniques to provide disabled audience members with a full experience of the show. The choice of techniques & tools may vary according to the show.

Audio description provides blind audience members with access to visual aspects of a performance. It can be delivered through personal headsets or direct from the stage.

Audio introduction available before the show, including a synopsis, characters descriptions, descriptions of costume and set, access information, cast and crew list etc.

Tactile set interpretation gives blind audience members an overview of a play's set and aesthetic, using set models, fabric swatches, and tactile diagrams.

Touch Tours of the set and some costume.

Alternative format programmes Braille and Large Print programmes are always available.

British Sign Language integrated into the performance.

BSL synopsis summarises show content in British Sign Language, for Deaf audience members. Can be provided on a digital tablet or online.

Captioned dialogue gives Deaf and Hard of Hearing audience members access to the actors dialogue via text displayed on stage.

Easy Read synopsis summarises and simplifies the storyline using both pictures and images. Can assist patrons with Learning Disabilities.

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THINGS TO THINK ABOUT

Clear communication

Being understood by patrons is an important part of customer service, generally. When working with disabled patrons there are some things that may be helpful to remember.

There may be no visual cue that someone may be Deaf, or have another condition that affects the way they understand speech.

Some helpful guidelines

Don't stand against a bright light. This puts you in silhouette, which makes it hard to see your face.

Try to go somewhere with **minimal background noise**, where possible.

Face the person so you can be lipread.

Talk naturally. Don't exaggerate your lip patterns.

Talk at your **normal volume**. Shouting doesn't help.

Unless you're a very fast speaker, **talk at your normal pace**.

If necessary, **writing down** what you need to say is fine.

THINGS TO THINK ABOUT

Assistance Dog Essentials

An Assistance Dog is one that has been specially trained to assist a disabled person in daily life. They are recognised by either a white & fluorescent yellow harness (for Guide Dogs) or a specific dog jacket that shows the organisation it's from & the role it's for.

Assistance Dogs can be trained for a range of jobs

- Guiding a blind or visually impaired person
- Alerting a deaf person to different sounds
- Physically supporting someone with mobility impairment
- Sensing early signs of a seizure or blood sugar crisis
- Providing emotional support and focus for some people with a range of mental illnesses or some cognitive impairments

Assistance Dogs can be any breed – not just golden retrievers!

When an Assistance Dog is wearing its harness or jacket, it's working. **Please don't distract them** by petting them, talking to, or offering food.

Some Assistance Dog owners prefer to take their dog into the auditorium, others prefer not to. Find out if you have members of staff who are confident **mindng a dog** for the length of the show.

Ensure that bar / café staff are aware that **Assistance Dogs are allowed anywhere the owner is!**

Ask if the owner would like a **water bowl** for the dog.
(They may carry their own)

THINGS TO THINK ABOUT

Further information

To book training for your organisation contact jodi@graeae.org

Follow Graeae on **Twitter**: @graeae

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If you would like to support Graeae's work you can donate to us at <https://www.justgiving.com/graeae>

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Please contact us for more information.

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