

# Glasgow 2014 Access Statement Celtic Park- Opening 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 Opening Ceremony at Celtic 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 set-down points;
- Distances, gradient and quality of surface on recommended routes;
- Wayfinding;
- Distances from the above points to the security screening areas;
- Security screening;
- Distance 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;
- Accessible communication aids (e.g. British Sign Language (BSL), Audio Description (AD) ); and
- 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 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;
  - sighted guiding for visually impaired people; and
  - distribution of assistive communication aids.

## 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

[Celtic Park Stadium](#) is situated in the East end of Glasgow along London Road. It is directly opposite the venue of the Emirates Arena and Sir Chris Hoy Velodrome (Badminton and Track Cycling venue).

## 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**- food and drink counters will not meet best practice dimensions (heights).
- **Accessible toilets**- Some temporary toilets 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.

## Approach Routes

### From the South e.g. from Dalmarnock Rail Station

- The route is generally flat along the Clyde Gateway from the station and the nearby taxi set-down.
- The Clyde Gateway is a new infrastructure project has good surfacing, good edge definition and new dropped kerbs.

### From North e.g. Bellgrove Rail Station

- The routes are initially downhill with gradients (approx. 1:20) and becoming flat as you approach the stadium.
- There are dropped kerbs along the route.
- Directional signage will be provided to help you identify the spectator blocks by Holywell St/N.W. Janefield St or you can also enter by Springfield Road S.E. Janefield St.

### **Accessible Shuttle set-down point/Load Zone (north west of the stadium)**

- The set-down point for pre-booked accessible shuttles from Dalmarnock Station or the Blue badge/wheelchair user car park at the Forge is west of the stadium.
- The distance from the set-down point to the venue entrance will be 60m-150m, depending on the type of bus you have arrived on.
- The surface is tarmacadam with good even finish.

### **Mobility Assistance**

- Our Accessibility team will provide mobility assistance from the Accessibility set-down point (from the car park in the Cardowan Creamery).
- This will include a wheelchair pushing service or an accessible golf buggy.
- This does not need to be booked in advance.

### **Resting Points**

- Seating/bench resting points between the Accessible set-down point and the venue entrance will not be provided.

### **Visibility**

- Street lighting is provided along this route.

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

- At least one toilet will be provided near Dalmarnock Station.
- The toilet will not have a 1.5m x1.5m manoeuvring space.
- There will be no toilets provided immediately outside the venue.

### **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.
- Re-entry to the venue must be through a PSA.

### **Spectator Concourses (Inside the Stadium)**

- The ground floor concourse in the North Stand will be the main concourse for wheelchair user spectators.
- This concourse is entered from the west or the east
- The concourse is flat and spacious
- On entering the internal concourse you will see spectator information points, ticket kiosks, concessions, merchandise facilities; catering facilities
- Some but not all kiosks will have dropped counters.
- Where dropped counters are provided they should generally be useable however they may not meet all parts of the British Standards.

- There will be no seating provided in the concourse or at the spectator concession areas.
- Key information points will have a portable counter loop available for people with hearing impairments.

### **Access Route to Spectator Viewing**

- There is a ramp access to pitch side from this point approximately 1:14 gradient leading out onto the front row level with the pitch. The ramp has a handrail.

### **Lift to level 3 (North West Corner of Stadium)**

- This seating area is accessed from the west.
- There is a lift which has an audible signal on reaching the accessible level.
- The lift has tactile push buttons and floor numbers are easily identified.
- You will not have accreditation to access level 1 or 2.
- The lift will take you to level 3.
- This section of concourse will accommodate approximately 19 wheelchair users plus 19 companions.
- There is an accessible toilet directly behind this seating area
- There will be no food and drink concessions on this level for ticketholders. Spectators on this level will need to use the lift to access the ground floor concourse.

### **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 Ceremony with your powered wheelchair or mobility scooter, please speak with one of our Accessibility Team members.

## **Toilets (Within Venue)**

- Accessible toilets are generally provided within 45m of most points (measured horizontally).

There are:

- 8 unisex accessible toilets on the ground floor concourse;
- 5 unisex accessible toilets on the first floor concourse (not suitable for wheelchair users); and
- 1 unisex toilet on the North West corner. (level 3 concourse)

## **Changing Places Facility**

- There is no Changing Places facility immediately within the venue.
- A Changing Places facility will be provided at the Emirates Arena which is in close proximity to Celtic Park Stadium (approx. 250m from the stadium)
- If you require use of this facility, our Accessibility team will escort you across to the Emirates Arena and show you the facility.
- The toilet if the Changing Places facility is not covered by the track hoist.
- Carers are advised to take a sling to the venue suitable for individual requirements.

## **Baby Changing**

- Baby changing fold down trays will be provided within the existing concourse toilets.
- These will be provided in the form of fold down plinths with safety straps, within accessible toilets and also male and female toilets.

## **Wheelchair storage**

- Spectators who have arrived using a wheelchair may have purchased a standard seat ticket and wish to transfer to the seat.
- If this applies to you, 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 an area near the spectator Information Point.
- 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 for your own welfare.
- If you experience problems with your powered wheelchair or mobility scooter at the venue, please speak with one of the 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 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**.

## **Wheelchair Accessible Viewing**

There are 2 main viewing areas for wheelchair users

1. **Pitch side viewing** - you will be close to much of the entertainment. This platform will be slightly raised for Games time.
2. **Level 3 North West Corner** - Here, you will have an elevated view of the entertainment however you will be slightly further away from the Field of Play

## **Pitch Side Features**

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.

- TV Cameras
- Speakers
- Advertising Corrals

- Press/photography
- Marshals

## **Assistive Technology/Hearing Enhancement**

### **Hearing Enhancement (For people with hearing aids)**

- 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 couplers which hook over the ear will be provided on loan with a receiver to pick up in venue technology. 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.
- Please refer to [Assistive Technology](#) for more information.

### **British Sign Language (BSL)**

- BSL for the Opening Ceremony will be provided at speeches and other key moments where the spoken word is communicated.
- This can be viewed on the live screen.
- BSL will also be provided for general spectator information using tablet technology.

### **Captioning**

- Captioning will be provided for speeches, song lyrics and the like and other key moments where the spoken word is communicated.

### **Audio Description (AD) for Visually Impaired People**

- AD will be available on loan at this venue for people with a visual impairment.
- This means that you will be able to listen to a bespoke commentary which will describe every detail around you and on the Field of Play.

- You will be able to pick up a hand held receiver and headset from our Spectator Information Point and given instructions on how to use it.

## **Video Screen**

- A video screen displaying the entertainment on will provided for all people to enjoy the event.

## **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 outwith the stadium.
- 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.

### **Strobing/Noise etc**

- The Opening Ceremony promises to be full of visually exciting entertainment.
- Therefore some occasionally you may experience strobing/ lighting effects or sudden noises.
- There are no quiet room areas for spectators however if you discuss this with our Accessibility team on arrival at the venue we will take reasonable steps to meet your needs and welfare.

## **Cable Covers**

- We have done our best to contain cables using cable bridges however 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 will be off site. Spectators will be provided with an Accessible Shuttle.
- Please refer to [Accessible Transport](#) for information on accessible transport.
- Accessibility Team providing wheelchair pushing service from accessible shuttle set-down.
- 2 main spectator viewing areas- Pitch side and Level 3 of North West Corner.
- Spacious concourse on ground level however this will be busy.
- No tables/chairs or rest seating in ground floor concourse.
- No food and drink concession facilities on upper tier (level 3) for wheelchair users.
- Dog Spending Area provided for assistance dogs.
- Induction loops at key information points.
- Assistive Technology- Hearing Enhancement.
- BSL interpreting will be provided for the presentation of the ceremony.
- BSL interpreting service for one to one communication will be available using tablet technology.
- AD will be provided.

**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)**