

Accessibility Theatre Checklist for THE WINTER GARDEN THEATRE

Theatre Name: The Winter Garden Theatre

Date: Dec 10, 2019

Category: Accessible Information & Communication

Area	Access	N / A	Y e S	N o	Follow- up
Available information	Contact details for all access inquiries <ul style="list-style-type: none"> • Contact: Lori MacLean (Winter Garden Front of House Manager) • Phone number: (416-314-2872) • WEBSITE LINK: https://www.heritagetrust.on.ca/en/index.php/ewg/ewg-home/patron-services 				
Signage	Signage notifying patrons of the availability of wheelchair accessible seating posted at the ticket office		✓		
	Accessibility symbol at the Information Desk		✓		
	A 'Service animal welcome' sticker at entry (e.g. guide dog)	✗			
	A 'hearing awareness' card on ticket counters			✗	
	Clear, large print name tags on staff		✓		

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Accessible Web Site	Access information page on the web site linked to the main page.		✓		

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Category: Access to the Building Premises

Area	Access	N / A	Y e S	N o	Follow -up
Arriving	Accessible public transport close by		✓		Queen Street Subway has elevator access Queen Streetcar (low ground accessibility)
	Curb ramps outside the venue	✗			Closest access to curb ramp is N/E corner of Queen & Yonge
	Parking				
	• accessible parking close by with adjoining curb cuts		✓		
	• accessible route from parking to the venue entrance		✓		
	Clearly marked drop off area	✗			
Entrance	Protection from wind, rain and noise in outdoor areas		✓		Outside overhang & midway lobby before entering venue with ticket
	Main entrance door is automatic and access button is visible	✗	✓		There is a door attendant who opens the door for all patrons

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	Step free access		✓		
	Wide self-opening or easy-to-open doors			✗	There is a door attendant who opens the door for all patrons
	Tactile tiles prior to steps, ramps and drop off areas for people with vision loss			✗	
	Glow tape on the edge of steps - inform patrons of the number of steps			✗	
	Handrails on steps that are easy to grip		✓		Where there are steps or an incline, not along all walls at all times
	Signs displayed at an approximate height to be read by a person in a seated position		✓		
	Clear external and internal directional signs including accessible symbols		✓		
	Signage characters and letters in sans serif or simple serif fonts. No script or italics			✗	
	Signage background or characters to be eggshell, matte, or other non-glare finishes	✗			There are a few varieties of historic and modern signs, inconsistent in

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					backgrounds (ie. gold and eggshell)
Reception	Situated on the ground floor with step free, level access throughout		✓		
	Low pile carpeting or slip resistant floor and ground surfaces		✓		
	Safety markings on glass doors and adjacent panels		✓		
	An area to charge a mobility scooter and battery powered wheelchair		✓		Please ask an Usher or Staff member and they will show you where the best outlets are
	Accessible parking space for scooter users		✓		
	Seating in the reception area:		✓		
	• Seating with backs and armrests		✓		
	• Some cushioned bench seats in this area		✓		
	Artwork hung at about 54" to center, about 10" lower than usual	✗			Artwork is hung at varying heights per floor
Colour contrasting door frames and trims	✗			There are kick plates on the doors that are in	

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					contrast to the walls/floors, but not frames
	Seating with colour contrast to walls and floors	X			
	Accessible storage area for mobility aids		✓		Please ask an Usher or Staff member
Ticketing Area	Low height, 'clutter free' ticket counters with a seat - sit down service		✓		
	Brochures and printed information at accessible heights		✓		
	A magnifying glass, pen and pad of paper available at each counter for communication		✓		Pen and a pad of paper are available, no magnifying glass
	Effective glare free lighting at ticket counters	X			There is a glass between the patron and service rep, slight glare
	Good sound acoustics at ticketing area		✓		
	Hearing augmentation at ticket counters		✓		There is a microphone to enhance sound
	Provide seats for patrons using wheelchairs and their companions at every price point		✓		

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Coat Check	Sit down service			X	
	Front of the line service			X	
Service Animals	Service animals permitted in all public areas		✓		
	Availability of a water bowl at the main entrance/exit for service animals		✓		Please ask the bartenders
	If possible, a designated run/toilet area in an adjacent garden area			X	
Elevators	Elevator available		✓		
	Voice floor announcements		✓		An Elevator attendant operates pushing buttons and announcing floors
	Braille signage on panel	X			

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Category: Ease of Access When Moving around the Premises

Area	Access	N / A	Y e s	N o	Follow -up
Physical Access	Handrails on steps that are easy to grip		✓		
	Ramp or elevator access to all levels			X	Just access to the orchestra floor where the accessible seating is located
	Wide, clear internal and external walkways		✓		
	Aisle is at least 36" of clear width with a 60" diameter for a 180-degree wheelchair turn		✓		
	Wheelchair accessible seating at various locations		✓		
	Spaces for a person using a wheelchair to sit with family and friends		✓		
	Limited use of roped barriers		✓		
	Access to change and dressing rooms				X

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Area	Access	N / A	Y e S	N o	Follow -up
Lighting	Effective lighting throughout facilities		✓		
Washrooms	Unisex accessible washroom		✓		On the orchestra level there are two washrooms
	Direct access to an accessible toilet with an 'access sign'		✓		
	Access button on the door (if no button, prop the door open)		✓		
	Washroom has an alarm or assist button		✓		
	Paper towels are near the sink		✓		
	Slanted or low mirror		✓		
	Reachable taps		✓		
	Counter heights allow a person using a wheelchair to fit the arms of the chair underneath the counter		✓		
An accessible baby change area				✗	

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Water fountains	Low height for use by a seated person		✓		Located on the orchestra level
Steps	Contrasting edges on steps	✗			Inconsistent edges of steps
Responsive Evacuation Procedures	Accessible emergency exits are clearly marked with access symbols		✓		
	Information about emergency procedures available in alternate formats or with communication supports, on request		✓		
	All alarms have both visual and audible signals		✓		

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Category: The Performance

Area	Access	N/A	Yes	No	Follow-up
Seating	Seat numbers in colour contrast to seat in theatre areas			X	Numbers located on the arms of seats in gold brass textured font
	Pre- seat patrons with disabilities (like airline pre-boarding service)		✓		
	Integrated and dispersed seating spaces provide a choice of ticket prices and a choice of locations within the regular seating area and adjacent seating for friends, spouses, family or personal assistants		✓		
	Adjacent fixed seats to wheelchair spaces have removable armrests for easy transfer should a wheelchair user choose to transfer to a seat		✓		
	Enough space between theatre seating for easy movement along aisles		✓		

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	Fixed seats with an installed listening system are located within a viewing distance of 50 feet from the stage area.		✓		
	Swing out seats		✓		
Lighting	Lighting on stair edges in theatre areas		✓		
Intermission	Sell bottled water in the auditorium at intermission to patrons who choose not to leave			✗	

Category: Snack Areas/Eating Areas

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Area	Access	N / A	Y e s	N o	Follow- up
Food and Drink Service	Accessible water / tea / coffee facilities			x	
	Access to any bar / kiosk area			x	
	Space for assistance animals at tables		✓		
	Level and stable tables and chairs <ul style="list-style-type: none"> • Include some chairs with arms 		✓		
	Each table has one side that is not blocked by a fixed seat or bench		✓		

Category: Accessible Amenities

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Other Considerations	Availability of mobility aids (e.g. wheelchair, walkers) for loan		✓		Two wheelchairs available for loan
	Availability of a fridge for dietary needs and medication		✓		
	Identify employees that know sign language and can assist patrons, with a pin or badge		✓		