



Information to GEM Conference Delegates, 2019

This guide has been produced by the Disability Collaborative Network for Museums C.I.C. (DCN) for anyone who may have any hidden or visible disabilities whilst attending the GEM Conference.

If there is any information which you require which is not included in this information, do get in touch with:

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You can also view the Torquay Museum website
(<http://www.torquaymuseum.org/visit/accessibility>)

or contact the museum on 01803 293975.

[Getting to the site](#)

[Café](#)

[Access routes](#)

[Quiet space](#)

[Sensory information](#)

[Toilets](#)

[Lecture theatre](#)

Getting to the site

The conference will be held at:

Torquay Museum, 529 Babbacombe Road, Torquay TQ1 1HG.

The walk from town centre takes approximately 10 minutes and is 0.4 miles in distance. But it is at the top of a hill with a 1:7 gradient.

The museum looks like this:



Car parking space

There is one accessible car parking space, do get in touch with Torquay Museum as they can book the space for you and provide you with any information you may need for you and your vehicle. Torquay Museum also has guidance for nearby accessible parking to the museum which can be found on their website

There is a nearby bus stop and a range of taxi firms to take you to the museum, if you prefer not to walk or have ambulant mobility.

Taxi firms

The Wheelchair Taxi Company:

These are based in Torbay and have a number of accessible vehicles for wheelchair users and passengers.

Their website is: <http://www.wheelchair.taxi/our-vehicles/>

Tel: 01803 644-644

The taxis are in operation from 9am to 5pm, but do check with the company.

There are a number of taxi firms in the area which are available via Google or by the Hotel accommodation you're staying. Here are some suggestions:

<http://www.rstaxis.co.uk/> Tel: 01803 313188

<https://torbaytaxis.co.uk/> Tel: 01803 211611 (booking available online).

Bus stops

The Bus Stop is Babbacombe Road/Torquay Museum.

For details on buses and transport, Torquay Museums website is comprehensive with information: Link is here <http://www.torquaymuseum.org/visit/getting-here>

Torquay Museum

Café

- There is a small café in the building which sells cold drinks, tea and coffee, sandwiches and snacks.
- There is an A-Board outside the entrance of the café which can be moved out of the way of visitors, as the width with the A-Board can obstruct the main entrance of the café to 700mm if approached from a 90 degree angle.

Access routes

Lift

- The lift is a conventional passenger lift which measures 1100mm (width) and 1400mm (deep).
- It can carry one user of a manual or electric wheelchair and one person. The height of the push button to enter the lift (from the finished floor) is 1040mm.
- The controls to the passenger lift are 1020mm in height from the finished floor.
- There is braille on the lift controls and the symbols light up a white light against the contrast of the silver coloured metal.
- There are handrails on either side of the lift and the door opens the opposite end from where you entered.

Chair lift

- The Chair Lift is from the Devonshire Life Gallery to the Agatha Christie Gallery.
- The Chair Lift is for one passenger (one wheelchair user)
- The Chair Lift weight restriction is 150 Kg or 330lb or 23.5 st.

Steps

There are steps going to all floors.

They are a mixture of concrete and wooden.

- Some stairs have nosings (black on the concrete steps). Others are carpeted with black nosings.
- The wooden steps do not have reflective nosings in the Egyptomania and Explorers Gallery and Devonshire Life to the Agatha Christie Gallery on the Upper Second Floor. These have been reported to staff.

Routes

The access routes vary in width particularly on the First Floor landing area (690mm) and Devonshire Life (artex/plaster and the pink painted wall which is 800mm). Others are 1500mm in width (Agatha Christie Gallery from Devonshire Life).

Quiet space

There is a quiet space which is opposite to the Summer Exhibition Room called the Committee Room. This can be used as a break out space and an area for people to relax or if they are feeling anxious an area to focus on their strategies for anxiety. If you require a more private space, please speak to a member of the conference team, who will guide you to a room.

Sensory information

Floor surfaces

Ground Floor surfaces:

- Concrete or tile.
- Café which has wooden floors and metal tables and chairs which do create noise when moved.

First Floor surfaces:

- Marble style tile and vinyl floors.

Second Floor:

Carpeted areas (Egyptomania and Explorers Gallery, Holden Gallery/Time Ark).

Upper Second Floor:

- Carpeted areas (Ancestors Gallery and Agatha Christie Gallery).
- Stone tile surface through the room set ups of furniture from the period. (Devonshire Life)
- Wooden flooring: Lecture Theatre

Smells

The café doesn't sell hot food so smells from cooking will be limited to potentially coffee brewing.

Sensory sensitivity to background noise

The following areas have either audio visual or audio as part of their interpretation or noise relating to operations:

First Floor Air Conditioning Unit (Pengelly Hall Room)

Second Floor	Holden Gallery (Time Ark) Waves Crashing by hidden speakers in the gallery
Second Floor	Egyptomania and Explorers Gallery Explorers film is loud (71db average to 81db max – similar to noisy traffic) The Explorers film does pollute part of the Devonshire Life gallery.
Upper Second Floor	Devonshire Life Clock ticking and bird sound effects by hidden speakers.

Toilets

There are toilets on the Ground and First Floor which are gendered.

- There are 2 ladies toilets in each section.
- There are 2 urinals and 2 cubicles in the gents' toilets.

Accessible Toilets

- There is one accessible toilet on both the Ground and First Floor.
- There is a contrast from the flooring to the walls, however the walls are the same colour as the bathroom fixings (white).
- The floor area measures 2250mm (length) and 1660mm (width) therefore turning may be tricky.
- There are no shelves for colostomy bags for changing stomas. The top of the cistern is 270mm (length) and 330mm (width) on the Ground Floor toilet.

Images overleaf.

Images of Accessible Toilets



Entrance to Accessible Toilet on First Floor



Accessible Toilet on First Floor



Accessible Toilet, Ground Floor



Accessible Toilet, Ground Floor

Lecture Theatre

The Lecture Theatre has racked seating with armrests which push down and up.



- The bottom chairs can be moved for access for wheelchair users.
- There is no platform for the stage.
- The wooden flooring is throughout the lecture theatre and neighbouring temporary exhibition gallery.
- The door to get into the lecture theatre is white door and white walls from the neighbouring gallery.