

Accessible Areas and Services – Pacific Coliseum

We are committed to providing meaningful access and participation for people with a disability and welcome spectators with a disability to enjoy the 2010 Winter Games. Below are the accessible features available on the venue.

RESOURCE	INFORMATION
Accessible Amenities	All merchandise kiosks and concessions will feature counter heights that are wheelchair accessible.
Accessible Drop Off Location	Spectators with accessible needs or those using a HandyDART service can be dropped off on Lillooet St. between East Pender St. and East Hastings St. Due to turning and road restrictions, the only way to access this location is off Hastings St. by turning onto Windermere St., taking a right on Pender St. and another right on Lillooet to the accessible load zone. The road restrictions will be in place from the February 13 – 27 from 14:00 – 23:00 daily.
Accessible Entry/Exit	The main entry/exit to the venue is wheelchair accessible. It is approximately 400 metres from the bus stop to the security screening area. To proceed through the security screening area, people with mobility impairments or those who need additional assistance will be directed to an accessible lane. Following the security screening area, it is approximately 400 metres to the entrance of the venue. Rest benches will be available along the way.
Accessible Toilets	Accessible toilets are available including a unisex/family toilet located on the east side of the concourse.
Accessible Seating	Wheelchair accessible seating is on the concourse level within each section. Subject to availability, accessible seats are available for purchase through the Vancouver 2010 Ticketing call centre.
Assistive Hearing Devices	Assistive hearing devices will be available for loan at the Information Booth located in the south east corner of the venue, just inside the main spectator entrance.
Wheelchair Loan	A limited number of wheelchairs are available at the Information Booth located in the south east corner of the venue, just inside the main spectator entrance.
Wheelchair Access	Designated accessible pathways in and around the venue will be a paved surface cleared of snow with grades not exceeding five per cent. Signage will direct spectators to the most accessible pathway.
Spectator Information in Alternative Formats	Reference copies (in English and French) of the Spectator Guide will be available at the Information Booths in large print and in Braille formats.

Dog Relief Areas

Assistance/guide dogs are welcome in the venue. A dog relief area has been identified next to the spectator pathway just prior to the entrance to the venue.