

## Accessible Areas and Services – UBC Thunderbird Arena

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.

<b>RESOURCE</b>	<b>INFORMATION</b>
<b>Accessible Amenities</b>	All merchandise kiosks and concessions will feature counter heights that are wheelchair accessible.
<b>Accessible Transportation</b>	VANOC's transportation partners are committed to providing accessible transportation services throughout the Games.  All transportation systems, including public transportation, are accessible. Access to public transit is included with an Olympic or Paralympic ticket for the day of the event.
<b>Accessible Shuttle Load Zones</b>	Translink will run an accessible shuttle on demand or approximately every five to ten minutes from the UBC bus loop (north of University Blvd. on Wesbrook Mall) to the corner of Agronomy Rd and Wesbrook Mall, which is approximately 150 metres from the venue entrance.
<b>Accessible Drop Off Location</b>	Due to vehicle access limitations it would be in the best interest of spectators with accessible needs to be dropped off at the UBC bus loop (north of University Blvd. on Wesbrook Mall). Vehicles can drop off passengers on the southbound side of Wesbrook Mall. A courtesy accessible shuttle will run on demand or approximately every five to ten minutes from the UBC bus loop to the venue.
<b>Accessible Entry/Exit</b>	The main entry/exit to the venue is wheelchair accessible. To proceed through the security screening area people with mobility impairments or those who need additional assistance will be directed to an accessible lane.
<b>Accessible Toilets</b>	Accessible toilets are available including a unisex/family toilet located in the concourse area.
<b>Accessible Seating</b>	Wheelchair accessible seating is available in several sections at both ends of the arena. Subject to availability, accessible seats are available for purchase through the Vancouver 2010 Ticketing call centre.
<b>Assistive Hearing Devices</b>	Assistive hearing devices will be available for loan at the information booth located at the main entrance of the arena.
<b>Wheelchair Loan</b>	A limited number of wheelchairs are available at the Information Booth located at the main entrance of the

	arena.
<b>Wheelchair Access</b>	All pathways in and around the venue will be a paved surface cleared of snow with grades not exceeding eight per cent.
<b>Spectator Information in Alternative Formats</b>	Reference copies (in English and French) of the Spectator Guide will be available at the Information Booth in large print and in Braille formats.
<b>Dog Relief Areas</b>	Assistance/guide dogs are welcome in the venue. A dog relief area has been identified east of the accessible ramp at the venue entrance off Wesbrook Mall.