



Read this document in English

# Canllawiau Hygyrchedd ar gyfer Canolfannau

Datblygwyd gyda chefnogaeth Cara Sport Inclusion Ireland





## Cynnwys

Cyflwyniad	3
Amgylchedd	5
Allanol	5
Mewnol	6
Datblygu'r Gweithlu a Hyfforddiant Staff	9
Rhaglenni	11
Toiledau, ystafelloedd newid a loceri	14
Marchnata a hyrwyddo	15
Iechyd a diogelwch	17

## Cyflwyniad

Yng Nghymru **mae 23% o'r boblogaeth yn anabl**. Mae ystadegau'n dangos bod lefelau cyfranogiad mewn gweithgarwch corfforol a chwaraeon yn sylweddol is mewn pobl anabl wrth i gymharu â phoblogaethau sydd ddim yn anabl. Mae hyn yn tynnu sylw at ba mor bwysig yw hi i ni fod yn gynhwysol a sicrhau ein bod yn ymwybodol o sut y gallwn gefnogi pobl anabl i fynd ati i ddefnyddio'n cyfleusterau a'n rhaglenni.

Arweinir yr adnodd hwn gan Ddeddf Cydraddoldeb 2010. Mae'r ddeddfwriaeth hon yn amddiffyn pobl anabl yn gyfreithiol rhag gwahaniaethu yn y gweithle ac mewn cymdeithas ehangach, ac yn darparu fframwaith sylfaenol o amddiffyniad rhag gwahaniaethu uniongyrchol ac anuniongyrchol, aflonyddu ac erledigaeth mewn gwasanaethau a swyddogaethau cyhoeddus, gwaith, addysg, cymdeithasau a thrafnidiaeth.

Mae'n rhaid i sefydliadau sector cyhoeddus, fel cyfleusterau hamdden, wneud newidiadau yn eu dull gweithredu neu eu darpariaeth er mwyn sicrhau bod gwasanaethau ar gael i bobl anabl yn ogystal â phawb arall. Gall addasiadau rhesymol olygu newidiadau i adeiladau drwy ddarparu lifftiau, drysau eang, rampiau ac arwyddion cyffyrddol, ond gall hefyd olygu newidiadau i bolisïau, gweithdrefnau a hyfforddiant staff i sicrhau bod gwasanaethau'n gweithio un mor dda i bobl anabl.

Mae gan ChAC brosiect insport sy'n ceisio cefnogi'r sectorau ymarfer corff, chwaraeon, a hamdden sy'n darparu pobl anabl yn gynhwysol. Mae ChAC wedi datblygu pecynnau cymorth i gefnogi Clybiau, Cyrff Llywodraethu Cenedlaethol (CLIC) ac Awdurdodau Lleol i ddarparu safonau cynhwysiant rhagorol ar gyfer pobl anabl mewn chwaraeon a gweithgarwch corfforol.



Mae ChAC yn falch iawn o ddod â'r adnodd hwn i chi ar sut i wneud eich canolfan hamdden yn fwy hygyrch a chynhwysol tuag at bobl anabl. Bydd yr adnodd yma yn eich tywys drwy 6 maes allweddol y mae angen eu hystyried wrth wneud eich canolfan hamdden yn hygyrch ac yn gynhwysol. Bydd pob maes yn dadansoddi meysydd ffocws allweddol i'w hystyried:

**1** Amgylchedd



**2** Datblygu'r Gweithlu a Hyfforddiant Staff



**3** Rhaglenni



**4** Toiledau, ardaloedd ystafelloedd newid a loceri



**5** Marchnata a Hyrwyddo



**6** Iechyd a Diogelwch



I ddarganfod mwy am ChAC a sut y gall y rhaglenni insport eich cefnogi chi a'ch sefydliad yn benodol, ewch i:

➤ [www.disabilitysportwales.com](http://www.disabilitysportwales.com)

# 1 Amgylchedd



## Allanol

Eich llwybrau, ffyrdd cerdded, mannau parcio, a mannau mynediad yw ardal gyntaf eich canolfan y bydd aelod presennol neu aelod newydd yn ei weld. Mae'n bwysig sicrhau bod rhwystrau peryglus a allai gyfyngu ar fynediad i'ch canolfan hamdden yn cael eu dileu. Gall rhwystrau y gellir eu hosgoi neu eu camu o gwmpas yn hawdd gan unigolyn ar droed fod yn rhwystr anorchfygol i gwsmer gan ddefnyddio cadair olwyn, ffrâm gerdded neu gansen. Mae hefyd yn bwysig iawn bod arwyddion y tu allan i'ch cyfleuster yn amlwg yn ddarllenadwy ac mae mannau a mynedfeydd yn cael eu cyfeirio'n glir.

## Mannau maes parcio hygyrch

- ?** A yw'r mannau parcio hygyrch wedi'u marcio'n glir a'u cyfeirio?
- ?** Nid oes unrhyw ofyniad statudol o dan y Ddeddf Cydraddoldeb i wneud darpariaeth ar gyfer nifer benodol o fannau parcio. Argymhellir y dylid cael 2 lle parcio hygyrch (+3% o gyfanswm y maes parcio) ar gyfer pob 50 lle safonol ac o leiaf dri lle parcio anablhygyrch ar gyfer y 150 lle nesaf (Disabled Motoring UK).
- ?** Yw'r mannau parcio ceir lled lleiaf o un a hanner gwaith y lle parcio safonol a phaentio'n briodol?



## 1 Amgylchedd



### Cyrraedd y Ganolfan

- ?** A oes cyffyrddiad priodol & cyrbau wedi'u gollwng ar ddull o fynd at y hamdden canolfan?
- ?** A yw'r llwybr i'r ganolfan hamdden yn amlinellu'n glir ac yn rhydd o unrhyw rwystrau neu rwystrau? A yw llefydd parcio a llwybrau mynediad wedi'u goleuo'n dda?
- ?** A yw prif fynedfa'r ganolfan hamdden yn cael ei chyfeirio'n glir ac yn hygyrch? Os yw'r fynedfa hygyrch yn wahanol i'r brif fynedfa, dylid cyfeirio'r fynedfa hon.

### Mewnol

Yn aml mae rheolwyr neu berchnogion canolfannau hamdden yn credu y bydd costau anferthol arnyn nhw o ran gwneud eu canolfan yn hygyrch ac yn gynhwysol i bawb. I'r gwrthwyneb, nid oes ond angen newidiadau bach sy'n rhad ac yn hawdd i'w wneud a fydd yn gwneud eich canolfan yn fwy hygyrch a chynhwysol i bob aelod.

- ?** Oes gan y ganolfan ddolen anwytho gludadwy ar gyfer unigolion sy'n drwm eu clyw?
- ?** Oes arwyddion yn eu lle i ddangos bod y system ar gael? A yw'r arwyddion drwy'r ganolfan yn gyson ac yn amlwg i'w gweld?



## 1 Amgylchedd



### System cyfeiriad cyhoeddus

- ?** A yw'r system cyfeiriad cyhoeddus yn glir ac yn glywadwy ym mhob rhan o'r ganolfan? A yw'r system cyfeiriad cyhoeddus yn cael ei ategu gan wybodaeth weledol er mwyn darparu ar gyfer pobl sy'n fyddar neu'n drwm eu clyw? Dylid darparu bariau wybodaeth sgrolio, sgriniau teledu a ciosgau gwybodaeth i gynorthwyo i gyflwyno hysbysiadau a gwybodaeth gyhoeddus.

### Mordwyo'r Ganolfan

- ?** A yw lifftiau/lifftiau platfform /lifftiau grisiau cadair olwyn ar gael i alluogi symudiad fertigol mewn adeilad lefel dau lawr neu rannu?
- ?** Ydy'r cynllun lliw yn y cyfleuster yn helpu i wahaniaethu rhwng elfennau beirniadol, er enghraifft y wal o'r llawr, drysau o waliau cyfagos? Dylai cynlluniau lliw'r waliau, y lloriau a'r ffitiadau roi digon o wrthgyferbyniad i'w gwneud yn nodedig gan bobl sydd â nam ar eu golwg.
- ?** A oes unrhyw rheiliau llaw ar gael?
- A yw unrhyw rheiliau llaw yn hawdd eu gafael?
  - A oes rheiliau llaw ar ddwy ochr unrhyw rampiau?
  - A yw'r rheiliau llaw yn hawdd eu gwahaniaethu o'u cefndiroedd?
  - Ydy'r rheiliau llaw wedi cau yn dod i ben sy'n troi'n ôl yn wal gefnogol neu'n troi i lawr sy'n dangos bod y grisiau wedi dod i ben?

Parhad drossod

## 1 Amgylchedd



- ?** A oes cyfarwyddiadau clywadwy a braille/codedig i'r holl lifftiau?
- ?** A yw'r holl ffitiadau a'r gosodiadau e.e. switshis golau, dolenni drysau ac ati yn hygyrch, ar uchder priodol ac yn hawdd i'w defnyddio?
- ?** A yw pob pwynt desg gyswllt ar uchder eistedd/cadair olwyn?
- ?** Ydyn nhw'n glir o ddeunydd hyrwyddo, bwydydd neu unrhyw beth fyddai'n rhwystro llinell olwg i berson sy'n defnyddio cadair olwyn?





## 2 Datblygu'r Gweithlu a Hyfforddiant Staff



Mae cynhwysiant anabledd a hyfforddiant staff yn elfen hanfodol o wneud eich canolfan yn fwy hygyrch a chynhwysol. Mae angen ffactorio darpariaeth yr hyfforddiant hwn ar draws pob lefel o'r ganolfan o'r rheolwyr i staff blaen tŷ i gynllunio gweithredol.

Bydd yn cynyddu gwybodaeth a hyder staff canolfannau yn y maes hwn a fydd yn arwain at well gwasanaeth cwsmeriaid tuag at bobl anabl.

Mae hyfforddiant parhaus i staff yn hanfodol er mwyn sicrhau bod y gampfa a'r pwll yn hygyrch ac yn cael adnoddau gydag opsiynau offer hygyrch. Dylai hyfforddiant staff gynnwys ymwybyddiaeth o sut i gynnwys pobl anabl mewn cyfleoedd hamdden. Nid oes ffordd well o adael i staff, aelodau presennol, a darpar aelodau wybod eich bod wedi ymrwymo i hygyrchedd a chynhwysiant na'i roi yn ysgrifenedig.

Gallech wneud hyn drwy weithio tuag at **insport** ac ychwanegu datganiad cynhwysiant at eich dogfennau aelodaeth. Gadewch i'r aelodau wybod bod eich canolfan yn cefnogi amgylchedd hygyrch a chynhwysol a bod croeso i bobl o bob gallu.



## 2 Datblygu'r Gweithlu a Hyfforddiant Staff



### Hyfforddiant Cynhwysiant Anabledd y DU

Mae amrywiaeth o weithdai hyfforddi ar gael gan ChAC. Mae Hyfforddiant Cynhwysiant Anabledd ar gyfer Personél a Hyfforddwyr y Gwasanaeth Hamdden a Gwirfoddolwyr ar gael. Gweler [www.disabilitysportwales.com/ukdit](http://www.disabilitysportwales.com/ukdit) am fwy o fanylion.

Mae'n argymhell y dylid cynnal hyfforddiant ymwybyddiaeth o anabledau yn rheolaidd, a dylai'r ganolfan sicrhau bod pob aelod newydd o staff yn cael eu cyflwyno drwy'r hyfforddiant o fewn chwe mis cyntaf y gwaith.

### Hyfforddiant Ymwybyddiaeth Awtistiaeth

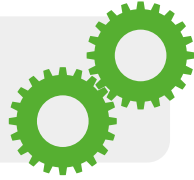
Mae Awtistiaeth Cymru'n cynnal Hyfforddiant Ymwybyddiaeth Awtistiaeth ar gyfer gwasanaethau cymunedol fel hamdden. Mae hyn yn golygu gweithio tuag at 'Statws Sefydliad Ymwybodol Awtistiaeth' i'ch canolfan pan fydd 80% neu fwy o staff wedi cwblhau hyn. Cysylltwch â'ch adran Datblygu Chwaraeon lleol neu ewch i [www.autismwales.org](http://www.autismwales.org) am ragor o fanylion.

### Archwiliad Hygyrchedd Mewnol

Dylid cynnal archwiliad mynediad mewnol bob 6-12 mis i ganiatáu newidiadau a gwahanol bobl sy'n defnyddio'r ganolfan. Dylai'r archwiliad gynnwys meysydd fel amgylchedd allanol, cylchrediad yr adeilad, hyfforddiant cynhwysiant anabledd, amgylchedd campfa, amgylchedd pyllau, toiledau, ardaloedd newid ac ystafelloedd cloi, marchnata, iechyd a diogelwch.

Ar sail yr archwiliad, dylai'r ganolfan gael cynllun gweithredu ysgrifenedig i fynd i'r afael â phryderon anabledd. Gan dynnu sylw at sut y bydd mynediad yn cael ei ddarparu, ei gynnal a'i wella ar gyfer aelodau a staff anabl.

## 3 Rhaglenni



Dylai pob canolfan hamdden ymdrechu i ddarparu rhaglenni cynhwysol a hygyrch i'w holl aelodau.

Mae meysydd allweddol i'w hystyried yn cynnwys mynediad corfforol i'r rhaglenni (er enghraifft, teclyn codi/lifft pwll ar gael, neu gyfleusterau newid hygyrch), yr offer sydd ar gael i gefnogi darpariaeth a chyfranogiad cynhwysol, ac yn olaf yr ystod o gyfleoedd sydd ar gael.







Mae offer cynhwysol yn cefnogi pobl anabl a phobl nad ydynt yn anabl i ddefnyddio'r un darn o offer ar gyfer eu hymarfer. Dylai offer aerobig a gwrthiant fod yn hygyrch a dylid eu cyrchu gan ddefnyddio rhestr achredu'r fenter Inclusive Fitness Initiative. Mae Activity Alliance yn cynnal rhaglen achredu o'r enw [Inclusive Fitness Initiative \(IFI\)](#) ar gyfer offer campfa hygyrch.

Yn ogystal â'r amgylchedd cyffredinol a chyfleusterau newid, mae angen nodweddion pwll hygyrch ychwanegol i sicrhau bod gan bobl anabl fynediad i'r pwll pryd bynnag y bydd y pwll ar agor i eraill. Mae hyfforddiant staff parhaus yn hanfodol i sicrhau eu bod yn gwybod sut i weithredu a chynnal a chadw offer hygyrch, yn enwedig teclynnau codi/lifftiau pwll.



### 3 Rhaglenni










-  A yw eich canolfan yn darparu offer cardio a gwrthiant defnydd deuol?
-  Dylai fod gan yr holl offer ymwrthedd a chardio bedalau, liferi a botymau lliw cyferbyniol i'w gwneud yn amlwg iawn i bobl â nam ar eu golwg.
-  Dylai fod gan bob offer sydd â chonsol fotymau wedi'u codi (bump on's) i gynorthwyo person â nam ar ei olwg.
-  Ystyriaethau ynghylch cynllun y gampfa a'r ardaloedd gweithgareddau i sicrhau cynllun clir a rhesymegol sy'n darparu mynediad llawn i bob man. Dylai llwybr amlygu llif cyfeiriadol y gampfa. Dylai hyn gynnwys bylchau clir a digonol rhwng peiriannau.
-  Dylai desg y gampfa, os yw'n bresennol, fod ar uchder cadair olwyn a dylai fod yn hygyrch i berson sy'n defnyddio cadair olwyn.
-  Argymhellir bod cardiau campfa/rhaglen ar gael mewn fformatau amgen megis print bras, dilyniannu lluniau neu hawdd ei ddarllen.



### 3 Rhaglenni



#### Mae rhai ystyriaethau cronfa benodol yn cynnwys;

-  A oes teclyn codi/lifft pwll gweithio ar gael yn y pwll?
-  A yw teclyn codi'r pwll i'w weld ar ochr y pwll?
-  Argymhellir y dylid cael dewis o fannau mynediad i'r pwll sy'n hygyrch e.e. arddull traeth (dim grisiau) neu fynediad grisiog ar oleddf.
-  Mae pennau dwfn a bas y pwll wedi'u nodi'n glir ac yn amlwg.
-  Dylai amgylchynu'r pwll fod yn glir ac yn hawdd ei adnabod o ymyl y dŵr. Gall defnyddio gratio lliw ddarparu cyferbyniad uchel i berson â nam ar y golwg.
-  Dylai cadair gawod symudol fod ar gael ar ochr y pwll ac yn yr ystafelloedd newid.
-  Dylai amrywiaeth o ddsbarthiadau neu weithgareddau yn y pwll fod yn hygyrch ac ar gael i bobl anabl a phobl o bob gallu.



## 4 Toiledau, ystafelloedd newid a loceri



Rhaid cynllunio pob ystafell toiled, ystafell newid a locer fel y gall pobl anabl eu defnyddio.

Nid yw hyn yn golygu bod angen nodweddion dylunio drud ond mae angen sylw i fanylion a chynllun. Yn ddelfrydol, dylai canolfannau ddarparu o leiaf un ystafell newid hygyrch anisex unigol yn gyflawn gyda chawod a thoiled. Mae hyn yn galluogi rhoi cymorth gan rywun o'r naill ryw neu'r llall, os oes angen.

- ✓ Argymhellir y dylid newid ciwbiclau hygyrch unigol, yn ogystal â thoiledau hygyrch gyda'r arwyddion priodol. Yn ddelfrydol, dylid lleoli'r ciwbiclau sy'n newid hygyrch unigol yn agos at y gampfa ac yn briodol i ardaloedd y pwll.
- ✓ Dylai pob ystafell /cyfleusterau newid hygyrch gael cordyn larwm brys neu fotwm argyfwng.
- ✓ Argymhellir y dylai'r larwm swinio yn y dderbynfa.
- ✓ Dylai'r mecanwaith fflysio ar gyfer y toiled fod yn hawdd i'w weithredu – dwrn yn cael ei weithredu (lifer spatula neu dynnu cord). Dylai cadeiriau cawod symudol fod ar gael hefyd.
- ✓ Argymhellir bod mainc sy'n newid yn hygyrch ar gael yn y ciwbiclau sy'n newid yn hygyrch.
- ✓ Dylai nifer o'r drychau a'r sychwyr gwallt fod ar uchder priodol i ddefnyddwyr cadair olwyn.
- ✓ Dylai loceri sy'n newid hygyrch fod ar gael yn yr ardaloedd sy'n newid neu'r ciwbiclau. Dylid eu hadnabod a'u marcio'n glir.

## 5 Marchnata a Hyrwyddo



Nid oes ffordd well o adael i'ch aelodau ac unrhyw aelodau newydd wybod eich bod yn hygyrch ac yn gynhwysol na hyrwyddo gwybodaeth eich canolfan.

Mae'n hynod o bwysig hyrwyddo beth sy'n digwydd yn eich canolfan chi, pa offer sydd gyda chi, y rhaglenni rydych chi'n eu rhedeg ac unrhyw beth arall sy'n dangos bod eich canolfan yn hygyrch i bobl anabl.






Drwy hyrwyddo eich gwybodaeth mewn nifer o fformatau gwahanol a thrwy ddefnyddio delweddau cadarnhaol o bobl anabl, rydych yn sicrhau eich bod yn rhoi gwybod i bawb eich bod yn darparu amgylchedd croesawgar i bawb. Wrth gwrs, y peth gorau y gallwch ei wneud i wneud eich canolfan yn fwy cynhwysol yw darparu gwasanaeth eithriadol i gwsmeriaid. Dylech drin pawb sy'n dod drwy eich drysau gyda chwarteisi a pharch. Gwenwch, byddwch yn groesawgar, gwranddo, a bod yn barod i addasu.



## 5 Marchnata a Hyrwyddo



### I wneud eich cyfathrebiadau yn hygyrch, ystyriwch:

-  A yw eich canolfan yn dosbarthu ac yn hyrwyddo gwybodaeth sy'n ymwneud ag anabledd, cynhwysiant, hygyrchedd ar gyfer eich canolfan e.e. taflenni, gwefan, cyfryngau cymdeithasol, radio, cyfryngau print?
-  A oes gan eich canolfan wefan hygyrch sydd â gwybodaeth berthnasol am y ganolfan a rhaglenni sy'n benodol i bobl anabl?
-  Dylai'r holl wybodaeth hyrwyddo ddarlunio delweddu cadarnhaol o bobl anabl er mwyn denu'r gynulleidfa darged honno.
-  A oes yna ffyrdd priodol lle gall pobl anabl roi adborth i'r ganolfan? Dylai'r ganolfan roi opsiynau i bobl ag anableddau roi adborth gan systemau adborth ar-lein, system destun, a ffurflenni adborth mewn print bras.
-  Ydi'r ganolfan yn darparu unrhyw ddeunyddiau hyrwyddo mewn fformatau amgen e.e. print mwy, braille, ffon USB, ebost?

Mae Chwaraeon Anabledd Cymru wedi cynhyrchu [Canllawiau Marchnata Cynhwysol](#), sy'n rhoi awgrymiadau ar sut i wella hygyrchedd eich cyfathrebiadau.



## 6 Iechyd a Diogelwch



Mae sicrhau diogelwch eich aelodau o fewn eich canolfan yn hollbwysig. Mae'n hanfodol bod gweithdrefnau gweithredu brys yn cael eu datblygu i sicrhau bod pob aelod o staff mewn argyfwng yn ymwybodol o sut i gefnogi pobl anabl.

Dylai fod gan y ganolfan Weithdrefn Gweithredu Brys (EOP) sy'n ystyried effaith pob grŵp nam a sut y gallai fod angen eu cefnogi. Gan fod pob EOP yn unigryw bydd yr ystyriaethau hyn bob amser yn benodol i bob lleoliad. Mae enghraifft o rai meysydd i'w hystyried wedi'u cynnwys isod;

- ✓ Dylid dogfennu dealltwriaeth o sut i ddefnyddio'r gadair gwacáu mewn tân fel gweithdrefn.
- ✓ Os yw'r ganolfan yn adeilad aml-lawr dylai cadair gwagio tân fod yn bresennol a'i lleoli ar bwynt lloches priodol.
- ✓ Os yw'r ganolfan yn adeilad aml-lawr, dylai pwynt lloches anabledd sy'n amlwg i'w adnabod fodoli pe bai argyfwng.
- ✓ Dylid gosod system larwm y ganolfan fel sain a gweledol (golau sy'n fflachio).



Datblygwyd gyda chefnogaeth Cara Sport Inclusion Ireland

### Chwaraeon Anabledd Cymru

- 🏠 Canolfan Genedlaethol Chwaraeon Cymru,  
Gerddi Sophia, Caerdydd, CF11 9SW
- 🖱️ [disabilitysportwales.com](http://disabilitysportwales.com)
- ✉️ [office@disabilitysportwales.com](mailto:office@disabilitysportwales.com)
- ☎️ 0300 300 3115



Darllenwch y ddogfen hon yn Gymraeg

# Accessibility Guidelines for Centres

Developed with the support of Cara Sport Inclusion Ireland



## **Contents**

<b>Introduction</b>	<b>21</b>
<b>Environment</b>	<b>23</b>
External	23
Internal	24
<b>Workforce Development and Staff Training</b>	<b>27</b>
<b>Programmes</b>	<b>29</b>
<b>Toilets, Changing and Locker Room Areas</b>	<b>32</b>
<b>Marketing and Promotion</b>	<b>33</b>
<b>Health and Safety</b>	<b>35</b>

## Introduction

In Wales, **disabled people account for 23% of the population**. Statistics show that participation levels in physical activity and sport is significantly lower in disabled people compared to non-disabled populations. This highlights how important it is for us to be inclusive and ensure we are aware of how we can support disabled people to actively access our facilities and programmes.

This resource is guided by the Equality Act 2010. This legislation legally protects disabled people from discrimination in the workplace and in wider society and provides a basic framework of protection against direct and indirect discrimination, harassment and victimisation in services and public functions, work, education, associations and transport.

Public sector organisations, such as leisure facilities, have to make changes in their approach or provision to ensure that services are accessible to disabled people as well as everybody else. Reasonable adjustments can mean alterations to buildings by providing lifts, wide doors, ramps and tactile signage, but may also mean changes to policies, procedures and staff training to ensure that services work equally well for disabled people.

DSW have an insport project which aims to support the physical activity, sport, and leisure sectors delivering inclusively of disabled people. DSW have developed toolkits to support Clubs, National Governing Bodies (NGBs) and Local Authorities to deliver excellent standards of inclusion for disabled people in sport and physical activity.



DSW is delighted to bring you this resource on how to make your leisure centre more accessible and inclusive towards disabled people. This resource will guide you through **6 key areas** that need to be considered when making your leisure centre accessible and inclusive. Each area will break down some key areas of focus to consider:

**1 Environment**



**2 Workforce Development and Staff Training**



**3 Programmes**



**4 Toilets, Changing and Locker Room Area**



**5 Marketing and Promotion**



**6 Health and Safety**



To find out more about DSW and how the insport programmes can specifically support you and your organisation please visit:

➤ [www.disabilitysportwales.com](http://www.disabilitysportwales.com)

# 1 Environment






## External

Your paths, walkways, parking spaces, and entrance areas are the first area of your centre that an existing member or new member will see. It is important to make sure dangerous obstacles that could limit access to your leisure centre are removed.

Obstacles that can be easily avoided or stepped around by an individual on foot can be an insurmountable barrier for a customer using a wheelchair, walking frame or a cane. It is also very important that signage outside of your facility is clearly legible and spaces and entrances are clearly signposted.

### Accessible Car Parking

-  Are the accessible car parking spaces clearly marked and signposted?
-  There is no statutory requirement under the Equality Act to make provision for a certain number of spaces. It is recommended that there should be 2 accessible car parking spaces (+3% of total car park) for every standard 50 spaces and a minimum of three accessible car spaces for the next 150 spaces (Disabled Motoring UK).
-  Are the car parking spaces a minimum width of one and half times the standard car parking space and painted appropriately?



## 1 Environment



### Getting to the Centre

- ?** Are there appropriate tactile and dropped curbs on approach to the leisure centre?
- ?** Is the route to the leisure centre clearly outline and free of any obstacles or obstructions? Are parking spaces and access routes well lit?
- ?** Is the main entrance to the leisure centre clearly signposted and accessible? If the accessible entrance is different to the main entrance this entrance should be signposted.

### Internal

Often leisure centre managers or owners think that they will incur huge costs in making their centre accessible and inclusive for all. On the contrary it only requires small changes that are inexpensive and easy to do that will make your centre more accessible and inclusive for all members.

#### Access for visitors with a hearing impairment

- ?** Does the centre have a portable induction loop for individuals who are hard of hearing?
- ?** Is there signage in place to indicate that the system is available? Is the signage throughout the centre consistent and clearly visible?





## 1 Environment



### Public Address System

- ?** Is the public address system clear and audible in all parts of the centre?  
Is the public address system supplemented by visual information to accommodate people who are deaf or hard of hearing?  
Scrolling information bars, TV screens and information kiosks should be provided to assist in the delivery of public notices and information.

### Navigating the Centre

- ?** Are lifts/platform lifts/wheelchair stair lifts available to enable vertical movement in a two storey or split level building?
- ?** Does the colour scheme in the facility help differentiate between critical elements, for example the wall from the floor, doors from adjacent walls?  
The colour schemes of the walls, floors and fittings should provide sufficient contrast to make them distinguishable by people with a visual impairment.
- ?** Are any handrails available?
- Are any handrails easy to grip?
  - Are handrails placed on both sides of any ramps?
  - Are the handrails easily distinguishable from their backgrounds?
  - Do the handrails have closed ends which turns back into a supporting wall or turns down indicating that the stairs has ended?

Continued overleaf

## 1 Environment



- ❓ Do all the lifts have audible and braille/raised instructions?
- ❓ Are all the fittings and fixtures e.g. light switches, door handles etc. accessible, at an appropriate height and easy to use?
- ❓ Are all point of contact desks at seated/wheelchair height?
- ❓ Are they clear from promotional material, foods or anything that would block the line of sight for a person who uses a wheelchair?



## 2 Workforce Development and Staff Training



Disability inclusion and staff training is an essential element of making your centre more accessible and inclusive. Provision of this training across all levels of the centre from management to front of house staff needs to be factored into operational planning.

It will increase the knowledge and confidence of centre staff in this area which will lead to an enhanced customer service towards disabled people. Ongoing staff training is essential to ensure that the gym and pool is accessible and resourced with accessible equipment options.

Staff training should include awareness of how to include disabled people in leisure opportunities. There is no better way to let staff, current members, and prospective members know that you are committed to accessibility and inclusion than to put it in writing.

You could do this by working towards **insport** and adding an inclusion statement to your membership documents. Let members know that your centre supports an accessible and inclusive environment and that people of all abilities are welcome.



## 2 Workforce Development and Staff Training



### **UK Disability Inclusion Training**

A range of training workshops are available by DSW. Disability Inclusion Training for Leisure Service Personnel and Coaches and Volunteers is available. See [www.disabilitysportwales.com/ukdit](http://www.disabilitysportwales.com/ukdit) for more details.

It is recommended that disability awareness training should be carried out on a regular basis and the centre should ensure that all new staff members are brought through the training within the first six months of employment.

### **Autism Awareness Training**

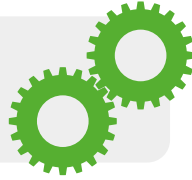
Autism Wales run Autism Awareness Training for community services such as leisure. This involves working towards 'Autism Aware Organisation Status' for your centre when 80% or more staff have completed this. Please contact your local Sports Development department or visit [www.autismwales.org](http://www.autismwales.org) for more details.

### **Internal Accessibility Audit**

An internal access audit should be carried out every 6-12 months to allow for changes and different people using the centre. The audit should cover areas such as external environment, circulation of the building, disability inclusion training, gym environment, pool environment, toilets, changing areas and locker rooms, marketing, health and safety.

On the basis of the audit, the centre should have a written action plan to address disability concerns. Highlighting how access will be provided, maintained and improved for disabled members and staff.

### 3 Programmes



All leisure centres should strive to provide inclusive and accessible programmes to all their members.

Key areas to consider include the physical access to the programmes (for example a pool hoist/lift being available, or accessible changing facilities), the equipment available to support inclusive delivery and participation, and finally the range of opportunities available.







Dual use equipment supports disabled and non-disabled people to use the same piece of equipment for their workout. Both aerobic and resistance equipment should be accessible and should be sourced using the Inclusive Fitness Initiative accreditation list. Activity Alliances runs an accreditation programme called the [Inclusive Fitness Initiative \(IFI\)](#) for accessible gym equipment.

In addition to the general environment and changing facilities, additional accessible pool features are required to ensure that disabled people have access to the pool whenever the pool is open to others. Ongoing staff training is essential to ensure that they know how to operate and maintain accessible equipment particularly pool hoists/lifts.



### 3 Programmes










-  Does your centre provide both cardio and resistance dual use equipment?
-  All resistance and cardio equipment should have colour contrasted pedals, levers and buttons to make them highly visible to people with a vision impairment.
-  All equipment that have a console should have raised buttons (bumpons) to assist a person with a vision impairment.
-  Considerations around the layout of gym and activity areas to ensure a clear and logical layout that provides full access to all areas. A pathway should highlight the directional flow of the gym. This should include clear and adequate spacing between machines.
-  The gym desk, if present, should be at wheelchair height and be accessible to a person who uses a wheelchair.
-  It is recommended that gym/programme cards are available in alternative formats such as large print, picture sequencing or easy read.



### 3 Programmes



#### Some pool specific considerations include;

-  Does the pool have a working pool hoist/lift available?
-  Is the pool hoist visible on pool side?
-  It is recommended that there should be a choice of access points to the pool which are accessible e.g. beach style (no steps) or sloped stepped access.
-  The deep and shallow ends of the pool are clearly and prominently marked.
-  The immediate surround of the pool should be clearly and easily identifiable from the water's edge. Use of a coloured grating can provide a high contrast to a person with a visual impairment.
-  A mobile shower chair should be available on the pool side and in the changing rooms.
-  A range of classes or activities in the pool should be accessible and available to disabled people and people of all abilities.



## 4 Toilets, Changing and Locker Rooms



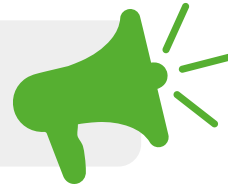
All toilets, changing and locker rooms areas must be designed so that disabled people can use them.

This does not necessitate expensive design features but it does require attention to detail and layout. Ideally centres should provide at least one individual unisex accessible changing room complete with shower and toilet. This enables assistance to be given by someone of either sex, if required.

- ✓ It is recommended that there should be individual accessible changing cubicles, as well as accessible toilets with the appropriate signage. Ideally the individual accessible changing cubicles should be located close to and appropriately to the gym and the pool areas.
- ✓ All accessible changing rooms/facilities should have an emergency alarm cord or emergency button. It is recommended that the alarm should sound at reception.
- ✓ The flushing mechanism for the toilet should be easy to operate – fist operated (spatula lever or pull cord). Mobile shower chairs should also be made available.
- ✓ It is recommended that an accessible changing bench is available in the accessible changing cubicles.
- ✓ A number of the mirrors and hairdryers should be at an appropriate height for wheelchair users.
- ✓ Accessible changing lockers should be available in the changing areas or cubicles. They should be clearly identifiable and marked.



## 5 Marketing and Promotion



There is no better way to let your members and any potential new members know that you are accessible and inclusive than to promote your centre's information.

It is extremely important to promote what's happening in your centre, what equipment you have, the programmes you are running and anything else that shows that your centre is accessible to disabled people.

By promoting your information in a number of different formats and by using positive images of disabled people you are ensuring that you are letting everyone know that you are providing a welcoming environment for all to use.

Of course, the best thing you can do to make your centre more inclusive is provide exceptional customer service. Treat everyone that comes through your doors with courtesy and respect. Smile, be welcoming, listen, and be willing to adapt.



## 5 Marketing and Promotion



### To make your communications accessible, consider:

- Does your centre distribute and promote information relating to disability, inclusion, accessibility for your centre e.g. flyers, website, social media, radio, print media?
- Does your centre have an accessible website with relevant information about the centre and programmes that are specific to disabled people?
- All promotional information should depict positive images of disabled people in order to attract that target audience.
- Is there an appropriate means whereby disabled people can provide feedback to the centre? The centre should provide options for people with disabilities to provide feedback by online feedback systems, text system, and feedback forms in large print.
- Does the centre provide any promotional materials in alternative formats e.g. larger print, braille, USB stick, email?

Disability Sport Wales has produced [Guidance for Inclusive Marketing](#), which provides tips on how to improve the accessibility of your communications.

## 6 Health and Safety



Ensuring the safety of your members within your centre is paramount. It is essential that emergency operation procedures are developed to ensure that in the event of an emergency all staff are aware of how to support disabled people.

The centre should have an Emergency Operation Procedure (EOP) that considers the impact of all impairment groups and how they may need to be supported. As each EOP is unique these considerations will always be specific to each venue. An example of some areas of consideration are included below:

- ✓ An understanding of how to use the fire evacuation chair should be documented as a procedure.
- ✓ If the centre is a multi-storey building a fire evacuation chair should be present and situated at an appropriate refuge point.
- ✓ If the centre is a multi-storey building, a clearly identifiable disability refuge point should exist in the event of an emergency.
- ✓ The centre's alarm system should be installed as both audio and visual (flashing light).



Developed with the support of Cara Sport Inclusion Ireland

### Disability Sport Wales

- 🏠 Sport Wales National Centre, Sophia Gardens, Cardiff CF11 9SW
- 🖱️ [disabilitysportwales.com](http://disabilitysportwales.com)
- ✉️ [office@disabilitysportwales.com](mailto:office@disabilitysportwales.com)
- ☎️ 0300 300 3115