

# Accessibility Statement

The Art Gallery of Greater Victoria understands that access needs are different for everyone, and that these needs can also change and be different every day. We are committed to offering meaningful access and services to make our institution and programs as accessible and barrier-free as possible.

If you have suggestions about this page or our accessibility services, please email [info@aggv.ca](mailto:info@aggv.ca) or call 250-384-4171 x 0.

## **Requesting or Inquiring about Accommodations**

We will do our best to accommodate your needs when you arrive, however, we need 2-3 weeks advance notice for specific requests such as ASL interpretation. For more information about specific requests: [info@aggv.ca](mailto:info@aggv.ca) or call 250-384-4171 x 0.

## **Getting to the Gallery**

### **Address**

The Gallery is located at 1040 Moss Street, and sits on the intersection of Wils Spencer Place and Moss Street.



## **Accessible Entrance**

The main entrance has four steps with a handrail and a heavy pull bar door. The main entrance is also wheelchair accessible with a ramp on the left side of the entrance with no handrail. There is one set of power doors located at the left side of the entrance at the top of the ramp.



## **Car Parking**

There is one free accessible parking space across from the main entrance of the Gallery. Please note that although the parking lot is paved, it is uneven in places. In addition, there is a loading zone with a curb cut-out in front of the Gallery's doors.



## **Bike Rack**

There is one bike rack with six spots available for bikes. The path from the sidewalk leading up to the bike rack is grassy and uneven.



## **Public Transportation**

The Gallery is located near the following bus stops:

- The Fort and Moss bus stop serving lines 11, 14, and 15.
- The Fort and Linden bus stop serving line 22.

All BC Transit buses are wheelchair accessible. For handyDART, BC Transit's accessible, door-to-door shared transit service, please contact BC Transit at 250-727-7811.

## **Moving through the Gallery**

There is a ramp leading up to all exhibitions areas. Please note that the upper-level administration offices are not open to the public or wheelchair accessible. There are no power doors to the exhibition areas, and the doors have a pull/push bar handle.

Although there is a floor plan available, exhibitions spaces may be hard to navigate. Staff are available for assistance or guidance.



## **Washrooms**

Four gender-neutral single-stall washrooms are available, two close to the front lobby and two in the back exhibition spaces. All washrooms are wheelchair accessible but do not have power doors (knob handles). One washroom has a baby change table, a

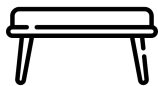
safety grab bar, and soap and paper towels at a lower height. All washrooms are accessed by ramps.

The front two washrooms are available to use without paid admission.



## **Food and Drinks**

Food and drinks are not allowed in the exhibition spaces. An accessible water fountain is available in the room beside the coat check to the right of the lobby. If you wish, you can leave and re-enter the Gallery later during the same day. There are several restaurants and coffee shops a few blocks away on Cook and Fort Streets. Staff are available to give suggestions and directions.



## **Seating**

Wooden benches without arms are available for seating inside the exhibitions spaces. There is additionally one couch available in the front lobby.



## **Outdoor Courtyard**

The outdoor courtyard, which includes the shinto shrine, is not wheelchair accessible. The courtyard can be accessed from the Spencer Mansion with nine steps and without a railing for the last two steps, and from the exhibition hallway with eight steps with a railing.

## **Accommodations when visiting the Gallery**



### **Financial Accessibility**

It is thanks to the Lekwungen speaking people - Songhees and Esquimalt Nations - that we are able to live, play, and explore art here. The AGGV does not charge admission to Indigenous Peoples.

In addition, support workers and personal care attendants receive free admission when supporting individuals. There is discounted admission for military and their families.

The first Tuesday of every month is admission by donation.



### **Service Animals**

Service animals are welcome at the Gallery. There are outdoor green spaces for service animals about 10 feet outside our front entrance to the side of the parking lot.



## Coats and Bags

An unsupervised coat room and a limited number of locked cabinets are available for storing backpacks and large bags. Large backpacks are not allowed in the exhibition areas.



## Tours

Free tours are available on Saturdays and Sundays with admission.



## Language

Staff have been trained through the We Speak Translate program to use the Google Translate App as a way of bridging communication gaps between staff and visitors.



## **Borrowing accessibility equipment**

A manual wheelchair, walker, and magnifying glasses are available free of charge at the front desk. There is no need to book ahead of time and the equipment is given out on a first come first service basis.



## **Overstimulation**

Sensory kits are available free of charge at the front desk. Kits include a backpack with noise reduction headphones, sunglasses for blocking out light, fidgets, and a timer for time management. There is no need to book ahead of time and the equipment is given out on a first come first service basis.

For those who may be overstimulated, quieter locals in the gallery include the outside courtyard.