

## **DETAILED ACCESSIBILITY INFORMATION ABOUT GATEWAY THEATRE**

This guide provides a detailed breakdown of Accessibility information for individuals coming to Gateway Theatre.

If you are planning to attend an event at Gateway Theatre and would like access information specific to that event, please contact staff in the Box Office at [boxoffice@gatewaytheatre.com](mailto:boxoffice@gatewaytheatre.com) or 604.270.1812.

If you can't find information you need, or if you would like to provide feedback on this document or your experience as it relates to the accessibility of Gateway, please contact the Gateway Theatre Administrator, Johnny MacRae, at [info@gatewaytheatre.com](mailto:info@gatewaytheatre.com) or at 604.247.4984.

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## **COMING TO GATEWAY**

A note about COVID safety measures: at present, all workers at Gateway – including volunteers – are required to wear face masks indoors when they are not sitting at their individual workstations, and to have received no fewer than two doses of an approved COVID-19 vaccine.

People attending events at Gateway are NOT required to wear masks; however, they are strongly encouraged to do so.

## **GENERAL LOCATION & NEARBY LANDMARKS**

Gateway Theatre is located at 6500 Gilbert Rd in Richmond, BC, on the northeastern edge of Minoru Park. Following consultation with leaders from Musqueam nation, we identify our building as being situated on the traditional lands of the hən̓q̓əmin̓əm̓-speaking peoples.

Nearby landmarks include Richmond Hospital and Minoru Chapel. Richmond Hospital is directly north of Gateway. Minoru Chapel is directly west of Gateway. Both are separated from the theatre by a parking lot. Along Gateway's outer wall facing Gilbert Rd, there is a large mural featuring blossoming flowers set against a blue background. There is a grassy area with a small grove of trees directly outside Gateway's main entrance areas.

NOTE: There are some uneven surfaces on the paved walkways around the outside of the building. Exterior pathways are paved, however, and large enough for two power wheelchairs to comfortably pass one another.

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## **ARRIVING BY CAR**

Drivers arrive at Gateway from the entrance off Gilbert Rd. Cars pull into the parking lot on the south side of Gateway Theatre. There is pay parking operated by the City of Richmond available around the building.

### **Accessible Parking**

In the parking lot south of the building there are four (4) accessible parking stalls. Two (2) stalls are directly beside the pay station furthest from the parking lot entrance. There is a painted access aisle between the parking spots and the pay station. From these spots, individuals need to cross a section of the parking lot to a paved pathway that leads to the Gateway entrance.

Two (2) more spots are found in the corner of the lot closest to Gilbert Rd. There is a paved pathway from these spots to the entrance of Gateway. Fallen leaves and tree debris from the park can sometimes cover the signs indicating these stalls.

Two (2) additional accessible parking stalls are located directly outside Gateway's "Academy Entrance" on the east side of the building. A small ramp leads up onto the building walkway next to one of these stalls. These two stalls are the closest to the building.

There is further parking on the east and north sides of the building.

### **Additional Parking**

There is free parking at the Richmond Tennis Club, south of Gateway on Gilbert Rd. Between 7 AM and 7 PM, this parking is subject to a 3-hour limit.

There is also a multi-level parkade in the southwest corner of Minoru Park between the Richmond Cultural Centre and a sports field with running track around it and a grandstand for spectators. There are concrete pathways that cross Minoru Park, past a number of athletic fields, towards Gateway from the sports field with the track. The distance from here to Gateway Theatre is approximately 750 metres.

### **City of Richmond Pay Stations**

Pay stations in Gateway Theatre's parking lot are NOT wheelchair accessible as they are on raised curbs in the middle of the parking lot. The pay stations only accept payment via mobile app or credit card. Even though they have a coin slot on them, they do not accept coins.

To pay using the meter, press any button. The screen will light up blue. When prompted, use the keypad to enter your vehicle's license plate number and press the "ENTER" button. The screen will then show three payment options.

- Select "Gateway Theatre" if you are attending an event
- Select "1 hour" if you will be at Gateway for 1 hour or less
- Select "2 hours" if you will be at Gateway for between 1 and 2 hours

Parking can also be paid for using the PayByPhone service and entering the 4-digit parking location ID and the pay station number. The location ID and meter number can be found on a red sticker on the pay station. There are three options for using this service:

- Use the PayByPhone app on a phone or tablet
- Call 604.662.7275 and enter information using your phone's keypad
- Pay on the PayByPhone website at <https://m2.paybyphone.com/parking>

PayByPhone requires that users set up an account. This is free to do, but may take additional time if it's your first time using the service. Users may register as a "Guest" if using the website.

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## **BY BICYCLE**

Dedicated bicycle lanes are common in the area around Gateway Theatre.

If you are riding your bicycle to Gateway, you will find a bicycle rack next to a hedge nearby to the entrance marked "Administration." This rack can hold approximately four (4) bicycles. There is an additional bicycle rack on the Gilbert Rd sidewalk nearby that can hold approximately three (3) bicycles.

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## **BY PUBLIC TRANSIT**

Gateway Theatre is readily accessible by public transit.

**Via Canada Line train:** If you are traveling on a Canada Line train, you will take a train traveling to Richmond-Brighouse. Richmond-Brighouse Station is the last stop, also known as the terminus station.

Since southbound Canada Line trains alternate between those traveling to YVR-Airport and those traveling to Richmond-Brighouse, make sure you board the correct train. Any of these three indicators confirm that you are taking the right train:

- Electronic signs on the train's exterior (front, back and sides) read "Richmond-Brighouse"
- Electronic signs on the train's interior (front, back and middle) read "Terminus Station – Richmond-Brighouse"
- Upon leaving any Canada Line station, an automated announcement will say, "This train is for Richmond-Brighouse."

From Richmond-Brighouse Station, take the 407 Gilbert bus. The 407 Gilbert leaves from Bay 3 bus stop. Bay 3 bus stop is on No. 3 Rd, down a set of three stairs to your right upon exiting the station gates.

Exit the bus at the stop named "Gilbert Rd @ 6400 Block." This stop is the fourth stop announced after leaving Richmond-Brighouse Station. Upon exiting the bus, take the sidewalk south to the intersection of Azure Rd and Gilbert Rd (approximately one block or 100 metres) where there is a pedestrian crosswalk. Cross Gilbert at Azure towards the park, then take the sidewalk north towards the theatre (approximately one block or 100 metres).

When returning to Richmond-Brighouse Station, take the 407 Bridgeport from bus stop 56822. This stop is outside of Richmond Hospital on Gilbert Rd, approximately one block or 100 metres north of Gateway Theatre. Exit the bus at the stop named "Richmond-Brighouse Station @ Bay 5" to connect to the Canada Line train north towards Vancouver.

NOTE: Due to the construction of the new Capstan Station, Canada Line service between Richmond-Brighouse Station and Bridgeport Station may be periodically shut down after 9:30 PM. Please check the TransLink website for Alerts at <https://www.translink.ca/alerts>.

In the event Canada Line service from Richmond-Brighouse is shut down, individuals traveling back to Vancouver can take the 407 Bridgeport and exit at the stop named "Bridgeport Station @ Bay 5" to connect with Canada Line train north towards Vancouver.

**From South/East of Richmond:** If you are traveling from any points south and east of Richmond, take any bus that will deliver you to Richmond-Brighouse Station. From there follow the above directions taking the 407 Gilbert bus from Bay 3 on No.3 Rd.

**From Seafair/Blundell/Terra Nova (west Richmond):** If you are traveling from any of these three neighborhoods in west Richmond, you will take the 401 Brighouse Stn. The 401 Brighouse Stn bus travels north from Steveston Exchange along One Road, then travels east along Westminster Hwy. Exit the bus at the stop named "Westminster Hwy @ Gilbert Rd." From this exit, take the sidewalk back towards Gilbert Rd, then turn south (towards the Richmond Hospital) and take the sidewalk until you reach the theatre (approximately three blocks or 300 metres).

**From Steveston:**

If you are traveling from Steveston, the best bus to take is the 407 Bridgeport, but you can also take the 401 Brighouse Stn (see above instructions for this bus).

When taking the 407 Bridgeport, exit the bus at the stop named "Gilbert Rd @ 6300 Block" along Gilbert Rd, directly outside the Richmond Hospital. From here, take the sidewalk south towards the theatre (approximately one block or 100 metres).

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## **ENTERING THE BUILDING**

All of Gateway's public entrances are fully glazed, but do not have colour contrasted strips. This may create hazards or difficulties for some low vision individuals. All doors have crash bars on the interior side, which provide colour contrasting.

**Box Office/Administration Entrance:** The Box Office/Administration entrance is the main entrance for visitors to the administration office or to the Box Office during regular working hours. Above the entryway there are two large signs that say "Box Office." Directly above the entryway, a sign attached to the building says, "Administration." At this entrance, there is a power-operated door. If the doors are locked, there is a doorbell on the right hand side of the entrance to alert staff to your presence.

Administrative staff will usually be present in the office between 9 AM to 5 PM from Monday to Friday. For regular Box Office hours, please check on the Gateway Theatre website at [www.gatewaytheatre.com](http://www.gatewaytheatre.com).

**MainStage or Studio Events:** For most events in the MainStage theatre or events in Studios A or B, enter at the unmarked double doors entering into the ground floor lobby near to the Box Office. There are a set of power-operated doors located here.

**Academy Entrance:** For Academy classes, enter via the Studio Lobby entrance or the Studio A exterior door, each single doors marked with signage reading "Gateway Academy." Neither door is power-operated. The closest power-operated door is to the main ground floor lobby near the Box Office.

**Stage Door:** The Stage Door is located on the northwest corner of the building, directly facing Richmond Hospital. This door has a sign above it that reads "Stage Door." This door is only accessible using a short staircase and requires a staff member to open it.

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## GENERAL BUILDING INFORMATION

### GETTING AROUND THE BUILDING

Almost all areas of the building interior are accessible. All areas of circulation, including hallways, have ample clear space. Most interior doors are colour-contrasted against the wall. Doors to interior vestibules are not power-operated, but generally remain open at all times. All floor surfaces are matte, anti-glare and/or lack busy patterns.

High contrast directional signage with arrows can be found affixed to the walls throughout the building. Signage lacks tactile features, such as braille or raised letters.

Gateway has three floors. An elevator to access the 2<sup>nd</sup> or 3<sup>rd</sup> floors is located near the Box Office in the ground floor lobby. The elevator doors only remain open for 3 seconds.

There are a number of stairways throughout the building. All stair railings around the building are colour contrasted against the walls, but most stair railings lack extensions at the top and bottom of the stairs. All stairs lack colour-contrasted nosing.

From the ground floor lobby to the 2<sup>nd</sup> floor, there is a 21-step flight of stairs, with railing extensions at the bottom of the stairs, but not at the top. From the 2<sup>nd</sup> floor lobby to the 3<sup>rd</sup> floor, there are two flights of stairs, one with 18 steps and one with 8 steps. There are railing extensions at the bottom of these stairs. At the top of each set of stairs, there are tactile indicators, but no railing extensions.

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### WASHROOMS

There are five public washrooms in the building, two on the ground floor and three on the 2<sup>nd</sup> floor. There are no washrooms on the 3<sup>rd</sup> floor. NOTE: the piping beneath most washroom sinks are not insulated, and may pose a burn risk to some wheelchair users.

**Washroom Signage:** Gateway encourages all visitors to the building to use whichever washroom feels comfortable for them.

Presently, the ground floor washroom signage indicates “Men’s” and “Women’s” with accompanying text stating “Non-binary and trans folks welcome.” The 2<sup>nd</sup> floor washrooms are marked “Gender neutral,” with icons indicating which of the multi-user washrooms has toilets only and which has toilets and urinals.

**Ground Floor Washrooms:** Two multi-user washrooms can be found off the short hallway connecting the MainStage lobby to the Studio lobby. The one marked “Women’s” has stalls only. The one marked “Men’s” has stalls as well as three urinals.

These washrooms are accessed using a slightly inclined ramp which is perpendicular to the washroom entranceways.

Each of these washrooms has a single accessible stall. These stalls may not be designed in a way that is accessible for all users. These stalls have doors that lock with a door latch, lack D-handles, and may be too small for some power wheelchairs or larger manual wheelchairs. The grab bars in the accessible stalls may be too high for some users, as they are approximately 85 cm (33.5 in) from the ground. There is a lowered urinal available in the washroom marked "Men's," but it lacks grab bars.

**2<sup>nd</sup> floor Washrooms:** Just past the concession, there is a wheelchair-accessible single-user washroom and two multi-user washrooms entered from an alcove next to the 2<sup>nd</sup> floor concession.

**Additional Washrooms:** There are two single-user washrooms in the Administration offices, but neither of these are wheelchair accessible.

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## **ACCESS TO ADMINISTRATIVE OFFICES**

At present, visitors are not permitted to access Gateway's Administration Offices without a prior appointment as a safety measure to prevent the spread of COVID-19 among Gateway workers. Individuals who have arranged to meet with a staff member at Gateway will enter the building via the Box Office/Administration Entrance.

Offices are on the 2<sup>nd</sup> floor. From the entryway, the offices can be accessed via stairs or elevator. There is a directional sign at the entrance to the stairs that indicates the way to the Administration Offices. There are two flights of stairs, one 15-step staircase and one 3-step staircase.

Access to the elevator is through the vestibule to the right of the stairwell that leads to the ground floor lobby. Upon exiting the elevator on the 2<sup>nd</sup> floor, turn right and enter the offices via the vestibule separating the offices from the lobby. NOTE: This vestibule is enclosed by two (2) manually operated fire doors that are permanently closed, but unlocked. Some visitors may require assistance in entering the offices this way.

The offices have two levels connected by a ramp. As noted above, the office washrooms are not accessible. The closest accessible washroom is in the 2<sup>nd</sup> floor lobby.

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## **ACCESS TO BACKSTAGE**

Backstage areas – including the green room, First Aid room, wardrobe room, dressing rooms, and production areas – are broadly accessible to workers or rental clients needing to access them. A backstage hallway loops around the building from the Administration/Box Office entrance to the Studio lobby.

The green room is directly accessible from the Administration/Box Office entryway. There is a 5-step set of stairs between the green room and the rest of the hallway. For individuals who are unable to climb these stairs, the backstage hallway can be accessed via the entry point from the Studio lobby.

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## **EMERGENCY INFORMATION**

**Emergency Exits:** Emergency exits can be identified by green exit signs featuring an image of a person hurrying through a doorway. These signs mark stairwells or doorways leading towards safe exit points.

**Emergency Information:** Throughout the building, individuals can find high contrast signage mounted on walls showing a map of the building indicating the location of emergency exits, as well as fire safety devices and areas of refuge. These signs lack tactile features, and some individuals may have difficulty reading printed information on them owing to the font size used.

**Visual Fire Alarms:** There are visual fire alarms installed throughout the building at appropriate and effective locations.

**Areas of Refuge:** In an emergency, people exiting the MainStage theatre from the 2<sup>nd</sup> or 3<sup>rd</sup> floor lobby levels will use one of two stairwells located at either end of the lobby area. These stairwells have areas of refuge where individuals who can't use the stairs may shelter while awaiting the arrival of help.

The stairwell closest to the 2<sup>nd</sup> floor concession has an area of refuge on the 2<sup>nd</sup> floor landing. This area of refuge has "HOLDING AREA" painted on the wall, next to a temporary sign that reads, "No Storage Keep This Area Clean." The stairwell furthest from the concession has two areas of refuge: one on the 3<sup>rd</sup> floor landing and one on the 2<sup>nd</sup> floor landing. The 3<sup>rd</sup> floor landing area of refuge has "HOLDING AREA" painted on the wall. The 2<sup>nd</sup> floor landing area of refuge has a temporary sign on the wall that says, "No Storage Keep This Area Clean."

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## ATTENDING EVENTS AT GATEWAY

### BOX OFFICE

The Box Office has two service counters, one facing into the ground floor lobby and one facing into the Administrative/Box Office entryway.

During regular Box Office hours, patrons can purchase tickets at the Administration/Box Office entryway counter. The service window facing the Administration/Box Office entryway does not have a lowered and extended counter.

During events, patrons can buy or pick up pre-purchased tickets at the lobby service counter. The service window facing into the lobby has a lowered counter that extends outwards from the wall to make it accessible.

For regular Box Office hours, please check on the [Gateway Theatre website](#).

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### FOOD AND DRINK

For most Gateway's artistic offerings onsite, one or both concessions will be open to serve non-alcoholic drinks and snack foods. Alcoholic beverages are also available at most Gateway artistic offerings.

**Outside Food:** Outside food or drink are **not** permitted at Gateway'. For individuals with allergies or sensitivities, exceptions may apply. To find out more information, contact the Administrator, Johnny MacRae, at [info@gatewaytheatre.com](mailto:info@gatewaytheatre.com).

**Service Counters:** The ground floor lobby concession has a projected service counter. The counter height is 86 cm (34 in) with 69 cm (27 in) clearance underneath. The 2<sup>nd</sup> floor lobby concession does not have a projected service counter, but does have a lower service counter with an 86 cm (34 in) counter height.

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### INFORMATION ABOUT MAINSTAGE THEATRE

The MainStage Theatre has two levels: the 380-seat "Orchestra" level which can be accessed from the ground floor and the 2<sup>nd</sup> floor lobbies, and the 160-seat "Balcony" level which can be accessed from the 3<sup>rd</sup> floor. During events, Gateway volunteers are happy to help you find your way to the correct entryway and seat.

## **Orchestra Level Seating**

Orchestra level has 14 rows of seats, labelled alphabetically from “A” to “P,” with Row A being closest to the stage. There are two 25-step stairways dividing Orchestra level seating into three sections: Orchestra Right, Orchestra Centre and Orchestra Left.

Rows “A” to “J” are most easily accessed through the ground floor lobby entrance, located through the vestibule next to Box Office. Rows “K” to “P” are most easily accessed through one of two 2<sup>nd</sup> floor lobby entryways. Signage at these entryways indicates which seating sections can be accessed through them.

Seats numbered 1-to-9 are situated in Orchestra Left. Seats numbered 10 to 25 are situated in Orchestra Centre. Seats numbered 26 to 34 are situated in Orchestra Right.

## **Designated Accessible Seats in the MainStage**

There are eight (8) total spaces designated as Accessible Seating in Orchestra level, but no Accessible Seating in Balcony level. There are four (4) spaces available in Orchestra Left, Row A, accessible from the ground floor lobby. There are four (4) spaces available in Orchestra Right, Row P, accessible from the 2<sup>nd</sup> floor lobby. NOTE: Doors to the theatre on the ground floor presently have a separator in the middle that may restrict access for individuals using power chairs.

## **Balcony Level Seating**

The MainStage Balcony is not open for every event. Individuals who have difficulty with heights may be uncomfortable in the Balcony.

Balcony level has up to six (6) rows of seats, labelled alphabetically from “Q” to “V,” with Row Q being closest to the edge of the balcony, and rows “T,” “U,” or “V” being the furthest back. There are three, 8-step stairways dividing Balcony level seating into four sections: Balcony Left, Balcony Left Centre, Balcony Right Centre, and Balcony Right.

Access to the Balcony is through one of three entryways from the 3<sup>rd</sup> floor landing. These entryways have signs indicating which sections are accessible through them: Left/Left Centre; Left Centre/Right Centre; or Right Centre/Centre.

Seats numbered between 101 and 105 are in Balcony Left. Seats numbered between 106 and 119 are in Balcony Left Centre. Seats numbered between 120 and 133 are in Balcony Right Centre. Seats numbered 134 to 138 are in Balcony Right.

## **Dimensions of Seats in the MainStage**

Seats in the MainStage have four different widths: 49 cm (19.25 in), 51 cm (20 in), 53 cm (21 in) and 55 cm (22 in). Most seats of a particular width are grouped together in sections of 2-to-6 seats, with some groups of 7 or more seats of a specific width available. Leg room for different seats varies between 15.5 cm (6 in) and 35 cm (14 in).

To find out about the location and grouping of seats by their dimensions, please contact the Box Office by email at [boxoffice@gatewaytheatre.com](mailto:boxoffice@gatewaytheatre.com) or by phone at 604.270.1812.

NOTE: specific information about the dimensions of seats in Balcony level may not be available.

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## **INFORMATION ABOUT STUDIO B**

For most public events, Studio B is set up as a black box theatre with five risers creating a seating area. The space between risers is approximately 15.2 cm (6 in) with a single step from the floor up to the first riser. There are gaps between risers that could pose a tripping hazard.

Note that Studio B is not always set up in this arrangement. There are many different set ups possible in Studio B, depending on the event for which it is being used. If you are attending an event in Studio B, you may wish to contact Box Office by email at [boxoffice@gatewaytheatre.com](mailto:boxoffice@gatewaytheatre.com) or by phone at 604.270.1812 to confirm whether the Studio's arrangement will be accessible to you.

### **Designated Accessible Seats in Studio B**

In this arrangement, there are two (2) spaces designated as accessible seating in the front row.

Under alternative arrangements, there may be more or less accessible seating available. To confirm details about Studio B's seating arrangement and/or availability of accessible seating for specific events, please contact Box Office staff by email at [boxoffice@gatewaytheatre.com](mailto:boxoffice@gatewaytheatre.com) or by phone at 604.270.1812.

### **Dimensions of Seats in Studio B**

Seats in Studio B are cushioned folding chairs, linked together with armrests. The seats of these chairs are a little under 40.2 cm (16 in) across, with 40.5 cm between armrests. Armrests can be removed from these seats upon request.

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## **ACCESS RESOURCES ONSITE**

Below are descriptions of the resources we provide for patrons that can support or improve access to events onsite.

### **Mobility Devices**

A manual wheelchair is available at the coat check in the ground floor lobby.

## **Hearing Assistance**

For events in our theatres, Gateway employs an FM+ Assistive Listening System from Williams Sound. This system transmits sound using both an FM signal and a WiFi broadcast, and can be made T-coil compatible.

To connect with the FM transmission, there are wearable receivers and earphones available at the Box Office. FM transmission can be made compatible with T-coil through the addition of an induction neckloop, which translates the signal to infrared. There are two (2) such neckloops available at the Box Office.

To connect with the WiFi broadcast, download the WaveCAST Audio Receiver app on a mobile device and connect to Gateway's dedicated WiFi network, "RGTHearingAssist." Users may request the password from Box Office staff.

Hearing Assistance may not be available for events in Studio B in which performers are not using microphones. To determine whether or not Hearing Assistance is available for a performance you plan to attend, please contact Box Office by email at [boxoffice@gatewaytheatre.com](mailto:boxoffice@gatewaytheatre.com) or by phone at 604.270.1812.

## **Accessible Seating**

Both the MainStage theatre and Studio B have designated accessible seating. For detailed information about accessible seating in MainStage, go to the section about [Designated Accessible Seats in MainStage](#). For detailed information about accessible seating Studio B, go to the section about [Designated Accessible Seats in Studio B](#).

## **Quiet or Rest Areas**

Abundant cushioned seating is available in the ground and 2<sup>nd</sup> floor lobbies, with a variety of couches and single chairs. Most seating lacks arm rests.

A designated Chill-out Zone with comfortable seating and items like sensory toys may be available during selected shows. If available, information about the Chill-out Zone will be available on the show page on Gateway's website.

There are grassy areas directly outside of the building and a large park (Minoru Park) across the parking lot from the main entrance. There are benches and wooden picnic tables in the park, including directly outside of the theatre's main entrance. Note that picnic tables are not wheelchair accessible.

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## **ATTENDING WITH SERVICE ANIMALS**

Directly outside of Gateway's ground floor lobby entrances, a large grassy area can be found where service animals may relieve themselves.

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## **FINANCIAL ACCESS**

For events that Gateway Theatre produces or presents, there are a number of ways in which we try to reduce financial barriers, including the following:

1. Richmond Access Card: Cardholders receive a complementary companion ticket for Gateway Theatre's artistic offerings.
2. Easter Seals Access2 Pass: Access2 pass-holders receive a free companion ticket with the purchase of a ticket to events at Gateway.
3. Pay What You Will Preview Nights: Individuals buying tickets for Pay What You Will preview nights of Gateway's stage offerings can select the price point that works for them from \$5, \$10, \$15, \$20, \$35, \$55, or \$65. Events at which this offer is available will be identified on our website with "PWYW PREVIEW" listed beneath the performance date.
4. Student Rush Tickets: Secondary and post-secondary students can purchase same-day tickets for \$26. Tickets may be purchased online, over the phone or in-person. Upon arrival at the theatre, students must show valid ID from an accredited educational institution when presenting their ticket.

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## **ACCESSIBLE PROGRAMMING**

### **Live Description**

Live Description involves translating the visual elements of live theatre, arts and cultural events into verbal descriptions that are voiced and transmitted live, during the event, to people who are blind or partially sighted. Gateway Theatre works with VocalEye to offer Live Description at a limited number of performances of productions in the MainStage Theatre. For more information about VocalEye and the services they provide, please visit their website at this address: <https://www.vocaleyeye.ca/>.

Shows at which this service is available will be identified on our website with "LIVE AUDIO DESCRIPTION" listed beneath the performance date.

For Live Described shows, Gateway designates seating in the front row for blind or partially sighted patrons to book. Patrons may also book a free companion ticket. Codes to access designated seating and/or free companion tickets are available on this website. If easier, patrons are encouraged contact Box Office staff at 604.270.1812 for assistance in booking tickets for Live Described shows.



## **Relaxed Environment Events**

Gateway Theatre aims to relax the theatre environment at a select number of productions in the MainStage Theatre or Studio B each year. Presently, we offer a relaxed environment at events labelled “Open Experience.”

“Open Experience” events are intended to make theatre more accessible to individuals for whom standard theatre environments are too restrictive or inaccessible. An “Open Experience” event includes the following elements to relax the theatre environment:

- Attendees are free to come and go from the performance space
- Attendees can make noise without being shushed
- Attendees can use their phone on silent (except to make phone calls)
- Attendees can move around and/or fidget in their seats, as needed
- A “Chill-out Zone” will be available in the lobby if someone needs a break from the show

“Open Experience” shows will be identified on our website with “OPEN EXPERIENCE” listed beneath the performance date.

## **ASL Translation**

Presently, we are not offering ASL translation.

If you are someone who would like to see ASL translation included as part of our offerings, or if you would like to know more about why we have withdrawn these offerings, please contact the Administrator, Johnny MacRae, at [info@gatewaytheatre.com](mailto:info@gatewaytheatre.com) or 604.247.4984.

## **Surtitles**

Surtitles in Simplified and Traditional Chinese are usually available for at least one production on Gateway’s MainStage each year.

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## **ATTENDING GATEWAY ACADEMY CAMPS OR CLASSES**

### **ENTERING THE BUILDING**

Academy camps and classes are held in Gateway's Studio A and/or Studio B. These Studios are located on the east side of the building on the ground floor, adjacent to one another with entry points from an interior Studio Lobby. Directly outside of the building where the Studios are located is a Pod storage container and two (2) accessible parking stalls. Access to the Studio Lobby is through a single exterior door. If this door is inaccessible, alternate entry to the building may be arranged via double doors into the larger ground floor lobby a short distance away.

Entry to Studio A for Academy classes is through a single exterior door that opens directly into the Studio space. This door has temporary sign attached to it indicating it is the entry point for Academy students. Studio A may also be entered from the Studio Lobby through a set of double-doors.

Entry to Studio B is through a set of double doors from the Studio Lobby. The Studio Lobby is accessed by a single external door that opens into a short hallway. The door has a temporary sign attached to it indicating it is the entry point and drop-off/pickup location for Academy students.

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### **FINANCIAL ACCESS**

Families experiencing financial hardship may apply to Gateway Academy's Bursary Program for financial support accessing Academy classes or camps. For more information on how to apply, please visit the Bursaries page on our website at this link: <https://www.gatewaytheatre.com/bursaries/>

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### **COMMUNICATING ACCESS NEEDS OF STUDENTS**

Gateway Theatre's Education staff aim to support students, their families *and* Academy faculty in making classes more accessible for students who want to take theatre training. To bring students' access needs to the attention of Education staff, or to find out whether or not certain access needs can be accommodated, contact the Education Manager, Ruth McIntosh, at [academy@gatewaytheatre.com](mailto:academy@gatewaytheatre.com).

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