

### **Disabled Access Lift**

There are three lifts located within the building. Two of these lifts are located in the main area of the building. The third is a disabled access lift, located within the Studio Theatre. It has the capacity to hold one wheelchair up to 200 kilos. The lift is mechanically operated with an easy to use joystick and an emergency stop button. The lift cannot be used in the case of an emergency.

### **Text Phone (Minicom 6000)**

A text phone is located at the Arts Centre reception. Visitors with disabilities such as hearing impairments or speech problems can text the phone with questions. A member of staff will text a response. Visitors must have their own text phone in order to avail of this service.

The text phone number is 028 9250 9508

### **Dog toilet facilities for guide dogs**

A dog toilet facility is located near to the Arts Centre entrance to facilitate for guide dogs.

### **Contact us**

Centre Management  
The Island Civic Centre  
Lagan Valley Island  
The Island  
Lisburn BT27 4RL

**Tel:** 028 9250 9293

**Email:** [lviduty@lisburn.gov.uk](mailto:lviduty@lisburn.gov.uk)

*Also available in Braille,  
large print and BrowseAloud.*



**LISBURN  
CITY COUNCIL**



## **Disabled Facilities at Lagan Valley Island**



[lisburncity.gov.uk](http://lisburncity.gov.uk)



**LAGAN VALLEY  
Island**

## Lagan Valley Island

Lagan Valley Island welcomes all visitors, regardless of age or ability, in accordance with the Council's guiding principles:

**People-Focus** - listening to people and being responsive to their needs.

**Openness and Accountability** - being responsible to people, communicating well and being open with them.

**Fairness and Integrity** - ensuring the Council operates to the highest standards of public service.

**Partnership and Co-operation** - working with others to achieve best results for people.

The following facilities have been put in place at Lagan Valley Island:

### Loop Systems

Lagan Valley Island employs two types of loop systems that are located throughout the building.

- Standard Induction Loop System - *requires the patron to turn their hearing aid to "T" position.*
- Infra Red Loop System - *requires the patron to wear a necklace, which can be obtained from the main reception desk.*

The loop systems are in place in the following areas:

- Chief Executives Office
- All reception desks
- The Island Hall \*
- Studio Theatre
- The interview room on the 1<sup>st</sup> floor \*
- The interview room on the 2<sup>nd</sup> floor \*
- The interview room on the 3<sup>rd</sup> floor \*

\* *A necklace is required*

## Braille Signs

Braille can be found in all of the lifts throughout Lagan Valley Island, which indicate the floors within the building. Braille can also be found on the Professor Pantridge memorial located at the front of the building.

## Disabled Parking

There are 15 disabled bays located throughout the Council's car parks:

- 9 bays at the front of the building
- 2 bays in the restaurant car park
- 4 bays at the Arts Centre car park

A clearly signed clamping system is in operation at Lagan Valley Island for vehicles parked in the disabled bays without a visible and current disabled badge. A penalty of £25 will be enforced for offenders, and will be donated to the current Mayor's chosen charity. The clamp will not be removed until the penalty has been paid.

## Access Facility

This disabled changing facility is the only one of its kind in Northern Ireland. Lagan Valley Island is very proud to be able to provide this facility to its disabled visitors. The large changing room, situated on the ground floor of the building, is completely suitable for both children and adults with a disability, and is equipped with:

- Adjustable changing table
- Adjustable sink
- Hoist - operated by pendant
- Slings to accommodate most frame sizes.

There is plenty of space for wheelchair access to move around the various facilities. Please contact Centre Management for more information.