

# Chan Centre for the Performing Arts – Access Guide



## Access Overview

The Chan Centre for the Performing Arts offers accessible seating on the orchestra (main) level, step-free access routes from the plaza, assisted listening devices, and a wheelchair that can be loaned (first come first serve).

## Address

Street address: **6265 Crescent Road, Vancouver, BC**

Wayfinding notes: **Located on the UBC campus. Accessible entry available via plaza level and Rose Garden Parkade.** When approaching the Chan Centre entrance from the top of the stairwell off of Main Mall, there is an elevator located on the east side of the Flag Pole Plaza, adjacent to the main doors to the Chan Centre. The same elevator connects to the Rose Garden Parkade, and a number of accessible parking stalls can be found on level five.

# Getting Here

## Public Transit

- UBC is served by multiple TransLink bus routes.
- Bus routes to UBC include: 4, 9, 10, 14, 16, 25, 44, 49, 50, 84, 99 (B-Line), and R4 (41st Ave RapidBus).
- Curb cuts and level pedestrian routes connect transit stops to the Chan Centre plaza.

## Parking

- Accessible parking stalls are available in the Rose Garden Parkade level 5.
- Parkade elevator provides access directly to the plaza level.
- Drop-off is available on Crescent Road.

## Bicycles

- Public bike racks are available across the street at Buchanan Towers.

## Accessibility of the Building

### Entrances

- Accessible entrance available via plaza level.
- Main entrance door has an automatic door opener (ADO) or doors may be propped open (weather dependent).
- Door widths vary within the venue. All can accommodate all standard wheelchair sizes.

### Path of Travel

- Step-free route from Rose Garden Parkade elevator to the plaza.
- Step-free path from plaza into the orchestra level of the hall.
- Elevator provides access to select dress and upper-level seating areas.
- Parterre seating on the main level is stair access only.

### Venue Mobility Devices

- One wheelchair is available to be used on loan within the venue. It is allocated on a first come, first served basis.

### Lobby / Rest Areas

- The lobby is accessible at all times for patrons.
- Benches are available for seating in the glass lobby.
- Quiet/low-sensory spaces are not designated.

## Policies

- Service and guide dogs permitted. Must be sat in accessible seating for fire safety. Please call the Chan Centre box office to reserve your seats.
- The Chan Centre is committed to being scent-free. Please refrain from wearing perfumes and colognes as they may affect other patrons' performance experience.

## Accessibility Inside the Theatre

### Seating Format

- Assigned seating.
- Orchestra level is the primary accessible seating area.
- Standing in the aisles is not permitted due to fire safety.

### Seat Details

- Seat widths range from 16.5" to 19.25".
- Box seats can substitute chairs without arms if needed.

### Mobility Device Seating

- Accessible seats available on orchestra level.
- Companion seating provided adjacent to accessible spaces.
- Dress and upper levels accessible only on the left side via elevator.

### Pre-Seating

- Patrons can request to be included in pre-seating. This is for patrons who would like some extra time to get to their seat to go in house before the rest of the public.
- To access pre-seating, arrive approximately 45 mins before the show starts, and ask one of the lobby ushers.

## Washrooms

### General Access

- Washrooms located in the main lobby to the right of the painting under the stairs.
- Some washrooms are accessible; details vary by level.
- Accessible stalls are in both men's and women's washroom. There is also the universal washroom (located in the main lobby) which is fully accessible.

### Gender-Inclusive

- Universal washroom is available in the main lobby. It has an automatic door opener and a change table.

## **Baby Changing Facilities**

- A change table is in the universal washroom in the main lobby.

## **Assisted Listening Devices**

### **Availability**

- Free infrared hearing-assist headsets available at coat check. Must provide a credit card or piece of ID to be held by the venue. They can be used with either the ear headset (provided by venue) or neck loop for those with a cochlear implant.
- Live captioning available for select events.
- Additional systems vary by presenter.

## **More Information**

- Venue access webpage: <https://chancentre.com/accessibility/>

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### **Contact Chan Centre**

Please contact the Chan Centre box office for presenter-specific accessibility questions or to book accessible seating.

Email: [chan.tickets@ubc.ca](mailto:chan.tickets@ubc.ca)

Phone: 604-822-2697

Hours: Tuesday - Friday, 10AM-2PM and 2 hours prior to show start (Note that they will be closed for the holidays until Jan 6).

### **Contact PuSh**

Please contact Andrea, Accessible PuSh Coordinator, if you have any further questions about PuSh Festival accessibility.

Email: [access@pushfestival.ca](mailto:access@pushfestival.ca)

Phone: 604-605-8284 x204