

Access Statement For Guildford YMCA

Introduction

Guildford YMCA offers good quality affordable accommodation in a town centre location. The following statement is a summary of the facilities we are able to offer our guests.



Pre-Arrival

- Guildford YMCA is situated opposite the main line Railway station which has direct lines to Waterloo/London in 35 minutes and 50 minutes to Gatwick Airport. The town centre bus station is five minutes walk away.
- Guildford is 15 minutes drive from M25 (J10).
- There are local taxis which can be booked for you by our Reception staff.
- We have a website giving complete information about the facilities and services available at our centre.
- Disability equipment can be loaned from the Red Cross Centre in Guildford. Telephone 01483 447877 between 10.30 and 12.30am for availability and pre-booking.

Arrival & Car Parking Facilities

- There is no on site parking, but there are limited facilities for disabled guests to park on the premises. Please contact Reception for availability prior to arrival.
- There is a lay by in front of our building providing a drop off point. It is advised not to leave the car unattended in this area.
- There is a dropped kerb from the lay-by and the car park.

- Assistance from vehicles into the premises can be provided for disabled guests if required.
- There are multi storey car parking facilities in Farnham Road (pay prior to exit) and Bedford Road (pay and display). There are lifts and disabled parking facilities at both car parks. The locations are marked on a map on the web site.

Main Entrance & Reception



- There is a slight incline to the main entrance that is easily negotiable for wheelchair users. There are no steps.
- The entrance has two sets of double glass doors which, when fully opened, give a width of over 3 metres.
- There is a low bell push to the right of the main doors to summon assistance from a staff member if required.
- The building is staffed 24 hours a day, but the main doors are locked between the hours of 11pm and 6.30am. Outside these hours there is a bell to summon a duty officer to gain entry. A resident ID card will be required to be shown at these times.
- The lobby between the two sets of doors has a fixed brush mat inset flush with wooden flooring. Just inside the entrance there is a flat pile rubberised door mat on hard tiled flooring, which is continued throughout the ground floor.
- The Reception desk is immediately inside the entrance, and is about 1.1m high.
- Pen and paper can be supplied by Reception if required.
- The Reception area is spacious and leads into a wide corridor leading to the Public Restaurant/Resident Dining Room.



- There is tactile signage at the main entrance and on the public/disabled toilets located just past Reception on the ground floor.
- Drinking water for service dogs can be provided at Reception.
- There is a seating/waiting area just inside the entrance to the building.
- Opposite the Reception desk is a newly refurbished DDA compliant lift, which takes guests to the lower ground floor for conferencing and accommodation, and floors 1-3 for accommodation.
- Throughout the ground floor the lighting is uniform and a mixture of natural light and spot lights.
- A familiarisation tour is available either at time of checking in or prior to a planned visit. Please contact Reception for an appointment.
- In the case of conference groups, the Reception staff brief the conference facilitator regarding fire procedures and the location of fire exits.

Public Areas - General (Internal)

- We have a unisex disabled toilet on our ground floor, which is a short distance from the reception desk accessible on hard tiled flooring.
- The entrance to the toilet is 75cm wide through a single door that opens outwards.
- The toilet seat height is non adjustable and is 50cm high. There are horizontal and vertical white handrails to the right and left of the toilet and pull chain for flushing. There is an emergency red pull cord which is linked to our restaurant and a light outside.

- There is a baby nappy changer unit (but no adult changing table), automatic hand drier and paper towels.
- The floor space area is 2.5 metres x 1.1 metres.
- The facilities are tiled floor with blue tiled walls and white sanitary ware. The basin has a mixer lever tap. There is very little space under the sink, only about 70cm however the sink is very small.
- There is a hook behind the door (which unfortunately is not suitable for wheelchair users) but there is a rail behind the door which could be used to put coats over.

Restaurant / Dining Room



- There is a 90 seat riverside Restaurant located past Reception on the ground floor, that is open for Residents' breakfast/evening meals and to the public from 7.30am - 3pm Monday to Saturday.
- There are double doors into the Restaurant that both stand open during opening hours.
- Lighting is uniform with a mix of natural light and spotlights.
- The Restaurant is furnished with moveable chairs with arms and tables. There are a variety of tables with good wheelchair access.
- The Restaurant is a mixture of counter/self service. The counter is 91cms high. Staff are available to assist with seating, reading a menu or carrying a tray.
- There is a permanent backlit large font menu behind the counter. The daily lunch menu can be provided in a large font on request.
- Dietary requirements may be able to be catered for on the day, however advance contact with the Restaurant can guarantee whether needs can be fully met.

- Access to the riverside patio is down one step and through a door 77cms wide. There is an alternative wheelchair access through the main entrance and around the outside of the building down a ramp to the patio.

Conference & Meeting Rooms, Banqueting.



- For access to the building please see *Pre-Arrival and Arrival & Car Parking Facilities* sections.
- There are 5 conference rooms arranged over the ground floor and lower ground level, which can be accessed by the lift.
- For parking see the *Arrival and Car Parking Facilities* section.
- All furniture in the rooms is moveable and can be set up to client's instructions.
- For toilet facilities see *Public Areas - WC* section.
- There is a hearing loop fixed in the George Williams Lounge.
- All dietary requirements can be catered for with prior notice.

Bedrooms

- There are 3 twin bed rooms, one each located on the lower ground floor, 1st floor and 2nd floor, with en-suite facilities suitable for wheelchair users. See *Bathroom, Shower-room & WC (En-suite or Shared)* section. The lift services all these floors.
- There are no steps to negotiate on any of the communal corridors.
- There is an armchair and remote control television in each room. Remote controls are available from Reception for a deposit of £5.
- A kettle is provided for up to 4 nights B&B. For bookings longer than this clients can bring their own kettle.
- There is a bed head sounder that is activated in the event of a fire alarm.

- There is an evac-chair available for staff to assist disabled customers in the event of a fire alarm and the lift not being available to use.
- Lighting in the communal corridors is subdued, and the flooring in the corridors and bedrooms is short tufted carpet.

Bathroom, Shower-room & WC [En-suite or Shared]

- All single rooms have a wash basin in the room and share a shower and toilet with the room next door. This is situated between the rooms and is accessed from the corridor.
- There are 3 twin bed rooms without en-suite facilities which are opposite the communal bathroom on each floor.
- The communal bathroom measures 2m x 2m with a non slip floor, and is accessed through a single door that opens inwards and measures 79cms wide. The toilet has vertical and horizontal white grab rails. The basin is 80cm high and is accessible from a wheelchair. The bath is 54cms high and has small vertical and horizontal white grab rails.
- There are 3 twin bed rooms with en-suite facilities that are suitable for wheelchair users. Access is through a sliding door (no step), that is 67cms wide, into the en-suite facility which measures 2m x 2.4m. The floor surface is non-slip and the floor space is clear and unobstructed. The shower has a material shower curtain but is flat entry based on the 'wet room' principle. The shower dimensions are 1.16m x 1.6m. There is a lever to switch the shower on/off that is 1m high. The wash basin is located in the bedroom and is 80cm high. There is an under basin cupboard which may restrict wheelchair access.

Self-Catering Kitchen

- There is a kitchen on each floor with a sink, kettle and microwave for Residents to prepare hot drinks and heat ready meals.
- There is an iron and ironing board in the communal 2nd floor kitchen.

Additional Information

- Fire instructions are on display in every bedroom. In the event of a fire alarm, staff are available to assist with an evacuation. There are maps of the building available at Reception.
- Smoking is allowed in residents' bedrooms. There is a no smoking policy in the rest of the building and outside under the overhanging canopies.
- There is full mobile network service inside and outside the building.
- Wireless is accessible on the ground floor and there are two computers in the Reception area that are free for Residents use.

Contact Information

- Address: Guildford YMCA, Bridge Street, Guildford, GU1 4SB
- Telephone: 01483 532555
- Fax: 01483 537161
- Email: admin@guildfordymca.org.uk
- Website: www.guildfordymca.org.uk
- Hours of operation: Main doors open 6.30am - 11pm.
Out of hours there is a bell push to summon a Duty Officer to gain access.
- Local equipment hire companies: The Red Cross,
14 The Pines Business Park, Broad Street, Guildford.
Tel: 01483 447877 10.30am -12.30pm
- Local public transport numbers:
South West Trains Tel: 0845 6000 650
Arriva Surrey & W Sussex bus service information
Tel: 01483 505693
- Local taxis: GTA Tel: 0800 502250. Five 6's Tel: 01483 565656

Future Plans

- Plans drawn up to make all rooms en-suite.

We welcome your feedback to help us continuously improve. If you have any comments please phone 01483 532555 or email accom@guildfordymca.org.uk