

Living memories: quick checklist for heritage sites

Accessibility for elderly visitors

Consider each part of your site. What chance does an elderly person have of accessing each part? How can you make that 100% accessible? (Or as near to 100% as you can get it)

If they cannot access a good portion of your main attraction then they won't return unless you add extra experience value somewhere – maybe someone on hand to offer a talk, a video or some photo albums to look through.

Heritage sites by their very nature are not the easiest place to access. Which parts of your tour cannot be made accessible to disabled people due to heritage protection issues? These will need to be made clear on your promotional material to avoid disappointment on arrival.

Please note this is just a very quick checklist to start your thinking and cover each aspect of your site. A more detailed guide is available too.

The section of your site/ tour	Rate each section on ease of access for the elderly especially wheelchair users or people with walking difficulties (0 = Non-existent, 1 = very poor, 2 = poor, 3 = ok, 4 = good 5 = excellent)	What simple measures can you put in place to make these areas more accessible?
Information on website and promotional material		
Car park and disabled bays		
Access to your site/tour from the car park – along paths and through gates		
Signage – is it clear? Is there enough of it?		
Access to, and around, gardens		
Access into the ground floor of the buildings		
Access around the ground floor		
Access to upper floors		

Disabled toilets		
Disabled lifts or ramps		
Café – access to tables? Hot drinks available? Gluten free or puree?		
Shelter from the weather		
Benches – are there places to sit and rest?		
Temperature – elderly people feel the cold.		
Hearing loop – do you have one?		
Customer service – are your staff trained and aware? Contact for accessibility enquiries?		
Ticketing - a complimentary ticket policy for personal assistants?		
Emergencies - emergency evacuation procedures for disabled visitors?		
Assistance dogs - can you provide for them if applicable?		