



# VISITING DISABLED SUPPORTERS INFORMATION 2008/09



## INTRODUCTION

Welcome to our information leaflet about the facilities, services and guidance available for disabled supporters at Ewood Park.

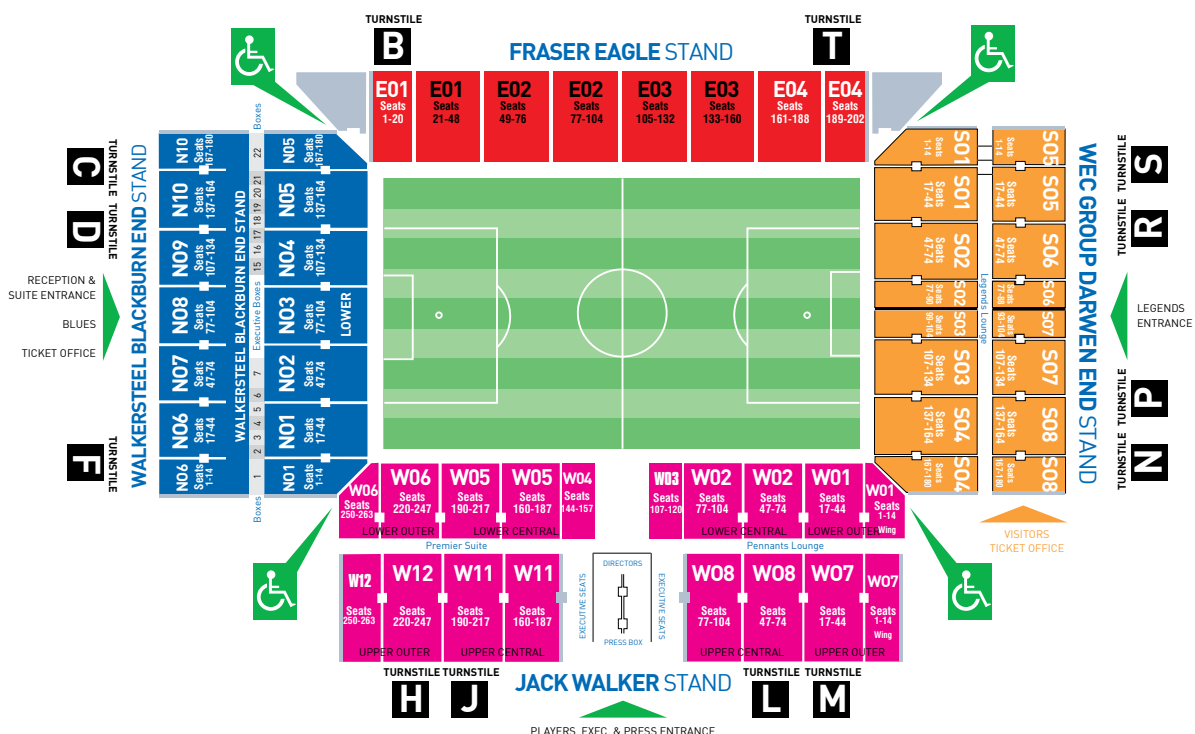
Blackburn Rovers Football Club has a good record for providing some of the best facilities for supporters with disabilities in the country. Since the introduction of the Disability Discrimination Act (DDA) in 1996, it has pushed the boundaries for equality by making positive changes for disabled football supporters and in recognition of this Scope awarded the Club the first ever Gold Access Equality Award in 2005. Following a survey by the National Association of Disabled Supporters (NADS) we recently topped the league for provision of wheelchair spaces for disabled supporters. Our aim is access and inclusion for all and a policy of continuous improvement.

## FACILITIES AND SERVICES

- 262 Wheelchair spaces for home fans and a minimum of 20 spaces for away fans;
- Car parking areas for disabled supporters - limited availability;
- 14 toilets in the main lower concourses all equipped with emergency alarms;
- Club commentary available on radio headphones;
- 14 non-dedicated catering outlets serving lower concourse areas with steward assistance available on request;
- Accessible formats of documentation;
- Braille version of the Match Day Programme (abridged);
- Dedicated disabled help stewards; and
- A Disability Liaison Officer.

## ACCESS INTO THE STADIUM

Entrance and exit points for disabled supporters are located at the four corners of the ground. Entry for away supporters is at the WEC Group Darwen End Stand. If you need help getting to and from your position/seat in the ground, please inform our disabled help stewards as you enter the stadium.



## TICKETS

For all ticket enquiries please contact the Ticket Office on **0871 222 1444**

## DISABLED HELP STEWARDS

We have dedicated stewards in all areas except the upper tiers at Ewood Park to provide assistance to disabled supporters on matchdays. This includes:



- **Help with entry into the ground and your seat/ position and exiting from the ground;**
- **Safe evacuation should it be necessary;**
- **Assistance with the purchase of refreshments and programmes; and**
- **An escort to and from the toilet.**

Disabled help stewards are located at the disabled entrances to the stadium and can be identified by their blue bibs, which are noted on the back. If you require help in the stadium please inform the steward as you enter the ground.

## DIRECTIONS TO EWOOD PARK

For supporters travelling northbound on the M6 - Exit the M6 at junction 29, follow the M65 and exit at junction 4 - following signs to Ewood Park. The ground is  $\frac{3}{4}$  mile from junction 4.

Supporters travelling northbound on the M61 - Exit the M61 at junction 9, join the M65 and exit at junction 4.

Supporters travelling southbound on the M6 - exit the M6 at junction 30, follow the M61 and exit at junction 9 onto the M65 and exit at junction 4.

From the A56 Haslingden by-pass or the A59 please follow signs for Ewood Park (follow Preston M65 and exit at junction 4).

Brown and white tourism signs to Ewood Park are located on motorway routes, with a football logo.

## PUBLIC TRANSPORT

By train - Blackburn station is approximately a mile and half from Ewood Park. Mill Hill station is approximately one mile away from the ground. There are direct trains from Manchester Victoria, Salford Crescent and Preston.

By bus - bus numbers 1, 19, 225 and 237 serve Ewood Park from Blackburn Boulevard.

## CAR PARKING

All match day parking needs to be pre-booked. If you hold a pre-booked car parking space please look for car park signs near the ground.

There are limited spaces available for visiting supporters at a cost of £8 per match. For further details and to pre-book please telephone **01254 296283**. Please note a blue disabled badge is not sufficient to access the disabled car parking facilities at the ground.

## TOILETS

There are 4 toilets located in the concourses in the WEC Group Darwen End Stand. If you need help getting to and from the toilet please inform the disabled help steward as you enter the stadium.

## REFRESHMENTS AND MATCH PROGRAMMES

Refreshment kiosks are located in all stands. If you require assistance with the purchase of refreshments and match programme please inform the disabled help steward as you enter the stadium.

## WHEELCHAIR USERS

Spaces for wheelchair users are located with all away supporters. The spaces are at pitch level and as such the wheelchair seating area can be exposed to the elements. Plastic rainwear is available from the disabled help stewards if required.

## **AMBULANT DISABLED SUPPORTERS**

Ambulant disabled supporters can choose to sit anywhere in the WEC Group Darwen End Stand but some areas of the stand will be more suitable than others. Please make your requirements known at the time of booking your ticket.

## **VISUALLY IMPAIRED SUPPORTERS**

Match commentary is provided by Radio Rovers. Transmission is on 1404 kHz medium wave. Please bring a small portable radio and headset. If you are a Braille reader please notify the Disability Liaison Officer if you require a Matchday Programme, which must be ordered in advance. This will be an abridged version.

## **GUIDE DOGS / ASSISTANCE DOGS**

Guide dogs and Assistance dogs are welcome at Ewood Park. Please contact the Safety Officer on **01254 296226** in advance of the game to enable provision to be made.

## **ACCESSIBLE FORMATS OF DOCUMENTATION**

Please contact the Disability Liaison Officer for availability of accessible formats of this leaflet and other products.

## **SAFETY INFORMATION**

Safety is of paramount importance. A disabled supporter's Personal Assistant should always be able to support the needs of the disabled supporter in the event of an emergency. If you consider that you would still require the help of a disabled help steward in an emergency situation or your Personal Assistant is under the age of 16, please notify a disabled help steward as you enter the stadium.

## **SAFETY EVACUATION PROCEDURE**

In the event of any emergency there will be an announcement over the Public Address system, preceded by a loud "chime" sound. Remain where you are and listen carefully to the message. For supporters with a hearing impairment, this message will appear on the big screen.

## **LISTEN OR LOOK CAREFULLY AT THE MESSAGE**

Comply immediately if it affects your area where you are located. Stewards, Police Officers and Officials will direct you to safe areas which may be through exit doors / gates to the street, or onto the playing area.

**REMAIN CALM** and **DO NOT MOVE** unless the announcement concerns your area.

If you are disabled or feel unsafe in a large crowd, remain where you are until a steward assists you.

## **CORPORATE AREAS**

All our corporate areas and function suites are accessible. Visiting team supporters are welcomed in Ewood Park's corporate lounges, with special arrangements available.

## **ROVERS WEBSITE**

For updated information please check the website  
<http://www.rovers.co.uk/page/DisabledSupporters>

**Christine Peacock (07717 724646)**  
**BLACKBURN ROVERS**  
**DISABILITY LIAISON OFFICER**

**For disability matters or if you require a large-print version  
or other accessible format of this leaflet please contact  
Christine Peacock on: 07717 724646**