



# Access Policy

## Introduction

The Museum has a responsibility to provide access to the Museum to all and to work to ensure that it does not discriminate against people because of different abilities.

All members of staff must read the policy and work to implement it, and its content should be passed on to any volunteers dealing with the public.

## Policy

### 1. Mission Statement

Our Access policy derives from the Mission Statement in which access is included at all levels. The Mission Statement begins as follows (a full version of the aims is available at <http://www.thegarret.org.uk/pdfs/aims.pdf> :

#### AIM

The aim of the Museum is to contribute to the understanding of the development of medical knowledge with particular emphasis on the history of the Old Operating Theatre, the Herb Garret, and the history of St Thomas' and Guys Hospitals.

The Museum is also concerned with the history of St. Thomas' Church, and in placing the Church and Hospitals in their historical context.

#### AUDIENCE

The Museum will interpret the building and collections for the general public. It will also make a special effort to attract visits from schools, medical and nursing colleges and the medical profession. The Museum will also seek to encourage visits from local people.

#### ACCESSIBILITY

The Museum will seek to make the museum, education service and its displays accessible to the widest possible audience irrespective of disabilities within the Museum's available resources. The Museum as an organisation aims to remove barriers to access which are physical, cultural, social, financial, intellectual, psychological or emotional.

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## **Our Commitment to Accessibility**

Our commitment is to achieve the highest level of access to the Museum's collections that is possible. We hope to enable the widest possible spectrum of people from all sections of the community to enjoy the Museum's public facilities.

We hope to include Access as a priority within all our policies, documents and projects and hope to develop incremental improvement within our budgetary constraints. We will undertake specific projects to eliminate as many barriers to access as we can identify.

We will consider the following:

Physical accessibility – the ability of people with physical disabilities to reach and appreciate the Museum.

The needs of the elderly and of people caring for young children are considered as physical access issues.

Sensory accessibility – whether those with impaired vision or hearing can enjoy and appreciate the Museum's building, exhibitions and collection.

Intellectual access – whether people with learning disabilities can engage with and enjoy the Museum and its exhibitions.

Cultural access – the needs of people for whom English is not a first language, or whose background knowledge of English history and culture may be limited.

Emotional and attitudinal access – whether the Museum environment and the museum staff are welcoming to visitors from all sections of the community.

We will regularly review our progress and make plans for improvements.

## **Staff Guidelines**

Staff must be courteous at all times particularly in respect of disabled visitors, and guard against being patronising

Staff should try to accommodate visits from disabled groups as far as possible.

Staff should offer help to any person or persons who are disadvantaged by our building and displays.



that any information sheets and publicity material from the Museum should be designed to be as clear as possible. Preferably using 12 point as a minimum, and that visually impaired persons should be offered the opportunity of receiving large print (14 point or above) versions of any information sheet.

Any information sheet from the Museum should note the limited disabled access, and offer a point of contact for further information.

## **Revision Details**

**First Draft 1994, Revised April 30, 1996, Revised January 2002, 23 April 2007, 21 Sept 09**

