



**DALNAVERT MUSEUM
AND VISITORS' CENTRE**

VISUAL STORY

WINTER



LAST UPDATED

January 2024

ABOUT THIS GUIDE

WHAT IS A VISUAL STORY?

A Visual Story is a description of what happens during a visit to the museum. It includes pictures to help you visualize the experience. This guide aims to support anyone who may need additional information about Dalnavert to feel comfortable visiting.

This Visual Story can be used on its own or with our free virtual tour. The virtual tour takes you through the historic house. It can be accessed at

<https://my.matterport.com/show/?m=Snh4hJ6XdPW>.

A NOTE ON ACCESS

If crowds are a barrier to your visit, please feel free to call or email us. Staff are more than happy to let you know if we are expecting multiple tour groups or any large bookings on a given day. Because we are a small museum, we generally cannot accommodate large crowds anyway.

Dalnavert Museum and Visitors' Centre is committed to making our museum accessible to all. If there is anything we can do to improve your visit, do not hesitate to let us know. You can send us an email at info@dalnavertmuseum.ca or call us at [\(204\)-943-2835](tel:2049432835).

BEFORE YOU ARRIVE



YOU MAY WISH TO BRING A FACE MASK.

All visitors five and older are required to wear a face mask when indoors at Dalnavert. If you do not have a face mask, we have some available.



THERE IS A COAT RACK NEAR THE ENTRANCE.

You are welcome to hang your coat. The house is well insulated and can get quite warm. Anything you cannot or do not wish to hang on the rack can be stored safely at the front desk.



YOU MAY WISH TO LEAVE LARGE BAGS AT HOME.

Because Dalnavert Museum is a historic house, we ask all visitors to leave large bags at the front desk when they arrive. There is limited space in the house and large bags could accidentally damage the collection.

FINDING DALNAVERT

THE ENTRANCE TO THE HOUSE IS NOT THE MUSEUM ENTRANCE AND IS LOCKED.



PLEASE ENTER THROUGH THE VISITORS' CENTRE.



FINDING DALNAVERT



There is complimentary parking available in our parking lot to the north of the building.



There is also bike parking in front of the historic house. Access to the bike parking is not currently maintained in the winter.



You are welcome to explore the garden and grounds any time before or after your visit.

Currently, Tracey-Mae Chambers' #HopeAndHealingCanada is on display.

WHEN YOU ARRIVE



When you enter, you will walk into the reception area.



There will be a staff member or volunteer at the desk. There will always be staff and volunteers around if you need help.



Sometimes the volunteers wear fancy Victorian clothing. But not always.

OUR STAFF AND VOLUNTEERS

Our staff and volunteers do not wear uniforms. Sometimes, they wear badges that say "Staff" or "Volunteer." Some of our volunteers dress up in historical clothing or themed outfits for special events. Staff and volunteers are here to help and answer any questions you may have.

These are a few of our staff and volunteers:



WHEN YOU ARRIVE



Tickets can be purchased at the front desk. Due to the nature of our collection, there is no self-guided option. All guests are accompanied on a guided tour.



At the front desk, you can ask a staff person or volunteer for ear defenders, or fidgets. These items are for borrowing and should be returned at the end of your visit.

You can also borrow a tablet to access our virtual tour if you cannot physically access the upper floors of the museum.

If you are with a small group, you may be paired with other visitors for your tour. If you would prefer to go on the tour with only people you know, please book ahead of time and let us know via the access requests section in your booking.

WHEN YOU ARRIVE

It may take a few minutes for a volunteer or staff member to be ready for your tour. While you wait you can hang up your coat and browse the gift shop.



There are washrooms to the left of the front desk.



THE VISITORS' CENTRE

There are sometimes displays in the Visitors' Centre. If there is a private booking or event happening, you may not be able to view them during your visit.

The Visitors' Centre is our main event space. It undergoes many changes in layout and look. These are a few examples of what the Visitors' Centre may look like.



MUSEUM RULES



NO TOUCHING

Due to the historic nature of our collection, everything in the house is an artifact. In order to preserve these artifacts, it is important not to touch them.



NO FOOD OR DRINK

For the preservation of our collection, we do not allow food and drink in the historic house.

STAY BEHIND THE ROPES

Please remain with your tour guide and stay behind any ropes and barriers. This is for your safety and the safety of our collection. Your tour guide may go beyond the ropes or barriers. They have appropriate training and knowledge to do this.

IN THE MUSEUM



Your tour guide will begin by explaining the rules of the museum.



The tour begins in the summer kitchen.

Sometimes, especially if there are other tours in the house, the tour guide may follow a different room order than what is listed here. If you would prefer they stick to the order outlined here, please let the guide know.

IN THE MUSEUM



Next, the guide will lead you to the kitchen.



There is a staircase in the kitchen. These are the servants stairs. They are not for public use as they are quite steep and poorly lit.



There is a perch chair in the kitchen for you to sit on if you need it. Please do not sit on any historic furniture or lean on any tables. Please ask your tour guide if you are unsure what you can sit on.

IN THE MUSEUM



From the kitchen, your guide will show you two other rooms.



To the left, you can view the butler's pantry. Please stay behind the ropes.



You can also see the larder.

IN THE MUSEUM



Next, the guide will take you down the hallway. The hallway is dimly lit.



To your left is the dining room.



You can step up to the wooden barriers, but please do not go behind them or attempt to move them.

IN THE MUSEUM

After the kitchen, the tour guide will take you down the hallway to the vestibule. Don't worry, you will get a better chance to look at the parlour shortly after.



The vestibule is small and sometimes dark. If you don't want to go in, you don't have to.



IN THE MUSEUM

The tour guide will lead you from the vestibule to the parlour. (Parlour is a fancy word for living room.)



Please do not sit on any of the historic furniture. If you need or want to sit, there are perch chairs throughout the house



IN THE MUSEUM



After the parlour, you will go up two steps and down two steps to a little hallway.



Please be careful on the stairs.



On the other side of the steps, the tour guide will show you the solarium.

IN THE MUSEUM



Down the hall from the solarium, your tour guide will show you the study.



After you are done in the study, the tour guide will lead you up the main stairs.



Please be careful on the stairs. You can and should touch the handrail.

IN THE MUSEUM



At the top of the stairs is a big stained glass window. There is a cushioned bench in front of this window that you can sit on.



The tour guide will show you the master bedroom.



After the master bedroom, you will go down the main hallway. There is a single step leading up to it.

IN THE MUSEUM



Next, the tour guide will show you Daisy's bedroom.



Then, the tour guide will show you the nursery. You will have to go down a short corridor.



Some people find the dolls in the nursery creepy. You do not have to look at the nursery if you do not want to.

IN THE MUSEUM



After viewing the nursery, your tour guide will take you back down the main hallway.



There are taxidermy birds on display in the hallway.



You will pass a staircase. This leads to the attic. You will come back to these stairs later with the guide.

IN THE MUSEUM



The tour guide will take you to Jack's bedroom.



Then, the guide will lead you to the main bathroom. You can enter the bathroom.



From the bathroom, you can view Hugh John's dressing room.

IN THE MUSEUM



After the bathroom, your guide will show you the sewing room.



Then, the guide will take you to the servants' quarters.



The servants' quarters are down two steps. Please use the handrail.

IN THE MUSEUM



The first room is the cook's room.



After the cook's room is the maid's room.



Next to the maid's room is a stairway. These are the servants' stairs. They are not for public use as they are quite steep and poorly lit.

IN THE MUSEUM



Once you have viewed the servant's quarters, the tour guide will take you back down the hallway to the stairs up to the attic.



Please use the handrail on your way up the stairs.



The tour guide will then show you the attic.

IN THE MUSEUM



There are two bathrooms in the attic that can be used.



There are several displays in the attic that you can look at at your own pace.



Your tour guide is happy to answer any questions about the attic displays.

IN THE MUSEUM



When you have finished in the attic, your tour guide will lead you back the way you came.



Be careful going down the stairs. Please use the handrails.

If there is anything you wish to look at again on your way out, please let your guide know. They are more than happy to help!

IN THE MUSEUM

After your tour, the guide will take you back to the gift shop and reception area.



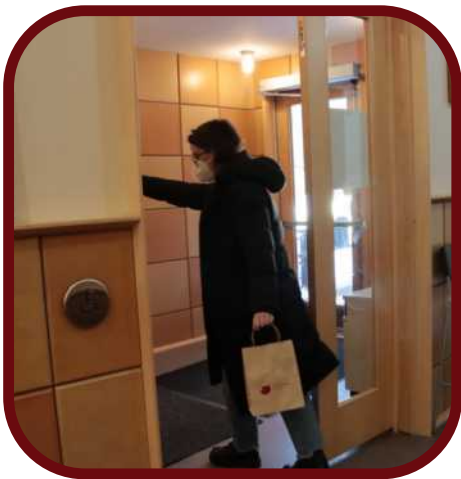
You may browse the gift shop if you wish. Sometimes, the gift shop can be busy and loud.



AFTER YOUR VISIT



We appreciate when guests sign our guest book.



When you are ready to leave, you can do so through the doors you came in through.



If you did not get a chance to view the garden and outside of the house before coming in, you may wish to do so before you leave.



DALNAVERT MUSEUM
AND VISITORS' CENTRE

**THANK YOU
FOR VISITING!**

