



DALNAVERT MUSEUM
AND VISITORS' CENTRE

DEMENTIA- FRIENDLY TOURS

ACCESS GUIDE



LAST UPDATED
JANUARY 2024

ABOUT THIS GUIDE

WHAT IS AN ACCESS GUIDE

This Access Guide is intended for use by anyone attending a dementia-friendly tour at Dalnavert. In this guide, you will find information about the space where the event will be held and other things you might want to know before attending the event.

A NOTE ON ACCESS

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.

Additional accessibility information can be found on our website at www.friendsofdalnavert.ca/accessibility. On this page, you can also find a contact form that you can use to submit any accessibility request and/or receive additional information.

ABOUT THE EVENT

WHAT?

Dementia-Friendly Tours is a program that allows people living with early to moderate symptoms of dementia and their care partners to step back in time and explore the historic house and its collection

WHEN?

The last Saturday of every month starting Saturday February 24, 2024

WHERE?

Dalnavert Museum and Visitors' Centre
61 Carlton St., Winnipeg MB

The tours take place in the historic house. Tea and coffee will be served afterwards in the Visitors' Centre.

ABOUT THE EVENT

ACCESS FEATURES

- Staff and volunteers with dementia-friendly communities training
- Additional way-finding signage indoors and outdoors
- Flashlights provided for darker spaces
- Additional seating in the museum
- Option to have guided Virtual Tour experience of the second and third floors of stairs are an obstacle
- Small groups
- Borrowable folding cane-seats
- Low-noise

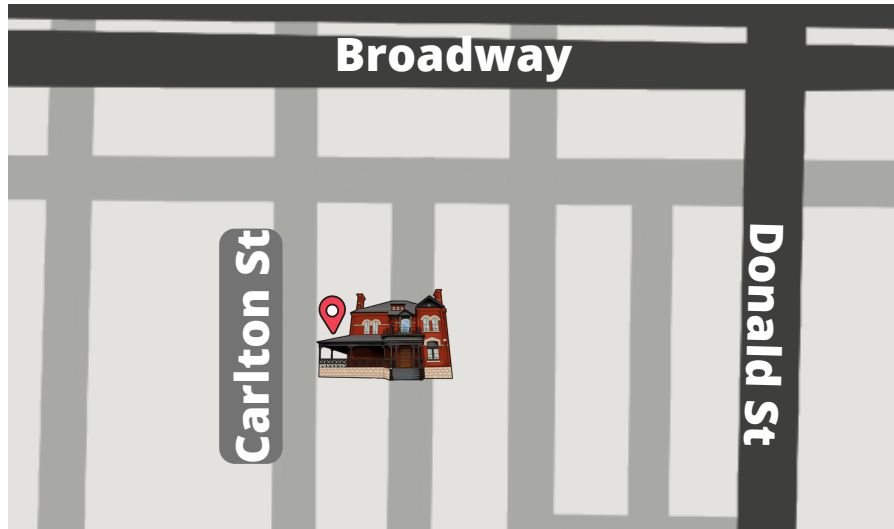
When booking your tickets, you will be prompted to input any accommodation requests or needs. This information will be passed on to our staff.

FOR MORE INFORMATION

For more information, please email at info@dalnavertmuseum.ca or call us at (204)-943-2835. Staff are available to answer the phone Wednesdays through Sundays from 12-4.

Additional accessibility information, including a visual story and sensory map, can be found on our website at www.friendsofdalnavert.ca/accessibility.

GETTING HERE



PARKING

There is complimentary parking against the limestone wall north of the museum. The parking lot can be accessed from Carlton, a one-way going south, or from the back lane.

There is an accessible parking spot.



GETTING HERE

BY BIKE

There is a bike parking station in front of the museum. Access to this is not currently maintained in the winter.



BY BUS

There are several bus stops near Dalnavert. The nearest bus stop (Stop 10685, Southbound Carlton at Broadway) is approximately 80 meters away.

Within 400m of the museum, there are stops for the 10, 22, 34, 43, 44, 65, and 66.

FOR MORE INFORMATION

For more information, please visit www.friendsofdalnavert.ca/getting-here.

GETTING HERE

Please do not attempt to enter through the front doors of the historic house. They are locked.



Instead, enter through the Visitors' Centre. The main entrance can be reached via a short path and a ramp.



ACCESSIBILITY OBSTACLES

Due to the age and nature of the historic house, there remains substantial work to do to ensure anyone can visit and enjoy our museum. We are actively working to improve accessibility, both within the historic house and in the Visitors' Centre.

WASHROOMS

There are accessible stalls in both the men's and women's washrooms near the gift shop. They have handrails and large stalls. However, the doors to these washrooms are not automatic and do not have push buttons.

Washrooms have gender markers on the door. There is a gender neutral washroom near the volunteer lounge at the back of the gift shop. Please ask for directions.

LIGHTING

Lighting in the historic house may be dim. Flashlights are provided for optional use.

STAIRS

The upper floors of the historic house are only accessible by stairs. The stairs can be steep and lighting around them may be poor. The virtual tour will be available in the Visitors' Centre for anyone for whom stairs pose a challenge.

ACCESSIBILITY FEATURES

BORROWABLE ITEMS

During your visit to Dalnavert Museum and Visitors' Centre, you can borrow any of the following from the reception desk:

- Foldable perch chair
- Flashlight
- Magnifying glass
- Cane-seat
- Fidgets
- Ear defenders
- Sunglasses

There is no charge to borrow these items.

FOR SERVICE ANIMALS

Service animals are allowed within the museum. Please let our staff know if you would like a water dish.

VIRTUAL TOUR

Guests with limited mobility or for whom stairs are an obstacle have the option of exploring exhibits in the Visitors' Centre and first floor of the house. After your tour of the first floor, a tour guide will lead you through the virtual tour, projected on a screen in the Visitors' Centre.

If you know in advance that you will be using the virtual tour option, it helps us to plan if you let us know.

FOOD AND DRINK

FOOD AND DRINK

Tea and coffee will be served at this event. Caffeinated and decaf options of both will be provided. Dairy and non-dairy milk and or creamer will be available. There will also be water.

Lotus Biscoff cookies will also be served. They contain wheat and soy.

There is no eating or drinking allowed in the historic house. All food and drinks will be served and consumed in the Visitors' Centre.

DIETARY RESTRICTIONS

Please let us know in advance if you have any dietary restrictions. We will do our best to accommodate. It makes our job easier if we are notified about dietary restrictions at least 48 hours in advance of the event.

COVID-19

Although most provincial pandemic restrictions have been lifted, Dalnavert will maintain further safety protocols until further notice.

MASKS

Some of our staff and volunteers continue to wear masks. If you would prefer your tour guide to wear a mask during your tour, please let us know and we will be happy to accommodate.

You do not have to wear a mask.

OTHER

Contactless payment is strongly encouraged when making gift shop purchases. Hand sanitizer and hand washing facilities are available for all visitors.

FOR MORE INFORMATION

For more information, please visit www.friendsofdalnavert.ca/safety-protocols.

FREQUENTLY ASKED QUESTIONS

IS THIS EVENT WHEELCHAIR ACCESSIBLE?

Yes. However, wheelchair users will not be able to physically go to the upper floors of the house and will explore them via the virtual tour in the Visitors' Centre.

WHAT LANGUAGE(S) IS THIS EVENT IN?

WHAT LEVEL OF ENGLISH-FLUENCY IS REQUIRED?

Dalnavert Museum and Visitors' Centre operates primarily in English. This event is entirely in English. Some staff may speak other languages and we will make our best efforts to accommodate you. Tour guides are happy to answer questions and define new terms.

WHAT TYPE OF SEATING WILL BE AVAILABLE FOR THIS EVENT?

There will be individual chairs with backs and no arm rests in the Visitors' Centre. Due to space limitations, seating in the historic house will mostly be smaller individual perch chairs with no arm rests. If you require sturdier or more substantial seating, please let us know.

IF YOU HAVE OTHER QUESTIONS

For all other questions and information, you can reach a member of our team by email at info@dalnavertmuseum.ca or by phone at 1-(204)-943-2835 .



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**THANK YOU
FOR VISITING!**

