

Improving Accessibility Of Your Fitness Facility

Customer Service

- 1 Talk directly to the person and not their assistant or helper.
- 2 Ask the person do they need your assistance or a specific piece of equipment.
- 3 Provide information for the fitness facility in alternative formats e.g Braille, Large Font, email, TV Screen.
- 4 Provide a lowered desk to allow ease of access to a wheelchair user.

Policies & Programmes

- 6 Develop a Disability Inclusion Policy and have it clearly displayed.
- 7 Ensure that there are inclusive and accessible programmes and classes available.
- 8 If necessary, gather information prior to your class or programme that will allow you to apply exercise adaptations and changes that may be needed.

Circulation Of The Facility

- 9 Ensure pathways in your gym are clear and free from obstructions.
- 10 Arrange equipment in rows and ensure adequate spacing between machines to allow ease of movement.
- 11 Install automatic doors to ensure ease of access.
- 12 Ensure plenty of turning points & resting areas.
- 13 Have Dual Use Equipment and alternative accessible equipment is available i.e. hooks, straps, steps, chairs, small weights etc.
- 14 Ensure lift access is available if the gym floor is split over two levels.
- 15 Include disability specific lockers in your changing room. Place them close to the entry and exit points to allow ease of access and familiarity.

Staff Training

- 5 Provide staff training to allow upskilling to include people with a disability.

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