



# ACCESSIBILITY GUIDE

## PAN AM GAMES

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## Welcome to the TORONTO 2015 Pan Am Games!

The TORONTO 2015 Pan Am/Parapan Am Games Organizing Committee (TO2015) is striving to be the most accessible international multi-sport Games to date.

As such, TO2015 is excited to present a fully integrated Games experience with inclusive, accessible features and services offered across the entire Games footprint. Each competition and non-competition venue and Celebration Site has been carefully reviewed to ensure that all spectators, regardless of ability, are able to make the most of their Games experience and enjoy all that the Games have to offer.

This comprehensive guide offers an inside look at all of the accessible features, services and amenities offered at each venue, as well as accessible transit information.

TO2015 and its partners are committed to extending the accessible Games experience beyond the venues. To complement the Games-specific information, a section on accessible tourism around the Greater Golden Horseshoe region is included, as well as information on the TO2015 Are You Ready? accessible tourism challenge for businesses in Toronto and the Greater Golden Horseshoe.

United We Play!

## TO2015's Commitment to Accessibility

TO2015's accessibility planning goal is to ensure all spectators receive the same experience or level of service regardless of which venue they visit. The TORONTO 2015 Pan Am/Parapan Am Games will be the largest international multi-sport Games ever held in Canada. TO2015 has an opportunity to not only build accessible venues and deliver accessible services for the Games, but also to influence the built environment as well as attitudes and behaviours of its partners, sponsors and communities.

### Objectives

TO2015's accessibility planning was developed with the following objectives in mind:

- During the Games period, venues and services will be accessible to persons with a disability.
- The Games will be used as a platform to showcase accessibility and positively influence behaviours and attitudes.
- Social legacy initiatives will be developed with partner organizations for Ontario.

## Using the Guide

The TORONTO 2015 *Pan Am Games Accessibility Guide* is designed as the go-to resource for all Games-related accessibility information. The guide is divided into two sections: Venue Accessibility Information and Accessible Tourism Resources.

The Venue Accessibility Information section outlines the accessible services and features found at each venue across the Games footprint, including:

- accessible transportation solutions
- accessible entry and exits
- accessible amenities, such as washrooms, concession stands and merchandise kiosks
- accessible seating and adjacent companion seating
- wheelchair loan and wheelchair storage
- service animal relief areas

TO2015 recommends that spectators review the guide online prior to arriving at the venue to ensure the journey and experience at the venue are as barrier-free as possible. The guide is available in printable electronic format at [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility). Also, it is recommended that spectators consult [TORONTO2015.org](http://TORONTO2015.org) for additional Games information.

Spectators can also download the TORONTO 2015 spectator mobile app from the Google Play Store and the App Store.

## Glossary of Terms

Below is a list of definitions for common terms that are used frequently within the TORONTO 2015 Pan Am Games Accessibility Guide.

### **TO2015**

The TORONTO 2015 Pan Am/Parapan Am Games Organizing Committee.

### **Accessible parking space**

A designated accessible parking space that spectators can pre-book prior to their event. Spectators must book an accessible parking space ahead of time and display both their Games parking pass (issued upon booking) and government-issued accessible parking permit on the dashboard.

To learn more about Ontario accessible parking permits, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

### **Call One**

The Call One service is available to Games spectators requiring specialized transit services to ticketed Games events. The Call One service will book a spectator's trip with participating specialized transit providers who will provide bookings to all venues with existing conventional transit service. This service will maximize the use of accessible transit hubs, shuttles, conventional transit and the GO regional transit network.

Service availability is limited and spectators are strongly encouraged to book their trip seven days ahead of their scheduled event.

Please call the Pan Am/Parapan Am Call One call centre staff at 844.PARA ONE (844.727.2663; TTY: 1.877.244.5002) to arrange for an accessible transit Games venue travel plan.

### **2015 Games Trip Planner — auto trip planner**

An interactive auto trip planner tool that is aware of all the traffic measurements: road closures, prohibited turns, etc., in place during the Games.

### **Triplinx — transit trip planner**

An interactive transit trip planner that customizes the most efficient routes to a venue or Celebration Site.

### **Park-and-ride**

An off-site location where spectators must park their cars when on-site parking at a venue is not available.

### **Queuing area**

The area where spectators line up to enter the venue or access amenities such as the concession stand or merchandise kiosk.

**Companion seating**

An assigned seat reserved for the companion of a spectator with a disability. A companion seat is located next to each accessible seat.

**Assistive listening device**

A receiver with ear buds to amplify the sound of the existing audio system within a venue. Devices are available for borrowing.

**Service animal relief area**

A designated grassy area at or near the venue where spectators can bring their service animals to relieve themselves. Spectators must provide their own bags for waste disposal.

**All-terrain manual mobility device**

A mobility device available for spectators to borrow at Hardwood Mountain Bike Park (HRD) and Minden Wild Water Preserve (MWW). This device allows spectators who already use a mobility aid access to the designated pathways through the rough terrain around these venues.

**Accessible shuttle service**

A transit service that provides transportation to the venue entrance for spectators who are wheelchair users, people with mobility impairments or those who are unable to walk long distances.

## Getting to the Games

TO2015, along with the Ministry of Transportation Ontario, and municipalities and transit agencies across the Greater Toronto and Hamilton Area, have worked together to ensure accessible travel options are available to all venues during the Games. This includes providing accessible transit to the majority of venues on conventional and specialized transit services – which can be accessed by showing an event ticket – for travel to and from the venue on the day of the event.

Spectators who choose to drive to a venue can confirm and pre-book an accessible parking space either online or by phone. Whether spectators are taking transit or driving, interactive trip planning tools are available to help them get around. Below are additional details on these features.

### Planning My Trip

Spectators travelling to events by public transit or by driving themselves can access web-based and mobile trip planning tools. Tools can be accessed at [ontario.ca/Games2015](http://ontario.ca/Games2015) or through their mobile provider app store. Travel information to venues is also available at [TORONTO2015.org](http://TORONTO2015.org).

### Using My Event Ticket to Travel on Transit

Spectators may use their printed event ticket (tickets shown on a mobile device will not be accepted), to access conventional and specialized transit to and from the venue on the day of the event. There is no charge for this access. Participating transit agencies include:

- GO Transit
- Toronto – Toronto Transit Commission and Wheel-Trans
- Durham Region – Durham Region Transit and Durham Region Transit Specialized Services
- York Region – York/Viva Transit and Mobility Plus
- Mississauga – MiWay
- Peel Region – TransHelp
- Milton – Milton Transit and access+
- Brampton – Brampton Transit/Züm
- Oakville – Oakville Transit and care-A-van
- Burlington Transit – Burlington Transit and Handi-Van
- Hamilton – Hamilton Street Railway and DARTS
- St. Catharines – St. Catharines Transit
- Niagara – Niagara Specialized Transit



## Booking Specialized Transit Service Through Call One

The Call One Call Centre is available for advance booking requests for spectators requiring specialized/para-transit services to or from events across the Greater Toronto and Hamilton Area (GTHA). All existing GTHA specialized transit clients are eligible for this service. For customers outside the GTHA, the Call One Call Centre accepts clients that currently qualify for this type of service in their home jurisdiction.

The Call One Call Centre is open from 05:00 to midnight for the duration of the Games and will begin to accept calls on July 3, 2015 at 844.PARA ONE (844.727.2663). It is recommended that spectators planning to use Call One pre-book their transit seven days prior to the scheduled event date.

## Booking an Accessible Parking Space

Eligible spectators can pre-book accessible parking spaces prior to their event and get driving directions by visiting [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or by calling 844.695.4313. Spectators must book an accessible parking space at least 24 hours prior to the event and display both their Games parking pass (issued upon booking) and government-issued accessible parking permit on the vehicle dashboard.

Anyone with a valid government-issued accessible parking permit is eligible for accessible parking at a Games venue. Further eligibility requirements can be found at [ontario.ca/Games2015](http://ontario.ca/Games2015).

Please note that for some venues charges will apply for parking.

## Venue Accessibility Information

### Toronto

#### Pan Am Ceremonies Venue (PAD)

This landmark downtown Toronto venue hosts the Pan Am Opening Ceremony on July 10 and the Closing Ceremony on July 26.

#### Accessible areas and services

##### Accessible entry/exit

Spectators may enter this venue at any gate. The venue and all gates are accessible.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

#### Accessible transportation

##### Transit

Transit is available to/from this venue and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015).

##### Designated accessible transit stops

**There are two designated accessible transit stops to this venue:**

1. GO Transit: Union Station
2. TTC: St Andrew Station

Spectators using GO Transit access the venue via Union Station and spectators using TTC should travel through St Andrew Station. Both stops are approximately 850 metres from the venue.

##### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

##### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly. Cycling to this venue is encouraged, and bicycle parking is available near the venue at the owner's risk.

### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

This venue has limited accessible parking spaces available in the Metro Toronto Convention Centre South Building parking lot. Accessible parking spaces must be booked in advance at [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or by calling 1.844.695.4113.

The cost of parking is \$20. A dedicated accessible shuttle is available for spectators using pre-booked accessible parking. This shuttle drops off spectators near Gate 7.

### Accessible drop-off location

All Call One vehicles services are directed to a dedicated accessible drop-off location at Gate 7 – located on Bremner Boulevard at the corner of Rees Street.

**Please note:** This drop-off location is not for personal vehicles or taxis. This area is reserved for booked accessible transit.

### Accessible amenities

Accessible amenities, such as washrooms, concession and merchandise areas, are available throughout the venue.

The concession stands have a widened queuing area for greater accessibility.

### Accessible washrooms

A minimum of one accessible washroom stall is available in all public washrooms on each spectator level.

### Accessible seating

Accessible seating and adjacent companion seating are available.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. A companion ticket is available at a 50 per cent discount from the original ticketed price.

## Pan Am Ceremonies Venue (PAD)

### Spectator services

#### Information booth

Information booths are located on levels 100, 200 and 500.

The information booth is staffed with friendly volunteers who can assist with any venue or Games-specific questions spectators might have. Services available at the information booth include:

- Information services
  - Reference copies of the TORONTO 2015 *Pan Am Spectator Guide*, *PANAMANIA Festival Guide* and TORONTO 2015 *Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific information.
  - Helpful contacts and websites.
  - Directions and information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening and audio description device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

#### Wheelchair escort

Wheelchair assistance service is available at this venue. Guests who require assistance arriving at or exiting their seats are encouraged to call the venue's guest experience department at 416.341.1000 at least 24 hours prior to arrival. Escorts meet guests at the accessible entrance located at Gate 7.

Please note that wheelchair escorts are available on a first-come, first-serve basis and are only used to bring spectators to their seats. Spectators are not permitted to keep the chair for the duration of their visit to this venue.

**Wheelchair access**

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.

**Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

Additionally, a designated animal relief area is available in the west plaza at Gate 14.

Re-entry is permitted for those requiring access to the outdoor service animal relief area.

Owners must pick up after their service animal and supply their own bags for waste disposal.

**Assistive listening and live audio description devices**

Assistive listening and audio description devices are available at this venue and can be picked up from the TORONTO 2015 information booth on each spectator level. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening devices and audio description devices are available to borrow on a first-come, first-served basis.

Please consult the venue web page for further details.

**Open captioning services**

Open captioning is available for the Opening and Closing Ceremony protocol segments.

**American Sign Language interpretation**

American Sign Language interpretation is provided throughout the ceremonies.

**Mobility assistance**

Visit the TORONTO 2015 information booth if electrical power is required to charge a mobility device.

**Medical services**

Emergency medical services and first aid are provided by Spectrum Health Care.

Please notify a TORONTO 2015 volunteer or security if assistance is required.

## Nathan Phillips Square (NPS)

Nathan Phillips Square is home to PANAMANIA, presented by CIBC. This five-week festival of contemporary arts and culture showcases excellence, creativity and inspiring and innovative cultural events.

The Square will also host the TORONTO 2015 Parapan Am Games Closing Ceremony on August 15.

### Accessible areas and services

#### Accessible entry/exit

The spectator entrance to this venue is located at the northwest corner of Bay Street and Queen Street West. The venue is accessible and has street-level access from all sides of the Square.

### Accessible transportation

#### Transit

Transit is available to and from this venue.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015).

#### Designated accessible transit stops

**There are two designated accessible transit stops to this venue:**

1. TTC: Queen Station (600 metres to Nathan Phillips Square)
2. TTC: Osgoode Station (400 metres to Nathan Phillips Square)

**Please note:** Queen Station and Osgoode Station have elevators from the street level to the station platform.

#### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is available near the spectator entrance, at the owner's risk.

#### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

Transit is the best option to this venue. There is no parking available.

#### Accessible drop-off location

There is a designated accessible drop-off location at the south end of Elizabeth Street, north of City Hall.

## Accessible amenities

Accessible amenities are available throughout the venue, including washrooms, food and beverages, and merchandise areas.

### Accessible washrooms

Accessible washrooms are available on the northwest and east sides of the plaza.

### Accessible seating

This is a non-ticketed event.

An accessible seating platform is available for viewing stage performances on a first-come, first-served basis. Please check in at the information booth for availability.

## Spectator services

### Information booth

An information booth is located in the southeast corner of the Square – only a short distance from the main entry located at Bay and Queen Streets.

The information booth is staffed with friendly volunteers who can assist with any venue or Games-specific questions spectators might have. Services available at the information booth include:

- Information services
  - Reference copies of the TORONTO 2015 *Pan Am Spectator Guide*, *PANAMANIA Festival Guide* and *TORONTO 2015 Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific information.
  - Helpful contacts and websites.
  - Directions and information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

## Nathan Phillips Square (NPS)

### **Wheelchair loan**

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

### **Mobility device access**

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.

### **Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

A designated service animal relief area is located on the west side of the plaza.

Owners must pick up after their service animal and supply their own bags for waste disposal.

### **Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

### **Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

### **Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.



## Canadian Tennis Centre (CTC)

The Canadian Tennis Centre is home to all men's and women's tennis competitions.

### Accessible areas and services

#### Accessible entry/exit

The spectator entrance for this venue is located at the southwest corner of Pond Road and Shoreham Drive. The venue is accessible and has street-level access at the spectator entrance.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

### Accessible transportation

#### Transit

Transit is available to/from this venue and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015).

#### Designated transit stop

York University Common is the designated transit stop and is approximately 800 metres from the venue.

An accessible shuttle is available for spectators arriving at the York University Common. This shuttle drops spectators off near the venue's spectator entrance.

#### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

#### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to the venue is encouraged. Bicycle parking is available throughout the university campus. Bicycles are stored at the owner's risk.

#### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

#### Accessible parking

This venue has limited accessible parking spaces available in the Shoreham lot. Parking spaces must be booked in advance at [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or by calling 1.844.695.4113. The cost of parking is \$20.

## Canadian Tennis Centre (CTC)

### **Additional parking**

Limited general parking is available within the York University campus. For more information, visit [TORONTO2015.org/venues](http://TORONTO2015.org/venues). The cost of parking is \$20.

### **Alerts**

Ian MacDonald Boulevard is closed from the northwest gate to Founders Road.

Shoreham Drive is closed eastbound from Murray Ross Parkway to Ian MacDonald Boulevard.

### **Accessible drop-off location**

All accessible shuttles are directed to a dedicated accessible drop-off location at the Calumet Circle.

**Please note:** This drop-off location is not for personal vehicles or taxis. This area is reserved for booked accessible transit.

### **Accessible amenities**

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

Multiple concession stands are available throughout the stadium complex. Concessions are adjacent to the Centre of Excellence. The concession area can be accessed by elevator.

Some concessions stands offer accessible service by conducting sales from a table set up near the concession counter.

### **Accessible washrooms**

A minimum of one accessible washroom stall is available in all public washrooms for spectators.

Accessible washrooms are available in the centre court stadium on the concourse level and ground level.

Accessible portable washrooms are available near court 1.

### **Accessible seating**

Accessible seating and adjacent companion seating are available at all competition courts. For the centre court stadium, an elevator is available to access accessible seating.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

## Spectator services

### Information booth

An information booth is located in front and immediately to the left of the spectator entry.

The information booth is staffed with friendly volunteers who can assist with any venue or Games-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the TORONTO 2015 *Pan Am Spectator Guide* and TORONTO 2015 *Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information
- Stroller and wheelchair storage
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

## Canadian Tennis Centre (CTC)

### **Wheelchair loan**

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

### **Mobility device access**

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.

### **Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

There are plenty of grassy areas available for use by service animals. Additionally, a designated service animal relief area is available off the southeast corner of the stadium.

Owners must pick up after their service animal and supply their own bags for waste disposal.

### **Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

### **Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

### **Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.

## Centennial Park Pan Am BMX Centre (CEB)

The Centennial Park Pan Am BMX Centre is home to men's and women's BMX competitions.

### Accessible areas and services

#### Accessible entry/exit

The spectator entrance to this venue is located at the southwest corner of the bike park. The venue is accessible at the street-level spectator entrance.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

### Accessible transportation

#### Transit

Transit is available to/from this venue and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015).

#### Designated accessible transit stops

**There are three designated accessible transit stops to/from this venue:**

1. TTC – Kipling Station (accessible)
  - MiWay (Mississauga Transit) operates an accessible shuttle dedicated for spectators travelling to this venue. The shuttle drops spectators off at Eglinton Avenue West at Orbitor Drive. The walking route to the venue is over a grassy field. Spectators requiring drop-off at the venue entrance are guided to board another shuttle near the Eglinton Avenue West at Orbitor Drive stop.
2. Eglinton Avenue West at Orbitor Drive (accessible)
3. Orbitor Drive at Skymark Avenue (accessible)

An accessible shuttle is available for spectators arriving at Kipling Station. This shuttle drops spectators off at Eglinton Avenue West at Orbitor Drive – about a 550-metre walk from the venue.

An additional accessible shuttle is available for spectators requiring additional transportation assistance from the Eglinton Avenue West and Orbitor Drive drop-off location to the venue. Volunteers on-site are available to call for the shuttle should this service be required.

#### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

## Centennial Park Pan Am BMX Centre (CEB)

### Walk, wheel or cycle

The roadway leading to this venue is not pedestrian friendly. There are no sidewalks along Centennial Park Road and spectators must cross a field to the venue entrance.

Cycling to this venue is encouraged. Bicycle parking is available near the spectator entrance. Bicycles are stored at the owner's risk.

### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

### Accessible parking

This venue has limited accessible parking spaces available at Centennial Park Arena/Ski Hill parking lots off Centennial Park Road, approximately 650 metres from the venue entrance. However, an accessible parking space **must be booked in advance**.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

A dedicated spectator shuttle is available for spectators who require additional transportation from the accessible parking area to the venue entrance.

### Additional parking

There is limited general parking available at Centennial Park Arena/Ski Hill parking lots off Centennial Park Road, approximately 650 metres from the venue entrance. Public transit is the best option to get to this venue.

For more information about parking, please visit [TORONTO2015.org/venue](http://TORONTO2015.org/venue).

### Accessible drop-off location

All Call One vehicles are directed to a dedicated accessible drop-off location about 20 metres from the spectator entrance.

**Please note:** This drop-off location is not for personal vehicles or taxis. This area is reserved for booked accessible transit.

### Accessible amenities

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

Multiple concession stands are available in the spectator plaza. Some concessions stands offer accessible service by conducting sales from a table set up near the concession counter.

### Accessible washrooms

Accessible portable washrooms are available within the spectator plaza.

### Accessible seating

Accessible seating, and adjacent companion seating are available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

### Spectator services

#### Information booth

An information booth is located in front and immediately to the left of the spectator entry next to the merchandise kiosk.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the TORONTO 2015 *Pan Am Spectator Guide* and TORONTO 2015 *Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

## Centennial Park Pan Am BMX Centre (CEB)

### **Wheelchair loan**

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

### **Mobility device access**

This is an outdoor venue in an open parkland of uneven terrain. A packed gravel pathway is provided within the spectator plaza to allow for access to the accessible amenities.

### **Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

Being an outdoor venue, there are plenty of grassy areas available for use by service animals.

Additionally, a designated animal relief area is available within the spectator plaza, 50 metres from the information booth.

Owners must pick up after their service animal and supply their own bags for waste disposal.

### **Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

### **Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

### **Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.



## CIBC Pan Am/Parapan Am Aquatics Centre and Field House (PAC)

The CIBC Pan Am/Parapan Am Aquatics Centre and Field House is home to diving, swimming, synchronized swimming, fencing and modern pentathlon.

In August 2015, this venue will also host the swimming and sitting volleyball competitions for the Parapan Am Games. For more information about accessibility at this location during the Parapan Am Games, refer to the TORONTO 2015 *Parapan Am Games Accessibility Guide* at [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility).

### Accessible areas and services

#### Accessible entry/exit

The venue's spectator entrance is located on the northeast corner of Morningside Avenue and Military Trail. The venue is accessible by street-level access at the spectator entrance.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

### Accessible transportation

#### Transit

Transit is available to/from this venue and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015).

#### Accessible transit stops

There are two designated accessible transit stops to this venue:

- TTC: Don Mills Station
- TTC: Pan Am Drive extension bus loop (accessible)

An accessible TTC shuttle transports spectators to/from Don Mills Station and the Pan Am Drive bus loop.

#### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

#### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is available near the spectator entrance. Bicycles are stored at the owner's risk.

## CIBC Pan Am/Parapan Am Aquatics Centre and Field House (PAC)

### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

### Accessible parking

This venue has limited accessible parking spaces located in the south lot within 100 metres of the spectator entrance, just East of Morningside Avenue. However, an accessible parking space **must be booked in advance**. The cost of parking is \$20.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

### Additional parking

Limited general parking spaces are available in the parking lot off of Military Trail, just east of Morningside Avenue (Lot 4 and 5). The cost of parking is \$20.

For more information about parking, please visit [TORONTO2015.org/venue](http://TORONTO2015.org/venue).

### Accessible drop-off location

All Call One vehicles are directed to a dedicated accessible drop-off location at the south lot within 100 metres of the spectator entrance.

**Please note:** This drop-off location is not for personal vehicles or taxis. This area is reserved for booked accessible transit.

### Accessible amenities

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

A dedicated area for concessions is located in the central spectator concourse. Each concession has a reduced counter-height option, which offers accessible service.

### Accessible washrooms

A minimum of one accessible washroom stall is available in all public washrooms within the main concourse area, including a unisex washroom.

Accessible portable washrooms are available at the east end of the spectator plaza.

### Accessible seating

Accessible seating and adjacent companion seating are available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

## Spectator services

### Information booth

An information booth is located inside the lobby, close to the spectator entry.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions you might have. Services available at the information booth include:

- Information services:
  - Reference copies of the TORONTO 2015 *Pan Am Spectator Guide* and TORONTO 2015 *Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

### Wheelchair loan

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

### Mobility device access

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.

## CIBC Pan Am/Parapan Am Aquatics Centre and Field House (PAC)

### **Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

There is a designated service animal relief area within 50 metres of the main spectator doors.

Owners must pick up after their service animal and supply their own bags for waste disposal.

### **Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

### **Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

### **Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.

## CIBC Pan Am/Parapan Am Athletics Stadium (YOR)

The CIBC Pan Am/Parapan Am Athletics Stadium is home to men's and women's track and field competitions.

In August 2015, this venue will also host the Parapan Am athletics competitions and the Parapan Am Opening Ceremony. For more information about accessibility at this location during the Parapan Am Games, refer to the TORONTO 2015 *Parapan Am Games Accessibility Guide* at [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility).

### Accessible areas and services

#### Accessible entry/exit

There are three designated spectator entrances for this venue:

- For spectators using transit, the spectator entrance closest to the accessible drop-off location is at the south end of Ottawa Road.
- For spectators driving to the venue, the spectator entrance closest to the parking lot is on the south side of the Founders Lot West.
- There is also a spectator entrance located at the north end of Ottawa road.

The venue is accessible with street-level access at all three of the spectator entrances.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

### Accessible transportation

#### Transit

Transit is available to/from this venue and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015).

#### Accessible transit stop

York University Common is the designated transit stop to the venue. This stop is accessible.

There is no shuttle service available at this venue. Spectators arriving at the York University Common transit stop are required to walk to the closest spectator entrance. This stop is approximately 300 metres from the spectator entrance.

#### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

## CIBC Pan Am/Parapan Am Athletics Stadium (YOR)

### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to this venue is encouraged, and bicycle parking is available throughout the university campus. Bicycles are stored at the owner's risk.

### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

### Accessible parking

This venue has limited accessible parking spaces in the Founders Lot West. However, these spaces **must be booked in advance**. The cost of parking is \$20.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

### Additional parking

General parking spaces are available within the university campus. The cost of parking is \$20. For more information, please visit [TORONTO2015.org/venue](http://TORONTO2015.org/venue).

Please keep in mind that parking is limited. Transit is the best option to get to/from this venue.

### Alert

Ian MacDonald Boulevard is closed from the northwest gate to Founders Road.

### Accessible drop-off location

York University Common has an existing Wheel-Trans stop that acts as the designated transit drop-off location for this venue. This stop is approximately 300 metres from the spectator entrance.

### Accessible amenities

There are four accessible concessions available throughout the spectator areas with reduced counter height.

### Accessible washrooms

Accessible washrooms are available at this venue. A minimum of one accessible washroom stall is available in all public washrooms for spectators within the stadium. Accessible unisex washrooms are also available throughout the stadium.

Additionally, accessible portable washrooms are available near the north and south side of the stadium.

### Accessible seating

Accessible seating and adjacent companion seating are available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

### Spectator services

#### Information booths

There are two information booths located in each of the two spectator plazas (north and south plazas) – near the spectator entrances.

The information booths are staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the *TORONTO 2015 Pan Am Spectator Guide* and *TORONTO 2015 Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

## CIBC Pan Am/Parapan Am Athletics Stadium (YOR)

### **Wheelchair loan**

Wheelchairs are available for loan at this venue. Please visit the information booth upon arrival to arrange a loan. To loan a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchair loans are available on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store their **personal** wheelchair.

### **Mobility device access**

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.

### **Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

Being an outdoor venue, there are grassy areas available for service animals.

Additionally, a designated animal relief area is available within the spectator plaza within 50 metres of the information booth.

Owners must pick up after their service animal and supply their own bags for waste disposal.

### **Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

### **Mobility assistance**

Mobility device charging stations are located at each permanent accessible seat within the venue. Temporary accessible seats do not have charging stations.

### **Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.



## Pan Am Bowling Centre (PLB)

The Pan Am Bowling Centre is home to men's and women's bowling.

### Accessible areas and services

#### Accessible entry/exit

The spectator entrance for this venue is located on the south side of Eglinton Avenue West, just west of Satellite Drive.

The venue is accessible with street-level access at the spectator entrance.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

### Accessible transportation

#### Transit

Transit is available to/from this venue and is included with the printed event ticket. Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015).

#### Designated accessible transit stops

**There are two designated accessible transit stops to/from this venue:**

1. TTC – Kipling Station
  - MiWay (Mississauga Transit) operates an accessible bus service from Kipling Station, which is dedicated for spectators travelling to this venue. The shuttle drops spectators off at Eglinton Avenue West at Satellite Drive.
2. MiWAY bus #35 stop at Eglinton Avenue at Satellite Drive

**Please note:** These designated transit stops are accessible.

#### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

#### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is available near the spectator entrance. Bicycles are stored at the owner's risk.

## Pan Am Bowling Centre (PLB)

### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

### Accessible parking

This venue has limited accessible parking spaces beside the spectator entrance. However, spaces **must be booked in advance**.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

There is **no general parking** available at this venue. Public transit is the best option to get to/from this venue and is included with the printed ticket.

### Accessible drop-off location

All Call One vehicles are directed to a dedicated accessible drop-off location at the spectator entrance.

**Please note:** This drop-off location is not for personal vehicles or taxis. This area is reserved for booked accessible transit.

### Accessible amenities

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

A concession stand is available in the spectator concourse. The concession stand is accessible and has reduced counter height.

### Accessible washrooms

A minimum of one accessible washroom stall is available in all public washrooms for spectators.

### Accessible seating

Accessible seating and adjacent companion seating are available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

## Spectator services

### Information booth

An information booth is located in the venue just past the spectator entrance.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions you might have. Services available at the information booth include:

- Information services:
  - Reference copies of the TORONTO 2015 *Pan Am Spectator Guide* and TORONTO 2015 *Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

### Wheelchair loan

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

### Wheelchair access

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.

## Pan Am Bowling Centre (PLB)

### **Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

Additionally, a designated animal relief area is available within the spectator plaza, 50 metres from the information booth.

Re-entry is permitted for those requiring access to the outdoor service animal relief area.

Owners must pick up after their service animal and supply their own bags for waste disposal.

### **Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

### **Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

### **Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.

## Pan Am/Parapan Am Fields (PAF)

Pan Am/Parapan Am Fields is home to men's and women's field hockey.

In August 2015, this venue will also host the football 5-a-side and football 7-a-side competitions for the Parapan Am Games. For more information about accessibility at this location during the Parapan Am Games, refer to the TORONTO 2015 *Parapan Am Games Accessibility Guide* at [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility).

### Accessible areas and services

#### Accessible entry/exit

The spectator entrance to this venue is located on the University of Toronto campus at the northwest corner of Hart House Circle. The venue is accessible with street-level access at the spectator entrance.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

### Accessible transportation

#### Transit

Transit is available to/from this venue and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015).

#### Designated accessible transit stop

There are two designated accessible transit stops to/from the venue:

1. TTC: Queen's Park Station – this designated accessible subway station is located approximately 750 metres from the spectator entrance to the venue.
2. TTC: St George Station – this designated accessible subway stations is located approximately 800 metres from the spectator entrance to the venue.

An accessible shuttle service is available at St George Station and Queen's Park Station to transport spectators to the venue.

#### Additional transit stops

1. TTC: College Street at McCaul Street\*

**\*Please note:** The Carlton streetcar is not accessible.

#### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

## Pan Am/Parapan Am Fields (PAF)

### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is available near the spectator entrance. Bicycles are stored at the owner's risk.

### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

### Accessible parking

This venue has limited accessible parking spaces available at the northwest corner of Kings College Circle. However, these spaces **must be booked in advance**.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

The cost of parking is \$20 on weekdays and \$10 on the weekends.

There is **no general parking** available at this venue. Transit is the best option to get to/from this venue. Transit is included with the printed event ticket.

### Accessible drop-off location

All Call One vehicles are directed to a dedicated accessible drop-off location at the spectator entrance.

**Please note:** This drop-off location is not for personal vehicles or taxis. This area is reserved for booked accessible transit.

### Accessible amenities

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

Two food trucks are available within the spectator plaza, only a short distance from the spectator entrance. Each food truck conducts sales from a table in front of the truck, which provides accessible service.

### Accessible washrooms

Accessible portable washrooms are available on-site in the spectator plaza.

Accessible portable washrooms are also available near the spectator seating area on the east side of the field.

### Accessible seating

Accessible seating and adjacent companion seating are available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

### Spectator services

#### Information booth

The information booth is located in the spectator plaza, past the entry, on the raised patio.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at each information booth include:

- Information services
  - Reference copies of the TORONTO 2015 *Pan Am Spectator Guide* and TORONTO 2015 *Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Visitor information and directions.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** At this venue, stroller and wheelchair storage is located near the seating area. Please ask an event services volunteer for assistance with this.

Spectator information is available online in a large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

## Pan Am/Parapan Am Fields (PAF)

### Wheelchair loan

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

### Mobility device access

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.

### Service animal relief areas

Service animals are welcome and have full access to all spectator areas within and around the venue.

Being an outdoor venue, there are plenty of grassy areas available for use by service animals.

Additionally, a designated animal relief area is available within the spectator plaza within 50 metres of the information booth.

Owners must pick up after their service animal and supply their own bags for waste disposal.

### Assistive listening devices

Assistive listening devices are available at this venue and can be picked up from the information booth.

To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-serve basis.

Please consult the venue web page for further details.

### Mobility assistance

Visit the information booth if electrical power is required to charge a mobility device.

### Medical services

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.



## Ryerson Athletic Centre (RYA)

Ryerson Athletic Centre is home to men's and women's basketball competitions.

In August 2015, this venue will also hosts the wheelchair basketball competitions for the Parapan Am Games. For more information about accessibility at this location during the Parapan Am Games, refer to the TORONTO 2015 *Parapan Am Games Accessibility Guide* at [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility).

### Accessible areas and services

#### Accessible entry/exit

The venue is accessible, and has street-level access at the spectator entrance located on the north side of Carlton Street (west of Church Street).

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

Please be advised that direct access to the spectator entry may be impacted by Games-time road restrictions. For more information on how to get to the venue, please see the accessible transportation section below.

### Accessible transportation

#### Transit

Transit is available to/from this venue and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015).

#### Accessible transit stop

The designated accessible transit stops for this venue are St George Station and Queen's Park Station.

An accessible shuttle service from St George Station and Queen's Park Station is available to transport spectators to and from the venue. The shuttle drops spectators off at the accessible drop-off location at the corner of Church Street and Carlton Street – only a few metres from the spectator entrance to the venue.

#### Additional transit stops

There are two additional transit stops to/from this venue. Please be advised that both transit stops are **not accessible** for spectators with a mobility impairment.

1. TTC: College Station\*
2. TTC: Carlton Street at Church Street\*\*

#### Alerts

\*There are two flights of stairs to climb to reach street level from the College Station subway platform. The venue entrance is approximately 350 metres from the subway entrance/exit on Yonge Street at Carlton Street.

\*\*The Carlton streetcar is not accessible.

## Ryerson Athletic Centre (RYA)

**Please note:** College Street and Carlton Street are the same street. The change of street name occurs at the Yonge Street intersection.

College Street is located on the west side of Yonge Street, and Carlton Street is located on the east side of Yonge Street.

### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to the venue is encouraged. Bicycle parking is available near the spectator entrance. Bicycles are stored at the owner's risk.

### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

Accessible parking is available at the corner of Church Street and Wood Street.

Accessible parking spaces must be booked in advance at [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or by calling 1.844.695.4113.

The cost of parking is \$12.

### Accessible drop-off location

With the exception of taxis, all accessible shuttles and buses use the accessible drop-off location at the corner of Church Street and Carlton Street, including the Wheel-Trans service.

**Please note:** Taxis are permitted to drop spectators off approximately 80 metres west of the spectator entrance.

### Accessible amenities

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

Multiple accessible concession stands are available throughout the spectator concourse.

### Accessible washrooms

A minimum of one accessible washroom stall is available in all public washrooms for spectators. Additionally, a unisex/family washroom is located in the spectator concourse.

## Accessible seating

Accessible seating, and adjacent companion seating, are available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

## Spectator services

### Information booth

The information booth is located on the spectator concourse.

The information booth is staffed with friendly volunteers who can assist with any venue or Games-specific questions spectators might have. Services available at the information booth include:

- Information services
  - Reference copies of the *TORONTO 2015 Pan Am Spectator Guide* and *TORONTO 2015 Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific information.
  - Helpful contacts and websites.
  - Directions and information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** At this venue, stroller and wheelchair storage/loan is located in the foyer just past the spectator entry. Please ask an event services volunteer for assistance with this.

Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

### Wheelchair loan

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

## Ryerson Athletic Centre (RYA)

### **Wheelchair access**

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent. However, appropriate signage is available to direct spectators towards the most accessible route.

Once inside the venue, there is an elevator available for spectator use.

An Event Services volunteer manages the elevators in order to minimize wait times and ensure adequate service. We apologize in advance for extended wait times and any inconvenience the elevators may cause when accessing the upper floors of the venue.

### **Service animal relief areas**

Service animals are welcome and have full access to all spectator areas around the venue.

A designated dog relief area is located near the venue entrance. Please visit the information booth or ask an event services volunteer for directions to the closest animal relief area.

Re-entry is permitted for those requiring access to the service animal relief area.

Owners must pick up after their service animal and supply their own bags for waste disposal.

### **Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth.

To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

### **Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

### **Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.

## Sugar Beach (RCY)

Sugar Beach is home to men's and women's sailing competitions.

This is a non-ticketed event and spectators are encouraged to come to watch the final two days of medal competitions in the inner harbour of Lake Ontario, as well as the Medal Ceremonies.

For spectators who wish to watch preliminary sailing events, the best viewing option is on Toronto Island. Because the field of play is in constant movement on both sides of the island, visit [TORONTO2015.org](http://TORONTO2015.org) and TORONTO 2015's social media channels for up-to-the-minute information.

### Accessible areas and services

#### Accessible entry/exit

There is no specific security entry at this open, non-ticketed event. All spectators can watch the sailing competitions anywhere along Sugar Beach.

Sugar Beach is located at 25 Dockside Drive on the south side of Queens Quay at the Jarvis Street intersection.

### Accessible transportation

#### Transit

Transit is available to/from this venue.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015).

#### Designated accessible transit stops

There is one designated transit stop to this venue:

1. TTC: Dockside Drive at Queens Quay farside

#### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is available at this venue. Bicycles are stored at the owner's risk.

#### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

Transit is the best option to get to/from this venue. There is no parking available.

## Sugar Beach (RCY)

### Accessible amenities

There are food trucks available in the spectator plaza on the final days of competition (July 18 and 19). Each food truck conducts sales from a table in front of the truck, which provides accessible service.

### Accessible washrooms

Accessible portable washrooms are available at Sugar Beach on July 18 and 19, the final competition days.

### Accessible seating

This is a non-ticketed event. There is a general viewing area for spectators at Sugar Beach. No spectator seating is provided.

### Spectator services

#### Information booth

The information booth is located in the spectator plaza located at the base of Dockside Drive.

The information booth is staffed with friendly volunteers who can assist with any venue or Games-specific questions spectators might have. Services available at the information booth include:

- Information services
  - Reference copies of the TORONTO 2015 *Pan Am Spectator Guide* and TORONTO 2015 *Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific information.
  - Helpful contacts and websites.
  - Directions and information.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

### Wheelchair loan

Wheelchair loan is not available at this venue.

**Mobility device access**

There are paved stone pathways leading up to the spectator viewing area at this venue. Grades within the pathways do not exceed five per cent.

Please note that the spectator viewing area at Sugar Beach is made up of paved stone pathways and sanded areas.

**Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

Being an outdoor venue, there are plenty of grassy areas available for use by service animals.

Owners must pick up after their service animal and supply their own bags for waste disposal.

**Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

**Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.

## Varsity Stadium (VAR)

Varsity Stadium is home to men's and women's archery competitions.

In August 2015, this venue will also host the archery competitions for the Parapan Am Games. For more information about accessibility at this location during the Parapan Am Games, refer to the TORONTO 2015 *Parapan Am Games Accessibility Guide* at [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility).

### Accessible areas and services

#### Accessible entry/exit

The spectator entrance to this venue is located on the south side of Bloor Street, east of Bedford Road. The venue is accessible with street-level access at the spectator entrance.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

### Accessible transportation

#### Transit

Transit is available to/from this venue and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015).

#### Designated accessible transit stop

1. St George Station

This subway station is accessible and is approximately 75 metres from the spectator entrance to the venue.

**Please note:** The Bedford Road exit is closest to the venue entrance.

#### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

#### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is available near the spectator entrance. Bicycles are stored at the owner's risk.



### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

### Accessible parking

This venue has limited accessible parking spaces available at Devonshire Place and Bloor Street West. However, these spaces **must be booked in advance**.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

The cost of parking is \$20 on weekdays and \$10 on weekends.

There is **no general parking** available at this venue. Transit is the best option to get to/from this venue. Transit is included with the printed event ticket.

### Accessible drop-off location

All Call One vehicles are directed to a dedicated accessible drop-off location at the spectator entrance.

**Please note:** This drop-off location is not for personal vehicles or taxis. This area is reserved for booked accessible transit.

### Accessible amenities

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

### Accessible washrooms

A minimum of one accessible washroom stall is available in all public washrooms. Washrooms are located under the spectator seating area on the spectator concourse.

### Accessible seating

Accessible seating and adjacent companion seating are available at this venue in the first row of seats.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

## Varsity Stadium (VAR)

### Spectator services

#### Information booth

An information booth is located in the main concourse area, close to the spectator entry.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the TORONTO 2015 *Pan Am Spectator Guide* and TORONTO 2015 *Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

#### Wheelchair loan

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

#### Mobility device access

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.

**Service animal relief areas**

Service animals are welcome and have full access to all spectator areas around the venue. A designated service animal relief area is located outside of the venue to the east of the spectator entrance at Philosopher's Walk.

Re-entry is permitted for those requiring access to the service animal relief area.

Owners must pick up after their service animal and supply their own bags for waste disposal.

**Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

**Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

**Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.

## CIBC Pan Am Park (PAP)

CIBC Pan Am Park is a cluster of venues that hosts 13 sports across five venues and is also one of the largest festival sites for the Pan Am Games. Exciting arts and culture performances, interactive sponsor areas and a parasport demonstration zone are just some of the great events to take in at this venue.

Both ticketed spectators and the public are invited to take part in the festivities taking place here.

To access the venue as a non-ticket-holding spectator, please consult the venue web page.

The CIBC Pan Am Park clustered venues include the following:

- Chevrolet Beach Volleyball Centre
- Exhibition Centre
- Exhibition Stadium
- Ontario Place West Channel
- Toronto Coliseum

### Accessible areas and services

#### Accessible entry/exit

There are two spectator entrances for this venue zone:

1. **North** spectator entrance off Nova Scotia Avenue.
2. **South** spectator entrance across the bridge from the Molson Amphitheatre entrance. This bridge is accessed from the Martin Goodman Trail near the Ontario Place Bridge.

The venue is accessible and has street-level access at the spectator entrance.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

## Accessible transportation

### Transit

Transit is available to/from this venue and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015).

### Accessible transit stops

There are three designated transit stops at this venue:

1. GO Transit: Exhibition GO Station
2. TTC: Exhibition Loop
3. TTC: Dufferin Gate Loop

**Please note:** These three transit options are accessible.

**Please note:** There are no advanced tickets available for the festival site. Regular transit fares apply for spectators coming to the site without a competition ticket.

### Accessible shuttle service

An accessible golf cart is available for spectators who require shuttle services once inside CIBC Pan Am Park. After security clearance, an accessible golf cart picks up spectators at the spectator entrance.

### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is available in Centennial Park, west of CIBC Pan Am Park, or southeast of the venue at Inukshuk Park on the Martin Goodman Trail. Bicycles are stored at the owner's risk.

### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

## CIBC Pan Am Park (PAP)

### Accessible parking

This venue has limited accessible parking spaces located in the lot northwest of CIBC Pan Am Park. Spectators must enter the parking lot via Saskatchewan Road. There is staff on-site to direct spectators to the correct lot. Please note that an accessible parking space **must be booked in advance**.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

The cost of parking is \$20.

**Please note:** Not all vehicles on the TTC Exhibition Loop and TTC Dufferin Gate Loop are accessible. Wait times for an accessible streetcar may vary.

### Drive

There is no general parking available at this venue. Transit is the best option to get to/from this venue. Transit is included with the printed event ticket.

### Alert

There are road closures around the perimeter of the venue. For a list of road closures around the venue, please visit [TORONTO2015.org/venue](http://TORONTO2015.org/venue).

### Accessible drop-off location

All Call One vehicles are directed to a dedicated accessible drop-off location at the south end of CIBC Pan Am Park near the southern spectator entrance.

**Please note:** This drop-off location is not for personal vehicles or taxis. This area is reserved for booked accessible transit.

### Accessible amenities

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

Multiple concession stands are available throughout CIBC Pan Am Park. Some concessions stands conduct sales from a table near the concession counter, which provides accessible service.

### Accessible washrooms

A minimum of one accessible washroom stall is available in all public washrooms for spectators.

Also, accessible portable washrooms are available throughout CIBC Pan Am Park.

### Accessible seating

Accessible seating and adjacent companion seating is available at each of the venues throughout the park.

Rest areas are located throughout the park.

For more detail about accessible seating within each of the CIBC Pan Am Park venues, please visit the appropriate venue page.

## Spectator services

### Paraplay sport demonstration zone

The Paraplay Zone is an interactive sport demonstration zone open to all spectators who would like try a variety of parasports, and learn about adaptive equipment and about the TORONTO 2015 Parapan Am Games.

### Information booth

An information booth is centrally located within CIBC Pan Am Park with satellite locations within each of the venues.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the TORONTO 2015 *Pan Am Spectator Guide* and TORONTO 2015 *Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

## CIBC Pan Am Park (PAP)

### **Wheelchair loan**

Wheelchairs are available for loan at this venue. Please visit the information booth in the spectator plaza upon arrival to arrange a loan. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon return of the wheelchair.

Please note that wheelchair loans are available on a first-come, first-served basis. Please consult the CIBC Pan Am Park web page for up-to-date information on the services available.

A wheelchair storage service is available at the information booth for those spectators who would like to store their **personal** wheelchair.

### **Mobility device access**

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.

### **Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

Two designated animal relief areas are available within CIBC Pan Am Park. The information booth or event services volunteers can direct spectators to the closest location.

Owners must pick up after their service animal and supply their own bags for waste disposal.

### **Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. The devices are designed to provide spectators with optimal listening enjoyment of the programming on the main stage.

To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

### **Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

### **Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.



## Chevrolet Beach Volleyball Centre (PBV)

Chevrolet Beach Volleyball Centre is home to men's and women's beach volleyball competitions.

### Accessible areas and services

#### Accessible entry/exit

**Please note:** This venue can only be accessed through the main CIBC Pan Am Park entry.

This venue is located in the southwest corner of CIBC Pan Am Park. The spectator entrance is located on the east side of the venue. The venue is accessible and has street-level access at the spectator entry.

### Accessible transportation

#### Transit

Transit is available and is included with your printed event ticket.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015). Please follow directions to CIBC Pan Am Park (PAP).

#### Accessible transit stops

There are three designated transit stops to CIBC Pan Am Park:

1. GO Transit: Exhibition GO Station
2. TTC: Exhibition Loop
3. TTC: Dufferin Gate Loop

**Please note:** All three transit options are accessible.

#### Accessible shuttle service

An accessible golf cart is available for spectators who require shuttle services once inside CIBC Pan Am Park. After security clearance, an accessible golf cart picks up spectators at the spectator entrance.

#### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

#### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is available in Centennial Park, west of the CIBC Pan Am Park, or southeast of the venue at Inukshuk Park on the Martin Goodman Trail. Bicycles are stored at the owner's risk.

## Chevrolet Beach Volleyball Centre (PBV)

### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

### Accessible parking

This venue has limited accessible parking spaces located in the lot northwest of CIBC Pan Am Park. Spectators must enter the parking lot via Saskatchewan Road. There is staff on-site to direct spectators to the correct lot. Please note that an accessible parking space **must be booked in advance**.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

The cost of parking is \$20.

### Drive

There is no general parking available at this venue. Transit is the best option to get to/from this venue. Transit is included with the printed event ticket.

### Alert

There are road closures around the perimeter of the venue. For a list of road closures around the venue, please visit [TORONTO2015.org/venue](http://TORONTO2015.org/venue).

### Accessible drop-off location

All Call One vehicles are directed to a dedicated accessible drop-off location at the south end of CIBC Pan Am Park near the southern spectator entrance.

**Please note:** This drop-off location is not for personal vehicles or taxis. This area is reserved for booked accessible transit.

### Accessible amenities

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

Concession stands are available on the north and south sides of the spectator concourse.

### Accessible washrooms

A minimum of one accessible washroom stall is available in all public washrooms for spectators

Accessible washrooms are located on the north and south sides of the spectator concourse. Additionally, accessible portable washrooms are available throughout CIBC Pan Am Park.

### Accessible seating

Accessible seating and adjacent companion seating are available at this venue. Accessible seating is located on an elevated platform in the first row of seats. These platforms are on three sides of the court.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

### Spectator services

#### Information booth

An information booth is located inside the main entry to CIBC Pan Am Park and inside the venue's spectator plaza on the north side of the entry gate.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the *TORONTO 2015 Pan Am Spectator Guide* and *TORONTO 2015 Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

## Chevrolet Beach Volleyball Centre (PBV)

### **Wheelchair loan**

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

### **Mobility device access**

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.

### **Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

Two designated animal relief areas are available within CIBC Pan Am Park. Please visit the information booth for directions to the closest service animal relief area.

Re-entry is permitted for those requiring access to the outdoor service animal relief area.

Owners must pick up after their service animal and supply their own bags for waste disposal.

### **Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

### **Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

### **Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.

## Exhibition Centre (EXC)

Exhibition Centre is home to men's and women's indoor volleyball, roller sports – figure skating, handball, squash and racquetball.

### Accessible areas and services

#### Accessible entry/exit

**Please note:** This venue can only be accessed through CIBC Pan Am Park.

The spectator entrance to this venue is located on the west side of the building at the Galleria entry. The venue is accessible and has street-level access at the spectator entrance.

### Accessible transportation

#### Transit

Transit is available to/from this venue and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015). Please follow directions to CIBC Pan Am Park (PAP).

#### Accessible transit stops

There are three designated transit stops to CIBC Pan Am Park:

1. GO Transit: Exhibition GO Station
2. TTC: Exhibition Loop
3. TTC: Dufferin Gate Loop

**Please note:** All three transit options are accessible.

#### Accessible shuttle service

An accessible golf cart is available for spectators who require shuttle services once inside CIBC Pan Am Park. After security clearance, an accessible golf cart picks up spectators at the spectator entrance.

#### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

#### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is available in Centennial Park, west of CIBC Pan Am Park, or southeast of the venue at Inukshuk Park on the Martin Goodman Trail. Bicycles are stored at the owner's risk.

## Exhibition Centre (EXC)

### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

### Accessible parking

This venue has limited accessible parking spaces located in the lot northwest of CIBC Pan Am Park. Spectators must enter the parking lot via Saskatchewan Road. There is staff on-site to direct spectators to the correct lot. Please note that an accessible parking space **must be booked in advance**.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

The cost of parking is \$20.

### Drive

There is no general parking available at this venue. Transit is the best option to get to/from this venue. Transit is included with the printed event ticket.

### Alert

There are road closures around the perimeter of the venue. For a list of road closures around the venue, please visit [TORONTO2015.org/venue](http://TORONTO2015.org/venue).

### Accessible drop-off location

All Call One vehicles are directed to a dedicated accessible drop-off location at the south end of CIBC Pan Am Park near the south spectator entrance.

Please note: This drop-off location is not for personal vehicles or taxis. This area is reserved for booked accessible transit.

### Accessible amenities

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas. There are widened station lines for customer queuing.

Each exhibition hall has accessible concession stands available near the entry doors.

### Accessible washrooms

A minimum of one accessible washroom stall is available in all public washrooms for spectators.

Additionally, accessible portable washrooms are available throughout CIBC Pan Am Park.

### Accessible seating

Accessible seating and adjacent companion seating are available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

### **Venue-specific seating**

#### **Exhibition Hall A (indoor volleyball)**

Accessible seating is located on the ground level, in front of the tiered spectator seating stands.

#### **Exhibition Hall B (roller sports – figure skating and handball)**

Accessible seating is located on the ground level, in front of the tiered spectator seating stands.

#### **Exhibition Hall C (racquetball and squash)**

Accessible seating is located in the north seating stands for the showcourts.

## **Spectator services**

### **Information booth**

An information booth is located inside the main entry to CIBC Pan Am Park and inside the venue's Galleria by Exhibition Hall B.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the *TORONTO 2015 Pan Am Spectator Guide* and *TORONTO 2015 Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

## Exhibition Centre (EXC)

### Wheelchair loan

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

### Mobility device access

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.

**Please note:** There are no automatic doors in this venue. Event Services volunteers are staffing all doors at the venue, ensuring accessible service for all spectators.

### Service animal relief areas

Service animals are welcome and have full access to all spectator areas within and around the venue.

Two designated animal relief areas are available within CIBC Pan Am Park. Please visit the information booth for directions to the closest service animal relief area.

Re-entry is permitted for those requiring access to the outdoor service animal relief area.

Owners must pick up after their service animal and supply their own bags for waste disposal.

### Assistive listening devices

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

### Mobility assistance

Visit the information booth if electrical power is required to charge a mobility device.

### Medical services

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.



## Exhibition Stadium (EPS)

Exhibition Stadium is home to men's and women's rugby sevens competitions.

### Accessible areas and services

#### Accessible entry/exit

**Please note:** This venue can only be accessed through CIBC Pan Am Park.

The spectator entrance to this venue is on the east side of the stadium and has street-level access.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

### Accessible transportation

#### Transit

Transit is available to/from this venue and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015).

#### Accessible transit stops

There are three designated transit stops to CIBC Pan Am Park:

1. GO Transit: Exhibition GO Station
2. TTC: Exhibition Loop
3. TTC: Dufferin Gate Loop

**Please note:** These three transit options are accessible.

#### Accessible shuttle service

An accessible golf cart is available for spectators who require shuttle services once inside CIBC Pan Am Park. After security clearance, an accessible golf cart picks up spectators at the spectator entrance.

#### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

#### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is available in Centennial Park, west of CIBC Pan Am Park, or southeast of the venue at Inukshuk Park on the Martin Goodman Trail. Bicycles are stored at the owner's risk.

## Exhibition Stadium (EPS)

### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

### Accessible parking

This venue has limited accessible parking spaces located in the lot northwest of CIBC Pan Am Park. Spectators must enter the parking lot via Saskatchewan Road. There is staff on-site to direct spectators to the correct lot. Please note that an accessible parking space **must be booked in advance**.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

The cost of parking is \$20.

### Drive

There is no general parking available at this venue. Transit is the best option to get to/from this venue. Transit is included with the printed event ticket.

### Alert

There are road closures around the perimeter of the venue. For a list of road closures around the venue, please visit [TORONTO2015.org/venue](http://TORONTO2015.org/venue).

### Accessible drop-off location

All Call One vehicles are directed to a dedicated accessible drop-off location at the south end of the CIBC Pan Am Park near the south spectator entrance.

**Please note:** This drop-off location is not for personal vehicles or taxis. This area is reserved for booked accessible transit.

### Accessible amenities

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

Multiple concession stands are available on all concourses throughout the venue. Some concessions stands conduct sales from a table set up near the concession counter, allowing for accessible service.

### Accessible washrooms

A minimum of one accessible washroom stall is available in all public washrooms for spectators. Additionally, accessible portable washrooms are available throughout CIBC Pan Am Park.

### Accessible seating

Accessible seating and adjacent companion seating are available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

### Spectator services

#### Information booth

An information booth is located inside the main entry to CIBC Pan Am Park and inside the venue near Gate 1.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the *TORONTO 2015 Pan Am Spectator Guide* and *TORONTO 2015 Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

## Exhibition Stadium (EPS)

### Wheelchair loan

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

### Mobility device access

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.

### Service animal relief areas

Service animals are welcome and have full access to all spectator areas within and around the venue.

Two designated animal relief areas are available within CIBC Pan Am Park. Please visit the information booth or ask an event services volunteer for directions to the closest animal relief area.

Re-entry is permitted for those requiring access to the outdoor service animal relief area.

Owners must pick up after their service animal and supply their own bags for waste disposal.

### Assistive listening devices

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

### Mobility assistance

Visit the information booth if electrical power is required to charge a mobility device.

### Medical services

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.

## Ontario Place West Channel (OPW)

Ontario Place West Channel is home to men's and women's marathon, race walk, road cycling, open water swimming, waterski & wakeboard, and triathlon competitions.

In August 2015, this venue will also host the cycling road race competitions for the Parapan Am Games. For more information about accessibility at this location during the Parapan Am Games, refer to the TORONTO 2015 *Parapan Am Games Accessibility Guide* at [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility).

### Accessible areas and services

#### Accessible entry/exit

There are two spectator entrances at this venue:

1. From the north end via an entrance area in CIBC Pan Am Park. However, there is a steep ramp at this entrance. Accessible assistance is available on request for spectators requiring additional assistance.
2. This venue can be accessed via a spectator entrance at Lake Shore Boulevard and New Brunswick Way.\*

**\*Please note:** The spectator entrance via Lake Shore Boulevard and New Brunswick Way cannot be accessed once the cycling, triathlon, marathon and race walk competitions have started. Please make sure to arrive at the venue at least 45 minutes before competition starts.

**\*Please note:** On July 26, this venue must be entered via the spectator entrance at Lake Shore Boulevard and New Brunswick Way **only**.

### Accessible transportation

#### Transit

Transit is available to/from this venue and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015).

#### Accessible transit stops

There are three designated transit stops to CIBC Pan Am Park:

1. GO Transit: Exhibition GO Station
2. TTC: Exhibition Loop
3. TTC: Dufferin Gate Loop

**Please note:** These three transit options are accessible.

#### Accessible shuttle service

An accessible golf cart is available for spectators who require shuttle services once inside CIBC Pan Am Park. After security clearance, an accessible golf cart picks up spectators at the spectator entrance.

## Ontario Place West Channel (OPW)

### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is available in Centennial Park, west of the CIBC Pan Am Park, or southeast of the venue at Inukshuk Park on the Martin Goodman Trail. Bicycles are stored at the owner's risk.

### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

### Accessible parking

This venue has limited accessible parking spaces on-site, located approximately 200 metres from the venue entrance. However, an accessible parking space must be booked in advance.

Accessible parking users need to arrive a minimum of 45 minutes prior to events on July 11, 12, 18 and 25. Patrons cannot leave the lot until the completion of competition.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

The cost of parking is \$20.

### Drive

There is no general parking available at this venue. Transit is the best option to get to/from this venue. Transit is included with the printed event ticket.

### Alert

There are road closures around the perimeter of the venue. For a list of road closures around the venue, please visit [TORONTO2015.org/venue](http://TORONTO2015.org/venue).

### Accessible drop-off location

All Call One vehicles are directed to a dedicated accessible drop-off location in the parking lot east of the venue. Spectators using this service must be dropped off a minimum of 45 minutes prior to the start of the race on July 11, 12 and 18. Spectators cannot access this load zone until the completion of competition on those dates.

**Please note:** This drop-off location is not for personal vehicles or taxis. This area is reserved for booked accessible transit.

## Accessible amenities

Food concessions are available within the spectator plaza. Each concession conducts sales from a table in front of the truck, providing accessible service for all spectators.

### Accessible washrooms

Accessible portable washrooms are available throughout the venue.

Additionally, accessible portable washrooms are available throughout CIBC Pan Am Park.

### Accessible seating

Accessible seating and adjacent companion seating are available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

## Spectator services

### Information booth

An information booth is located inside the main entry to CIBC Pan Am Park and inside the venue's spectator plaza.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the *TORONTO 2015 Pan Am Spectator Guide* and *TORONTO 2015 Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

## Ontario Place West Channel (OPW)

### Wheelchair loan

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

### Mobility device access

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent, with the exception of the steep ramp to the bridge, which is the pathway to access the rest of CIBC Pan Am Park. An accessible shuttle is available on request for spectators requiring additional assistance, and where needed, appropriate signage directs spectators towards the most accessible route.

### Service animal relief areas

Service animals are welcome and have full access to all spectator areas within and around the venue.

Two designated animal relief areas are available within CIBC Pan Am Park. Please visit the information booth for directions to the closest service animal relief area.

Additionally, there is also a designated service animal relief area at Ontario Place West Channel.

Please visit the information booth or ask an event services volunteer for directions to the closest animal relief area.

Owners must pick up after their service animal and supply their own bags for waste disposal.

### Assistive listening devices

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

### Mobility assistance

Visit the information booth if electrical power is required to charge a mobility device.

### Medical services

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.



## Toronto Coliseum (TCO)

Toronto Coliseum is home to artistic gymnastics, rhythmic gymnastics and trampoline competitions.

### Accessible areas and services

#### Accessible entry/exit

Please note that this venue can only be accessed through CIBC Pan Am Park.

The spectator entrance is located on the south side of the building. The venue is accessible and has street-level access at the spectator entrance.

### Accessible transportation

#### Transit

Transit is available to/from this venue and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015). Please follow directions to CIBC Pan Am Park.

#### Accessible transit stops

There are three designated transit stops to CIBC Pan Am Park:

1. GO Transit: Exhibition GO Station
2. TTC: Exhibition Loop
3. TTC: Dufferin Gate Loop

**Please note:** All three transit options are accessible.

#### Accessible shuttle service

An accessible golf cart is available for spectators who require shuttle services once inside CIBC Pan Am Park. After security clearance, an accessible golf cart picks up spectators at the spectator entrance.

#### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

#### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is available in Centennial Park, west of CIBC Pan Am Park, or southeast of the venue at Inukshuk Park on the Martin Goodman Trail. Bicycles are stored at the owner's risk.

## Toronto Coliseum (TCO)

### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

### Accessible parking

This venue has limited accessible parking spaces located in the lot northwest of CIBC Pan Am Park. Spectators must enter the parking lot via Saskatchewan Road. There is staff on-site to direct spectators to the correct lot. Please note that an accessible parking space **must be booked in advance**.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

The cost of parking is \$20.

### Drive

There is no general parking available at this venue. Transit is the best option to get to/from this venue. Transit is included with the printed event ticket.

### Alert

There are road closures around the perimeter of the venue. For a list of road closures around the venue, please visit [TORONTO2015.org/venue](http://TORONTO2015.org/venue).

### Accessible drop-off location

All Call One vehicles are directed to a dedicated accessible drop-off location at the south end of CIBC Pan Am Park near the south spectator entrance.

**Please note:** This drop-off location is not for personal vehicles or taxis. This area is reserved for booked accessible transit.

### Accessible amenities

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

TO2015 is using the existing concession stands at this venue, where widened station lines for customer queuing allow for accessible access.

### Accessible washrooms

A minimum of one accessible washroom stall is available in all public washrooms for spectators.

All washrooms on the main concourse are accessible. A unisex washroom is located behind Section 102.

On Level 300, accessible washrooms are located behind Sections 103 and 107.

Additionally, accessible portable washrooms are available throughout CIBC Pan Am Park.

### Accessible seating

Accessible seating and adjacent companion seating are available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

### Venue-specific seating

Accessible seating is located on the upper level concourse at Sections 103, 113, 114, 116, 117 and 118.

## Spectator services

### Information booth

An information booth is located inside the main entry to CIBC Pan Am Park and inside the venue on the main concourse at Section 117.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the *TORONTO 2015 Pan Am Spectator Guide* and *TORONTO 2015 Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

## Toronto Coliseum (TCO)

### **Wheelchair loan**

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

### **Mobility device access**

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.

### **Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

Two designated animal relief areas are available within CIBC Pan Am Park.

Please visit the information booth for directions to the closest animal relief area.

Owners must supply their own waste bags and it is their responsibility to dispose of solid waste.

### **Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

### **Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

### **Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.

## York and Durham

### Angus Glen Golf Club (ANG)

Angus Glen Golf Club is home to men's and women's golf competitions.

#### Accessible areas and services

##### Accessible entry/exit

The venue has been made as accessible as possible, and the area from the spectator accessible parking to the clubhouse entrance is mostly flat. However, this is an outdoor venue with areas of steep and uneven terrain.

The spectator entrance for this venue is located at the Angus Glen Golf Club clubhouse. The clubhouse is located on the west side of Kennedy Road, just north of Major Mackenzie Drive. The clubhouse is accessible with street-level access at the spectator entrance.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

#### Accessible transportation

##### Transit

Transit is available to/from this venue and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015).

##### Accessible transit stop

1. York Region Transit: Angus Glen Community Centre

**Please note:** There is an accessible shuttle service from the Angus Glen Community Centre that drops off spectators near the venue's spectator entrance.

##### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

##### Walk, wheel or cycle

The roadway leading to this venue is not pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is available near the north course entrance and the Angus Glen Community Centre. Bicycles are stored at the owner's risk.

**Please note:** Cyclists may use the shuttle at the Angus Glen Community Centre to go to and from the venue.

## Angus Glen Golf Club (ANG)

### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

### Accessible parking

This venue has limited accessible parking spaces in the clubhouse lot. However, these spaces **must be booked in advance**.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

### Additional parking

Limited general parking spaces are available in the spectator lot off Warden Road.

Public transit is the best option to get to and from this venue. Transit is included with the printed event ticket.

### Accessible drop-off location

All Call One vehicles are directed to a dedicated accessible drop-off location at the spectator entrance.

**Please note:** This drop-off location is not for personal vehicles or taxis. This area is reserved for booked accessible transit.

### Accessible amenities

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

There are concessions located around the golf course and the traditional field bar. The concessions stands conduct sales from a table by the concession counter, which provides accessible service.

In addition, the main clubhouse offers food and beverage service for all spectators and guests.

**Please note:** The concessions and the merchandise areas are located on the golf course, and not all pathways to these amenities are accessible. Amenities such as the restaurant and washroom in the clubhouse are more easily accessible.

### Accessible washrooms

The accessible washroom is located in the clubhouse. A minimum of one accessible washroom stall is available in all public washrooms for spectators.

### Accessible seating

There is no assigned spectator seating areas at the venue. Spectators can walk throughout the golf course (this is part of standard operations for golf tournaments).

A designated accessible viewing area of the 18th hole is available near the clubhouse. However, space is limited and is available on a first-come, first-served basis.

To purchase tickets, please visit [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets).

### Spectator services

#### Information booth

An information booth is located near the clubhouse, a short distance from the spectator entry.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the *TORONTO 2015 Pan Am Spectator Guide* and *TORONTO 2015 Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

#### Wheelchair loan

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

## Angus Glen Golf Club (ANG)

### **Mobility device access**

All pathways in and around the venue are fully paved. Some grades within the pathways do exceed five per cent. However, appropriate signage is available to direct spectators towards the most accessible route.

**Please note:** There are two pathways to access the accessible viewing area at the 18th hole: one pathway is 100 metres in length with a steep grade section of approximately 12 per cent, and a secondary pathway that is longer (250 metres) with an average grade of approximately eight per cent.

### **Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

As an outdoor venue, there are plenty of grassy areas available for use by service animals.

Additionally, a designated service animal relief area is available near the 10th tee close to the field bar.

Owners must pick up after their service animal and supply their own bags for waste disposal.

### **Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

### **Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.



## Atos Markham Pan Am/Parapan Am Centre (MAR)

Atos Markham Pan Am/Parapan Am Centre is home to men's and women's water polo, badminton and table tennis competitions.

In August 2015, this venue will also host the table tennis competitions for the Parapan Am Games. For more information about accessibility at this location during the Parapan Am Games, refer to the TORONTO 2015 *Parapan Am Games Accessibility Guide* at [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility).

### Accessible areas and services

#### Accessible entry/exit

The spectator entrance to this venue is located on the north side of YMCA Boulevard, just west of Kennedy Road. The venue is accessible with street-level access at the spectator entrance.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

### Accessible transportation

#### Transit

Transit is available to/from this venue and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015).

#### Accessible transit stop

1. GO Transit: Unionville GO Station

**Please note:** This station is accessible and is approximately 400 metres from the venue entrance.

#### Additional transit stops

Transit stops are also be available at:

1. Durham Region Transit stops are available along Ravis Road.

There is no shuttle to transport spectators between the station and the venue. All stops are within 500 metres of the spectator entrance.

#### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

## Atos Markham Pan Am/Parapan Am Centre (MAR)

### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is available at the southwest corner of Main Street Unionville and Enterprise Drive. Bicycles are stored at the owner's risk.

### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

Accessible parking can be accessed off Enterprise Drive, adjacent to the venue.

### Accessible parking

This venue has limited accessible parking spaces beside the spectator entrance. However, these spaces **must be booked in advance**.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

### Additional parking

This is a park-and-walk venue. General parking is available at the lot on Enterprise Boulevard and Sciberras Road. Spectators are required to walk 800 metres from the general parking area to the venue. For more information about parking, please visit [TORONTO2015.org/venue](http://TORONTO2015.org/venue).

### Accessible drop-off location

All Call One vehicles are directed to a dedicated accessible drop-off location at the spectator entrance.

### Accessible amenities

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

There are two large concession stands at this venue: one located near the entrance to the water polo competition, and one in the spectator plaza.

All concessions have reduced counter height, allowing for accessible service.

### Accessible washrooms

Accessible washrooms are available on the ground floor and second floor of this venue.

A minimum of one accessible washroom stall is available in all public washrooms for spectators.

Additionally, accessible portable washrooms are available in the spectator plaza.

### Accessible seating

Accessible seating and adjacent companion seating are available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

### Spectator services

#### Information booth

An information booth is located in the main concourse, close to the spectator entry.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions you might have. Services available at the information booth include:

- Information services:
  - Reference copies of the TORONTO 2015 *Pan Am Spectator Guide* and TORONTO 2015 *Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

## Atos Markham Pan Am/Parapan Am Centre (MAR)

### **Wheelchair loan**

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

### **Mobility device access**

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.

### **Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

A designated animal relief area is available within the spectator plaza within 50 metres of the information booth.

Owners must pick up after their service animal and supply their own bags for waste disposal.

### **Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

### **Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

### **Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.

## Oshawa Sports Centre (OBX)

Oshawa Sports Centre is home to men's and women's weightlifting and boxing competitions.

### Accessible areas and services

#### Accessible entry/exit

The spectator entrance is located on the south side of Athol Street West, just across from Mary Street North. The venue is accessible and has street-level access at the spectator entrance.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

### Accessible transportation

#### Transit

Transit is available to/from this venue and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015).

#### Accessible transit stop

**There are two accessible transit stops:**

1. Oshawa GO Station. An accessible shuttle service from the Oshawa GO Station is available to transport spectators to and from the venue. This shuttle drops spectators off at the spectator entrance.
2. Durham Regional Transit (DRT): Mary Street North at Bond Street East
  - This stop is about 400 metres from the venue entrance.

#### Additional transit stops

There is an additional transit stop to/from this venue. Please be advised that this transit stop is **not accessible** for spectators with a mobility impairment.

1. Oshawa Bus Terminal

This station is not accessible and is about 700 metres from the venue entrance.

#### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

## Oshawa Sports Centre (OBX)

### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is available near the spectator entrance. Bicycles are stored at the owner's risk.

### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

### Accessible parking

This venue has limited accessible parking spaces available on the west side of the venue, off Bruce Street. However, a parking space **must be booked in advance**.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

**Please note:** The distance from the accessible parking lot to the spectator entrance is about 180 metres, with a slight change in grade.

### Additional parking

Spectators who require general parking are to use the **user-pay** parking lot located within 300 metres of the venue entrance, at Mary Street North and King Street East. The cost of parking varies by time of day.

### Accessible drop-off location

All Call One vehicles are directed to a dedicated accessible drop-off location at the spectator entrance.

**Please note:** This drop-off location is not for personal vehicles or taxis. This area is reserved for booked accessible transit.

### Accessible amenities

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

There are three concession stands located throughout the spectator concourse. All concessions stands have reduced counter height, which provides accessible service.

### Accessible washrooms

A minimum of one accessible washroom stall is available in all public washrooms for spectators. Additionally, a family change room is located on the main concourse level.

### Accessible seating

Accessible seating and adjacent companion seating are available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

**Please note:** There is an elevator directly upon entry to the venue to access accessible seating. Spectators are escorted to their accessible seats through a restricted area.

### Spectator services

#### Information booth

An information booth is located in the main concourse, close to the spectator entry.

The information booth is staffed with friendly volunteers and venue staff who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the *TORONTO 2015 Pan Am Spectator Guide* and *TORONTO 2015 Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

## Oshawa Sports Centre (OBX)

### Wheelchair loan

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

### Mobility device access

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.

**Please note:** When exiting the elevator on the lower level, there is a slight downhill ramp. Event services volunteers are available if assistance is required.

### Service animal relief areas

Service animals are welcome and have full access to all spectator areas within and around the venue.

Additionally, a designated animal relief area is available within the spectator plaza, 50 metres from the information booth. Re-entry is permitted for those requiring access to the service animal relief area.

Owners must pick up after their service animal and supply their own bags for waste disposal.

### Assistive listening devices

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

### Mobility assistance

Visit the information booth if electrical power is required to charge a mobility device.

### Medical services

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required



## President's Choice Ajax Pan Am Ballpark (AJX)

President's Choice Ajax Pan Am Ballpark is home to men's and women's baseball and softball.

### Accessible areas and services

#### Accessible entry/exit

The spectator entrance to this venue is located on the east side of Audley Road North, across from Williamson Drive East. The venue is accessible with street-level access at the spectator entrance.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

**Please note:** Upon arriving at venue, spectators must travel about 200 metres to reach the baseball diamonds. The softball diamonds are located just past the baseball diamonds.

A golf cart is available to shuttle spectators who are unable to walk long distances. However, this golf cart is not wheelchair accessible.

### Accessible transportation

#### Transit

Transit is available to/from this venue and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015).

#### Accessible transit stop

1. GO Transit: Ajax GO

**Please note:** This station is accessible and has an accessible shuttle service available to transport spectators to the venue.

#### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

#### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to the venue is encouraged. A bicycle valet service is available at the northeast corner of Audley Road North and Williamson Drive. Bicycles are stored at the owner's risk.

#### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

## President's Choice Ajax Pan Am Ballpark (AJX)

### Accessible parking

This is a park-and-walk venue. Parking is available at 709 Taunton Road West, just west of Lake Ridge Road, which is approximately 300 metres from the venue. Limited accessible parking spots are available. However, an accessible parking space **must be booked in advance**.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

The cost of parking is \$10.

An accessible shuttle is available for spectators who require additional assistance getting from the off-site parking location to the venue.

### Additional parking

General parking is also available at 709 Taunton Road West, just west of Lake Ridge Road. The cost of parking is \$10.

### Accessible drop-off location

There is a dedicated accessible drop-off location at the venue for the accessible shuttle.

**Please note:** This drop-off location is not for personal vehicles or taxis. This area is reserved for booked accessible transit.

### Accessible amenities

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

This venue has two large concession stands, one located near the main baseball diamond and one located within the spectator plaza.

All concessions stands have reduced counter height, which provides accessible service.

### Accessible washrooms

Accessible portable washrooms are available on-site in the spectator plaza.

### Accessible seating

Accessible seating and adjacent companion seating are available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

## Spectator services

### Information booth

An information booth is located in the central spectator plaza.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the TORONTO 2015 *Pan Am Spectator Guide* and TORONTO 2015 *Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

### Wheelchair loan

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

### Mobility device access

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent. However, appropriate signage is available to direct spectators towards the most accessible route to avoid the areas in the diamonds where the pathway grade is too steep.

## President's Choice Ajax Pan Am Ballpark (AJX)

### **Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

Being an outdoor venue, there are plenty of grassy areas available for use by service animals.

Additionally, a designated animal relief area is available within the spectator plaza within 50 metres of the information booth.

Owners must pick up after their service animal and supply their own bags for waste disposal.

### **Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

### **Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

### **Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.

## Peel and Halton

### OLG Caledon Pan Am Equestrian Park (CEP)

OLG Caledon Pan Am Equestrian Park is home to equestrian – dressage, eventing and jumping competitions.

#### Accessible areas and services

##### Accessible entry/exit

**Please note:** There is no direct access to this venue. All spectators must first go to the park-and-ride located at Albion Hills Conservation Area (16500 Highway 50, Palgrave, ON, where an accessible shuttle then transports spectators from the parking lot to the venue.

The venue is accessible and has street-level access at the spectator entrance.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security lane.

#### Accessible transportation

##### Transit

Transit is not available to or from this venue.

##### Call One

The Call One service is available for this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

The Call One drop-off is at the park-and-ride, where an accessible shuttle transports spectators to the venue.

##### Walk, wheel or cycle

The roadway leading to this venue is not pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is available near Buckstown Trail, northeast of the spectator entrance. Bicycles are stored at the owner's risk.

##### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

## OLG Caledon Pan Am Equestrian Park (CEP)

### Accessible parking

This is a park-and-ride venue. Limited accessible parking spots are available at the Albion Hills Conservation Area (16500 Highway 50, Palgrave, ON. Please note that an accessible parking space **must be booked in advance**.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

The cost of parking is \$10.

An accessible shuttle transports spectators from the parking lot to the venue.

### Additional parking

General parking is also available at the Albion Hills Conservation Area (16500 Highway 50, Palgrave, ON. The cost of parking is \$10 and can be made by cash only.

An accessible shuttle transports spectators from the parking lot to the venue. For more information about parking, please visit [TORONTO2015.org/venue](http://TORONTO2015.org/venue).

### Accessible drop-off location

There is an accessible drop-off location at the park-and-ride facility. All accessible taxis are directed to the dedicated accessible drop-off location. An accessible shuttle transports spectators to the venue.

**Please note:** This drop-off location is not for personal vehicles.

### Accessible amenities

Accessible amenities are located in the southern spectator plaza behind the spectator seating.

The concession stands have reduced counter height, allowing for accessible service. Additionally, the queuing area has been widened to allow for greater accessibility.

### Accessible washrooms

Accessible portable washrooms are available in both spectator plazas.

### Accessible seating

Accessible seating and adjacent companion seating are available at the southern end of this venue.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

## Spectator services

### Information booth

An information booth is located the spectator plaza, close to the main spectator entry.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the TORONTO 2015 *Pan Am Spectator Guide* and TORONTO 2015 *Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

## OLG Caledon Pan Am Equestrian Park (CEP)

### **Wheelchair loan**

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

### **Mobility device access**

Some pathways around the venue are covered surfaces. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.

### **Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

Being an outdoor venue, there are plenty of grassy areas available for use by service animals.

Additionally, a designated service animal relief area is available within the spectator plaza.

Owners must pick up after their service animal and supply their own bags for waste disposal.

### **Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

### **Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

### **Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.



## Cisco Milton Pan Am/Parapan Am Velodrome (MIV)

Cisco Milton Pan Am/Parapan Am Velodrome is home to men's and women's track cycling.

In August 2015, this venue will also host the track cycling competitions for the Parapan Am Games. For more information about accessibility at this location during the Parapan Am Games, refer to the TORONTO 2015 *Parapan Am Games Accessibility Guide* at [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility).

### Accessible areas and services

#### Accessible entry/exit

The venue is located near the intersection of Louis St. Laurent Avenue and Tremaine Road. The spectator entrance for this venue is located on the east side of the venue directly in front of the shuttle drop-off area. The venue is accessible with street-level access at the spectator entrance.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

### Accessible transportation

#### Transit

Transit is available to/from this venue and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015).

#### Designated accessible transit stop

**There is one designated accessible transit stop to/from this venue:**

1. GO Transit: Milton GO Station

Milton Transit is operating the 400 MIV Special, a dedicated shuttle from the Milton GO Station to the Cisco Milton Pan Am/Parapan Am Velodrome. The 400 MIV Special is accessible and can be accessed by passengers travelling from other Milton Transit routes/services to the Milton GO Station.

#### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

## Cisco Milton Pan Am/Parapan Am Velodrome (MIV)

### Walk, wheel or cycle

Cycling to this venue is encouraged. Bicycle parking is available on the southeast side of the spectator entrance. Bicycles are stored at the owner's risk.

### Alerts

- The venue entrance is approximately one kilometre from Tremaine Road. There is no sidewalk along this route for pedestrians.
- Watch for traffic along Louis St. Laurent Avenue and Pan Am Boulevard.

### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

### Accessible parking

This is a park-and-ride venue. Accessible parking is available at the Milton Sports Centre, located at 650 Santa Maria Boulevard, Milton. Limited accessible parking spaces are available at the park-and-ride lot, and spaces **must be booked in advance**.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

### Additional parking

General parking is also available at the Milton Sports Centre, located at 650 Santa Maria Boulevard, Milton. For more information about general parking, please visit [TORONTO2015.org/venue](http://TORONTO2015.org/venue).

**Please note:** An accessible shuttle transports all spectators from the park-and-ride facility at the Milton Sports Centre to the venue entrance.

### Accessible drop-off location

All Call One vehicles are directed to a dedicated accessible drop-off location at the spectator entrance.

**Please note:** This drop-off location is not for personal vehicles or taxis. This area is reserved for booked accessible transit.

### Accessible amenities

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

Food trucks are available within the spectator plaza, only a short distance from the spectator entrance. Each food truck conducts sales from a table in front of the truck, which provides accessible service.

### Accessible washrooms

A minimum of one accessible washroom stall is available in all public washrooms for spectators. Additionally, accessible portable washrooms are available within the spectator plaza.

### Accessible seating

Accessible seating and adjacent companion seating are available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

## Spectator services

### Information booth

An information booth is located inside the lobby, close to the spectator entry.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the *TORONTO 2015 Pan Am Spectator Guide* and *TORONTO 2015 Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

## Cisco Milton Pan Am/Parapan Am Velodrome (MIV)

### **Wheelchair loan**

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

### **Mobility device access**

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.

### **Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

Additionally, a designated service animal relief area is available within the spectator plaza, 50 metres from the spectator entry.

Owners must pick up after their service animal and supply their own bags for waste disposal.

### **Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

### **Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

### **Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.

## Milton Time Trial Course (MRT)

Milton Time Trial Course is home to men's and women's road cycling – individual time trial.

In August 2015, this venue will also host competitions for the Parapan Am Games. For more information about accessibility at this location during the Parapan Am Games, refer to the TORONTO 2015 *Parapan Am Games Accessibility Guide* at [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility).

### Event Information

The individual time trial competition is a non-ticketed event. Therefore, there are no amenities offered to spectators.

The cycling road course is approximately 20 kilometres and runs along Louis St. Laurent Avenue, Fourth Line, Lower Base Line West, First Line and Bronte Street. The course starts and finishes on Louis St. Laurent Avenue, east of Urell Way and west of Savoline Boulevard.

Spectators may view the event at any point along the designated course.

An accessible portable washroom is located near the finish line for spectator use.

## Mississauga Sports Centre (MIS)

Mississauga Sports Centre is home to men's and women's judo, wrestling, taekwondo and karate.

In August 2015, this venue will also host the Parapan Am powerlifting, wheelchair rugby and goalball competitions. For more information about accessibility at this location during the Parapan Am Games, refer to the TORONTO 2015 *Parapan Am Games Accessibility Guide* at [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility).

### Accessible areas and services

#### Accessible entry/exit

The spectator entrance to this venue is located on the south side of Rose Cherry Place. The venue is accessible and has street-level access at the spectator entrance.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security lane.

### Accessible transportation

#### Transit

Transit is available to/from this venue and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015).

#### Designated accessible transit stops

**There are four designated transit stops to/from this venue:**

1. TTC: Kipling Station (accessible stop)
2. Transit terminals at Square One Shopping Centre
  - MiWay/Brampton Züm: Mississauga City Centre Transit Terminal (accessible stop)
  - Square One GO Transit (accessible)
3. Port Credit GO Station (accessible)
4. MiWay: Rose Cherry Place stop\*

**\*Please note:** Each transit stop has a shuttle that takes spectators to/from the venue, except the MiWay Rose Cherry Place stop, which is located in front of the venue. The spectator shuttles are accessible.

#### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

**Walk, wheel or cycle**

The roadway leading up to this venue is pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is available northwest of the main arena. Bicycles are stored at the owner's risk.

**Driving and parking**

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

**Accessible parking**

This venue has limited accessible parking spaces, which are located beside the spectator entrance. However, a parking space **must be booked in advance**.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

**Additional parking**

Limited general parking spaces are available in the parking lot just east of the venue entrance. Spectators must access the venue via Matheson Boulevard East due to a road closure on Rose Cherry Place.

**Please note:** Parking is limited. Transit is the best option to/from this venue and is included with the printed event ticket.

For more information about parking, please visit [TORONTO2015.org/venue](http://TORONTO2015.org/venue).

**Accessible drop-off location**

All Call One vehicles are directed to a dedicated accessible drop-off location near the spectator entrance.

**Please note:** This drop-off location is not for personal vehicles or taxis. This area is reserved for booked accessible transit.

**Accessible amenities**

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

**Accessible washrooms**

A minimum of one accessible washroom stall is available in all public washrooms for spectators.

## Mississauga Sports Centre (MIS)

### Accessible seating

Accessible seating and adjacent companion seating are available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

### Spectator services

#### Information booth

An information booth is located inside the lobby near Section 26 on the main concourse, close to the spectator entry.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the TORONTO 2015 *Pan Am Spectator Guide* and TORONTO 2015 *Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).



**Wheelchair loan**

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

**Mobility device access**

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.

**Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

A designated animal relief area is located within the fence line, just outside of the main spectator venue entry.

Owners must pick up after their service animal and supply their own bags for waste disposal.

**Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

**Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

**Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.

## Pan Am Cross-Country Centre (CCE)

Pan Am Cross-Country Centre is home to equestrian – eventing (cross-country).

### Accessible areas and services

#### Accessible entry/exit

The spectator entrance is located at 4th Line East, south of Mono Centre Road and directly beside the accessible parking area.

The venue has been made as accessible as possible and the spectator entrance is mostly flat. However, this is an outdoor venue with areas of steep and uneven terrain.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security lane.

### Accessible transportation

#### Transit

Transit is not be available to or from this venue.

#### Walk, wheel or cycle

The roadway leading to this venue is not pedestrian friendly.

Bicycle parking is not available at this venue.

#### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

#### Accessible parking

This venue has limited accessible parking spaces beside the spectator entrance. However, a parking space **must be booked in advance**.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

#### Additional parking

Parking is available at this venue via 4th Line East off Mono Centre Road.

For more information about parking, please visit [TORONTO2015.org/venue](http://TORONTO2015.org/venue).

**Accessible drop-off location**

An accessible drop-off location is near the spectator entrance via 4th Line East, south of Mono Centre Road.

**Accessible amenities**

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas. Accessible amenities are located in the northern spectator plaza at the spectator entry, near the parking lot. The concession stands have a widened queuing area for greater accessibility.

**Accessible washrooms**

Accessible portable washrooms are located throughout the venue.

**Accessible seating**

There is no general spectator seating provided at this venue. Spectators can roam around the venue to view the course, which is standard practice for this sport discipline.

An accessible viewing platform is available near the spectator plaza and spectator entrance.

TORONTO 2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

## Pan Am Cross-Country Centre (CCE)

### Spectator services

#### Information booth

An information booth is located close to the spectator entry.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the TORONTO 2015 *Pan Am Spectator Guide* and TORONTO 2015 *Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

#### Wheelchair loan

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

**Mobility device access**

This is an outdoor venue on an open field of uneven terrain. Please note that there may be potholes throughout the terrain.

All pathways in and around the venue are not paved. Where needed, appropriate signage directs spectators towards the most accessible route available at this outdoor venue. A trackway has been provided within the spectator plaza to allow for access to the accessible amenities.

**Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

As an outdoor venue, there are plenty of grassy areas available for use by service animals.

Additionally, a designated service animal relief area is available within the spectator plaza.

Owners must pick up after their service animal and supply their own bags for waste disposal.

**Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

**Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

**Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.

## Haliburton and Simcoe

### Hardwood Mountain Bike Park (HRD)

Hardwood Mountain Bike Park is home to men's and women's mountain bike competitions.

#### Accessible areas and services

##### Accessible entry/exit

**Please note:** There is no direct access to this venue. All spectators must first go to the park-and-ride located at the Oro Agricultural Fairgrounds, where an accessible shuttle then transports spectators from the parking lot to the venue.

The venue has been made as accessible as possible and the spectator entrance is mostly flat. However, this is an outdoor venue with areas of steep and uneven terrain.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

#### Accessible transportation

##### Transit

Transit is not be available to/from this venue.

##### Walk, wheel or cycle

The roadway leading to this venue is not pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is available near the spectator entrance. Bicycles are stored at the owner's risk.

##### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

##### Accessible parking

This is a park-and-ride venue. Venue parking is available at the Oro Agricultural Fairgrounds, located at the corner of the 7th Line of Oro-Medonte and 15/16 Sideroad East, three kilometres north of Highway 11.

Accessible parking spaces are available at the park-and-ride facility. Accessible parking spaces **must be booked in advance**. To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

**Please note:** A shuttle transports spectators from the parking lot to the venue. This shuttle is accessible.

**Additional parking**

General parking is also available at the Oro Agricultural Fairgrounds, located at the corner of the 7th Line of Oro-Medonte and 15/16 Sideroad East, three kilometres north of Highway 11. A shuttle transports spectator to the venue entrance.

For more information about parking, please visit [TORONTO2015.org/venue](http://TORONTO2015.org/venue).

**Accessible drop-off location**

There is a designated accessible drop-off location at the park-and-ride facility located at the Oro Agricultural Fairgrounds. An accessible shuttle transports spectators from the park-and-ride facility to the spectator entrance.

Accessible taxis also use the accessible drop-off location. When booking a taxi, please request service to: Oro Agricultural Fairgrounds located at the corner of the 7th Line of Oro-Medonte and 15/16 Sideroad East, three kilometres north of Highway 11.

**Accessible amenities**

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

Two food trucks are available within the spectator plaza near the accessible seating platform. Each food truck conducts sales from a table in front of the truck, which provides for accessible service.

**Accessible washrooms**

Accessible portable washrooms are available in the spectator plaza near the accessible seating platform

**Accessible seating**

Accessible seating and adjacent companion seating are available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

## Hardwood Mountain Bike Park (HRD)

### Spectator services

#### Information booth

An information booth is located in the spectator plaza, close to the spectator entry.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the TORONTO 2015 *Pan Am Spectator Guide* and TORONTO 2015 *Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

#### Wheelchair loan

Two all-terrain manual mobility devices are available for spectator use for travel on the uneven trail terrain. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchair loans are available on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for those spectators who would like to store their **personal** wheelchair while at the venue.

#### Mobility device access

This is an outdoor venue with hard-packed pathways and some steep grades of about eight to 10 per cent. All pathways in and around the venue are not paved. There is appropriate signage directing spectators towards the most accessible route available at this outdoor venue.



**Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

Additionally, a designated service animal relief area is available within the spectator plaza.

Owners must pick up after their service animal and supply their own bags for waste disposal.

**Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

**Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

**Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.

## Minden Wild Water Preserve (MWW)

Minden Wild Water Preserve is home to men's and women's canoe/kayak – slalom competitions.

### Accessible areas and services

#### Accessible entry/exit

**Please note:** There is no direct access to this venue. All spectators must first go to the SG Nesbitt Memorial Arena, located at 55 Parkside Street, Minden, where an accessible shuttle then transports spectators from the parking lot to the venue.

The security screening process takes place at SG Nesbitt Memorial Arena. Spectators go through the security screening process prior to boarding the accessible shuttle, which transports **all** spectators to the venue.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

The venue has been made as accessible as possible and the spectator entrance is mostly flat. However, this is an outdoor venue with areas of steep and uneven terrain.

### Accessible transportation

#### Transit

Transit is not available to/from this venue.

#### Walk, wheel or cycle

The roadway leading to this venue is not pedestrian friendly.

Bicycle parking is not available at this venue.

#### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

#### Accessible parking

This is a park-and-ride venue. Limited accessible parking is available at SG Nesbitt Memorial Arena (55 Parkside Street, Minden). Accessible parking spaces must be booked in advance. To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

**Additional parking**

General parking is also available at SG Nesbitt Memorial Arena (55 Parkside Street, Minden).

For more information about parking, please visit [TORONTO2015.org/venue](http://TORONTO2015.org/venue).

**Please note:** A shuttle transports spectators from the parking lot to the venue. This shuttle is accessible.

**Accessible drop-off location**

There is a designated accessible drop-off location at the park-and-ride facility, which is located at the Nesbitt Arena in Minden.

Accessible taxis also use the accessible drop-off location. When booking a taxi, please request service to:

SG Nesbitt Memorial Arena and Community Centre 55 Parkside Street Minden

**Accessible amenities**

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

A concession stand is available in the spectator plaza.

**Accessible washrooms**

Accessible portable washrooms are available in the spectator plaza, about 30 metres from the accessible viewing platform.

**Accessible seating**

There is no seating at this venue. An accessible viewing platform (with limited space) is available and can be accessed from the spectator plaza.

TORONTO 2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

## Minden Wild Water Preserve (MWW)

### Spectator services

#### Information booth

An information booth is located in the spectator plaza, adjacent to the spectator load zone at the venue.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the *TORONTO 2015 Pan Am Spectator Guide* and *TORONTO 2015 Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

#### Wheelchair loan

Two all-terrain manual mobility devices are available for spectator use for travel on the uneven trail terrain. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchair loans are available on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for those spectators who would like to store their **personal** wheelchair at the venue.

**Mobility device access**

This is an outdoor venue with boulders, gravel pathways, steep grades and tree roots. All pathways in and around the venue are not paved. Most pathway grades are steep and exceed five per cent. There is appropriate signage directing spectators towards the most accessible route available.

**Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

As an outdoor venue, there are plenty of grassy areas available for use by service animals.

Additionally, a designated service animal relief area is available within the spectator plaza, 50 metres from the information booth.

Owners must pick up after their service animal and supply their own bags for waste disposal.

**Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

**Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

**Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.

## Pan Am Shooting Centre (TTS)

Pan Am Shooting Centre is home to men's and women's shooting – pistol, rifle and shotgun competitions.

### Accessible areas and services

#### Accessible entry/exit

The spectator entrance to this venue is located on the west side of Side Road 5, north of 14th Line. The venue is accessible and has street-level access at the spectator entrance.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

### Accessible transportation

#### Transit

Transit is not available to/from this venue.

#### Walk, wheel or cycle

The roadway leading to this venue is not pedestrian friendly.

Bicycle parking is not available at this venue.

#### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

#### Accessible parking

Limited accessible parking spaces are available next to the spectator entrance.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

#### Additional parking

This is a park-and-ride venue. General parking is available off-site at 3311 Simcoe 89, Cookstown, ON.

A shuttle transports spectators from the parking lot to the venue.

For more information about parking, please visit [TORONTO2015.org/venue](http://TORONTO2015.org/venue).

**Accessible drop-off location**

There is a designated accessible drop-off location at the park-and-ride facility for taxis and personal vehicles.

**Accessible amenities**

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

A food truck is available and conducts sales from a table in front of the truck, which provides accessible service.

**Accessible washrooms**

Accessible portable washrooms are available in the spectator plaza and near the spectator seating area of the trap and skeet competitions.

**Accessible seating**

Accessible seating and adjacent companion seating are available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

For shotgun events, an accessible seating platform is available.

For pistol and rifle events, accessible seating is beside the spectator stands.

## Pan Am Shooting Centre (TTS)

### Spectator services

#### Information booth

An information booth is located near the spectator entrance.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the TORONTO 2015 *Pan Am Spectator Guide* and TORONTO 2015 *Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

#### Wheelchair loan

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

#### Mobility device access

All pathways in and around the venue have various surfaces: paved trackway and hard-packed surfaces. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.



**Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

As an outdoor venue, there are plenty of grassy areas available for service animals. Additionally, a designated service animal relief area is available within the spectator plaza, 50 metres from the information booth.

Owners must pick up after their service animal and supply their own bags for waste disposal.

**Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

**Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

**Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.

## Hamilton and Niagara

### CIBC Hamilton Pan Am Soccer Stadium (HAM)

CIBC Hamilton Pan Am Soccer Stadium is home to men's and women's football (soccer) competitions.

#### Accessible areas and services

##### Accessible entry/exit

The venue is accessible and has street-level access at each of the two spectator entrances located at the northwest corner of Balsam Avenue North and Cannon Street, and at the northeast corner of Melrose Avenue North and Cannon Street.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

#### Accessible transportation

##### Transit

Transit is available to/from this venue and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at [ontario.ca/Games2015](http://ontario.ca/Games2015).

##### Designated accessible transit stops

There are four designated accessible transit stops to/from this venue:

1. GO Transit: James Street North GO Station
2. GO Transit: Hamilton GO Centre
3. Hamilton Street Railway (HSR): Gage Avenue North at Barton Street East
4. Hamilton Street Railway (HSR): Cannon Street East at Lottridge Street

An accessible shuttle is available for spectators arriving at the James Street North GO Station and the Hamilton GO Centre.

**Please note:** All four designated transit stops for this venue are accessible.

##### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

##### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is available at the Prince of Wales Elementary School (77 Melrose Avenue North, Hamilton) at the corner of Cannon Street and Melrose Avenue. Bicycles are stored at the owner's risk.

### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

### Accessible parking

Accessible parking is available beside the venue at Scott Park, about 150 metres from the venue entrance. To access the accessible parking, please enter via Balsam Avenue North, off King Street. These spaces are dedicated to accessible parking only.

Please note that an accessible parking space **must be booked in advance**.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

An accessible shuttle is also be available for spectators parking at the general parking lot (located at an off-site location). This shuttle transports spectators from the off-site parking lot to the venue.

### Additional parking

There are multiple parking lots for the CIBC Hamilton Pan Am Soccer Stadium. It is recommended that spectators pre-book their parking space so that they are assigned the most convenient lot based on the point of origin in which they enter. Once the space has been booked, spectators can use the Games trip planner to plan their route.

If spectators are planning to buy tickets at the stadium or have forgotten to pre-book a spot, please go to the HAM 1 parking lot at 1280 Main St W, Hamilton, ON – Lot M – Westaway Rd (access off Cootes Dr, via College Ct) and take the park-and-ride shuttle. The cost of parking is between \$3–\$10. For more information about parking, please visit [TORONTO2015.org/venue](http://TORONTO2015.org/venue).

### Alerts

When planning transportation to the venue, please keep in mind that the following roads surrounding the venue are closed:

- Cannon Street East between Gage Avenue and Lottridge Street
- Melrose Avenue North between Cannon Street East and Beechwood Avenue
- Balsam Avenue North between Cannon Street East and Beechwood Avenue
- Beechwood Avenue between Melrose Avenue North and Balsam Avenue North

### Accessible drop-off location

All Call One vehicles are directed to a dedicated accessible drop-off location at Scott Park, about 150 metres from the venue entrance.

**Please note:** This drop-off location is not for personal vehicles or taxis. This area is reserved for booked accessible transit.

## CIBC Hamilton Pan Am Soccer Stadium (HAM)

### Accessible amenities

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

#### Accessible washrooms

A minimum of one accessible washroom stall is available in all public washrooms for spectators.

#### Accessible seating

Accessible seating and adjacent companion seating are available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

### Spectator services

#### Information booth

An information booth is located in the spectator plaza, close to the spectator entry.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the *TORONTO 2015 Pan Am Spectator Guide* and *TORONTO 2015 Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

**Wheelchair loan**

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

**Mobility device access**

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.

**Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

Additionally, a designated service animal relief area is available within the spectator plaza, 50 metres from the information booth.

Owners must pick up after their service animal and supply their own bags for waste disposal.

**Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

**Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

**Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.

## Royal Canadian Henley Rowing Course (HEN)

Royal Canadian Henley Rowing Course is home to men's and women's rowing competitions.

### Accessible areas and services

#### Accessible entry/exit

The spectator entrance is located on Main Street (also known as Regional Road 87), between Brock Street and Ann Street. The venue is accessible with street-level access at the spectator entrance.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

### Accessible transportation

#### Transit

Transit is available to/from this venue and is included with the printed event ticket.

#### Designated accessible transit stops

1. GO Transit: St. Catharines Fairview Mall (YMCA Drive) GO Bus Stop
  - An accessible shuttle is available to transport spectators from the St. Catharines Fairview Mall GO Bus Stop to the venue entrance.
2. St. Catharines Transit: Main Street at Ann Street
3. St. Catharines Transit: Main Street at Brock Street

**Please note:** All three designated transit stops for this venue are accessible.

#### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

#### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is available at the Port Dalhousie Older Adult Centre (19 Brock Street, St. Catharines). Bicycles are stored at the owner's risk.

### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

### Accessible parking

Limited accessible parking is available at Seymour-Hannah Sports Entertainment Centre (240 St. Paul Street West). A shuttle is available to transport spectators from the general parking area to the venue. However, an accessible parking space **must be booked in advance**.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

### Additional parking

General parking is also available at Seymour-Hannah Sports Entertainment Centre (240 St. Paul Street West). A shuttle is available to transport spectators from the general parking area to the venue. For more information about parking, please visit [TORONTO2015.org/venue](http://TORONTO2015.org/venue).

**Please note:** An accessible shuttle is available to transport all spectators from the off-site parking location to the venue.

### Accessible drop-off location

All Call One vehicles are directed to a dedicated accessible drop-off location.

**Please note:** This drop-off location is not for personal vehicles or taxis. This area is reserved for booked accessible transit.

### Accessible amenities

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas. A concession stand is available in the spectator plaza.

### Accessible washrooms

Accessible portable washrooms are located in the spectator plaza.

### Accessible seating

Accessible seating, and adjacent companion seating, are available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

## Royal Canadian Henley Rowing Course (HEN)

### Spectator services

#### Information booth

An information booth is located in front of the grandstand, only a short distance from the spectator entry.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the TORONTO 2015 *Pan Am Spectator Guide* and TORONTO 2015 *Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

**Please note:** Spectator information is available online in large print format. To access this information, please visit [TORONTO2015.org](http://TORONTO2015.org).

#### Wheelchair loan

Wheelchairs are available for loan at this venue. Please visit the information booth upon arrival to arrange a loan. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchair loans are available on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store their **personal** wheelchair at the venue.

#### Mobility device access

All pathways in and around the venue are gravel and are not paved. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.



**Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

As an outdoor venue, there are plenty of grassy areas available for use by service animals.

Additionally, a designated service animal relief area is available within the spectator plaza, 50 metres from the information booth.

Owners must pick up after their service animal and supply their own bags for waste disposal.

**Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

**Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

**Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.

## Welland Pan Am Flatwater Centre (WFC)

Welland Pan Am Flatwater Centre is home to men's and women's canoe/kayak – sprint competitions.

### Accessible areas and services

#### Accessible entry/exit

The spectator entrance is located close to the intersection of Shaw Street and Colborne Road. The venue is accessible and has street-level access at the spectator entrance.

During the security screening process, spectators with mobility impairments, or those who need additional assistance, are directed to an accessible security screening lane.

### Accessible transportation

#### Transit

Transit is available to/from this venue and is included with the printed event ticket.

#### Designated accessible transit stops

There are two designated accessible transit stops to/from this venue:

1. GO Transit: St. Catharines Fairview Mall (YMCA Drive) GO Bus Stop
2. St. Catharines Transit: Federal Road near Shaw Street

**Please note:** Both of the designated transit stops for this venue are accessible.

An accessible shuttle is available for spectators arriving at the St. Catharines Fairview Mall GO Bus Stop. This shuttle brings spectators from the GO station to Federal Road, near Shaw Street.

#### Call One

The Call One service is available at this venue. Spectators requiring specialized transit services are encouraged to pre-book their trip seven days ahead of their scheduled event by calling 844.PARA ONE (844.727.2663).

#### Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is available near the spectator entrance. Bicycles are stored at the owner's risk.

#### Driving and parking

If driving, the 2015 Games Trip Planner provides the best set of driving directions to this venue. To access the 2015 Games Trip Planner, please visit [ontario.ca/Games2015](http://ontario.ca/Games2015).

**Accessible parking**

This venue has limited accessible parking spaces. Accessible parking must be accessed via Humberstone Road. However, an accessible parking space **must be booked in advance**.

To book an accessible parking space, please visit [TORONTO2015.org/accessibility](http://TORONTO2015.org/accessibility) or call 1.844.695.4313.

**Additional parking**

Limited general parking is available at the parking lot by the venue's Shaw Street entrance. For more information about parking, please visit [TORONTO2015.org/venue](http://TORONTO2015.org/venue).

**Accessible drop-off location**

All Call One vehicles are directed to a dedicated accessible drop-off location at the spectator entrance on Colborne Road, just west of Shaw Street.

**Please note:** This drop-off location is not for personal vehicles or taxis. This area is reserved for booked accessible transit.

**Accessible amenities**

Accessible amenities are available throughout the venue, including washrooms, concessions and merchandise areas.

Food trucks are available within the spectator plaza. Each food truck conducts sales from a table in front of the truck, which provides for accessible service.

A merchandise stand is also available in the spectator plaza and can be accessed via a paved pathway.

**Accessible washrooms**

Accessible portable washrooms are available within the spectator plaza.

**Accessible seating**

Accessible seating and adjacent companion seating are available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at [TORONTO2015.org/tickets](http://TORONTO2015.org/tickets). Accessible tickets may also be purchased by calling 1.855.726.2015.

If a companion seat is required, please ensure that this request is made when purchasing an accessible seating ticket. Ticketing for a companion is available at a 50 per cent discount from the original ticketed price.

## Welland Pan Am Flatwater Centre (WFC)

### Spectator services

#### Information booth

An information booth is in the spectator plaza located at the end of the course. It is accessible via a paved pathway.

The information booth is staffed with friendly volunteers who can assist with any venue-specific questions spectators might have. Services available at the information booth include:

- Information services:
  - Reference copies of the *TORONTO 2015 Pan Am Spectator Guide* and *TORONTO 2015 Pan Am Games Accessibility Guide* are available in English, French and Spanish.
  - Venue-specific sport competition information and schedule of the day's activities.
  - Helpful contacts and websites.
  - Local directions and visitor information.
- Stroller and wheelchair storage.
- Wheelchair loan.
- Assistive listening device loan.
- Lost and found.
- Customer service feedback/issue resolution.

#### Wheelchair loan

Wheelchairs are available for loan at this venue from the information booth. To borrow a wheelchair, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification upon the wheelchair's return.

Please note that wheelchairs are available to borrow on a first-come, first-served basis.

A wheelchair storage service is available at the information booth for spectators who would like to store a **personal** wheelchair.

#### Wheelchair access

There are gravel pathways in and around the venue. Most grades within the pathways do not exceed five per cent. However, where needed, appropriate signage directs spectators towards the most accessible route.

**Service animal relief areas**

Service animals are welcome and have full access to all spectator areas within and around the venue.

As an outdoor venue, there are plenty of grassy areas available for use by service animals.

Additionally, a designated service animal relief area is available within the spectator plaza, 50 metres from the information booth.

Owners must pick up after their service animal and supply their own bags for waste disposal.

**Assistive listening devices**

Assistive listening devices are available at this venue and can be picked up from the information booth. To borrow an assistive listening device, spectators are required to leave a piece of identification at the information booth as a deposit. Spectators may collect their identification when returning the device.

Please note that assistive listening device loans are available on a first-come, first-served basis.

Please consult the venue web page for further details.

**Mobility assistance**

Visit the information booth if electrical power is required to charge a mobility device.

**Medical services**

Emergency medical services and first aid are provided by St. John Ambulance. Please notify a TORONTO 2015 volunteer or security if assistance is required.

## Accessible Tourism

### Are You Ready? challenge

Tourists with disabilities represent the fastest growing and largest untapped tourism market in Canada and globally. The Games present an opportunity to both showcase the work of tourism-related businesses that have made strides to improve their accessibility, as well as support others that may be earlier on in their journey towards providing accessible services.

The TORONTO 2015 Pan Am/Parapan Am Games Organizing Committee's Accessibility Advisory Council launched the Are You Ready? challenge to engage tourism-related businesses to make simple and low-cost accessibility improvements that will help business owners be great hosts to the athletes, spectators and tourists coming to Toronto and the Greater Golden Horseshoe region during the TORONTO 2015 Pan Am/Parapan Am Games. For more information about the Are You Ready? challenge and a list of business who have taken the challenge, visit [TORONTO2015.org/are-you-ready](http://TORONTO2015.org/are-you-ready).

## TORONTO 2015 Tourism Partner Initiatives

TORONTO 2015's tourism partners, the Canadian Tourism Commission, Ontario Tourism Marketing Partnership Corporation and Tourism Toronto, are not only committed to showing off what this great region has to offer, but they are also committed to showcasing Toronto and the province of Ontario as a world-class and accessible destination. To find accessible accommodation, restaurants and tourism adventures, visit the listings below to learn about the accessible features these partners offer. Where available, accessibility information is integrated within existing tourism information.

### Canadian Tourism Commission

[canada.travel](http://canada.travel)

### Ontario Tourism Marketing Partnership Corporation

[ontariotravel.net](http://ontariotravel.net)

### Tourism Toronto

[seetorontonow.com](http://seetorontonow.com)

### Planat

[planat.com](http://planat.com)

An effort to build a more inclusive society, planat is an online ratings tool that enables users to submit and obtain reviews on the accessibility of buildings and public spaces.



