



ACCESSIBILITY GUIDE

PARAPAN AM GAMES

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Welcome to the TORONTO 2015 Parapan 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 region.

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 *Parapan 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. Also, it is recommended that spectators consult 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*.

Term and Definition

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.

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.

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 or through their mobile provider app store. Travel information to venues is also available at 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 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.

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

Venue Accessibility Information

Toronto

CIBC Pan Am/Parapan Am Athletics Stadium (YOR)

Welcome to the CIBC Pan Am/Parapan Am Athletics Stadium, home of the Parapan Am Opening Ceremony.

Please note that this venue also hosts the Parapan Am athletics competitions, and there may be subtle differences in the accessibility plans and services being offered between the two events. Spectators are encouraged to review the applicable description.

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 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.

Please note: For spectators arriving at 6 p.m. or later, the north entrance is closed due to the Athletes' Parade. Spectators must enter via the entrance at the south end of Ottawa Road.

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.

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 their designated spectator entrance. This stop is approximately 300 metres from the spectator entrance.

CIBC Pan Am/Parapan Am Athletics Stadium (YOR)

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 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.

Accessible parking

This venue has limited accessible parking spaces in Founders Lot East. 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 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/venues.

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 concessions available throughout the spectator plaza. Concessions have 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 is available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at 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

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 Parapan Am Spectator Guide* and *TORONTO 2015 Parapan 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.

CIBC Pan Am/Parapan Am Athletics Stadium (YOR)

Wheelchair loan

Wheelchairs are available for loan from the information booth at this venue. 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 while at the venue.

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.

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 and live audio description devices

Assistive listening and audio description devices are available at this venue and can be picked up from the 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 all Opening Ceremony protocol segments.

American Sign Language interpretation

American Sign Language interpretation is provided throughout the ceremony.

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 needed.

Nathan Phillips Square (NPS)

Welcome to Nathan Phillips Square! The Square is home to two Parapan programs:

- PANAMANIA, presented by CIBC – a large-scale festival of contemporary arts and culture that showcases excellence, creativity and a commitment to inspiring and innovative cultural events.
- The Closing Ceremony for the TORONTO 2015 Parapan Am Games.

Please note that there may be subtle differences in the accessibility plans and services being offered between the two events. Spectators are encouraged to review the applicable description.

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.

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 subway 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 and is 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.

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 portable washrooms are available on the north and south side of the plaza.

Accessible seating

The Closing Ceremony and festival site are non-ticketed events.

An accessible seating platform is available for viewing stage performances.

Please note: Accessible seating is available on a first-come, first-served basis. Please check in at the information booth for availability.

Nathan Phillips Square (NPS)

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 *Parapan Am Spectator Guide*, *PANAMANIA Festival Guide* and TORONTO 2015 *Parapan 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.

Wheelchair loan

Wheelchairs are available for loan from the information booth at this venue. 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 while at the venue.

Mobility device access

All pathways in and around the venue are fully paved. 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.

Mobility assistance

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

Open captioning services

Open captioning is available for all ceremony protocol segments. This service is only available for the Parapan Am Closing Ceremony.

American Sign Language interpretation

American Sign Language interpretation is provided throughout the ceremony. This service is only available for the Parapan Am Closing Ceremony.

Assistive listening devices and live audio description devices

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

Audio description services are available for only the Parapan Am Closing Ceremony.

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.

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.

Competition Venues

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

CIBC Pan Am/Parapan Am Aquatics Centre and Field House is home to men's and women's swimming and sitting volleyball competitions.

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 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.

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.

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.

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, accessible parking spaces **must be booked in advance**. The cost of parking is \$20.

To book an accessible parking space, please visit TORONTO2015.org/accessibility or call 1.844.695.4313.

Additional parking

Limited general parking spaces are available in the parking lot off 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/venues.

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. 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.

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

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

A TORONTO 2015 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 *Parapan Am Spectator Guide* and TORONTO 2015 *Parapan 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.

Wheelchair loan

Wheelchairs are available for loan from the information booth at this venue. 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 while at the venue.

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 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)

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

Please note that this venue also operates as the venue for the Parapan Am Opening Ceremony. There may be subtle differences in the accessibility plans and services being offered between the two events. Spectators are encouraged to review the applicable description.

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 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.

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 must 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).

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.

Accessible parking

This venue has limited accessible parking spaces in 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 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/venues.

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 concessions available in the two spectator plazas. Concessions have 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.

CIBC Pan Am/Parapan Am Athletics Stadium (YOR)

Accessible seating

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

TO2015 is pleased to offer accessible tickets through online purchases at 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

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

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 Parapan Am Spectator Guide* and *TORONTO 2015 Parapan 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.

Wheelchair loan

Wheelchairs are available for loan from the information booth at this venue. 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 while at the venue.

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.

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.

Ontario Place West Channel (OPW)

Ontario Place West Channel is home to men's and women's road cycling.

Accessible areas and services

Accessible entry/exit

The spectator entry to this venue is located on the southwest corner of Lake Shore Boulevard and Ontario Drive.

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.

Accessible transit stops

There are three designated transit stops for 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.

Accessible shuttle service

An accessible golf cart is available for spectators who require shuttle service from one of the three designated transit stops.

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, 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.

Accessible parking

This venue has limited accessible parking spaces on-site 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 August 8, otherwise, patrons cannot leave the lot until the completion of competition.

To book an accessible parking space, please visit 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. Public transit is the best option for this venue. Don't forget, public 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/venues.

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 August 8. Spectators cannot access this load zone until the completion of competition on this date.

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 set up in front of the concession, which provides accessible service for all spectators.

Accessible washrooms

Accessible portable washrooms are available throughout the venue.

Ontario Place West Channel (OPW)

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. 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 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 Parapan Am Spectator Guide* and *TORONTO 2015 Parapan 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.

Wheelchair loan

Wheelchairs are available for loan from the information booth at this venue. 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 while at the venue.

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 dog relief area is located within the Ontario Place West Channel venue. 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.

Pan Am/Parapan Am Fields (PAF)

Pan Am/Parapan Am Fields is home to men's football 5-a-side and football 7-a-side competitions.

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 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.

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).

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.

Accessible parking

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

To book an accessible parking space, please visit 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.

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 at the football 7-a-side 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. 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/Parapan Am Fields (PAF)

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 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 the information booth include:

- Information services:
 - Reference copies of the TORONTO 2015 *Parapan Am Spectator Guide* and TORONTO 2015 *Parapan 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 large print format. To access this information, please visit TORONTO2015.org.

Wheelchair loan

Wheelchairs are available for loan 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 wheelchair basketball competitions.

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.

Accessible transit stops

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. College Station*
2. Carlton Street at Church Street via 506 Carlton streetcar**

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.

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.

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 or by calling 1.844.695.4113.

The cost of parking is \$12.

Accessible drop-off location

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

Please note that 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. Additionally, a unisex/family washroom is located on 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. 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.

Ryerson Athletic Centre (RYA)

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

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 *Parapan Am Spectator Guide* and TORONTO 2015 *Parapan 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 are 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.

Wheelchair loan

Wheelchairs are available for loan from the information booth at this venue. 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 while at the venue.

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.

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.

University of Toronto Scarborough Tennis Centre (UTS)

University of Toronto Scarborough Tennis Centre is home to men's and women's wheelchair tennis competitions.

Accessible areas and services

Accessible entry/exit

The spectator entrance to this venue is accessible via the west side of Old Kingston Road, south of Military Trail. 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 and from this venue and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at ontario.ca/Games2015.

Designated accessible transit stop

1. Pan Am Drive extension bus loop (accessible)

Please note: An accessible bus is available for spectators arriving at the Pan Am Drive extension bus stop. This dedicated TTC bus (408 Venue Shuttle East) drops spectators off at the spectator entrance 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 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.

Accessible parking

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

To book an accessible parking space, please visit TORONTO2015.org/accessibility or call 1.844.695.4313.

The cost of parking is \$20.

Additional parking

General parking is available about 100 metres from the spectator entrance. For more information about parking, please visit TORONTO2015.org/venues. The cost of parking is \$20.

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 and TO2015 vehicles.

Accessible amenities

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

There are two small concession booths located by court 2. All concession stands have reduced counter height, which provides for accessible service.

Accessible washrooms

Accessible washrooms are available at this venue.

Portable accessible washrooms are located near court 2.

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. 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.

University of Toronto Scarborough Tennis Centre (UTS)

Spectator services

Information booth

The information booth is located in front of the spectator entry, adjacent to the south end of court 2.

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 Parapan Am Spectator Guide* and *TORONTO 2015 Parapan 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 are 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.

Wheelchair loan

Wheelchairs are available for loan from the information booth at this venue. 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 while at the venue.

Mobility device access

Most 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.

The pathways from the accessible parking lot to the venue are not paved and a trackway is used.

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 outside the spectator entrance. 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.

Varsity Stadium (VAR)

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

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.

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 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.

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 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.

Multiple concession stands are available throughout the spectator concourse.

Accessible washrooms

Accessible washrooms are available at this venue. 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 in the first row of seats at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at 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 Parapan Am Spectator Guide* and *TORONTO 2015 Parapan 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.

Wheelchair loan

Wheelchairs are available for loan from the information booth at this venue. 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 while at the venue.

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.

York and Durham Abilities Centre (ABL)

Abilities Centre is home to men's and women's boccia and judo competitions.

Accessible areas and services

Accessible entry/exit

The spectator entrance is located on Victoria Street West, just east of Gordon 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 and is included with the printed event ticket.

Use Triplinx, the interactive transit planner, at ontario.ca/Games2015.

Designated accessible transit stops

There are two designated transit stops to this venue:

1. GO Transit: Whitby GO Station (accessible)

From the Whitby GO Station, spectators can either walk to the Abilities Centre (approximately 1.5 kilometres) or take Durham Regional Transit to Victoria Street West at Gordon Street, about 100 metres from the venue entrance, or take an accessible shuttle to the venue entrance.

2. Durham Regional Transit (DRT): Victoria Street West at Gordon 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 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.

Accessible parking

This venue has limited accessible parking spaces in the south parking lot. However, a parking space **must be booked in advance**.

To book an accessible parking space, please visit TORONTO2015.org/accessibility or call 1.844.695.4313.

Additional parking

Although transit is the best option to get to/from this venue, limited general parking spaces are available at the venue in the north lot.

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 and TO2015 vehicles.

Accessible amenities

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

There is one concession stand located in the venue. The concession has reduced counter height, which provides accessible service.

Accessible washrooms

Accessible washrooms are available at this venue on the main concourse. A minimum of one accessible washroom stall is available in all public washrooms for spectators. Additionally, a unisex/family washroom is located on the main concourse.

Accessible seating

Accessible seating and adjacent companion or support person seating are available at this venue.

TO2015 is pleased to offer accessible tickets through online purchases at 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.

Abilities Centre (ABL)

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 located in the competition hall, near 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 Parapan Am Spectator Guide* and *TORONTO 2015 Parapan 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.

Wheelchair loan

Wheelchairs are available for loan from the information booth at this venue. 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 while at the venue.

Mobility device access

All pathways in and around the venue are fully paved. Most grades within the pathways do not exceed five per cent.

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.

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.

Atos Markham Pan Am/Parapan Am Centre (MAR)

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

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.

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 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).

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.

Accessible parking

All Call One vehicles are directed to a dedicated accessible drop-off location at the spectator entrance. Personal vehicles and taxis may drop off spectators at the bus stop on the northeast corner of YMCA Boulevard and Rivis Road. However, these spaces **must be booked in advance**.

To book an accessible parking space, please visit 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/venues.

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.

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.

Atos Markham Pan Am/Parapan Am Centre (MAR)

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. 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 spectators might have. Services available at the information booth include:

- Information services:
 - Reference copies of the TORONTO 2015 *Parapan Am Spectator Guide* and TORONTO 2015 *Parapan 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.

Wheelchair loan

Wheelchairs are available for loan from the information booth at this venue. 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 while at the venue.

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.

Peel and Halton

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 competitions.

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.

Designated accessible transit stop

There is one designated accessible transit stop to/from this venue:

1. GO Transit: Milton GO Station

Milton Transit operates 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).

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.

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 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/venues.

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

Accessible washrooms and a unisex washroom are available at this venue. 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.

Cisco Milton Pan Am/Parapan Am Velodrome (MIV)

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. 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

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 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 *Parapan Am Spectator Guide* and TORONTO 2015 *Parapan 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.

Wheelchair loan

Wheelchairs are available for loan from the information booth at this venue. 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 while at the venue.

Mobility device access

All pathways in and around the venue are fully paved. Most grades within the pathways do 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.

Event information

The individual time trial competition is a non-ticketed event. Therefore, no amenities are offered to spectators.

The cycling road course is approximately 10 kilometres long and takes place along Louis St. Laurent Avenue, Regional Road 25, Britannia Road and 4th Line. The course starts and finishes on Louis St. Laurent Avenue, east of Urell Way and west of Savoline Road.

Spectators may view the event at any point along the designated course.

An accessible portable washroom is located near the finish line and is available for spectator use.

Mississauga Sports Centre (MIS)

Mississauga Sports Centre is home to men's and women's goalball, powerlifting and wheelchair rugby.

Please note: During the Parapan Am Games, the venue has two separate entrances.

Accessible areas and services

Accessible entry/exit

The spectator entrance for the wheelchair rugby and powerlifting competitions is located just south of Rose Cherry Place.

The spectator entrance for goalball competitions is located 150 metres southeast of the wheelchair rugby and powerlifting entrance.

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.

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.

Please note: For spectators attending the goalball competition, the venue entrance is approximately 150 metres from the shuttle stop.

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).

Mississauga Sports Centre (MIS)

Walk, wheel or cycle

The roadway leading up to this venue is pedestrian friendly.

Cycling to this venue is encouraged. Bicycle parking is 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.

Accessible parking

This venue has limited accessible parking spaces beside each of the spectator entrances. However, a parking space **must be booked in advance**.

To book an accessible parking space, please visit 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 goalball spectator 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 for this venue.

For more information about parking, please visit TORONTO2015.org/venues.

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.

Multiple concession stands are available throughout the spectator concourse.

Accessible washrooms

Accessible washrooms are available at this venue. 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. 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

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

There are two information booths located at the Mississauga Sports Centre, one for each of the sport competition areas.

For wheelchair rugby and powerlifting competitions, the information booth is located inside the lobby near Section 26 on the main concourse, close to the spectator entry.

For goalball, the information booth is located on the spectator concourse, just past the entry to the competition hall.

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

- Information services:
 - Reference copies of the *TORONTO 2015 Parapan Am Spectator Guide* and *TORONTO 2015 Parapan 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.

Mississauga Sports Centre (MIS)

Wheelchair loan

Wheelchairs are available for loan from the information booth at this venue. 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 while at the venue.

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.

For wheelchair rugby and powerlifting, the designated animal relief area is located within the fence line, just outside of the main spectator venue entry.

For goalball, the designated animal relief area is located outside of the spectator venue entry.

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.

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.

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

Ontario Tourism Marketing Partnership Corporation

ontariotravel.net

Tourism Toronto

seetorontonow.com

Planat

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.

