

# Accessibility Policy - The Crown

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## **Objectives:**

The objective of this policy is to outline our capabilities as a business in reference to accessibility for all to the best of our ability.

## **Policy overview:**

This policy defines the principles we will follow to promote an inclusive environment and ensure proactive and responsive processes and procedures.

This policy applies to all prospective and current customers with specific accessibility needs and our aims to address them.

We recognise that the layout of the building limits access to wheelchair users and some people with otherwise limited mobility to certain parts of the building and we intend to show within this document our available services. We acknowledge that accessible city centre bars are few and far between and are committed to providing an enjoyable experience where it is practically possible.

Whilst we commit to anticipate accessibility needs, it is recognised that, owing to the breadth of accessibility requirements, there may still be occasions where specific needs may not have been anticipated. In such circumstances, we will be responsive to requests for reasonable adjustments.

## **Glossary of terms:**

**Ableism:** Prejudice and/or discrimination against people with disabilities.

**Accessibility:** The quality of being easily used, entered, or reached by people with disabilities; refers to the design of products, devices, services, curricula, or environments.

**Accountability:** Refers to the ways in which individuals and communities hold themselves to their goals and actions, and acknowledge the values and groups to which they are responsible. This must include a transparent agenda and process and to be open to examination. Accountability is not about always doing it right, but about being ready and willing to make changes when wrong.

**Blindness:** Total blindness refers to not being able to see anything at all.

**Captioning:** Process of narrating all significant audio content in presentations, video, and other visual formats by using words or symbols to transcribe spoken dialogue, identify speakers, and describe music and sound effects.

**Deafness:** Hearing loss so severe that there's little or no functional hearing, even when sound is amplified.

**Developmental disability:** A severe, long-term disability due to an impairment in a physical, learning, language, or behaviour area. It can affect cognitive ability, physical functioning, or both.

**Disability:** A physical or mental impairment that substantially limits a major life activity, a record of such an impairment, or being regarded as having such an impairment. A disability can be visible or invisible.

**Disability inclusion:** The process of creating a workplace where all individuals, including people with disabilities, are not only employed but are full members of the work community.

**Discrimination:** Treating people differently, or less favourably, on the basis of identity, such as disability, race, religion, gender, or sexual orientation.

**Diversity:** Diversity includes all the ways in which people differ, and it encompasses all the different characteristics that make one individual or group different from another. It is all-inclusive and recognises everyone and every group as part of the diversity that should be valued.

**Hard of hearing:** Hearing loss where there may be enough residual hearing that a device like a hearing aid provides enough assistance for the person to process speech.

Identity-first language: A term that describes how individuals with disabilities prefer to refer to themselves. Those who see their disability as an important part of their self-identity may prefer to use language that refers to their disability, such as “a blind person.” Only refer to someone this way if you know that’s their preference. Otherwise, use person-first language.

Implicit Bias: Also known as unconscious or hidden bias, implicit biases are negative associations that people unknowingly hold. They are expressed automatically, without conscious awareness.

Inclusion: Authentically bringing traditionally excluded individuals and/or groups into processes, activities, and decision/policy making.

Intellectual disability: A disability characterised by limitations in a person’s ability to learn at an expected level. A person with an intellectual disability may process information more slowly and have difficulty with abstract concepts and everyday behaviours and activities. Often referred to as a cognitive disability.

Invisible disability: A disability that is not immediately apparent; sometimes called a hidden disability.

Low vision: Permanently reduced and uncorrectable vision loss that interferes with daily activities.

Microaggression: The everyday verbal, nonverbal, and environmental slights, snubs, or insults, whether intentional or unintentional, which communicate hostile, derogatory, or negative messages to target persons based solely upon their marginalised group membership.

Neurodiversity: The idea that brain differences such as autism are normal variations in the human population, rather than deficits or disorders; neurodiversity can also refer to embracing such differences.

Person-first language: A term that describes how individuals with disabilities prefer to refer to themselves. It’s best practice to put people first, not their disability. Unless a person specifically prefers identity-first language, always use person-first language, such as “a person who is blind.”

Physical accessibility: A form of accessibility that focuses on making physical spaces, such as elevators, reserved parking spots, and restroom stalls, accessible to people who use wheelchairs or who have other physical impairments.

Physical disability: A wide range of conditions, both visible and invisible, that affect a person’s movement. Also referred to as a mobility challenge.

Reasonable accommodation: An adjustment or modification to a job or work environment that allows an individual with a disability to apply for a job, perform the essential functions of the job, or enjoy benefits equal to those offered to employees who do not have a disability.

Visual impairment: A general term that describes a broad range of visual function, from low vision through total blindness.

## **What is discrimination:**

The following list gives you a general description of the types of acts that may both breach this policy and also be unlawful. Sometimes actions can be intentional, and sometimes unintentional. We include examples of both types in this list:

- Direct discrimination: this is when somebody is treated less favourably because of a protected characteristic than somebody else has been, or would have been, in identical circumstances.
- Indirect discrimination: this is when a group of people with one of the protected characteristics (subject to a couple of exceptions) is put at a disadvantage by a provision, criterion or practice applied to all staff unless the treatment is justified for a good business reason.
- Harassment: this is when a hostile, humiliating, degrading, intimidating or similarly offensive environment is created in relation to a protected characteristic. We also consider it harassment for a worker to be subjected to uninvited conduct related to a protected characteristic that — as an intended or unintended consequence — violates their dignity.
- Victimisation: in a legal context, 'victimisation' has a much more restricted meaning than in real life. It occurs when a person has complained about harassment or discrimination, or supported a person in their complaint, and is then treated less favourably as a result.

## **Discrimination and The Law:**

The Equality Act 2010 says you must not be discriminated against because:

- A person has a disability
- Someone thinks a person has a disability (this is known as discrimination by perception)
- A person is connected to someone with a disability (this is known as discrimination by association)

## **What we can do:**

### **Accessible language**

- We will use clear, uncomplicated language when speaking to customers
- We will move to quiet areas to speak to customers or staff about an issue to reduce the chances of mis-communication or overstimulation
- We will use person first language unless otherwise directed to do so by the person themselves

### **Accessibility for people who are blind or visually impaired**

- We have clearly marked stairwells with raised nosing to indicate a change in flooring
- We keep pathways clear of furniture and people by regularly walking the floor area and taking remedial action where applicable
- We will ensure all social media posts come with an image and text description
- Reservations can be made by telephone
- Staff are trained never to refer someone to read a sign or a menu for information. A customer may not wish to disclose that they are blind or visually impaired and we do not intend to put someone in an uncomfortable situation
- Assistance dogs are permitted in all areas of the building, however not all events will be suitable so we recommend customers contact us in advance for confirmation

### **Accessibility for people who are deaf or hard of hearing**

- Full written menus are available for food, and all beverage options are clearly on display at both bars
- Pen and paper is always available at the bar to allow bar and management staff to communicate effectively
- We will ensure all social media video posts and stories come with captions and audio descriptions
- Reservations can be made online with no need to phone
- We will provide adequate signage for utilities and different areas of the venue to ensure people have autonomy when navigating their way through the venue and outside
- Staff are trained to speak clearly and distinctly to aid those who can lip read

## **Accessible toilet**

- We acknowledge that accessible toilets are not just for the use of wheelchair users or people with restricted mobility. There are many people who have invisible disabilities who may need to access the accessible toilet and may need to bring someone into the toilet to assist them. All staff are trained not to question the needs of our customers in this respect. It is our policy not to refuse access to anyone who requests it
- We are proactively thinking about ways that we can maintain the accessibility of this facility, as follows:
  - Clear passage: have we inadvertently blocked access? Have we piled up boxes inside which would (for example) limit a wheelchair users ability to manoeuvre? Remedying any issues is part of our hourly toilet checks
  - Ease of entry - if you notice someone is asking for the key and has dexterity issues then we will aim to unlock the door in advance of their needs.
  - Emergency cord - When pulled, it triggers the red light outside. If you notice this red light please inform a manager immediately as the person inside will likely need assistance. Ensuring that this is functioning and available is part of our daily and hourly toilet checks
  - Supplies - Toilet roll will always be left in the holder, due to the fact that a person with mobility issues may not be able to reach the toilet roll if it is left on the cistern or the other side of the sink. Similarly, soap will be reachable from a seated position on the toilet. Wheelchair users will want to wash their hands before touching their wheelchair and so the sink is located in a position to be able to do that, the soap must be too.

## **Invisible disabilities**

- Staff are trained not to ask questions when customers request access to accessibility resources

## **Physical accessibility**

- There is a step free entrance at the rear of the premises which is signposted with a blue sign confirming it is wheelchair accessible. This entrance is in St Nicholas Market Glass Arcade, beside Matina market stall
- An accessible toilet is located on the ground floor which can be accessed with a radar key
- There is no step free access to the music venue and due to the building layout this is not something within our power to change. We strive to ensure that all of our interactive events are held in the wheelchair accessible area of the bar (e.g. quiz and karaoke) and we aim to provide DJ entertainment every Friday and Saturday which is also located in the wheelchair accessible area.
- Seats and stools are available in the music venue for those with limited mobility.

## **Support workers and aids**

- We offer free event tickets to aids and support workers for all in house events and encourage external promoters to do the same. If a customer requires an extra ticket please contact [orion@wfdbltd.com](mailto:orion@wfdbltd.com) for more information

## **Sensitivity to symptoms of physical disabilities**

- Bartenders are trained to notice certain signs of over-intoxication, however some of these indicators could be due to other reasons. This may include but not be limited to slurred speech, shaking or difficulty retrieving cards or money from a wallet or purse. We respond to each customer on a case by case basis and bartenders are trained to note the difference to the best of our ability

## **What are the expectations of Management:**

Managers and supervisors must:

- Model appropriate standards of behaviour
- Take steps to educate and make staff aware of their obligations under this policy and the law
- Intervene quickly and appropriately when they become aware of inappropriate behaviour
- Report complaints about breaches of this policy in accordance with the relevant complaint handling policy
- Ensure customers or staff who raise an issue or make a complaint are not victimised



## **Reporting procedure:**

If you or someone you know is experiencing an issue please raise it as soon as possible with a manager or member of the security team on the night. Where appropriate we will take a collaborative approach to resolving any issues with the utmost urgency.

We understand that not all situations can be resolved at the time, or on the same day. Where this is the case, the duty manager will log an incident report in our daily compliance book and report to the Operations Manager or Managing Directors with as much detail as possible.

We will investigate in a reasonable time frame, with reference to witness accounts, CCTV and body-cam footage. We may involve the police if necessary.

Managers are trained to provide the Operations Manager's contact details to anyone who wishes to escalate an investigation. Complaints can be made in writing to [shiv@wfdbltd.com](mailto:shiv@wfdbltd.com).