



Wellington Zoo WOF

Your Accessibility Journey

Report

Be. Institute

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Dear Jo, Emilia & Jude

Congratulations on your achievement of attaining a Gold Be. Welcome rating! We would love to take this opportunity to celebrate your success with you, and offer you our heartfelt thanks for your awesome commitment to embracing this shared vision of 100% accessibility for all.

In this report, you will find:

- 1. A Brief Introduction**
How we got to where we are now
- 2. Benefits / Overall Rating**
- 3. An Accessibility Development Plan**
Acknowledgement of actions taken to achieve rating and goals for your business / organisation to continue to work towards 100% accessibility
- 4. Appendix**
Frequently Asked Questions
Be. Accessible Disclaimer

This report is intended to be a reference guide as your accessibility journey continues. Please do not hesitate to contact us if you need further clarification or explanation of anything in this report.

Kind Regards,

Kylie Shirtliff & Tonya Baker
Be. Welcome Programme

Background

In April 2015, Wellington Zoo commissioned Be. Accessible to perform a Be. Welcome Assessment on their organisation with the purpose of facilitating their journey towards accessibility at which time they were awarded a Silver rating.

Over the next two years, Wellington Zoo has implemented several accessible improvements. A Warrant of Fitness (WOF) was completed on 27 May 2017 and they have now upgraded that Silver for a Gold rating.

Approach

Sandie Waddell was the Be. Coach who visited Wellington Zoo to complete the Warrant of Fitness, focussing on the recommendations and improvements made since the original assessment in 2015, which was structured upon the following four areas:

1. Finding Out About your Environment
2. Arriving and Getting In
3. Getting Around Within
4. Getting Out Safely

The Benefits of your Accessibility Warrant of Fitness

Your Be. Welcome Accessibility Warrant of Fitness ensures you:

- Remain part of the Be. Welcome Programme so that your team and organisation can keep working towards best practice accessibility;
- Receive ongoing support and guidance from the team at Be., so that your accessibility continues to develop;
- Achieve ongoing high quality service for the access customer market
- Remain part of a network of innovative, leading organisations throughout New Zealand who are advancing a more accessible world!

Overall Rating

Your overall assessment score is 88% which means you receive the following Be. Welcome rating:



Your organisation has worked hard to achieve great levels of accessibility in a number of areas.

Your progress



Congratulations – you’ve made great progress toward becoming a truly accessible organisation. So, where to now?

We’re here to continue to walk alongside you and give you expert advice on how to fill your meter all the way up to platinum.

Our Accessibility Advisor, Tonya Baker, will follow up to see how you are progressing and can be contacted any time on 09 309 8966 or tonya@beaccessible.org.nz.

Thank you for joining us to create a more accessible society for all.



Commendations

Congratulations for implementing the following recommendations, which have contributed to the achievement of the Gold rating:

Getting Ready to Go:

Website:

- Be. Welcome Rating and the International Symbol of Access (ISA) are displayed on the website to inform the access customer that the business is accessible.
- A downloadable map of the zoo is now available in larger print.

Getting Around Within:

Customer Service:

- A register of key contacts within the local area is held as a useful resource for the access customer, with information on mobility taxis, assistive equipment rentals, disability information, sign language interpreters etc.
- Regular staff training around access customer awareness occurs both annually and as part of their induction programme.

Communicating Accessibility:

- New Zealand Sign Language (NZSL) tours have been instigated in NZSL week and will respond at other times if requested.
- New map has labels in large print.

Accessible Route:

- The Conservation Corner has been made more accessible with a ramped area onto the grass.
- All viewing areas for the animals are now accessible.
- The boardwalk to the Archibald centre is now ramped at the entrance.
- The mini monkeys' area is now ramped also.

Signage within the site:

- All the newer signage now includes Te Reo.

Accessible Reception/ Counter/ Ticket Sales

- ISA symbol visible at entrance to the zoo
- Staff are trained to communicate the total payment amount to an access customer who is Deaf, or has a visual or hearing impairment or English as a second language, including training in finger spelling and a pictorial guide being available for assistance when using EFTPOS.
- Customer telephone has been lowered to allow for easier access.

Café/ Restaurant/ Bar Area:

- Café has an accessible bell for use by customers.

Accessible Toilets:

- Swing door has kickplates on both sides in single gender toilets.

Getting out Safely:

- Staff training includes access customer needs during an evacuation.
- Publicly displayed information is now in place regarding emergency procedures to ensure access customers are well informed.

Recommendations

Following are recommendations to improve on your current percentage and rating.

Every improvement, no matter how big or small, contributes to your overall accessibility in a unique way. Please note that not all improvements are scored equally under the Be. Welcome Assessment, and the ease and practicality of these recommendations will differ between organisations depending on your circumstances so we encourage you to go through this list with your Be. Coach to create a list of priorities and work through these as time, effort and money permits.

Finding Out About

Website:

- Provide video of key information explanation in NZ Sign language.
- Ensure all images and photos have “alternative text”, to help access customers who will be accessing the website through screen reading technology.

Arriving and Getting In

Car Parking:

- In the event of a major upgrade of the Newtown Park car park, you could suggest that cover be provided over accessible car parks. It can take longer for those with limited mobility to exit their vehicle and transfer into a wheelchair or take a walker out of a boot of a car.
Walkways and main entrance:
- Install tactile ground surface indicators to assist navigation to main entrance on both walkways and at main entrance doors.



Getting Around Within

Customer Service:

- Suggest incorporating customer access group tags within your database systems i.e. CRM, Customer Contact as this is beneficial for repeat visits and / or communication with access customers.

Communicating Accessibly:

- You may want to look at other ways you can communicate to access customers about your business using resources in other languages.

Accessible Route:

- The Conservation Corner could be made more accessible with a cut away area at the top of the steps. The addition of the ramped area onto the grass is helpful.

Signage:

- Suggest installing signs in NZSL to provide information to access customers of accessible services available. 2. Consider signage to indicate the route with the least gradients. Great to see it is now on the map.

Sensory Options:

- Keep up the work with the installation of ground tactile indicators as areas are upgraded.

Ticket sales area:

- Suggest suitable seating be made available for access customers unable to stand for a period of time. Suitable seating includes an arm on at least one side, a seat height between 400-450mm and a back rest.

Cafe:

- You may like to discuss with the cafe business owners' ways of improving their service for access customers by:
 - a) installing a step-down counter.
 - b) Suggest where possible a service bench is installed on the customer side of the counter to be used to support a tray.
 - c) Staff are trained (or there is a pictorial guide) on how to assist the access customer with using EFTPOS facilities.
 - d) Suggest staff are trained in various formats e.g. finger spelling to communicate correctly the amount outstanding to the access customer.
 - e) Staff wear name badges to assist staff to be easily identified by all customers.

Surfaces:

- Continue the work begun on installing ground tactile indicators on the accessible route to benefit people with vision impairment, intellectual impairment and act as a general reminder to all visitors there is a change in the environment.

Retail Shop:

- Where possible put as many shop displays positioned within a reachable range i.e. 900-1200mm above the floor.
- Suggest ensuring the total on payment till is visible from both sides of the counter.

Accessible toilets:

- Suggest installing standard handrails in the "workshop" toilets then these would enable them to be used by all access customers.

Meeting areas:

- The Wild Theatre area could be improved with some seating that has backs and arm rests installed.

Outside areas:

- The public seating is not fully accessible as it does not include arm rests or back rest support and therefore lack the essentials needed for people with limited mobility to lower themselves to a seated position and have the support they require to lean against while seated. Suggest consideration be given to installing public seating that includes both backrest support and arm rests around the pathways in the zoo.

Getting Out Safely

- Suggest installing an automatic fire sprinkler system in the main entrance area if possible due to the Living Room area being used for sleepovers.

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