

## Jewish Museum Access Policy

**Date on which this policy was approved by governing body:**

March 2017

**Date at which this policy is due for review:**

Yearly

### 1 – PHILOSOPHY

The mission of the Jewish Museum London is to surprise, delight and engage all people, irrespective of background or faith, in the history, identity and culture of Jews in Britain: by inspiring discovery, provoking questions and encouraging understanding.

We strive to champion equality for D/deaf, disabled and neurodiverse people, ensuring that they have equal access to our work, services, and physical spaces as any other member of society.

The purpose of this policy is to provide visitors, staff and volunteers of the Jewish Museum clear guidance on the provisions and procedures involving offering equal access for D/deaf, disabled and neurodiverse people.

This document has been made to underpin our intentions and commitments, as well as to outline our policies for visitors and staff alike.

### 2 - IDENTIFYING BARRIERS

- The Jewish Museum believes that people are disabled by barriers, both physical and attitudinal, which exist in buildings, organisations and individuals. We will aim to remove all the barriers we identify where possible, and hope that our visitors aid us in this.
- Where a barrier cannot be completely avoided, for example for reasons of health and safety, we will endeavour to provide alternative access to collections, services and information.
- Feedback channels are detailed at the end of this document. Feedback will be discussed internally with the relevant managers and, where relevant, with the Senior Management Team.

#### 2.1 – Varying and fluctuating conditions and requirements.

- We acknowledge that some people's requirements will change over time, and some will change with very short notice. Our policy is to build accessibility into everything we do to develop and improve our service. We will take all changing requirements into consideration and do our utmost to accommodate visitor's changing needs where possible.

**For detailed practical information on the following policies and practices please see our Access Handbook.**

### 3 - POLICIES AND PRACTICES

#### 3.1 - Information

- We will endeavour to make easy read materials to inform visitors of our activities.
- We shall advise visitors on any potentially shocking or disturbing content in our galleries and exhibitions, and of any content that might trigger challenging behaviours.

## **4 - ON SITE**

- There are lifts to all floors and accessible public toilets on all floors. All activities will be programmed in suitably accessible rooms. For full details and a description of the site please see the Access Handbook.

### **4.1 – Booking and Tours**

- All Group bookings for tours and volunteer led talks require a completed booking form to be sent to the Museum Administrator which includes details of any access needs within the group. Staff are also available to discuss access requirements with visitors and advise them of the facilities available to them.
- When possible we will make the necessary accommodations for visitors attending public events. Visitors should notify the Museum Administrator at point of booking if they have any additional requirements.

### **4.2- Hearing enhancing systems**

- We will endeavour to ensure that hearing enhancing systems and closed captions of audio visual content is made available across the museum and at as many public events as possible. For more information about the uses of the induction loop please see the handbook.

### **4.3 - Wheelchair users**

- We recognise that the physical nature of our site can limit the number of wheelchair users in any one area at any time. We will endeavour to make sure as many people as possible can access all of the building and it is a priority for us that wheelchair users can get around our site as simply as possible. For more information about wheelchair usage please refer to the Access handbook.

### **4.4- Guide dogs, assistance dogs, therapy animals.**

- Animals accompanying a visitor as part of their access requirements are welcome in the museum.

### **4.5 - Communication devices and support technology.**

- The Jewish Museum will not bar the use of any equipment deemed essential to a visitor.
- Devices used to allow communication between carers and individuals with communication difficulties will be allowed across the site and at all museum events.

### **4.6- Noises**

- The Jewish Museum is aware that some of the noises in the galleries may trigger challenging behaviours, or may interfere with hearing enhancing systems.

### **4.7 Temporary and permanent displays**

- The Jewish Museum aims to offer a variety of interpretive methods in its displays to provide access to the widest possible range of interests, learning styles and abilities.
- Objects, text panels and labels, and interactives are to be mounted in a position so that they are accessible to all our visitors.
- Interpretive text is written in a clear, concise and accessible manner to be enjoyed by everyone. If requested, text is also provided in large print.
- Films are subtitled where possible

## **5- COLLECTIONS AND TOURING EXHIBITIONS**

- As the majority of the Jewish Museum's collections are not on permanent display, we are constantly developing access to collections via digital collections, online displays, blogs and social media, newspaper and magazine articles and via a programme of walks, talks and publications.
- We will ensure that any touring exhibitions staged at the Jewish Museum from other venues adhere to our standards of access. This will be done through a full review of detailed design plans before the exhibition is confirmed to tour.
- We will advocate for high standards of accessibility to be maintained at all venues where our touring exhibitions are staged.

## **6- LEARNING AND MARKETING**

### **6.1 – Formal and Informal Learning workshops**

- All workshops will be programmed in suitable rooms.
- We ask that visiting SEN groups, and requests from Hospital Schools, detail the requirements of their students when they book. This will allow us to make any adjustments we can to our work that may aid students having a full engagement with the Museum.
- We will try to fulfil any requirements clearly set out in advance by visiting groups to aid students with Dyslexia and other learning difficulties.
- Every year we will review our work with D/deaf, visually impaired, disabled and neurodiverse people and look for opportunities to research and develop our work with these groups.
- The Learning Department can provide a visual story, ear defenders and magnifying glasses for groups visiting the museum. These will also be available for informal learning groups.

### **6.2 – Marketing and Communications**

- We strive to ensure that our website is fully accessible and that the information displayed there is clear and up to date. All videos and audio available on our website and social media platforms are fully subtitled. All changes to the website will take access needs into full consideration.
- When creating marketing materials for print, including leaflets, posters and programmes, the Marketing Department follows the Culturehive guidance on Accessible Marketing, written by Artsadmin and Unlimited. For more information please visit [culturehive.co.uk](http://culturehive.co.uk)

## **7- ACCESS IMPROVEMENTS AND CONTINGENCY**

### **7.1 - Employment**

- The Jewish Museum London aims to be an equal opportunities employer.
- Applications will be made as accessible as possible, and interviews will be held in suitably accessible rooms.
- Where applicants need such, The Jewish Museum will provide assistance in navigating the site of the interview.
- The Jewish Museum London is committed to ensuring the museum Access Policy reflects statutory responsibilities and government guidance, with close reference to the Equality Act 2010

## **7.2 - Staff training**

- Training which improves and deepens an understanding of the access requirements of D/deaf, disabled and neurodiverse people will be provided to staff at appropriate points throughout the year.
- The Visitor Experience team will maintain Access training records and advise on the appropriate kinds of training which may be required.
- The Visitor Experience team will advise if there are members of staff already trained to provide assistance for those requiring additional support. This includes staff who have BSL training, experience of audio description guiding and those who have experience working with neurodiverse groups in a museum setting.

## **8 – FEEDBACK**

- Feedback will be reviewed by the manager of whichever department the feedback addresses.
- We aim to respond to all enquiries, feedback or complaints within 48 hours. Feedback should be sent to the Museum Administrator at [admin@jewishmuseum.org.uk](mailto:admin@jewishmuseum.org.uk) or by calling 020 7284 7384. Your message will be passed on to the relevant member of staff or department.
- Opinions are always welcome, and people have a right to be heard equally and without prejudice.
- If you would like to feedback about your visitor experience on the day of your visit, please ask to speak to a member of the Visitor Experience team.