

# The Fitzwilliam Museum

## Access Policy October 2008

The Fitzwilliam Museum is the principal museum of the University of Cambridge and has collections that are recognized as being of national and international significance, with regional, national and international users and visitors. Its core purpose is to safeguard the designated collections, to make them widely accessible for study and enjoyment and to preserve them for future generations. Mindful of the constraints of the Grade I listing of its buildings, the museum is committed to complying with legislation concerning physical access and strives to surpass the basic requirements of such legislation at all times.

It is our policy to facilitate access to the museum and its collections for all our visitors and staff, physically, intellectually and electronically and to take into account their physical, intellectual and sensory requirements. The placing of a substantial proportion of the collections on the Museum's website over recent years has considerably increased access to the museum by users nationally and internationally.

### Building and Services

- Entrances, public areas and facilities and circulation routes are fully accessible.
- Signage and orientation are provided for the benefit of all.
- The Museum is committed to an ongoing process of consultation and evaluation in relation to the updating or introduction of services.

### Staff and training

- People with disabilities receive equal opportunities in recruitment, employment and training.
- As part of a staff induction process, new staff receive disability awareness training including addressing the needs of visitors with specific requirements, appropriate use of language and assisting those with disabilities throughout the evacuation procedure.

### Social and Financial

- The Fitzwilliam Museum is committed to free admission for all its visitors.
- Where possible, special exhibitions will not incur charges.
- All visitors receive a warm and friendly greeting from staff.

### Intellectual

- The needs of visitors are taken into account in the preparation of publicity material and information for visitors.
- The needs of visitors are taken into account when preparing and presenting collections information and interpretation in the galleries and online.
- Information about facilities and services is available in a variety of formats at the reception desks and can be requested in advance of a visit.
- The museum is committed to a series of free talks and education events that take place on a regular basis to which anyone is welcome

### **Sensory**

- It is the principal duty of all staff to safeguard the collections, to make them accessible for study and enjoyment and to preserve them for future generations. Therefore, only visitors on a prearranged tour or visit are permitted to touch exhibits on display and this is done in consultation with the relevant keepers and education staff.
- We aim to fulfill all reasonable requests for tours and handling sessions in liaison with the relevant staff.
- A portable induction loop is used for talks in the seminar rooms and the galleries and can be made available on request.

### **Evacuation**

- Staff are trained to ensure safe evacuation of all visitors in the event of an emergency.

### **Outreach**

- Those who are unable to visit the museum can select from a number of outreach options.

### **Electronic**

- Electronic access via the Museum's website and through resources offered within the galleries is regularly revised and updated in accordance with current best practice and guidelines.

The Museum staff is committed to the consideration of all the aspects of access listed above in the development of projects and services. An Access Committee comprised of a cross section of staff ensures that changes or additions to requirements are attended to in accordance with the Museum's Access Strategy.

This policy is endorsed by the Museum Syndicate, guides all staff in their conduct and is for all our visitors and staff, with and without special requirements.

The policy is available to visitors and staff upon request in a variety of formats and can be downloaded from the Museum's website. It will be reviewed on an annual basis.

Endorsed by the Museum Syndicate 13 October 2008