

2024 WGC Screenwriting Awards Accessibility Guide

a. Getting to the Venue

Two of Koerner Hall's three entrances are accessible for people using mobility devices (for example, wheelchair, scooter, or walker) and with strollers. We recommend using the main doors (at 273 Bloor Street West) at the Weston Family Box Office entrance, on the south side of Bloor Street West. This entrance has accessible push buttons at an appropriate height. A photo of this entrance is provided below:



When arriving by car, there is a drop-off area in front of the theatre on Bloor Street with curb ramps.

b. The Venue

i. Elevators

When arriving at the Weston Family Box Office entrance of Koerner Hall, the Price Wing elevator will take you up to the first floor where the reception will be held, as well as the Orchestra level of the theatre. There are directional signs showing you where to go. If your tickets are in the balcony, an usher will assist you to the Koerner Hall elevator located on the first floor, which will take you upstairs to the balcony. Both elevators accommodate wheelchairs and motorized scooters.

Signage will be posted in the theatre entrance if one of the elevators is unavailable and patrons will be directed to use the second functioning elevator.

ii. Washrooms

The main washrooms are on the ground floor, opposite from the espresso bar. These washrooms have grab bars and roll-under sinks. In addition to standard hand dryers and paper towel dispenses, there are also paper towels available on the sink counter.

Other washrooms are located on the Concourse, Levels 2, 3, 4, and 5. (These washrooms do not have an access button, grab bars or roll-under sinks.)

iii. The Weston Family Box Office

The low-ticket counter at the Weston Family Box Office makes it easier for persons who use mobility devices to communicate with customer service agents and view brochures.

iv. Koerner Hall

Koerner Hall theatre can accommodate persons seated in wheelchairs or using other mobility devices. In the theatre's accessible seating locations, patrons can remain in their mobility device or transfer to theatre seats.

Patrons who cannot, or do not wish to transfer to a theatre seat, should request accessible seat locations when purchasing their tickets.

Royal Conservatory ushers will check mobility assistive devices at the back of the theatre when patrons reach their seats, and will return them upon request or at the end of the performance.

c. The Event

The venue doors will open at 7 pm on the night of the event. Attendees will have access to the first and second floors of the venue. There will be servers passing hors d'oeuvres and a bar on the first floor until the theatre doors open.

The Awards ceremony will be held inside the theatre, which is accessible from the first and second floors. The ceremony will last around one hour. The stage will be illuminated with white light, there will be occasional synthetic sounds, and light movement. A large screen on the stage will display images.

After the ceremony, attendees will be invited to the first-floor bar area to socialize. There will be music and loud background noise. Servers will continue to offer beverages and food until around 12 am.

The layout of tables and chairs on the ground floor will be spacious enough to allow for freedom of movement for attendees using mobility aids (for example, guide dogs, wheelchairs, motorized scooters).

d. Accessibility Features

i. Quiet Room in Koerner Hall

Attendees should expect background noise before, during, and after the Awards ceremony. A separate quiet room in Koerner Hall is available upon request for people with sensory considerations or others that might need it. Concerts are watched through a glass window, with controllable volume. If you wish to use this room, please speak with the box office when you purchase your tickets. When you arrive at the theatre, an usher will be able to take you to the room.

The second floor of the venue will be available for those seeking a less busy and quieter space. There will be no music played upstairs during the reception, however, this is an “open concept” venue so noise should still be expected.

ii. Support person tickets

A free ticket is extended to any support person whose assistance is required in order for the patron to attend an event. Please contact the box office to book this ticket.

iii. Assistive listening devices

Hearing assist devices at the theatre are free and available upon request at the box office. There are two types of hearing assist devices available: one that patrons wear like headphones, and another that is worn around the neck and can pair with compatible hearing aids (via T-Coil) or connect to wired headphones.

iv. Courtesy wheelchairs

For patrons who require assistance travelling within the building, the venue offers wheelchairs on loan, which are subject to availability. Please note: for those patrons with mobility limitations, it is a fair walk from the box office to your seat.

When you arrive, please go to the box office and staff will be happy to bring a wheelchair to you and provide entrance to seat service, when requested. Because of liability issues, Royal Conservatory staff cannot accompany patrons outside of the building.

v. Service animals

Clearly designated service animals are welcome. Please advise the box office when ordering your tickets to ensure a suitable seat is reserved for you.

vi. Food and Beverage

Food will be served along tables and servers will circulate throughout the space with food and beverages.

vii. American Sign Language (ASL)

American Sign Language (ASL) interpretation has not been confirmed at this time. Best efforts will be made to secure it. If a participant requires ASL interpretation, please contact Natalia Escobar at n.escobarb@wgc.ca. Please note, however, that the WGC may be unable to arrange ASL interpretation due to time constraints.

viii. Communication Access Realtime Translation (CART)

Communication Access Realtime Translation (CART) will be provided upon request. A remote stenographer will broadcast the captions to a link, which will be provided to patrons upon request. Patrons will require the use of a personal device to open the link and access the captions. To request CART, please e-mail Natalia Escobar at n.escobarb@wgc.ca by April 29.