



Accessibility Guide

12 June 2023



Moorpark Court, 29 Dava Street
Govan, Glasgow, G51 2JA
Tel: 0141 945 3344
Email: info@revivemssupport.org.uk
Website: www.revivemssupport.org.uk

Mon-Wed: 9.30am-4.30pm
Thu: 9.30am-7.30pm / Fri: 9.30am-4.30pm
Sat & Sun: Closed

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About Us

Welcome to Revive MS Support.

Situated off Broomloan Road in Govan, Revive provides clinical support, therapies and advice to people affected by Multiple Sclerosis.



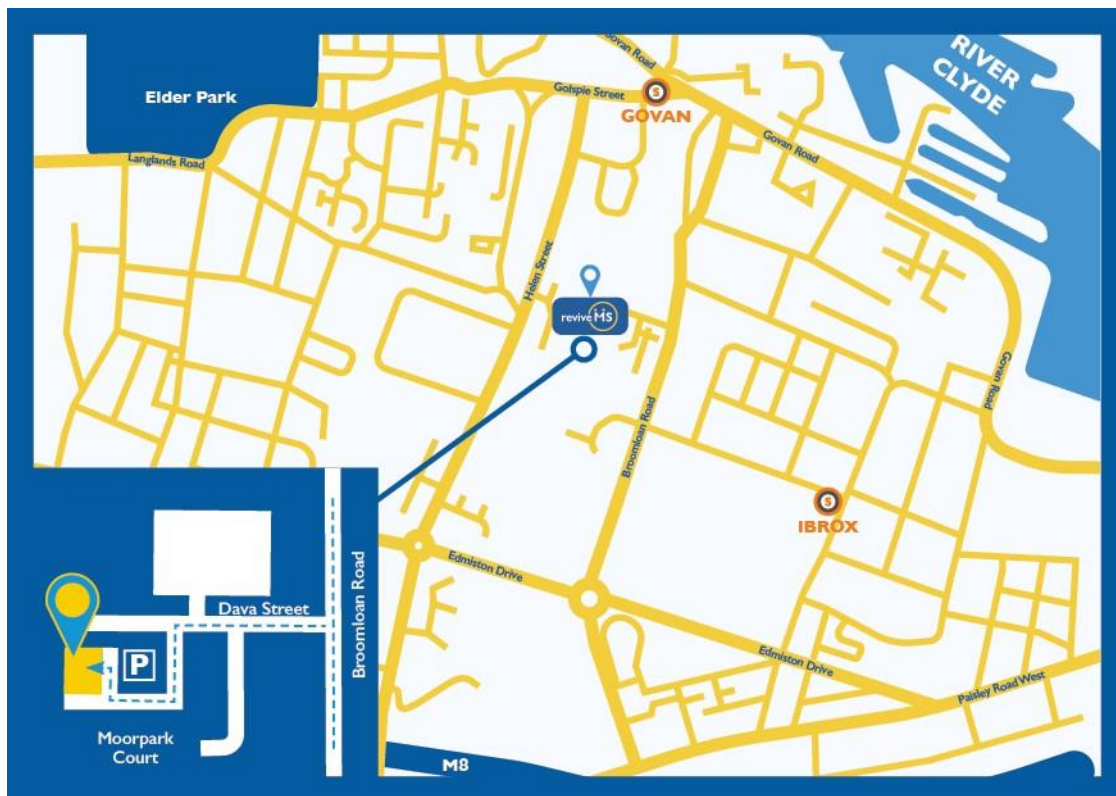
The building comprises two floors and is situated in Moorpark Court, Govan. The ground floor includes a reception area with a café, physio-led gym, Hyperbaric Oxygen chamber, the MS Nurse room, the Welfare and Benefits office and two physio treatment rooms. There are four toilets on this floor, and both lift and stair access to the first floor. The first floor has a meeting room, two complementary therapy rooms, a speech language therapy room and a counselling space as well as four individual cubicle toilets and a wet room.

Anyone who is unwell, or symptomatic with any COVID-19 symptoms should not attend the centre. Hand sanitiser and masks are available at the entrance for those who wish to use them. Machines and surfaces throughout the centre are cleaned regularly.

We aim to make the centre as accessible as possible but if you feel that you might need some additional help, please get in touch in advance or ask a member of staff on arrival.

We welcome feedback and would love to hear your ideas on any improvements we could make.

Getting Here



Our centre is located at

Moorpark Court
29 Dava Street, Govan
Glasgow, G51 2JA

Public transport information and current timetables can be found on www.travelinescotland.com

The two closest subway stations are Govan and Ibrox. Both stations are approximately 0.5 miles from our centre.

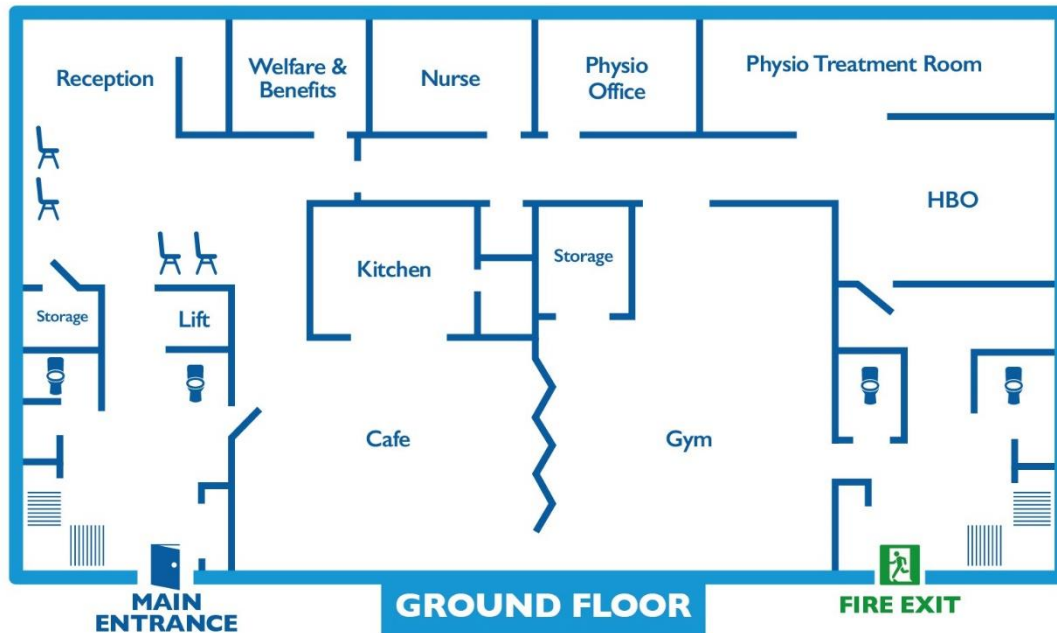
The closest train station is Dumbreck which is approximately 1.5 miles from our centre.

There is a bus stop on Broomloan Road which is served by McGill's service 121. Additional bus stops on Summertown Road are served by McGill's service 23 and First Bus service 90. Govan bus station is located about 0.5 miles from Revive.

There is car parking available at our centre and on Broomloan Road. The car park has 23 spaces, five of these are wider spaces directly in front of the centre.

All vehicles used by Glasgow Taxis are wheelchair accessible, please call 0141 429 7070 to book.

Ground Floor



The ground floor includes:

- Reception
- Café
- Welfare and Benefits Office
- MS Nurse Room
- Physio-led Gym
- Physio Office
- Physio Treatment Room
- Hyperbaric Oxygen Chamber (HBO)
- Toilets
- Lift

There is level flooring and step-free access throughout the ground floor.

Front Doors

The front entrance has level access and is a power door which opens outwards towards the pavement.

The pavement at this point is on a slight incline.

If you require support to enter the centre, you can call reception on 0141 945 3344 and a member of staff will meet you in the car park.

There is a buzzer to the right-hand side of the door that you need to press to gain access if the door is closed. The buzzer is 112cm / 44inches up from the ground.

The doorway opening measures 76cm / 29.9inches wide.



There is also a doorway at the other side of the building, this is primarily a fire exit and measures 76cm / 29.9inches. Please use the main entrance for primary access. If you require to use the rear doors, a member of staff will meet you.

Hallway

At the internal hallway the door to reception open towards the hallway. It measures 1.53m / 60inches wide when fully open.

There is a button to activate this door, which is 84cm / 33inches from the floor.



The flooring at the entrance area is smooth tiles.

Reception

During our opening hours, reception staff will be available to provide assistance as required.

We are open from

9.30am - 4.30pm, Monday - Wednesday

9.30am - 7.30pm, Thursday

9.30am - 4.30pm, Friday



The reception desk is located at the entrance in the main foyer reception; facing the door. It is an open desk with no glass.

There is a lowered section of the desk.

Everyone – including clients, staff, volunteers, carers and any visitors – is required to sign in and out of the building. There is a paper sign-in sheet for this at reception. Our team at reception can assist with this as required.

You can contact Revive via [Contact Scotland BSL](#) – Scotland's British Sign Language Interpreting Video Relay Service – for all enquiries.

We have a tablet at reception which has the SayHi Translate app on it. This translates into any spoken language so we are able to communicate with all clients.

There are four chairs with armrests available for public use while you are waiting for appointments. Extra chairs can be brought into reception as required.



We have wheelchairs available at reception for use in the building, please ask a member of staff if you would like to use one.

The accessibility guide is available in large print format from reception.

Centre maps are available in A4 and A3 print versions at reception. You are welcome to take these throughout the building.

The area is well-lit with natural daylight and overhead bulb lighting.

The reception area can be noisy when the building is busy.

The flooring is a light carpet and there is a clear level access to rest of the ground floor (containing the cafe, treatment rooms, gym, Hyperbaric Oxygen area, toilets and lift). The corridor measures 1.8m / 70.9inches in width.

Noise levels vary throughout the building. Please ask a member of staff if you would like advice on a quieter space during your visit.

Café



The café has one entrance leading off from the reception area. The entrance is an open corridor that measures 211cm / 83inches in width. There is also a door to the café from the hallway at the entrance. This measures 92.5cm / 36.4inches wide. This opens inwards towards the café space.

The café entrance is 6.9m / 22.6ft distance from the reception desk.

There is vinyl flooring throughout the café.

The chairs either have no hand rests or high sides. The tables and chairs in the café are not fixed or bolted to the floor. All the furniture is movable, please ask a member of staff to help if required.

Lighting is a mix of natural daylight and overhead bulbs.

The café menu includes soup, toasties and biscuits. The menu is written in chalk on a blackboard, and a member of the team can read it to you on request.

Vegan and vegetarian options are always available, please let our staff know about any food allergies.

Table service is provided. Please pay for your food and drink at reception.

Welfare & Benefits Office



The entrance is a doorway that measures 92.5cm / 36.4inches in width. The door opens inwards to the room.

The entrance is 5.9m / 19.4ft distance from the reception desk.

The Welfare & Benefits office includes a desk, staff chair and two client chairs. The client chairs both have armrests, and the seat is 41.9cm / 16.5 inches from the floor.

The furniture is not fixed or bolted to the floor. All the furniture is movable, a member of staff will move chairs as required.

The flooring is a light carpet.

There is natural daylight and overhead lighting in the room.

MS Nurse Room



The entrance is a doorway that measures 92.5cm / 36.4inches in width. The door opens inwards to the room.

The entrance is 10.6m / 34.8ft distance from the reception desk.

The Nurse room includes a desk and office chair, as well as a low table and three chairs with cushions and high armrests. The seats are 40.6cm / 16inches from the floor.

The furniture is not fixed or bolted to the floor. All the furniture is movable, a member of staff will move chairs as required. Chairs with lower armrests can also be brought in from other spaces in the building.

The flooring is a light carpet.

There is natural daylight and overhead lighting in the room.

Physio-led Gym

There are three entrances to the gym area. One, off the main corridor, measures 1.83m / 72inches wide. The second exit at the rear of the gym measures 92cm / 36inches wide and the third entrance into the café area is 82cm / 32.3inches wide and part of a movable wall which can open fully to extend the café and gym into a larger events space.

The entrance at the main corridor is 15.5m / 50.9ft distance from the reception desk.



There are several types of exercise equipment in the gym including:

- Treadmill with handrails
- VibroGym vibration plate
- Four active passive trainers with lower limb and arm exercise motor
- One active passive trainer with lower limb motor only
- Parallel bars
- Wall bars
- Double plinth
- Single plinth
- MobileSpeed Pulley 50
- Two ARJO Sara Plus standing frames
- Quest 88 standing frame

The standing frames and mobile speed pulley can be moved into the Physiotherapy assessment room to be used in this environment with clients.

The gym area is always staffed by our Physiotherapy team who will guide you on equipment use and exercises.



There is vinyl flooring throughout the gym.

There is natural daylight and overhead lighting in the room.

Physio Office



The entrance is a doorway that measures 92.5cm / 36.4inches in width. The door opens inwards to the room.

The entrance is 11.9m / 39ft distance from the reception desk.

There is a treatment couch in the room, which can be raised from 50cm to 96cm.

There is a desk and chair, as well as two chairs with armrests. The treatment couch and chairs are not fixed to the floor and can be moved by the staff team.

There is natural daylight and overhead lighting in the room.

Physio Treatment Room



The entrance is a doorway that measures 92.5cm / 36.4inches in width. The door opens inwards to the room.

The entrance is 18.7m / 61.4ft distance from the reception desk.

Equipment in the room includes:

- Double plinth
- Wall bars
- Parallel bars
- Box steps
- Stationary cycle machine

There is overhead tracking on the ceilings.

The flooring is vinyl.

There is natural daylight and overhead lighting in the room.

The treatment room is always staffed by our Physiotherapy team who will guide you on equipment use and exercises.

Hyperbaric Oxygen Chamber (HBO)



The start of the ramp entrance to the chamber is 20.4m / 67ft distance from the reception desk.

There are five seats in the chamber, all of which can be removed to create additional space for wheelchairs.

There is also a round central table that can be placed in the centre.

Tablets, phones and other electronic devices are not allowed in the chamber. Books, newspapers and magazines are allowed. There are free donated books available in the café.

The chamber is accessed from a ramp, with handrails.

The door is 69cm / 27.2 inches wide and 142.5cm / 56 inches high.

There is overhead lighting and natural daylight in the chamber.

Rear Hallway and Corridor



At the internal hallway the door leads to the corridor behind the HBO chamber. It measures 1.53m / 60inches wide when fully open.

The corridor is 1.53m / 60inches in width. There is another door which measures 92.5cm / 36.4inches beside the HBO chamber.

There are stairs leading to the first floor for staff use only. The stairs are 117cm / 46inches wide. There are three flights, one with 6 stairs, one with 13 stairs and the final with 3 stairs.

The flooring is laminate.

There is natural daylight and overhead lighting in the space.

This is also the fire exit for the rear of the building.

Toilets – Ground Floor

There are four toilets on the ground floor. These are each individual cubicles.

The doors on all the male/female toilets are 70cm / 27.5inches wide. The doors on the accessible toilets are 93cm / 36.5inches wide.



Next to the main entrance, there are two toilets. One is marked male/female, the other accessible. The male/female toilet is a standard toilet with handrails, an internal sink, and a lockable main door. The accessible toilet is a standard toilet with handrails, a turning space for a wheelchair, internal sink and a lockable main door.



Behind the gym, there are two more toilets. One is marked male/female, the other accessible. The male/female toilet is a standard toilet without handrails, and with an internal sink and a lockable main door. The accessible toilet is a standard toilet with handrails, internal sink and a lockable main door. There is a limited space for a wheelchair in this toilet.

There is overhead tracking on the ceilings of the accessible toilets.

Paper towel dispensers are installed in each of the cubicles.

Sanitary bins are provided in all toilets throughout the building.

Both accessible toilets have a red alarm cord for users who experience difficulties. This will notify staff of an activation. A member of staff will attend to these activations immediately.

Lift Access

The lift provides access to the ground and first floors of the centre, covering all areas of the building.

The doors of the lift are 91cm / 35.8 inches wide. The lift is 112cm / 44 inches wide by 140cm / 55 inches deep.

The lift can take up to 630kg in weight, eight people maximum or one wheelchair with one person accompanying.

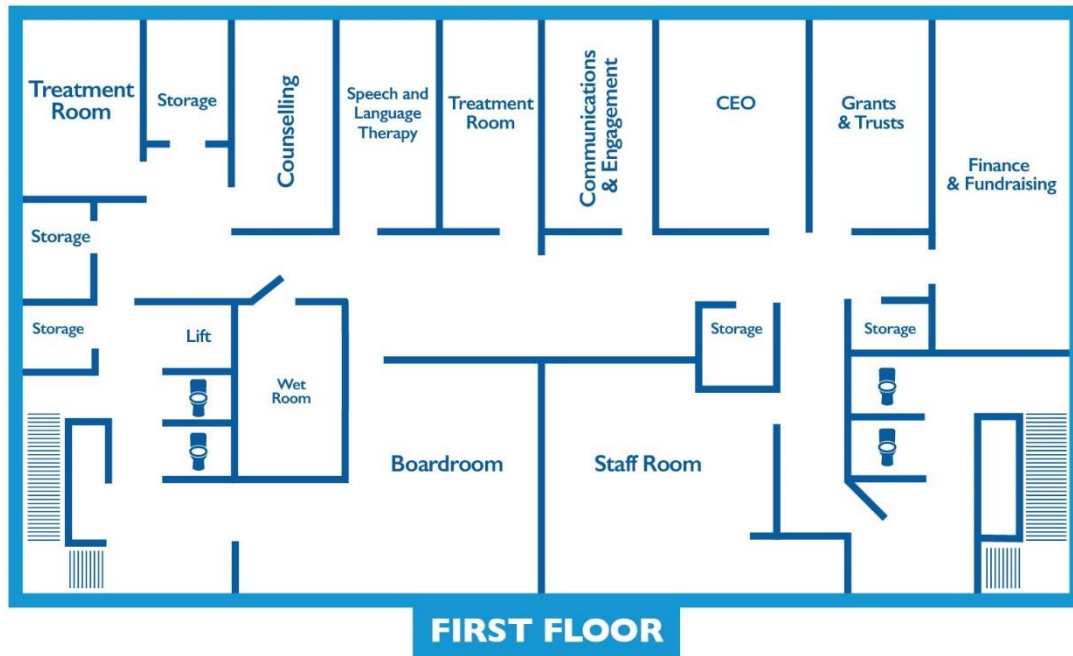


Stairwell from Ground to First Floor

The stairs are 117cm / 46inches wide. There are three flights, one with 6 stairs, one with 13 stairs and the final with 3 stairs.



First Floor



The first floor includes the:

- Boardroom
- Complementary Therapies treatment room
- Counselling room
- Speech & Language Therapy room
- Podiatry & Complementary Therapies treatment room
- Staff offices
- Wet room
- Toilets
- Lift

There is level, step-free access throughout the first floor.

The first floor can be reached by one of two stairwells or the lift from reception.

First Floor Landing



The landing at the top of the stairwell leads to the boardroom, the lift and the first-floor corridor.

This area also includes the refuge point where wheelchair users may be left safely during an evacuation, when the lifts are not in use.

There is also an evacuation chair which can be used in an emergency with the consent of the wheelchair user. This is stored next to the counselling room in the first floor corridor.

The refuge point has a phone with which you can communicate with a member of staff. Revive is situated less than 0.5 miles from the nearest fire station.

The flooring is a light carpet.

First Floor Corridor

The door to the first-floor corridor measures 90cm / 35.4inches and is secure buzzer entry. The buzzer is 116cm / 45.7 inches from the floor.



Boardroom



The entrance is a double doorway that measures 152.4cm / 60inches in width. The door opens outwards towards the landing.

The entrance is 6.7m / 21.9ft distance from the first-floor lift doors.

The boardroom has a flexible set-up, which will be changed depending on the activity taking place. Chairs may be set up as theatre-style or round a meeting table.

All chairs and tables are not fixed to the floor and can always be moved by a member of staff.

There is a small kitchen space in the boardroom.

The flooring is a light carpet.

There is natural daylight and overhead lighting in the room.

Complementary Therapies Treatment Room



The entrance is a doorway that measures 90cm / 35.4inches in width. The door opens inwards to the room.

The entrance is 4.9m / 16.1ft distance from the first-floor lift doors.

There is a desk and office chair in the corner of the room, as well as a sink and a storage cupboard.

There is a treatment couch in the room, which can be raised to 68.5cm / 27inches high and lowered to 44.5cm / 17.5inches from the floor.

The flooring is vinyl.

There is natural daylight and overhead lighting in the room.

Counselling Room



The entrance is a doorway that measures 90cm / 35.4inches in width. The door opens inwards to the room.

The entrance is 5.7m / 18.7ft distance from the first-floor lift doors.

There is a desk and office chair in one corner, as well as a sink and a filing cabinet.

There are two chairs with high armrests and a small table set up on a rug. The seats are 40.6cm / 16inches from the floor. This is where the one-on-one counselling sessions take place.

The furniture is not fixed to the floor and can be moved by staff or new chairs brought in.

The flooring is vinyl.

There is natural daylight and overhead lighting in the room.

Speech & Language Therapy Room



The entrance is a doorway that measures 90cm / 35.4inches in width. The door opens inwards to the room.

The entrance is 8.3m / 27.2ft distance from the first-floor lift doors.

There is a desk and office chair at the side of the room, as well as a sink and bookcase.

There are two chairs with armrests and a small table. The seats are 41.9cm / 16.5 inches. This is where one-on-one sessions take place.

The furniture is not fixed to the floor and can be moved by staff.

The flooring is vinyl.

There is natural daylight and overhead lighting in the room.

Complementary Therapies & Podiatry Treatment Room



The entrance is a doorway that measures 90cm / 35.4inches in width. The door opens inwards to the room.

The entrance is 12.7m / 44.6ft distance from the first-floor lift doors.

There is a desk and office chair at the side of the room, as well as a sink and storage unit.

There are two chairs with armrests. The seats are 41.9cm / 16.5 inches.

There is a treatment couch in the room, which can be raised to 89cm / 35inches high and lowered to 43cm / 17inches from the floor.

The furniture is not fixed to the floor and can be moved by staff.

The flooring is vinyl.

There is natural daylight and overhead lighting in the room.

Wet Room



The entrance is a doorway that measures 90cm / 35.4inches in width. The door opens inwards to the room.

The entrance is 7.2m / 23.6ft distance from the first-floor lift doors.

There is a toilet with handrails to both sides.

There is a shower which can be raised and lowered.

A clinical waste bin is available in the wet room, for the disposal of any continence devices.

There is a large adjustable chair.

There is overhead tracking on the ceiling.

The flooring is level tiling.

There is overhead lighting in the room.

The wet room has a red alarm cord for users who experience difficulties. This will notify staff of an activation. A member of staff will attend to these activations immediately.

Toilets – First Floor

In addition to the wet room, there are four toilets on the first floor. These are each individual cubicles.

Next to the lift, there are two toilets. One is marked male, the other female. Both are standard toilets, without handrails, with an internal sink and a lockable main door.



At the top of the rear stairs, there are two more toilets. One is marked male, the other female. Both are standard toilets, without handrails, with an internal sink and a lockable main door.



The doors on all of these toilets are 70cm / 27.5inches wide.

There is no turning space for wheelchairs in the first-floor cubicles.

Paper towel dispensers are installed in each of the cubicles.

Sanitary bins are provided in all toilets throughout the building.

Additional Information

A centre map is available in the foyer. A PDF version is available online:
www.revivemssupport.org.uk/centre-maps/

A 360 degree photography tour of the centre is available online:
<http://revivemssupport.org.uk/the-centre/tour/>

We welcome trained assistance dogs throughout the building, accompanied by their owner. Water bowls are available on request and there is toilet space to the side of the car park.

We have evacuation procedures in place in case of emergency. In an evacuation, staff will provide instructions and discuss the evacuation options available.

We offer informal introductions and tours for new service-users. For details, please email info@revivemssupport.org.uk in advance to book.

There are various power points in the centre which (availability permitting) can be used to charge mobility scooters.

Many of our staff have first aid training, please ask for assistance if required. A first aid trained staff member will always be on duty during opening hours.

This guide will be reviewed every three months and was last reviewed on 12 June 2023.

Future developments

We are currently seeking funding for sliding doors at the main entrance.

We are working on implementing a number of accessibility improvements. If you have suggestions, we would love to hear them. Please contact 0141 945 3344, info@revivemssupport.org.uk or speak to our reception team at the centre.