

The Wayfinding Centre



Your Training Guide





About this guide

This guide is written by The Wayfinding Centre. When you see **we** it means The Wayfinding Centre staff.



Bold

Not bold

We wrote this book in an easy to read way. Some hard words are in **bold** and in **blue**. They are thicker and darker. We explain what these words mean.



You can get someone to help you:

- read this guide
- know what this guide is about.



You can ask someone for more information.

What is in this guide



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Coming to The Wayfinding Centre

This guide is about coming to The Wayfinding Centre for training.



The Wayfinding Centre is our long name we call it **TWC** or the **Centre** because it is shorter.



We are happy you want to visit the Centre.



Our Address is:
Botanic Road,
Glasnevin, Dublin
D09 TC67.



You can come to the Centre to learn about public transport.



You can get here by bus, we have bus stops right outside.



You can also get a train or Luas but you will need to walk for 15 minutes to get here from the station.



You can also get here in a car, taxi or minivan and you can park right outside.

What you can do at the Centre.

You can practice using different types of transport. They are real but they don't move.



A Bus

You can practice getting on and off and using a ramp on a **bus** and sit in the drivers seat.



A DART Train carriage

You can get on and off, open and close the doors, hear announcements and go into the **drivers cab** of the DART.



The **drivers cab** is the area where the train driver sits. You can sit here too.



A **Luas** carriage

You can get on and off, open and close the doors and hear announcements.



An Expressway **Coach**

You can practice getting on and off the **coach** and sit in the drivers seat.



A **Taxi**

There is a **taxi** and you can practice using a ramp to get on and off.



An **Airport** and a **Plane**

We have part of a real plane and a pretend **airport terminal**.

An **airport terminal** is the building you go into before getting on the plane and when you get off.



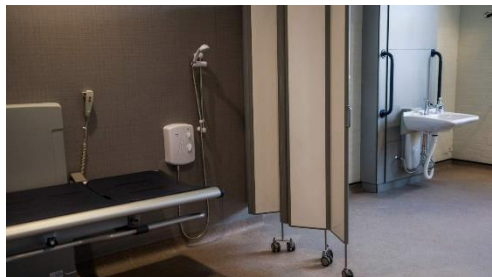
You can go into the plane and sit on the seats.

There is also the **flight deck**.



The **flight deck** is where the pilots sit. It is also called a **cockpit**. You can sit here too.

Things you might use at the Centre



Toilets

We have a Changing Places room, Accessible Toilets and other Toilets



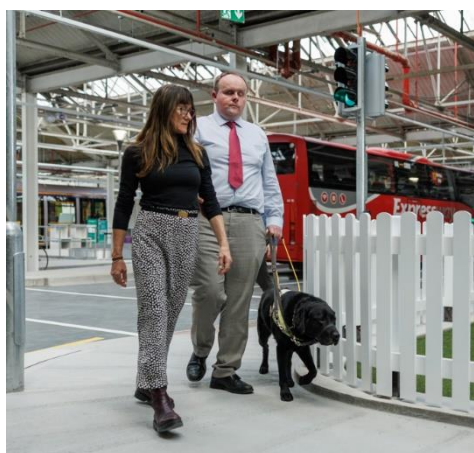
Connection Café

A place to sit and eat.



Quiet spaces

A place to sit and relax.



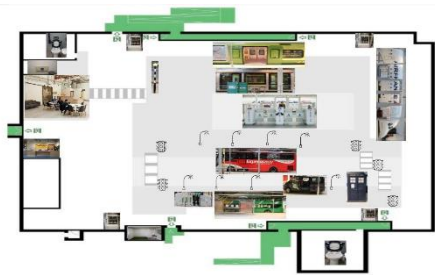
Assistance Dogs

Guide Dogs and assistance dogs are welcome at the Centre. They must be on a lead at all times. If you are afraid of dogs tell us and we can make sure there are no dogs in the Centre when you visit.

Supports you can use

Maps

Sensory and Tactile Maps so you know where things are.



Social Stories

We have Social Stories and a Visitor Guide that can help you prepare for your visit.



The Wayfinding Centre team

We are happy to help you. We may be wearing a hi-vis vest or a name badge.



Your training at the Centre



Your trainer will help you make a **Training Plan**.



Your **Training Plan** will include

- What you want to learn.
- Steps to help you reach your goals.
- How long it might take.



Your Rights

You have the right to:

- Be treated with respect.
- Bring someone to support you or your assistance dog.
- Tell us what you think about the training.



Your Responsibilities

When you visit, please:

- Arrive on time.
- Tell us know if you need to cancel.
- Be careful around footpaths, kerbs, and road crossings.
- Follow instructions to stay safe.

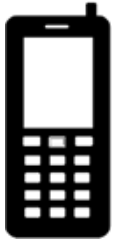


Tell us what you think

Each time you visit we want to know how your training went and if you are happy. If you are not happy with the training you can make a complaint.

Contact Us

You can contact us.



(01) 830 7033



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