



The Heritage Hub

at Carnlough
Town Hall

Pre-visit Accessibility Guide



**Made for
Memories**



**Mid & East
Antrim**
Borough Council

Our pre-visit guide has been developed through our participation in Mid and East Antrim Borough Council's *Made for Memories: Enabling People Living With Dementia to Access Heritage* pilot project in 2022. The project was supported by The National Lottery Heritage Fund.

Plan your visit

Opening Hours

Easter - end of September
Saturday 2-5pm July and August
Sunday 2-5pm Easter until end of September

Group Visits

If you would like to make a group visit, please contact Mary Watson by email or telephone.

Email: Watson-Mary@sky.com
Mobile: 07719357404

Please note that a group visit can be arranged outside of normal opening hours.

Disabled Parking for Blue Badge Holders

Carnlough Hub does not have a car park. A free car park is available at the Spar supermarket further up Harbour Road. Disabled parking can be arranged in advance.

Please contact us to inform us of your needs. Otherwise, if you have a Blue Badge, you can park your car on the street outside the Hub.

Accessibility at the Hub

The Hub has a wheelchair-accessible platform lift to the first floor where the exhibition can be found. There is one accessible toilet for use by all visitors.

Plan your visit



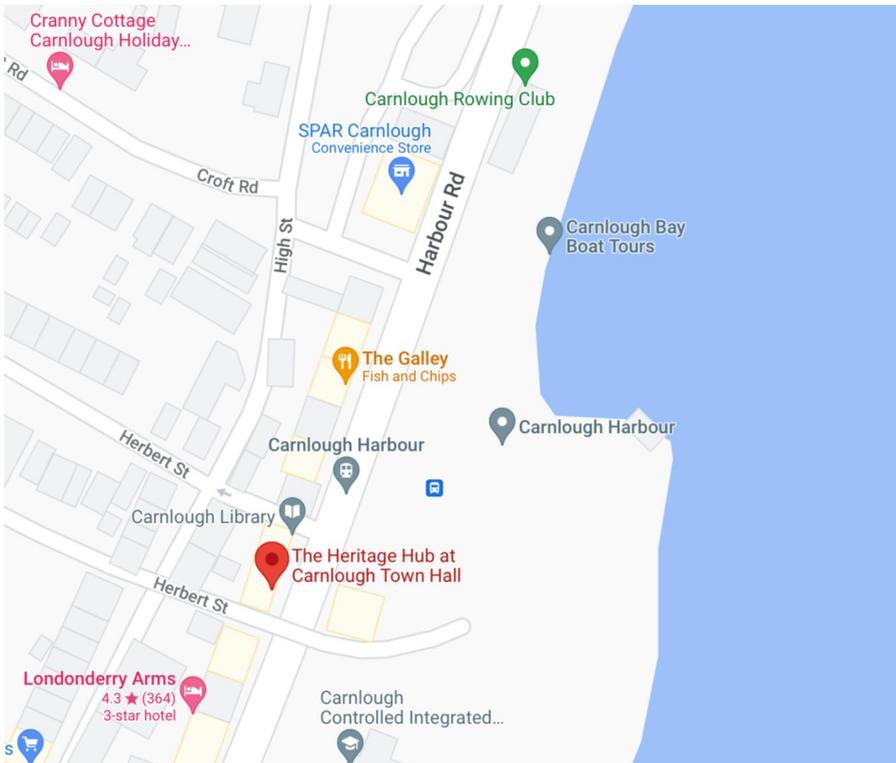
Free car parking is provided at the Spar supermarket on Harbour Road. The car park entrance is off Havelock Place.

There is one platform lift from the ground floor to the first floor where the exhibition is located.

It holds a maximum of 2 persons and is supervised by staff. Please ring the bell on arrival in the entrance hall for assistance.



There is one accessible toilet on site for all visitors. It is located on the first floor and can be accessed from the exhibition gallery.



An Accessibility Guide for Visitors:

Planning a Visit to The Heritage Hub at Carnlough Town Hall

Visiting the Carnlough Heritage Hub will allow you to explore Carnlough's history from the Stone Age to the 19th century.

You can learn about the development of the harbour, the limestone quarry, and the mineral railway line. One of our friendly Hub volunteers will be on hand to answer any questions or just for a chat.

At Carnlough Heritage Hub we know that everyone is different. Some people may need a little help. This guide will give you information that you may find helpful to plan your visit.



Carnlough Hub building



Interior of the Heritage Hub

Getting here

The address for Carnlough Heritage Hub is:

Carnlough Heritage Hub
Harbour Road
Carnlough
Bt44 0EU

You can get here by car or bus.

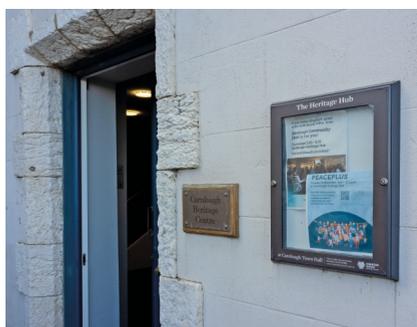
Getting Here by Car

The Hub is located facing onto the Causeway Coastal Route that starts in Belfast and finishes in Derry-Londonderry. There is on street parking on Harbour Road and on High Street (located behind the Heritage Hub).

- To get to Carnlough Hub, take the Causeway Coastal Route from Larne via Glenarm to Carnlough on the A2/Antrim Coast Road
- When you arrive at Carnlough village, continue along the Bay Road/Harbour Road until you reach Carnlough Harbour
- The Hub is across the road from the Harbour. The Harbour Lights Cafe is directly opposite.



This is the external hanging sign for the Hub.



This is the entrance door to the Hub.
The Hub is located on the first floor.

Getting here



The Spar shop located along the Harbour Road from the Hub with a free car park beside it.

Getting Here by Bus

There is a bus stop on the harbour side of the road opposite Hungry Jack's, which is between the Hub and the Spar supermarket. This serves Ulsterbus routes 128, 128a, 162 and 162a. There is no direct bus from Belfast to Carnlough. You must go to Larne, Ballymena or Belfast and get a connecting bus there.

- The number **256** bus comes from Belfast to Larne.
- The number **162** bus comes from Larne to Carnlough.
- The number **128** bus comes from Ballymena to Carnlough.
- The number **162a** bus comes from Ballycastle to Carnlough.

There is a train service from Belfast to Larne where the 162 bus connects to Carnlough. There is no direct rail connection between Belfast and Carnlough.

For further information on bus or train times please check the Translink website: www.translink.co.uk



Bus times advertised on the side of the Spar, Havelock Place. The bus stop is on the harbour side of the road opposite Hungry Jack's.

Here to help

The Hub is a friendly space that is staffed by volunteers during opening hours. There will always be a volunteer available to meet and greet you when you arrive.

All staff wear a lanyard so that you can identify them easily. There is a buzzer button located in the entrance hall on a small table. Please press this if you need assistance.

Volunteers at the Hub are WorldHost Ambassadors. This means that they have been trained to meet the highest standard of customer service. In addition, our volunteers have had training from the Alzheimer's Society Northern Ireland in dementia awareness. Some of our volunteers have had JAM ('Just A Minute') inclusiveness training.

Comfortable seats have been provided at the entrance for those who would like a seat while they are waiting for the lift.

Light refreshments are offered by volunteers at no charge in the gallery. All donations go towards the work of the Hub.



The Sunflower Lanyard

Volunteers know that this is sometimes worn by people with hidden disabilities. Examples of hidden disabilities include dementia, hearing loss, autism, mental health, asthma, and visual impairment, but there can be many more. It means that the person wearing it may require extra time or other assistance.



Press this buzzer if you need help from our volunteers. It is located in the entrance hall.



All our volunteers wear these lanyards. Look for them if you need assistance.



Volunteers have time for a chat and seating is provided for visitors.



Our volunteers have had JAM training themselves or have provided guidance to our other volunteers. Please do show your JAM card if you carry one.

Finding your way around the hub

The Hub is a small and welcoming space for visitors to meet local people and find out more about the village of Carnlough, its industrial heritage, and that of the wider Glens of Antrim.

The Hub consists of one exhibition gallery on the first floor and a film room which plays an audio-visual presentation. The Hub's exhibition gallery hosts a variety of public heritage events throughout the year.

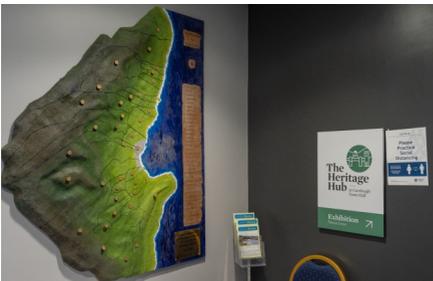
Please ask if you are interested in attending one of these events.



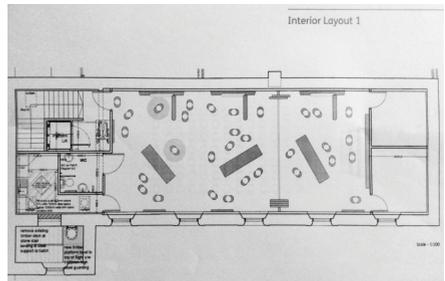
The Hub is on the first floor. Take the stairs or the lift to get there.



The lift is wheelchair accessible. Only two people may use it at a time.



This is a relief map of the townlands around Carnlough. There is a buzzer on the small table beneath the map. You can press the buzzer if you need assistance.



This map shows the layout of the Hub. You can use it with the photographs on the next page to become familiar with our layout before you arrive.

Finding your way

Explore the Hub's exhibition gallery to learn more about Carnlough and its past.



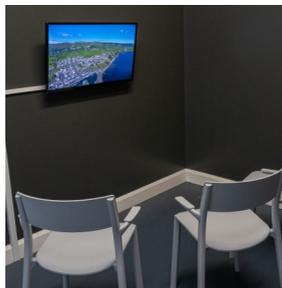
You can touch some of the exhibits. This shows a range of different geological specimens representing local rock types found around Carnlough and the Glens.

We have some simple low tech activities for everyone to enjoy.

Look carefully and you might spot items you recognise from the past. These are not the real thing - they are replicas to stimulate memories of days gone by.



Welcome to the film room! This is where we show presentations and short films.



Inside the film room.

The lights stay on when a film or presentation is playing. The sound and brightness can be adjusted. There is seating for up to 6 people. The seating is flexible and can be rearranged to allow for two wheelchairs. The seating can also be moved to accommodate people with a mobility aid.

What to do in an emergency

Staff or volunteers will alert you if there is an emergency. You may also hear an alarm. Staff or volunteers will escort you from the building to the designated assembly point.

If you have difficulties, please contact a guide.

If you have mobility difficulties, an evacuation chair is located outside the gallery beside the lift on the first floor.

Please ask for help if you need it as our staff have been trained to use it.

The nearest defibrillator is at the Spar supermarket further along the Harbour Road. It is accessible to the public 24 hours a day, seven days a week.



Our volunteers have been trained to use the evacuation chair in an emergency.

Further information

If you or someone close to you is living with illness or disability, the organisations below may be able to offer support. This list is not comprehensive - there are many other groups, organisations and charities out there. We hope this provides a starting point.

Age NI

www.ageuk.org.uk/northern-ireland

Freephone: 0808 808 7575

Email: advice@ageni.org

Alzheimer's Society (Northern Ireland)

www.alzheimers.org.uk/about-us/alzheimers-society-northern-ireland

National Helpline: 0300 222 1122

Email: nir@alzheimers.org.uk

Autism NI

www.autismni.org

Telephone: 02890401729 (options)

Email: info@autismni.org

A Visual Guide is available for download.

Citizens Advice Bureau

Citizens Advice/Community Advice offices can offer support on a range of issues, including assistance with debt or applying for benefits.

www.citizensadvice.org.uk/about-us/northern-ireland/

This gives contact information for offices throughout Northern Ireland.

Defib Finder - find one where you are

www.defibfinder.uk

Disability Action

Disability Action has offices in Belfast, Derry/Londonderry, Dungannon, and Carrickfergus.

www.disabilityaction.org

Telephone: 028 9029 7880

Email: hq@disabilityaction.org

Dementia NI

www.dementiani.org

Telephone: 02896931555

Email: info@dementiani.org

Down's Syndrome Association NI

www.nicva.org/organisation/downs-syndrome-association-ni

Telephone: 02890 665 260

Email: info@downs-syndrome.org.uk

Hearing Link

Hearing Link provides advice and support to those living with hearing loss.

www.hearinglink.org

Telephone (voice or text): 01844 348111

Email: enquiries@hearinglink.org

Mencap

northernireland.mencap.org.uk

Telephone: 0808 808 1111

Email: helpline.ni@mencap.org.uk

RNID

(Royal National Institute for the Deaf, formerly Action on Hearing Loss)

rnid.org.uk/about-us/rnid-in-northern-ireland

rnid-in-northern-ireland

Telephone (voice or text): 07587130502

Email: contact@rnid.org.uk

RNIB

(Royal National Institute for the Blind)

www.rnib.org.uk/nations/northern-ireland

northern-ireland

Telephone: 0303 123 9999

Email: helpline@rnib.org.uk

Making the invisible visible

We know that many people in Northern Ireland are now living with a 'hidden disability'. This can take many forms, including dementia, autism, hearing loss, mental health issues, ME/CFS, Long Covid, and IBD/Crohn's.



These people do not 'look' disabled and their needs can be overlooked.

Our volunteers know about schemes that raise awareness so that we can be more helpful. Schemes such as the JAM scheme or the sunflower lanyard allow people to indicate that they may need a little help or 'just a minute'. The Sunflower Lanyard is sometimes worn by people with hidden disabilities.

Examples of hidden disabilities include dementia, hearing loss, autism, mental health, asthma, and visual impairment, but there can be many more. It means that the person wearing it may require extra time or other assistance.