

# Planning your visit to Glasgow Museums with Older Adults

## Welcome to Glasgow Museums

This document provides information to help group leaders when planning a visit to a Glasgow Museum venue with older adults who may need a little more support to enjoy their museum visit.

It contains information on services which can address the needs an older person might have to ensure a comfortable visit. Please do not hesitate to contact us if there is any other information you require.

If your group members have additional support needs, and you wish to have assistance in planning your visit, or in facilitating the visit, please call the museum you wish to visit in advance, phone numbers can be found at the end of this document.

## Plan Your Visit

Visiting times – some of our museum venues can be very busy on weekday mornings with school groups arriving between 10am – 11am when we first open.

We would recommend the best visiting time with a group of older adults is from 2pm onwards as museum venues tend to be quieter at the end of the day. School holidays, public holidays and weekends can be especially busy in some of our larger venues such as Riverside and Kelvingrove, so it might be better to avoid those times if you think noise levels may be uncomfortable and disorientating for some vulnerable older adults in your group. This might not be an issue in some of our smaller, quieter museum venues. Please ring the museum venue in advance if you are looking to identify a quieter time to visit. You may also wish to visit the museum independently prior to bringing your group in.

**Admission** - Glasgow Museums are free to all visitors. A charge may be made for a special exhibition at Kelvingrove but concession rates are available for older visitors.

## During your Visit

**Meeting Point / Information Desk** – there is an information desk at the entrance of all our museums, point it out to your group on arrival to ensure they recognise it, should they get distracted and separated from the group. From the information desk you will be able to pick up a floor plan of the museum.

**Front of House Staff** – If you are looking for assistance when you first arrive, please ask the Gallery Assistants at the Information Desk. They are recognisable by their Glasgow Museums Black and white uniform and badges and are located around the whole Museum. They are there for your assistance, if you have any concern or questions whilst in the Museum they will be able to help so please do not hesitate to approach them.

**Seating** – Most of our museums provide cafes and all have seating areas available to provide a welcome break. Seating can be found in almost all the galleries and portable folding stools are also available around many of our Museums. Please ask front of house staff to direct you to the portable folding stools or the nearest seating area if you cannot find one. If you want some fresh air seating is also available outside many of our museums.

**Wheelchairs** – are available in all our museums and can be booked in advance by calling the venue, please call with at least 24 hours' notice. There may be some available on the day, please ask the Gallery Assistants at the entrance.

**Cloakroom** – a cloakroom is available to leave jackets, free of charge. You might want to bring a jacket or cardigan for your visit as gallery temperatures can vary.

**Reading labels** – please advise group members to bring their glasses. Some galleries and temporary exhibitions have large print guides available; please enquire at the Information Desk for availability of these on the day.

**Feeling unwell** – should anyone become unwell please alert a member of Front of House staff who will contact one of the Museum's registered First Aiders to assist you.

**Lost property** – please contact the Information Desk at the museum entrance.

**Exhibition visits** – All Glasgow Museums are free to visit, occasionally there might be an entry fee to temporary exhibitions at Kelvingrove, A reduced admission charge is offered to those aged over 65 years. We also offer a concession rate for any chargeable adult workshops.

**Quiet spaces** – Many of our museums have a quiet area, please speak with a member of front of house staff to ask about possible use of this or telephone in advance if you would like to use this space.

**Refreshments** – we know how important a cup of tea can be! There are several cafes across our Museum venues. (With the exception of Scotland Street School Museum and Glasgow Museums Resource Centre) Sorry eating and drinking are not permitted in the galleries, but if available packed lunch areas can often be pre-booked for your group if you ring in advance.

**Parking arrangements** – these are different at all our museum venues, so please go to [www.glasgowmuseums.com](http://www.glasgowmuseums.com) and check before your visit, or telephone the museum. Blue badge disabled parking is available at all museums that have their own car parks.

### **Exploring Museum Objects and exhibitions with your Group**

**What to see in the Galleries** - Glasgow Museums house thousands of interesting objects but in a short visit it is advisable to focus on just a few objects. Make your visit bite-size and focus on just a few works in the museum that spark your group's curiosity. Don't feel like you need to see everything in one day. Group leaders are encouraged to let older adults take their time to look

at and talk about objects. Admission to Glasgow Museums is always free, and you can return again and again!

\*As displays are often changed, please telephone the museum in advance to check if there is a particular object or collection that your group want to see.

You do not need to have a prior knowledge of the collections, as information can be found in the object labels. Here are some questions that you might like to use with your group to start conversations and discussions when looking at objects.

- What is it?
- Does it remind you of anything?
- What material is it made from?
- How has it been made?
- How has it been decorated?
- Who would have used it?
- What part of the world might it be from? Why?
- How old might it be?
- Has it been an everyday object or is it precious for a special occasion?
- Do you like this object?

### **Museum Events**

All our Museums offer a programme of talks, guided tours, practical tailored workshops and events. You might want to plan your trip around incorporating one of these events into your visit. Visit [www.glasgowmuseums.com](http://www.glasgowmuseums.com) to find out what is coming up. Many of our museums also have volunteer guides who will provide guided tours of the museum.

### **Luminate and Silver Sunday**

Every October Glasgow Museum venues take part in the *Luminate* festival which is Scotland's Creative Aging Festival, we host a range of events, including a large scale programme of events and workshops on Age Friendly Museums Day on the first Sunday in October.

### **The Open Museum**

If you can't make it out to our museums, then why not have museum objects visit you? Our very popular loans service offers over 80 handling and reminiscence kits full of objects from Glasgow's cherished museum collections. Whether used one-to-one or with a group, the kits can inspire reminiscence, oral history, storytelling and creative activities. Our kits have been used very successfully in care home settings and in dementia care context. Kits can be borrowed free of charge by organizations and groups in Glasgow, and can be facilitated by our museum staff if required. For more information about the programme, email: [OpenMuseumEnquiries@glasgowlife.org.uk](mailto:OpenMuseumEnquiries@glasgowlife.org.uk) or Phone: 0141 276 9300.

**Glasgow Museum venues and contact numbers:**

If you would like to discuss any aspect of your visit, or to arrange a visit for your group please telephone before visiting and ask to speak with a member of the **Museums Learning and Access team**.

Riverside Museum	Phone: 0141 287 2720
Gallery of Modern Art	Phone: 0141 287 3050
The Burrell Collection	Phone. 0141 287 2550
Kelvingrove Museum and Art Gallery	Phone: 0141 276 9599
St Mungo Museum	Phone: 0141 276 1625
Scotland Street School Museum	Phone: 0141 287 0504
The Peoples Palace	Phone: 0141 276 0788
Glasgow Museums Resource Centre	Phone: 0141 276 9300

**Website:** [www.glasgowmuseums.com](http://www.glasgowmuseums.com)