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**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.

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 Museum and Kelvingrove Art Gallery and Museum. 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 exhibitions at Kelvingrove Art Gallery and Museum, 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.

**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 Purple uniform and badges and are located around the whole Museum. The only exception to this is Kelvin Hall where Attendants wear an orange and grey uniform. 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. Some also have portable stools to take with you during a visit – just ask at the information desk. If you want some fresh air seating is also available outside many of our museums.

**Wheelchairs** – are available in most of 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** – in most of our museums a cloakroom is available to leave jackets, free of charge (or £1 at Riverside). 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.

**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. Riverside provides indoor picnic areas.

**Parking arrangements** – these are different at all our museum venues, so please go to [www.glasgowlife.org.uk/museums](http://www.glasgowlife.org.uk/museums) 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. Many of our venues also offer Dementia friendly tours. You might want to plan your trip around incorporating one of these events into your visit. Visit [www.glasgowlife.org.uk/museums](http://www.glasgowlife.org.uk/museums) to find out what is coming up. Many of our museums also have volunteer guides who will provide guided tours of the museum.

**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 \*currently closed for refurbishment

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

Kelvin Hall Phone: 0141 2761450

**Website:** [www.glasgowlife.org.uk/museums](http://www.glasgowlife.org.uk/museums)