

# Te tomopai **Our guide to accessibility**

Nau mai ki

**Pioneer Recreation and Sport Centre**

**We're on our way to becoming  
more inclusive and accessible  
for all.**

We hope this booklet helps you  
find your way around the centre.  
If you have any questions before  
your visit, please contact us.





## Contents

<b>General information .....</b>	<b>2</b>
Getting to the centre .....	2
Accessibility assistance .....	3
Discount cards .....	3
<b>Ground floor information .....</b>	<b>4</b>
Reception .....	4
Plunge Café .....	4
Other information.....	5
Staff at the centre .....	6
Safety.....	8
<b>Poolside information .....</b>	<b>10</b>
Pool accessible changing room .....	12
Wet wheelchairs.....	13
Pools .....	14
Sensory Swimming and Learn to Swim .....	16
<b>Ground floor : other areas .....</b>	<b>18</b>
Pioneer Gym.....	18
Stadium .....	20
<b>Level 1 .....</b>	<b>22</b>
Southern Centre: A Multi-Sensory Environment.....	22
Lounge, Den and kitchen .....	22
Group fitness studios .....	24
Accessible toilet - Level 1 .....	25
<b>Map of Pioneer .....</b>	<b>26</b>

# General Information

## Contact Information:

Address: 75 Lyttelton Street, Somerfield, Christchurch, 8024

Contact us on 03 941 8999 or [recandsport@ccc.govt.nz](mailto:recandsport@ccc.govt.nz)

Booking the centre – 03 941 6446 or [rsebookings@ccc.govt.nz](mailto:rsebookings@ccc.govt.nz)

Facility hire – to book a room, court or pool space in the centre contact us at 03 941 6446 or [rsebookings@ccc.govt.nz](mailto:rsebookings@ccc.govt.nz)

Information about pool closures and temperature changes is on the website. Please check before attending.

Find out more at [recandsport.ccc.govt.nz/pioneer](https://recandsport.ccc.govt.nz/pioneer)

For more information about accessibility in the centres or to comment on this booklet, contact [activecommunities@ccc.govt.nz](mailto:activecommunities@ccc.govt.nz)


**Hours:**  
Monday to Friday: 5.30am–9.30pm  
Weekends: 7am–8pm  
Public holidays: 7am–8pm


**Recommended quiet times:**  
Monday to Friday: Before 9am and between 10am–2.30pm  
Weekends: Quiet times change depending on the season, and the weather.


### Outside areas:

- Play and sensory area at the back entrance.
- Beach volleyball courts at the back of the building.
- Centennial Park next to the back entrance with paved walking paths throughout.
- Small playground at the back of the main carpark.

## Getting to the centre

 **Public transport:** You can get to Pioneer by taking the Orbiter bus. The bus stop is on Lyttelton Street near Conway Street and is a 2-minute walk to Pioneer (130 metres). Bus 60, 1 and 44 have stops near Pioneer, however they are a farther walk to the centre.

 **Bike stands:** These are at the front and back entrances of Pioneer.

 **Accessible parking:** There are seven accessible car parks at Pioneer, five are at the front entrance (80 metres), and two at the back entrance (30 metres).

**Front entrance:** Entry is via a flat entrance with automatic doors. There is a small gradient and opening width of 179cm.

**Back entrance:** There is an automatic door with a small gradient and opening width of 102cm.



Front entrance car parks

## Accessibility assistance

**Hearing loop:** There is NO hearing loop at Pioneer. Staff will make every effort to communicate clearly. If verbal communication becomes a challenge staff will provide written information or write things down.

**Vision:** We can help you by reading signs and guiding you through the centre if you need support on your visit. Customer Experience staff can show you the most important locations, such as exit doors, toilets, and the pools.

**Guide dogs and assistance dogs:** We welcome these dogs throughout the centre. There is a grassed area outside the front and back entrance.

## Information for carers

**Free access:** As a carer or Hāpai Access Card holder, you have free access to activities they are attending.

**Support role:** Your role is to help the individual with communication and any personal care needed. This includes assisting them through the centre and ensuring their safety during an emergency.

**Pool assistance:** You will assist the individual in the pool if required or actively monitor from the poolside, depending on need.



Rear entrance car parks

## Discount cards accepted

We welcome the Hāpai Access Card, Community Services Card, Secondary Student ID card and the Super Gold Card.



**Hāpai Access Card:** Present your card for both the discount and assistance with support. The card ensures you receive the appropriate help and mitigates barriers.

For more information and to view the centre's access tour video, go to: [hapaiaccesscard.org.nz](https://hapaiaccesscard.org.nz)



**Memberships and pricing:** If you have a discount card, bring it with you to get a membership discount. If you don't have a discount card, you can buy your membership online. To find out more about prices please click on the link below: [recandsport.ccc.govt.nz/membership-pricing](https://recandsport.ccc.govt.nz/membership-pricing)

## Ground floor information



### Reception

**Customer Experience desk:** There's a lowered desk at one end of the counter for any enquiries.

**Seek assistance:** Our staff are here to help you. If it is your first time at Pioneer, please let them know, and they will provide you with assistance.



### Plunge Café

The Plunge Café is on the ground floor beside the entrance to the pool and reception. You can order and pay at the counter. There is seating both inside and outside the centre.



Reception area



Reception area

### Other information

**Earplugs:** Feel free to use your earplugs in the water. We also sell earplugs at reception.

**Seating:** We have a variety of seating options around reception and at the cafe.

**Wheelchair availability:** If you need a wheelchair, ask our Customer Experience Team at the front desk. Wet wheelchairs information on page 13.

**Accessible toilets:** These are on the ground floor. They have a toilet (46cm), left handrail and sink (79.5cm). The floor to door gap is 15cm.

**Baby changing tables:** There is a baby changing table in the male and female changing rooms near the back entrance of Pioneer close to the stadium.

**Changing rooms:** Access to the male and female changing rooms is through a push door before the stadium entrance.

**Lift access:** The lift is next to the back entrance and takes you to the first floor.



Wheelchair



Pioneer lift near the back entrance



Accessible toilet located on ground floor



## Staff at the centre

Staff wear different coloured tops depending on their role at Pioneer.

Please ask staff if you need any assistance during your visit.

**Customer Experience:** They are at the reception and assist with payments, entry into the pools and the centre, and general inquiries. They can also show you how to access each area of the facility.

**Lifeguards:** They are stationed around the pool and are responsible for keeping people safe in the water.

**Swimming Instructors:** They teach swimming lessons in the pools.

**Personal trainers:** They provide one-on-one sessions and will help tailor a fitness program that best suits that individuals' goals.

**Fitness Instructors:** They work in the gym and are there to assist you.



Lifeguard



Lifeguard supervisor



Fitness instructor



Swimming instructor



Customer experience



Personal trainer



Recreation and Sport staff



## Safety

### Emergency evacuation procedures:

In an evacuation, please let staff know if you need help. You will be guided by staff to get out of the building safely.

Lifeguards will provide towels if there's an evacuation.

### Evacuation chair for emergencies:

The evacuation chair is on the wall in the hallway of level one, next to the male toilets. Staff will help you get safely down the stairs in an emergency.

**CCTV cameras:** There are CCTV cameras operating in the facility for safety reasons and to help us support customers.

**Emergency buttons:** These are located throughout Pioneer. In the case of an emergency, hold down for three seconds to let staff know that you need help. Staff will come to you with first aid supplies.

**Emergency pendants:** These will alert staff that you need emergency assistance. You can borrow a pendant to wear while you're in the fitness centre and group fitness studios if you wish.



Evacuation chair located on level 1



Gym emergency pendants



Emergency button



## Poolside information

### Changing rooms and toilets

#### Entrance and exit

Access to the poolside changing rooms is through push gates at reception with a width of 86cm. The membership card scanner is at a height of 95cm.

#### Gender neutral toilets and change spaces:

In our change village there are gender neutral changing rooms as well as communal male and female changing rooms.

**Baby changing tables:** There is a table in the male changing rooms and a table in the female changing rooms.



Push gates into the pool area



Pioneer Change Village - Mens and womens and gender neutral



Sensory Swimming in the teach pool

**Poolside accessible changing room:** There is one accessible changing room in the change village area. It has a sliding door for entry. The room contains:

The room contains:

- Adjustable manual bed
- Movable hoist (operating limit of 375kg)
  - Bring your own sling – there are no slings to hire at Pioneer
  - No key is needed
- Shower (right handrail)
- Sink (height of 82cm)
- Toilet (height of 46cm and has a right handrail)
- There is NO emergency button in this changing room.
- Gap from floor to the bottom of the door is 22cm.

**Teach pool – accessible changing room:**

There is an accessible changing room in the teaching pool area. It has a sliding door for entry and a sink (height 82cm), toilet with a left handrail (height of 46cm) and shower with a bench and a left handrail for support.



Poolside changing room



Poolside changing room



Teach pool accessible toilet



## Wet wheelchairs

**Location:** There are two wet wheelchairs in the changing area beside the lockers.

**Mobility equipment:** You are welcome to leave your mobility equipment beside the pool, so long as it doesn't block any walkways or emergency exits. Our lifeguards can help you find a suitable place and can bring your equipment to you when you are ready to leave the pool.



Wet wheelchairs





## Pools

**Seating:** Seating is available in the spectating area, next to the toddler pool. After entering the entrance gate turn left. Wave your hand over the sensor to open the door.

### Lane pool:

- Depth: 1m – 1.5,
- Temperature: 26.5 – 27.5 degrees Celsius
- Access: Mobile steps with a rail is available on request. Please ask a lifeguard to put the steps in the pool.

### Leisure pool:

- Depth: 0m – 1.6m
- Temperature: 30–32 degrees Celsius
- Access: Beach entry and ramp access
- Features: Lazy river, wave pool (see below), leisure area and toddlers area.

### Teach pool:

- Depth: 1m
- Temperature: 31 – 33 degrees Celsius
- Access: Built in steps with a handrail. No hoist entry for the teach pool.

### Wave pool:

- Operates Monday to Friday from 4.30pm and on weekends and public holidays from 11.30am.
- There will be a loud beeping over the sound system to tell you that the waves are being turned on.
- The waves are turned on every 30 minutes for approximately 10 minutes

### Spa pool:

- Depth: 1m
- Temperature: 38 – 40 degrees Celsius
- Access: Steps or a hoist. The hoist is available transfer or carer assistance.

### Steam room and sauna:

- Access: flat entrance to both, with a door width of the sauna is 115cm and steam room is 78cm. If you need help with the door, please ask staff.



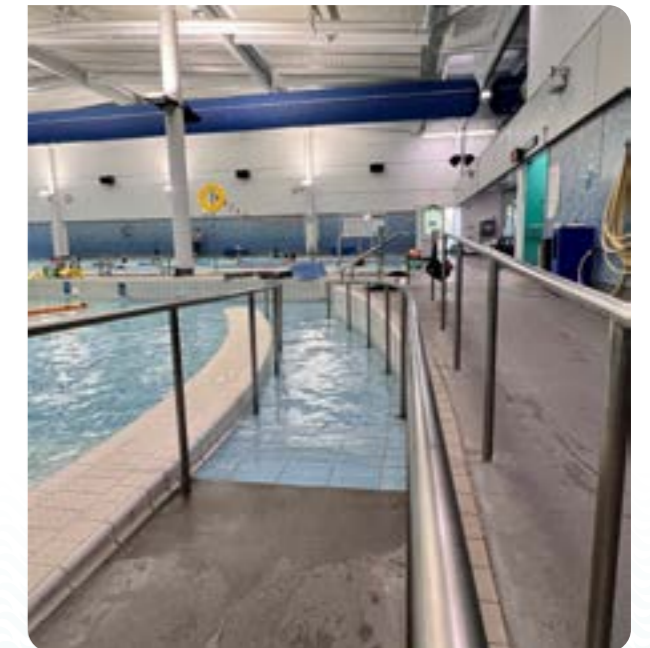
Mobile steps in the lane pool



Teach pool



Spa pool hoist



Ramp entry to Leisure pool



## Sensory Swimming

Sensory Swimming sessions are held in the teach pool. The sessions provide a calm and safe environment where participants can explore new experiences. There are changing rooms next to the pool. Sensory equipment and toys are available.

Sessions are in the teach pool every Saturday afternoon from 2-4pm.

For more information: [recandsport.ccc.govt.nz/sensory-swimming](https://recandsport.ccc.govt.nz/sensory-swimming)

## Learn to Swim

Swimsmart teaches essential safety skills to keep you safe in the water. Our qualified instructors offer group, individual, and shared lessons for all ages, from children to adults.

For more information: [recandsport.ccc.govt.nz/learn-to-swim](https://recandsport.ccc.govt.nz/learn-to-swim)



Sensory Swimming



Learn to swim instructor

## Ground floor: other areas



### Pioneer Gym

**Access:** The gate leading to the gym is a turnstile. If you need help, please ask our staff and they'll help you through the other gate.

**Fitness programs:** If you are a gym member and you need a program you have the ability to book in with one of our instructors and they can help you with your own fitness program that is best suited to your needs.

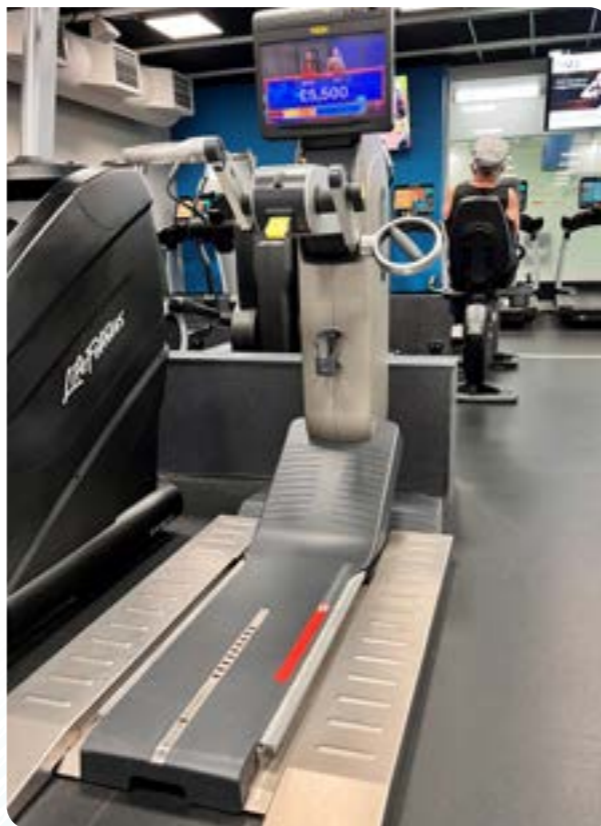
**Adapted workouts:** If you are a gym member and need a program, you can book an appointment with one of our instructors. They will help you create a fitness program tailored to your needs.

**Member benefits:** Membership include an induction program. You can book an appointment with a fitness instructor. When booking, make note of any special requirements so the fitness instructor can best help you.

**Adaptive equipment:** There is equipment that can be adjusted/adapted to suit your needs. For example, an adaptable hand bike is available and can be used with either a wheelchair or a seat. The rowing machine and cable machine are also adaptable.



Rower and cable machine



Adaptive hand bike



Gym entry



Fitness instructor



## Stadium

**Ramp access:** The stadium has ramp access. Handrails are provided on the side of the ramp for additional support.

**Seating options:** A variety of seating options are available within the stadium.

**Changing rooms:** Changing rooms are on the ground floor before you enter the stadium.

**Activities available:** Booking spaces, Pay to Play (basketball, badminton, pickleball), Tumbletimes, Pre-School Gymnastics, tournaments and other events.

**Activities and Events team:** They are on site to assist you. Please let them know if you have any questions or require additional support.

For more information: [recandsport.ccc.govt.nz/pioneer/#Indoorstadium](https://recandsport.ccc.govt.nz/pioneer/#Indoorstadium)



Activities and Events staff



Stadium changing rooms



Stadium entry



Stadium layout

## Level 1



### Southern Centre: A Multi-Sensory Environment

**Purpose:** The Southern Centre is a multi-sensory environment designed for people of all ages and abilities. It aims to help to reduce stress levels and to foster and develop social skills.

**Access:** The Southern Centre is on Level 1. You can use the lift next to the back entrance or take the stairs.

**Bookings:** To visit the Southern Centre you must book. Please call or email to make a booking.

**Contact details:**

- Phone: 03 941 8999 or 03 941 7016
- Email: [southern.centre@ccc.govt.nz](mailto:southern.centre@ccc.govt.nz)

**For more information:** [recandsport.ccc.govt.nz/southern-centre](http://recandsport.ccc.govt.nz/southern-centre)



### Lounge, Den and Kitchen – a hireable space

**Purpose:** Meetings are held in this space and is booked by a range of groups.

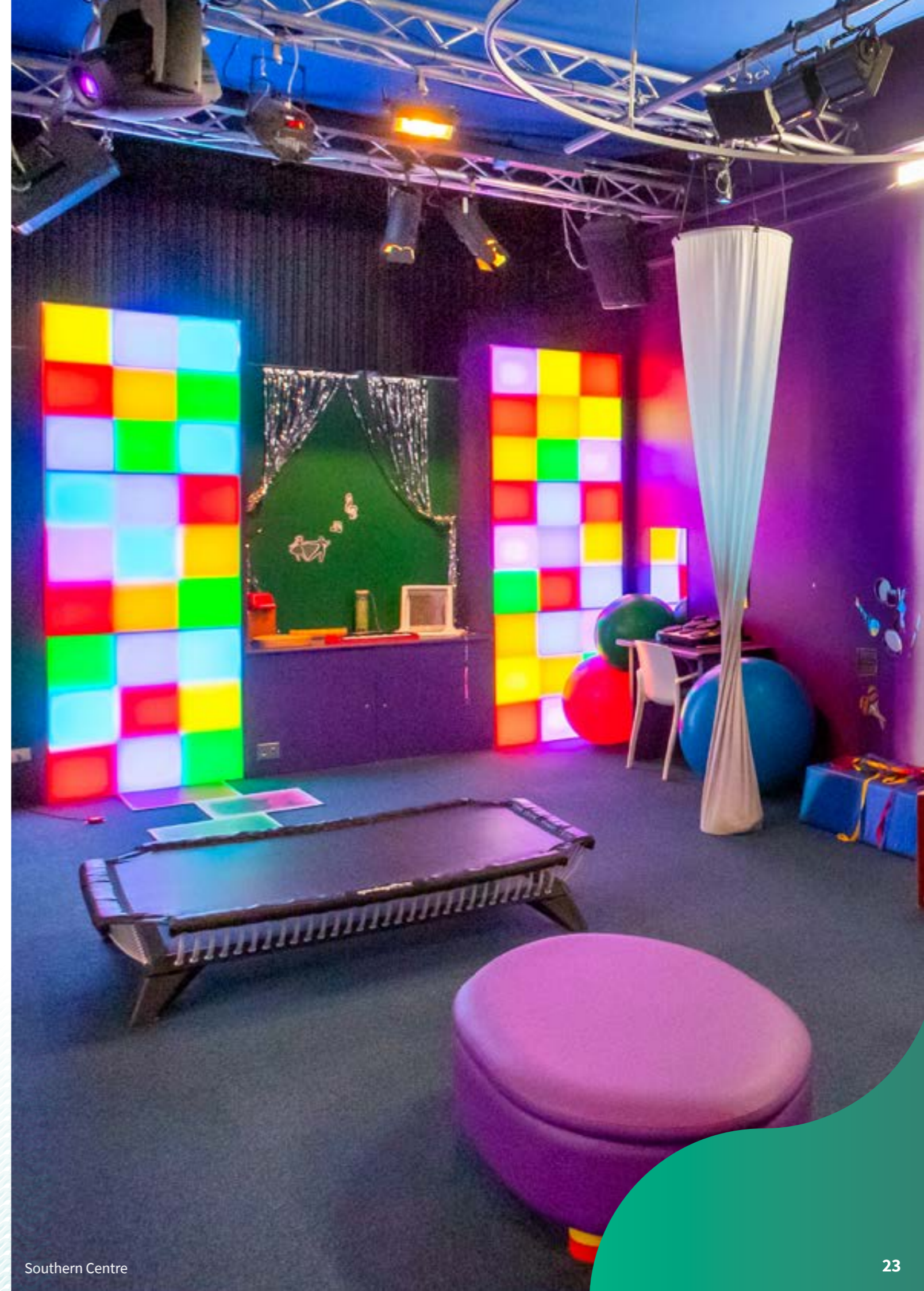
**Access:** This is on Level 1 – access by lift. Ask staff if you need assistance with the doors. (see page 7).



Southern Centre equipment



Southern Centre





## Group fitness studios

**Classes:** Our group fitness classes offer something for everyone. There are classes for all levels, and many can be adapted to individual needs. We offer classes in the Spin, Mind Body and Group Fitness studios. Ask staff if you need assistance with the doors.

**Booking information:** Please note that all class timetables are available online, and bookings are essential to secure your spot.

For more information: [recandsport.ccc.govt.nz/group-fitness-classes](https://recandsport.ccc.govt.nz/group-fitness-classes)



Spin studio



Group fitness studio

## Accessible toilet – Level 1

There is one accessible toilet on Level 1. It has an automatic door (opening outwards) with a button that has braille. It has the following:

- Adjustable electric bed (200kg maximum) that operates by pushing the lever back and pulling the bed forward.
- Sink (height of 82cm)
- Toilet (height of 46cm and has a right handrail)
- Please note you must lock the door with the button on the inside and use the buttons to open the door.
- Gap from floor to the bottom of the door is 15cm.
- There is NO emergency button in this toilet.



Level 1 accessible toilet



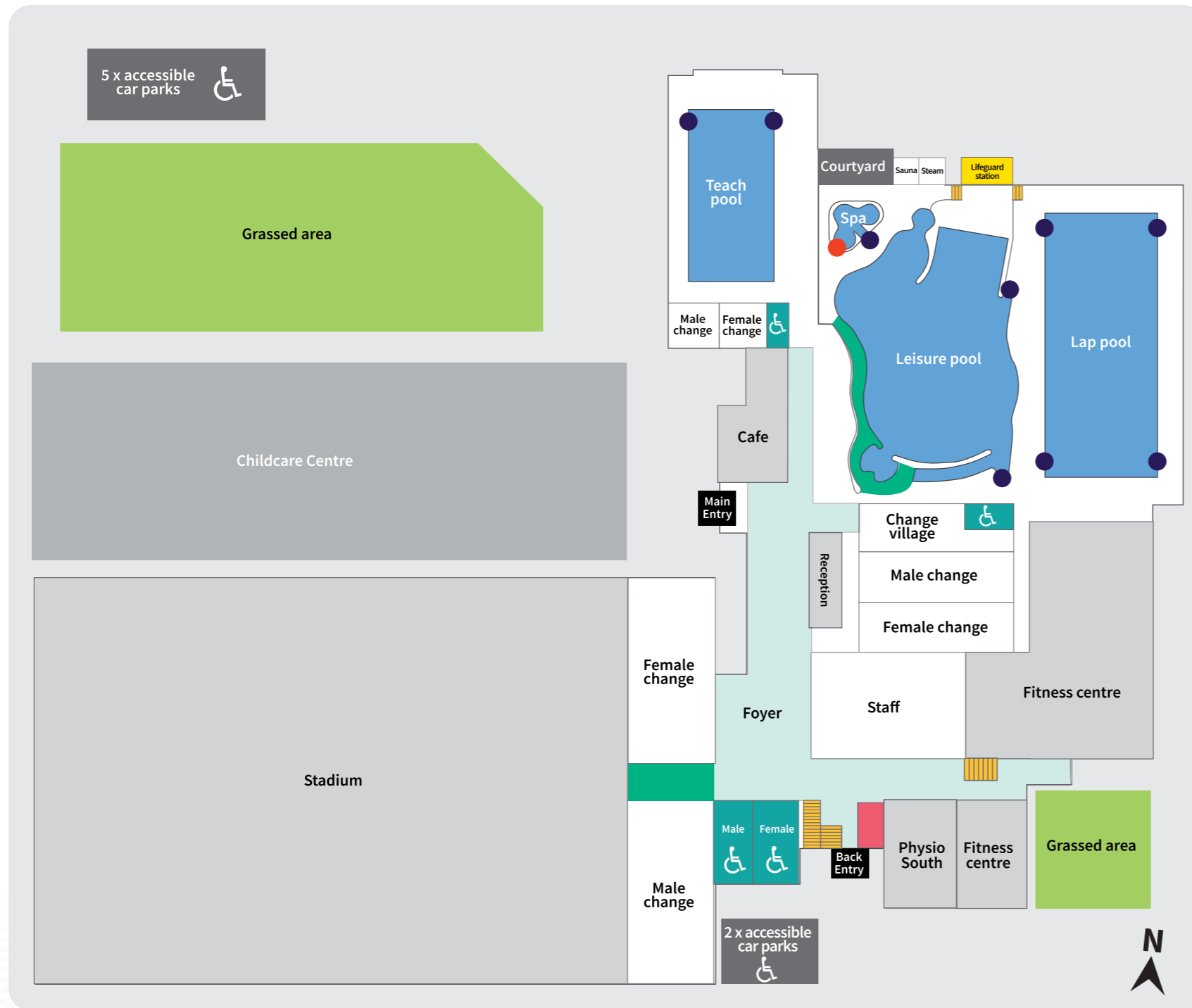
Level 1 accessible toilet entry button



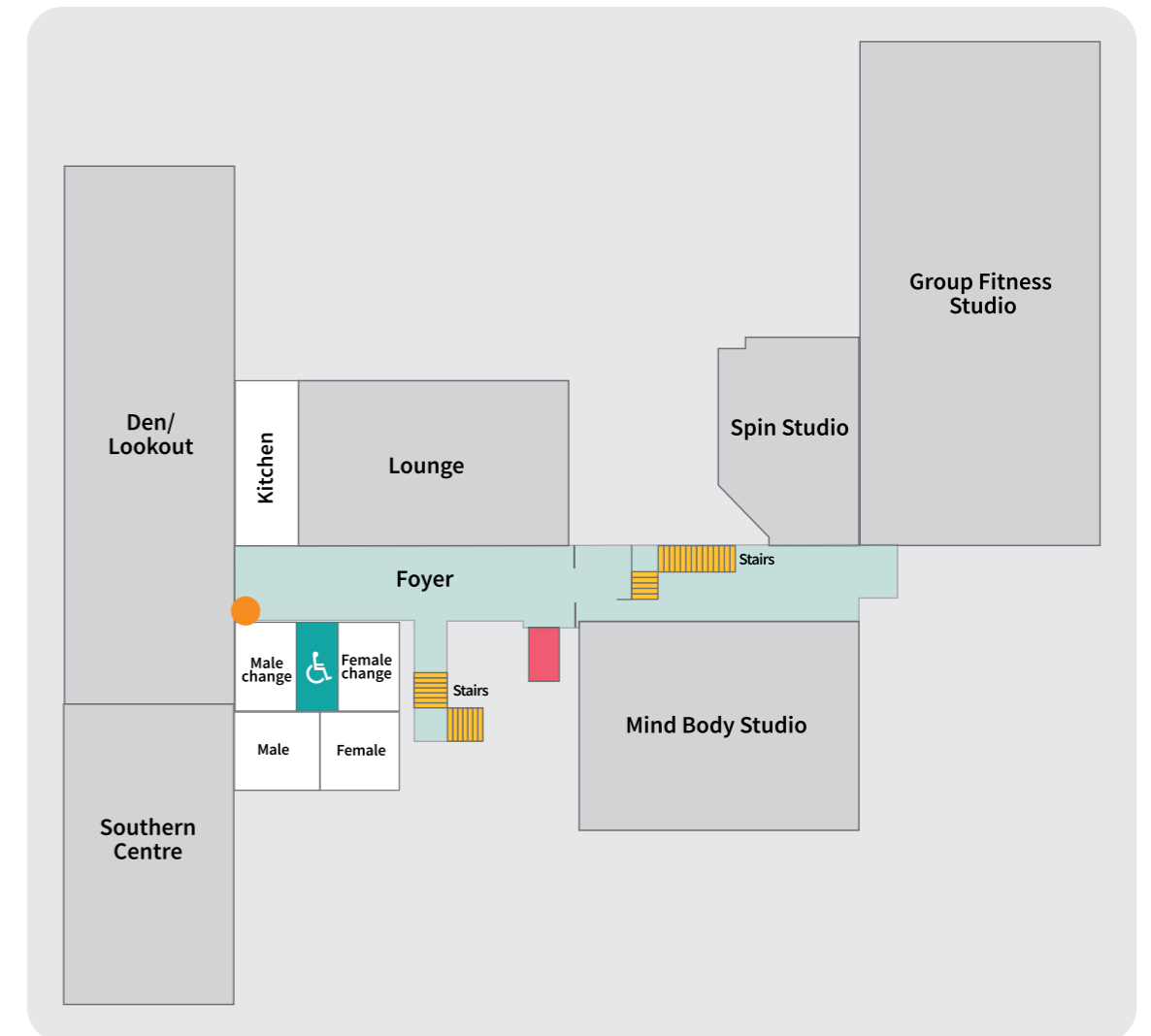
Group fitness class

# Map of Pioneer

## Ground floor plan



## First floor plan



- KEY**
- Steps into pool
  - Ramp
  - Stairs
  - ♿ Accessible change room
  - Lift
  - Evacuation chair
  - Hoist