



VISUAL STORY

FOR VISITORS OF THE SEGAL CENTRE

Updated February 2025

INCLUSIVITY & ENGAGEMENT
PARTNER

RICHTER

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WHAT IS A VISUAL STORY?

- A visual story is a document that allows you to know in advance what to expect at the theatre, so that you can prepare yourself for your visit.

ABOUT THE SEGAL CENTRE

The Segal Centre is...

A performing arts centre that creates, produces, and presents world-class English-language theatre. The best professional artists from Montreal and beyond perform here.

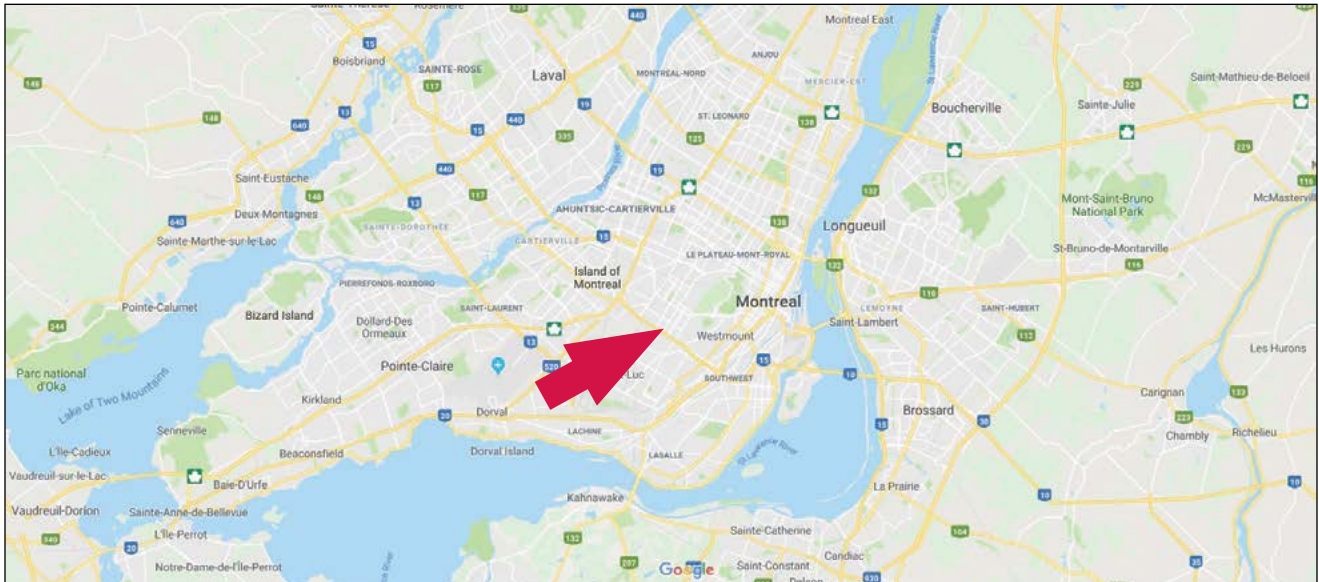
The Segal Centre welcomes and supports children, teens, and adults living with disabilities, mental health conditions, and their families and caregivers. We try to ensure that our programs, services and facilities are accessible to all.

HOW TO GET TO THE THEATRE

DIRECTIONS BY CAR

- Main entrance: 5170 chemin de la Côte-Ste-Catherine in Montréal, between Mountain Sights and Westbury.
- Accessible entrance: 5550 Avenue Westbury, between Côte-Ste-Catherine and Édouard-Montpetit.

The red arrow is pointing at the Segal Centre on the two maps below:



HOW TO GET TO THE THEATRE

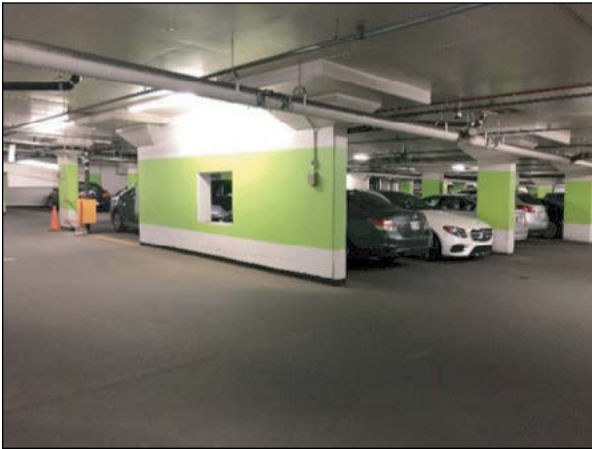
PARKING

- Free parking is available on the streets around the Segal Centre for Performing Arts. Please take note of certain restricted hours as indicated on street signs.
- There are two spots reserved for disabled parking permit holders by the entrance on Westbury. However, they fill up very quickly.
- We highly recommend that any person with reduced mobility be dropped off at the accessible ramp entrance on Westbury prior to parking.
- There is a free indoor parking lot for Subscribers and for some selected performances, such as the relaxed performances, in the adjacent Sylvan Adams YM-YWHA underground parking lot at 5400 Avenue Westbury.
 - ◇ There is an approximately 250-meter distance from the underground parking to the Segal Centre Lobby, which people have found to be a 2-10 minute walk.

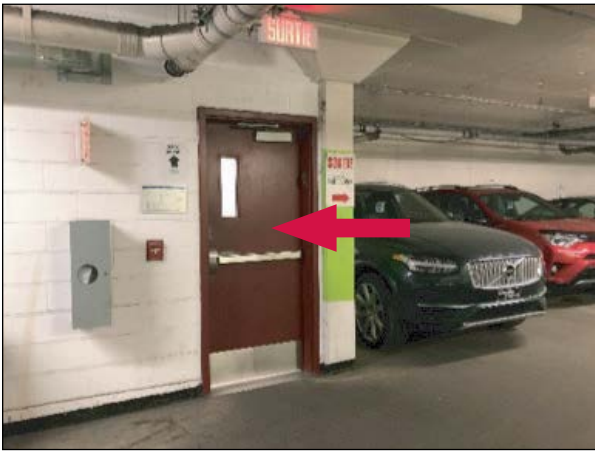


On the day of the performance you have bought tickets to, enter the free indoor parking in the adjacent Sylvan Adams YM-YWHA underground parking lot at 5400 Avenue Westbury after passing a security check of your vehicle.

HOW TO GET TO THE THEATRE



- Use the SORTIE signs to find the red door leading to the hallway of the YM-YWHA and the elevator.



- Walk down the hallway.

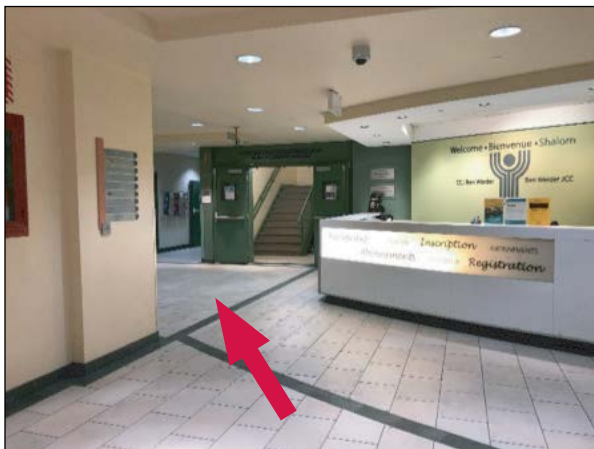
HOW TO GET TO THE THEATRE



- Enter the elevator.



- Inside the elevator, press the “G” button for reception.



- When you exit the elevator, turn right.
- Walk towards the reception desk and turn left.
- Go down the hallway next to the staircase.

HOW TO GET TO THE THEATRE



- Walk down the hallway.



- You will arrive in the YM-YWHA Lobby.
- Keep walking straight into “The Nan and Bill Lassner Family Corridor”.

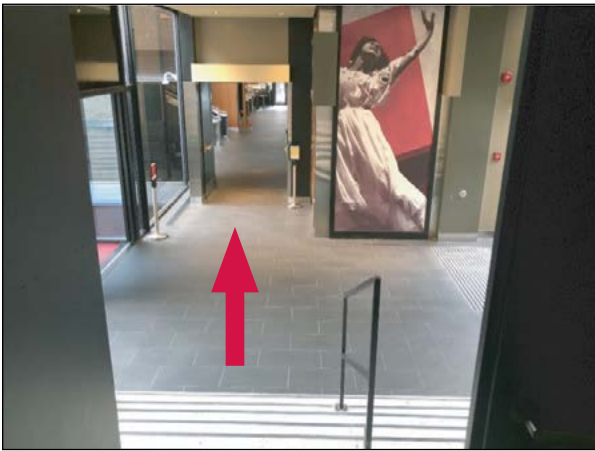


- Walk down this hallway until you get to green doors on your left.
- These will be open 1 hour before the performance starts.

HOW TO GET TO THE THEATRE



- There will be another set of green doors.
- Go through these doors.



- Walk down the staircase. There are seven steps on this staircase.
- OR use the elevator. To do this, open the door, by pushing the ↓ button if the lift is at the lower level or ↑ if it is at the upper level.
- Enter the lift and, after the door is fully closed (about 13 seconds), continuously press the button in the direction you want to go. Wait for the door to open before releasing the button.
- If you release the button, the lift will stop.



- You have arrived!

HOW TO GET TO THE THEATRE

BY TAXI

There is a phone at the Box Office desk nearest to the Studio available for you to order taxis at the end of the show. A list with taxi telephone numbers, as well as both Segal Centre addresses, is attached to the wall right next to the telephone.

BY PUBLIC TRANSIT

Côte-Sainte-Catherine Metro Station - Orange Line

Here is a map showing the route you should use to get from the Côte-Sainte-Catherine metro station to the Segal Centre.



HOW TO GET TO THE THEATRE



- This is the exit of the Côte-Ste-Catherine metro station.
- Walk out the door onto Rue Victoria.



- Once outside, turn right and walk to the corner of Rue Victoria and Chemin de la Côte-Ste-Catherine.
- This should take you less than 1 minute.



- Turn left onto Chemin de la Côte-Ste-Catherine.
- Cross Rue Victoria when it is safe to do so.
- This should take you less than 1 minute.

HOW TO GET TO THE THEATRE

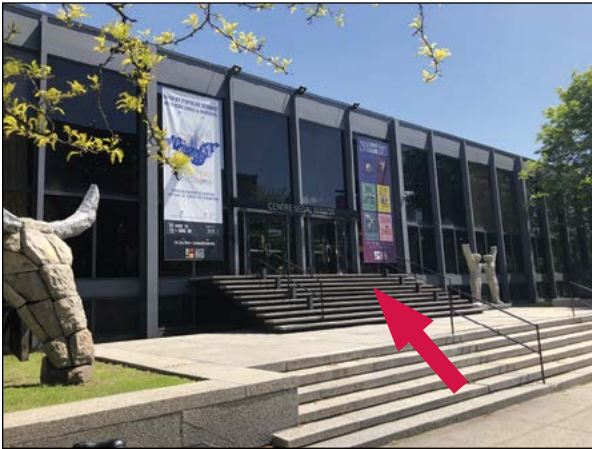


- Keep walking on Chemin de la Côte-Ste-Catherine.
- You will be walking next to the Mackenzie-King Park and will pass 1 traffic light, one bus stop and one bus shelter.
- This should take you about 5 minutes.



- You will get to a second traffic light at the corner of Avenue Westbury.
- You will see the Segal Centre across the street.
- Cross the street when it is safe to do so.
- The Segal Centre is the big black building on your left with many windows.
- This should take you 1 minute.

HOW TO GET TO THE THEATRE




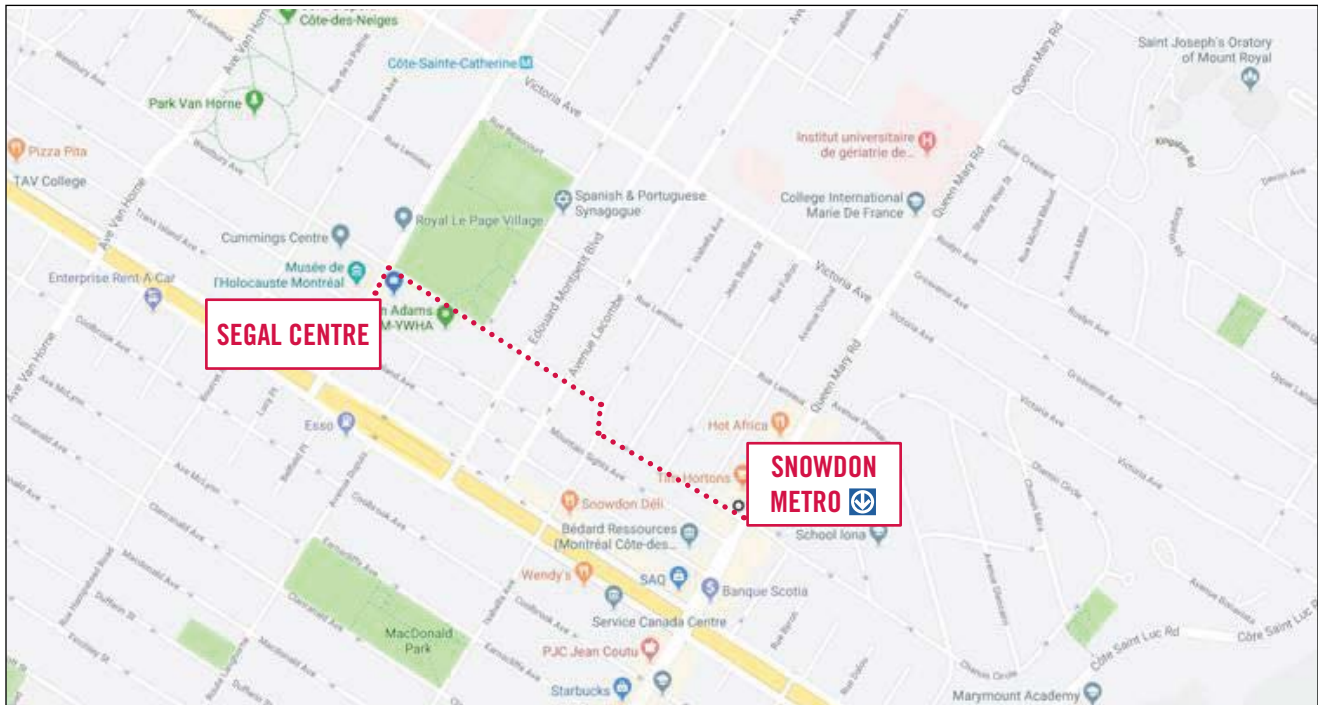
- This is the FRONT ENTRANCE of the Segal Centre.
- There is a statue of a big bull head and a statue of two friends holding each other by the shoulder on either side of the staircase.
- You can walk up the stairs of the front entrance, located at 5170 Chemin de la Côte-Ste-Catherine to enter.
- This should take you less than 1 minute.



- This is the SIDE ENTRANCE with accessible ramp, located at 5550 Avenue Westbury.
- You can reach this by turning left after crossing Avenue Westbury.
- Go up the ramp.
- There is a big round button that you can push to open the door automatically to the right of the door, on the ramp.
- Enter the door and turn right to access the Segal Centre Lobby.
- This should take less than 1 minute.

HOW TO GET TO THE THEATRE

 Snowdon Metro Station (accessible metro station with an elevator) - Blue and orange lines: This is a map showing the route you should use to get from the Snowdon metro station to the Segal Centre:



- This is the exit of the Snowdon metro station.
- Walk out the door located on the left of the elevator, marked Westbury Avenue.
- This should take less than 1 minute.

HOW TO GET TO THE THEATRE



- Once outside, turn right and walk along Avenue Westbury.
- You will walk past houses and buildings.
- You will cross 3 intersections.
- This should take about 3 minutes.

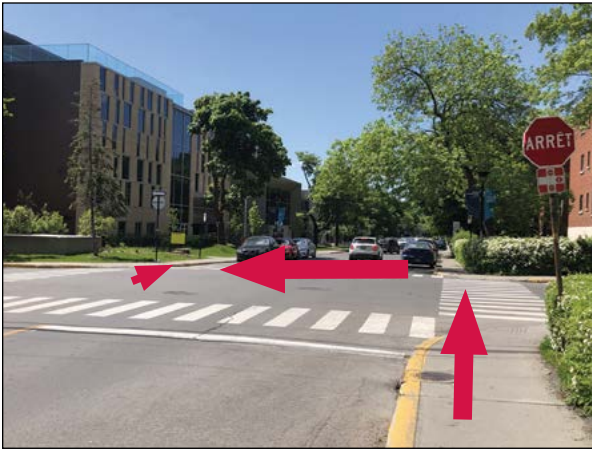


- The fourth intersection you will reach is Rue Isabella.
- Turn right on Rue Isabella.
- This should take less than 30 seconds.



- It is a very short walk to the corner of Avenue Westbury and Rue Isabella.
- Walk until you reach Rue Westbury.
- Turn left and cross Rue Isabella when it is safe to do so.
- This lets you continue walking along Avenue Westbury.
- You will walk past 1 intersection.
- This should take 3 minutes.

HOW TO GET TO THE THEATRE



- You will reach the corner of Rue Édouard-Montpetit.
- Use the pedestrian crossing lines to walk to the other side of Avenue Westbury.
- This should take less than 1 minute.

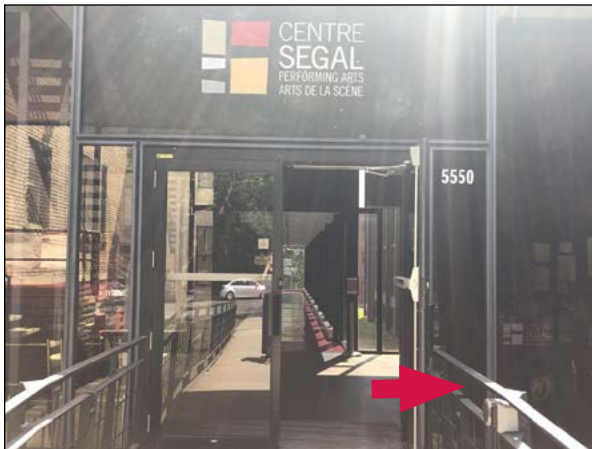


- Continue walking on Avenue Westbury past Herzliah High School and the YM-YWHA.
- There is a park across the street.
- This should take 2 minutes.



- Turn left on the accessible ramp to enter the Segal Centre.
- This should take 1 minute.

HOW TO GET TO THE THEATRE



- There is a big round button that you can push to open the door automatically to the right of the door, on the ramp.
- Enter the door and turn right to access the Segal Centre Lobby.
- This should take 30 seconds.

BUS



- The buses #129 and #17 will drop you off at the corner of chemin de la Côte-Ste-Catherine and Avenue Westbury, right in front of the Segal Centre.



- The buses #51 and #166 will drop you off at the Snowdon metro station.
- You can follow the step-by-step guide in the previous section to make your way from the Snowdon metro station to the Segal Centre Lobby.

HOW TO GET TO THE THEATRE

BY BIXI

There are two Bixi stations close to the Segal Centre.



- One at Snowdon metro;



- And one at the corner of Rue Beaucourt and Chemin de la Côte-Ste-Catherine

PARATRANSIT

For more information about Paratransit transportation, please visit the

[STM Paratransit website](https://www.stm.com/paratransit)

Questions?

If you have any questions or would like to visit the theatre and look around the space in advance, please call Box Office at 514-739-7944 or email at

boxoffice@segalcentre.org

Would you like a Virtual Tour?

If you would like to see a virtual tour, please visit

segalcentre.org/en/virtual-tour

OTHER VISUAL STORIES

For some of the shows, the Segal Centre will be making visual stories about the show itself. Check the Segal Centre webpage of the show you are interested in, to see if one has been scheduled.

For this or any other information, you can call our
Box Office at 514-739-7944.

HOW TO PURCHASE YOUR TICKETS

- You can call our Box Office at 514-739-7944 and mention any special assistance that you might need.

We will be glad to help you make your experience more comfortable.

BOX OFFICE HOURS

Monday - Thursday 12:00 P.M. – 5:00 P.M.

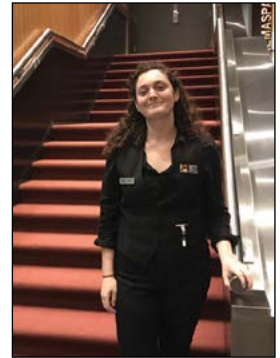
Friday 12:00 P.M. – 4:30 P.M.

- You can go online to segalcentre.org/en/box-office and follow the instructions; or
- You can come directly to the Segal Centre.

GETTING AROUND THE SEGAL CENTRE LOBBY

USHERS

- When you arrive at the Segal Centre, you will be greeted by our Ushers.
- They will help you get your tickets and find your seat in the Theatre.
- They are here to help you find your way and to help you in any way possible.
- Don't hesitate to ask them any questions you may have.



BOX OFFICE

- This is the Box Office.
- This is where you pick up your tickets before the show starts.
- There may be many people waiting in line for their tickets, but there could also be only a few, or none at all.



GETTING AROUND THE SEGAL CENTRE LOBBY



WASHROOMS

If you need help finding the washrooms, please ask one of our Ushers.

- There are 2 multiple-stall washrooms (1 for men and 1 for women) in the Segal Centre Lobby.
- They are clearly marked next to the staircase closest to the Box Office counter.
- There are wheelchair accessible stalls in both the men and women's washrooms.
- There are no automatic doors.
- The sink and soap dispensers may be out of reach for people in wheelchairs.
- There is a water fountain by the washrooms.



GETTING AROUND THE SEGAL CENTRE LOBBY

BAR

This is where you can buy refreshments such as water, soft drinks, and snacks.



QUIET SPACES

The Segal Centre has a few permanent spaces that are quieter to suit different needs. You can use these spaces:

- Before the show.
- During the show, if you need to relax and leave the Theatre for a few moments.
- You can always leave and go back into the Theatre at any moment.
- After the show, while you are waiting to leave the Centre.

GETTING AROUND THE SEGAL CENTRE LOBBY

Here is a list of the quiet spaces available to you:



THE GLASS HALLWAY

- This hallway is located in front of the accessible side-entrance on Westbury.
- It leads to the administration office and is very rarely used at night.
- It is all made of windows so it allows you to see from afar what is happening in the Lobby, while being away from the crowd, in a more quiet setting. It is a good place to visit if you need to walk or pace back and forth.



GETTING AROUND THE SEGAL CENTRE LOBBY



THE ARTLOUNGE

- The ArtLounge is located in the Segal Centre basement.
- You can access it by one of the two sets of stairs located on each side of the Theatre entrance stairs.
- It has couches, tables, pictures on the walls, and a bar that is sometimes open.
- It is open to the public, but is rarely used.
- It is a good place to visit if you need to sit down in a quieter space, away from the crowd.

There might also be a special quiet space created for the show you are attending. Ask an Usher about it and he will be able to show it to you.

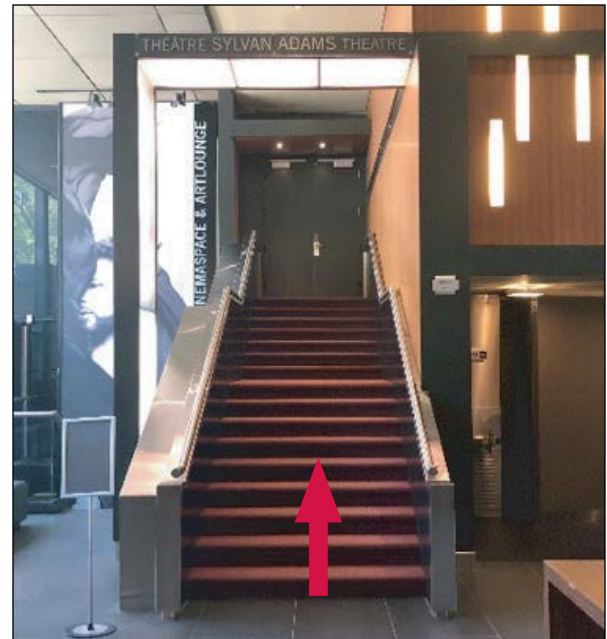
GETTING AROUND THE SEGAL CENTRE LOBBY

ENTERING THE SYLVAN ADAMS THEATRE

To enter the Theatre, you have two options:

1. You can enter the Theatre by using one of the two entrances located on top of the stairs, like in the picture here.

- An Usher will be at each entrance, taking your ticket, giving you a Program book, and guiding you to your seat.
- If you need to exit during the performance, you can also use one of those two doors.



2. If you have mobility limitations and need floor access, you can use this entrance:

- The reduced-mobility entrance of the Theatre is down the hallway to the right of the staircase.



GETTING AROUND THE SEGAL CENTRE LOBBY

This is what the reduced-mobility entrance to the Theatre looks like.

- An Usher will be at each entrance.
- The Usher will take your ticket, give you a program book, and guide you to your seat.
- If you need to exit during the performance through this door, an Usher will help you do so.



THE SYLVAN ADAMS THEATRE



- These are two photos of the auditorium where the show will take place.
- There is no set or decoration in these pictures, but there will be both set and decorations when you see the show.

AT THE END OF THE SHOW

- The performers will bow.
- The audience may applaud.
- Once the performers leave the stage, you may leave the Theatre by using the stairs or the side entrance. An Usher will be there to help you if you need.
- Some shows might be followed by a talkback with someone on stage.
If that is the case, an Usher will notify the audience after the performers leave the stage.
- Once the show or talkback is over, you can leave the building by the front door or the ramp from which you came in.
- If you need to go back to the underground parking lot, you can do so by the YM-YWHA doors. They will remain open for 30 minutes after the show.



The Segal Centre welcomes and supports children, teens, and adults living with disabilities, mental health conditions, and their families and caregivers. We make an effort to ensure our programs, services and facilities are accessible. If you have questions about accessibility and inclusion or requests for special accommodations, please contact Box Office at 514.739.7944 or boxoffice@segalcentre.org.

Please note that the Segal Centre recognizes and is sensitive to the complexity of identification. We are aware of the debate and discussions surrounding the use of Person First Language (PFL). We have opted to use PFL based on the recommendations of experts in the field of accessibility and inclusion, and following consultation with individuals within the community. We are conscious of the dynamic and endlessly evolving nature of language, so if you have any questions, comments, or feedback, please do not hesitate to reach out to us at communications@segalcentre.org.