



ACCESS GUIDE

This document will help prepare you for your visit to the Thorold Community Activities Group. This step-by-step guide will help you navigate into and within the building to help you anticipate your experience of our community centre.



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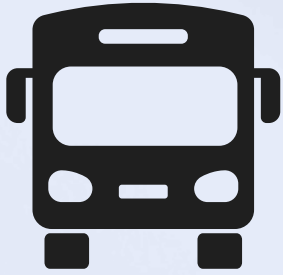
ABOUT US

The Thorold Community Activities Group (TCAG) is a non-profit, charitable multiservice community centre serving Niagara residents of all ages from across the region. We support and bring together over 13,000 people annually in our community through welcoming places and inclusive programs (e.g. sports & recreation, arts & culture, child care, food security, and more). Our vision is to create a community where everyone feels welcome, connected, and able to grow.



GETTING HERE

The TCAG is located at 131 Richmond Street, Thorold. The closest intersection is Collier Road North and Richmond Street.



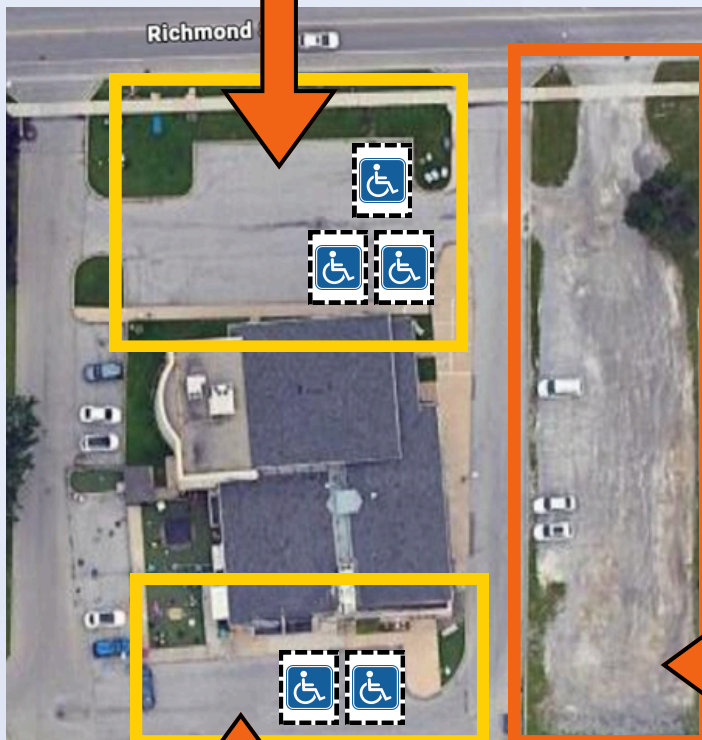
BUS ROUTES

As of June 2026, the 320 bus is the only route that passes the TCAG. On Richmond Street, there is a bus stop just before the TCAG at Richmond Street School, and one just after the TCAG.

For More Information Visit:

www.nrtransit.ca/routes/st-catharines-and-thorold/

TCAG Parking Lot Off Richmond Street



PARKING

There are four parking lots around the TCAG, two of which are owned by the TCAG (in yellow). All parking lots are free to park in. There are 3 accessible parking spots in the TCAG lot along Richmond Street, and 2 in the TCAG's back lot.

**City of Thorold
Gravel Parking Lot**

ENTERING THE TCAG

ENTERING FROM RICHMOND ST. PARKING LOT

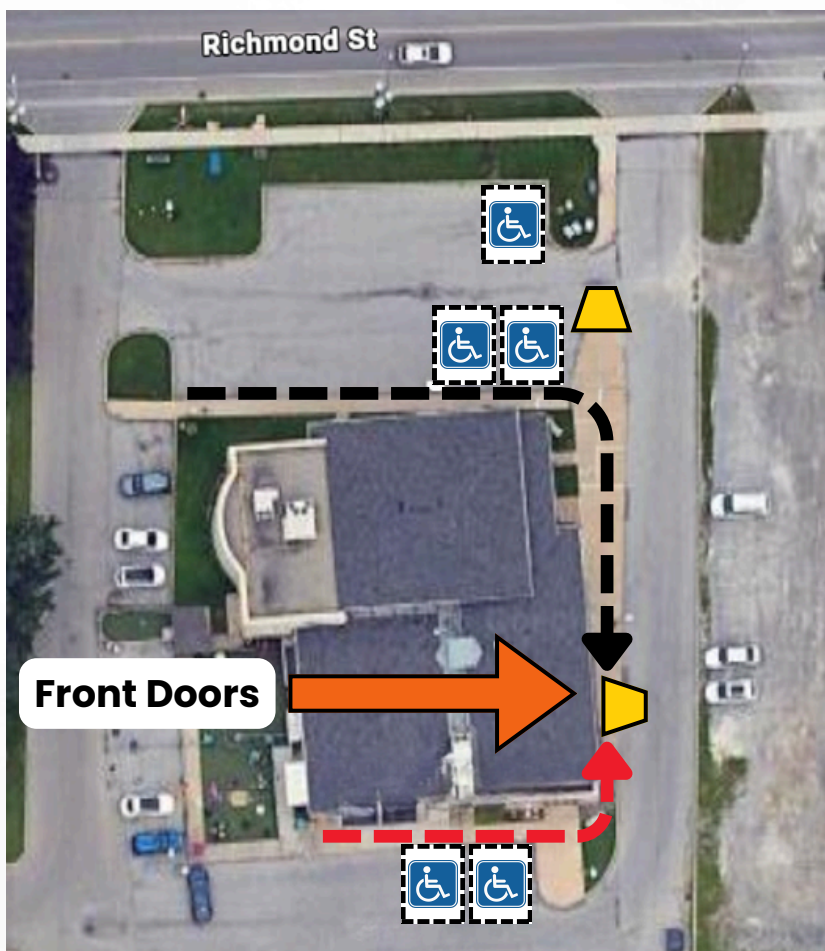
Pictured below with black arrow

1. Once you have parked in the lot, travel along the sidewalk towards the gravel parking lot.
2. Turn RIGHT and follow the sidewalk to the TCAG's front doors on your RIGHT.

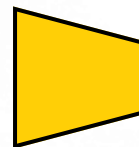
ENTERING FROM BACK PARKING LOT

Pictured below with red arrow

1. Once you have parked in the back lot, travel along the sidewalk towards the gravel parking lot.
2. Turn LEFT and follow the sidewalk to the TCAG's front doors on your LEFT.



**Accessible
Parking Spaces**



Graded Ramp

ENTERING THE TCAG

The main entrance into the TCAG is located along the left side of the building, opposite the gravel parking lot. There are automatic doors for accessibility on the right side (circled below in yellow); all door sets open wide enough to accommodate small to medium-sized mobility aids.



**Automatic Door
Button**

RECEPTION DESK

When you enter our main doors, you will be in our Main Lobby. To your right is our Reception desk where you can sign up for memberships, register for classes, or speak with our Front Desk staff if you have any questions.



ASSISTIVE DEVICES

WHEELCHAIR

The TCAG has one manual wheelchair. Please ask for the wheelchair at the Reception desk. Please note, TCAG staff and volunteers are not able to push the wheelchair once it is picked up from the Reception desk.



WATER STATION

There is a water station in the Main Lobby, next to the Reception desk. There you can access free, filtered, cold water and refill your personal water bottles.

AUTOMATED EXTERNAL DEFIBRILLATOR (AED)

There is one AED machine onsite located in the lobby beside the Reception desk. If required, please find a staff person, and First Aid will be administered.



OTHER FIRST AID

The TCAG has multiple first aid kits and procedures in the event First Aid is required. If you need help, please alert a volunteer or staff person. NALOXONE is available in case of emergency. Please alert a volunteer or staff person.

WASHROOMS

WOMEN'S WASHROOM

When you enter through the front doors, turn right and walk past the Reception desk. Turn left before you reach the gym doors. The accessibility button is located to the right of the door.



INSIDE the Women's washroom, there is one wheelchair-accessible stall inside. When exiting the washroom, the automatic door button is located to the right of the door.



WASHROOMS

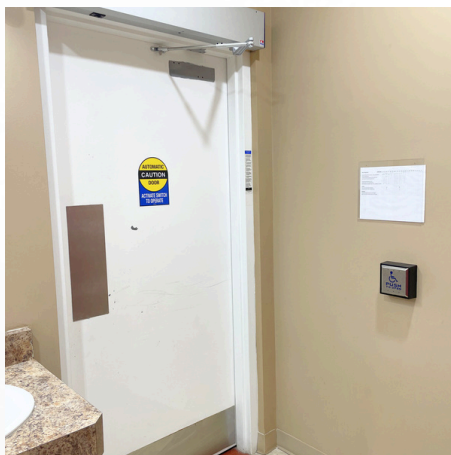
All of our washrooms have automatic doors and taps installed. Our Women's and Men's washrooms are both on the main floor and have accessible stalls and changing tables in each. Our All Gender washroom is located on our 2nd floor and is accessed either by taking the stairs or the elevator.

MEN'S WASHROOM

When you enter through the front doors, turn left and walk past the Boardroom. The accessibility button is located to the right of the door, and there is one wheelchair-accessible stall inside.



INSIDE the Men's washroom, there is one accessible stall. When exiting, the automatic door button is located to the right of the door.



WASHROOMS

ALL GENDER WASHROOM

Our All Gender washroom is a single washroom available for anyone to use, however it is not large enough to accommodate any mobility devices.

To the right of the washroom door is an “Occupied When Lit” indicator which will be lit green when someone is using the washroom. The automatic door button is to the right of this indicator.



INSIDE the washroom, the automatic door button and lock button are to the left of the sink. The “Occupied” indicator will be lit red when the door is locked – this indicator is to the right of the sink.

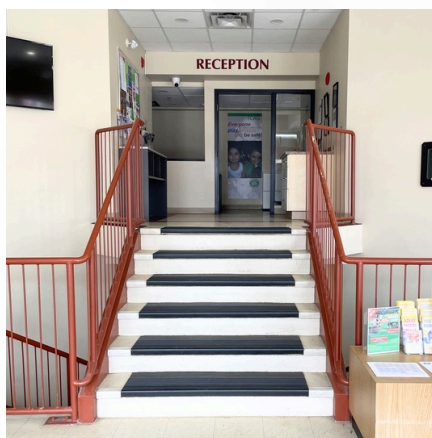


WASHROOMS

NAVIGATING TO ALL GENDER WASHROOM

BY STAIRS

When you enter through the front doors, walk up the stairs directly in front of you. Follow the hallway to the right, and turn right. The All Gender washroom door will be on your right.



BY ELEVATOR

When you enter through the front doors, turn right and walk past the Reception desk. Turn left before you reach the gym doors and go down the hallway. Pass the Women's washroom and go through the first door. The accessibility button is located to the right of this door.



WASHROOMS

NAVIGATING TO ALL GENDER WASHROOM (CONTINUED)

BY ELEVATOR

Turn left into the elevator area and use the buttons on the left side of the doors to call the elevator. Select the 3rd floor button.



Once you arrive to the 2nd floor, turn right and go down the hallway. Turn right again before the door with the glass window and you will see the door to the All Gender washroom on your right.



PROGRAM SPACES

GYMNASIUM

When you enter our main doors, you will be in our Main Lobby. Turn right and walk past our Reception desk to the main doors of our gym.



The automatic door button is located across from the gym door here:



PROGRAM SPACES

GYMNASIUM (CONTINUED)

INSIDE the gym, the automatic door button is to the right on the main gym door.



When entering the gym through the main door, the second gym door is located along the left wall. The automatic door button is to the right of the door, which leads to the hallway where the elevator is located.



PROGRAM SPACES

BOARDROOM

When you enter our Main Lobby, to your left is our Boardroom where we have our woodcarving classes, art programs, and more. The doors into our Boardroom are not automatic. They are usually propped open before programs begin, however if you need these doors opened please ask our staff at the Reception desk.



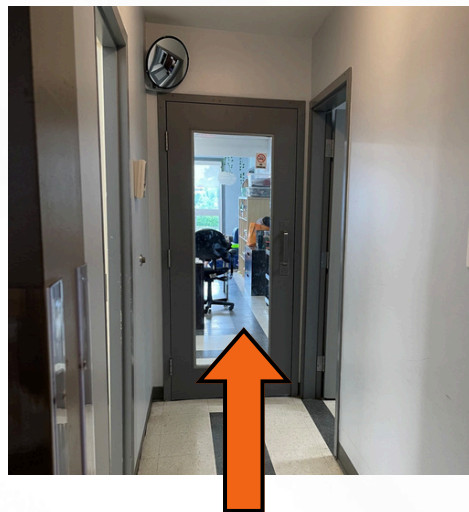
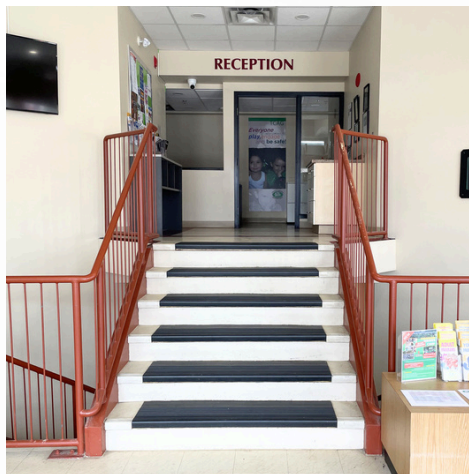
PROGRAM SPACES

UPPER HALL

Our third programming space is located on the 2nd floor of the TCAG and is used for our many of our special interest youth programs (e.g. baking, cooking, science). There are two ways to get to this space.

STAIRS

When you enter through the front doors, walk up the stairs directly in front of you. Follow the hallway to the right, and enter through the door with the glass window.



ELEVATOR

When you enter through the front doors, turn right and walk past the Reception desk. Turn left before you reach the gym doors down the hallway. Pass the Women's washroom and go through the first door. The accessibility button is located to the right of this door. Turn left into the elevator area and use the buttons on the left side of the doors to call the elevator. Select the 3rd floor button.



WHAT TO EXPECT

Here is an overview of the general flow of attending programs/classes at the TCAG. These details may vary slightly depending upon the program.

YOUTH & ADULTS IN PROGRAMS

Youth (ages 15 and under) are not permitted to register, sit in on adult programs/classes, or be left unsupervised in the building. Adults (ages 16+) are not permitted to sit in on youth programs, however they are welcome to wait in the lobby or can leave the building and return for pick up.

CHECKING IN - ADULT

Enter through the main doors into the lobby and check in at our Reception desk to ensure you are registered for the program, then head to the assigned program space. If you're not sure what program space your class is in, our staff at Reception can help you.

CHECKING IN - YOUTH

Enter through the main doors into the lobby and sign the child in at our Reception desk. Once they are signed in, bring the child to the assigned program space. If you're not sure what program space your class is in, our staff at Reception can help you. Youth must be walked by their caring adult into the program room and can be left with the TCAG instructor.

PICK UP

At the end of the class/program, the program instructor(s) will bring youth participants to the lobby to meet their adults. Return to the Reception desk to sign your child out. Children will not be allowed to leave the building unsupervised unless there is written permission from their guardian (for ages 12+ only).



WE HOPE YOU ENJOY YOUR TIME AT THE TCAG!

If you have any other questions feel free to call
our Reception Desk at (905) 227-0545.

Did we miss something?
If you haven't found the answers you're looking
for, please email us info@thoroldgroup.org
and we will add it to our guide.