



## Accessibility for Ontarians with Disabilities Policy & Procedure

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### **PURPOSE:**

Flamboro Downs is committed to providing quality services to all persons we serve, including persons with disabilities such as those with visual, hearing, cognitive or motor impairments. Accessibility supports our GEM customer service commitment of meeting and exceeding guest service and providing a memorable experience for all of our guests.

In fulfilling our mission we are committed at all times to providing our goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allow them to benefit from the same services, in the same place and in a similar way as other customers.

### **SCOPE:**

This Statement of Policy and Procedure applies to every person who deals with members of the public or other third parties on behalf of Flamboro Downs, whether the person does so as an employee, agent, volunteer or otherwise.

### **POLICY:**

Flamboro Downs is committed to excellence in serving all customers including people with disabilities and we shall ensure that functions and responsibilities are fulfilled within all of the following areas:

- ***Communication***

We will communicate with people with disabilities in a way that takes into account their disability. We are dedicated to training staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

- ***Assistive devices***

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our security staff are trained and familiar with the various assistive devices that may be used by customers with disabilities while accessing our goods or services

- ***Use of service animals and support persons***

We are committed to welcoming people with disabilities who are accompanied by a **service animal** on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. We are also committed to welcoming people with disabilities who are accompanied by a **support person**. Any person with a disability who is accompanied by a support person will be allowed to enter Flamboro Downs premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

- **Notice of temporary disruption**

Flamboro Downs will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and at the grandstand security service counter on our premises.

- **Training for staff**

Flamboro Downs will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

Managers, Security, F&B Servers and Bartenders, Mutuel Tellers, Sales Associates, and others that are required.

New hires, this training will be provided during the orientation process during or before the first week of commencement of duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Flamboro Downs goods and services
- Flamboro Downs's policies, practices and procedures relating to the customer service standards.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

- **Feedback process**

The ultimate goal of Flamboro Downs is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Flamboro Downs provides goods and services to people with disabilities can be made by e-mail, verbally or comment cards. All feedback will be directed to the Food & Beverage Administrator who will coordinate feedback with the responsible department manager for review and necessary action. Customers can expect to hear back (via e-mail, telephone call, in person or, other appropriate form of communication that will meet their needs) within 10 business days.

- **Questions about this policy**

This policy exists to achieve service to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the Human Resources Health and Safety Manager, Flamboro Downs Limited.