



Our Commitment:

In fulfilling our mission, Flamboro Downs strives at all times to provide its 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 allowing them to benefit from the same services, in the same place, and in a similar way as other participants.

Support Persons:

Support people are allowed to accompany the person with a disability anywhere the person is going on our premises.

Emergency Evacuation Procedures:

If you require accommodation in the event of an emergency evacuation, please notify Security or the person you are meeting with.

Feedback Process:

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

Feedback regarding the way Flamboro Downs provides products, goods and services to people with disabilities can be made by email, verbally, suggestion box and feedback card.

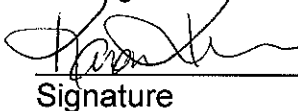
- All feedback will be directed to the Food and Beverage Administrator, who will coordinate the feedback process
- Clients/customers will be responded to in 10 business days.
- All information will remain confidential

Accessible Customer Service Policy:

A copy of Flamboro Down's Accessibility Policy is available upon request. Please notify Manager Human Resources, Health and Safety, who will be handling requests for the policy. Please also specify the format in which you would like to receive it (i.e. large print, etc.).

Questions about This Policy:

This policy seeks to achieve service excellence to participants with disabilities. If anyone has a question about the policy, or its purpose, an explanation or reply will be provided by Manager Human Resources, Health and Safety.



Signature

December 13, 2014

Date Signed

Date Accepted 12/13/14

Approved by 