

Accessibility for Ontarians with Disabilities Policy & Procedure

PURPOSE:

Georgian 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 aligns with 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 Georgian Downs, whether the person does so as an employee, agent, volunteer or otherwise.

POLICY:

Georgian 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.

- **Telephone services**

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by e-mail or postal service if telephone communication is not suitable to their communication needs.

- **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 staffs are trained and familiar with the various assistive devices that may be used by customers with disabilities while accessing our goods or services. We will also ensure that our security staffs know how to use the following assistive devices available on our premises for customers: manual wheelchairs, crutches or canes.

- **Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: Hard copy, large print, e-mail, etc. We will also answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

- **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. Note: A note from a regulated health professional may be requested to confirm that the person with a disability requires the use of 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 Georgian 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.

Please note: If at any time an admission fee is charged at Georgian Downs premises this fee shall also be applicable to a 'support person' accompanying the person(s) with disabilities unless in consultation with the person who has a disability it is determined the support person is required for the purposes of health or safety then the fee or fare (if applicable) for the

support person must be waived. Customers will be informed of this by a notice that will be posted in at all public entrances of Georgian Downs premises and on our web site at www.georgiandowns.com.

- **Notice of temporary disruption**

Georgian 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 service counters on our premises.

- **Training**

Georgian Downs will provide training to: (a) all employees and volunteers; (b) every person who participates in developing the organization's policies; and (c) every other person who provides goods, services or facilities on behalf of the organization.

New hires, training will be provided during the orientation process prior to 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 Georgian Downs goods and services
- Georgian Downs policies, practices and procedures relating to the customer service standards.

Applicable persons will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. And updated training will follow on an ongoing basis when changes are made to these policies, practices and procedures.

- **Feedback process**

The ultimate goal of Georgian 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 Georgian Downs provides goods and services to people with disabilities can be made by e-mail, verbally or Guest comment cards or by request of the person with the disability. All feedback will be directed to the **General Manager**. Customers can expect to hear back within 10 business days.

- **Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, this policy will be reviewed and may be amended as required on a yearly basis.

- **Questions about this policy**

This policy exists to achieve service excellence 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 **General Manager** of Georgian Downs Limited.