

Message from the General Manager

Kawartha Downs is committed to providing quality services to all person we serve, including persons with disabilities such as those with visual, hearing, cognitive or motor impairments. Accessibility aligns with our customer service commitment of meeting and exceeding guest service standards and providing a memorable experience for all 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 way that is similar to other customers.

Introduction

Kawartha Downs strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Kawartha Downs is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how Kawartha Downs will play its role in making Ontario an accessible province for all Ontarians.

Section One: Past Achievements to Remove and Prevent Barriers

As part of our commitment to removing barriers and ensuring accessibility initiatives are successfully implemented, Kawartha Downs has written as *Accessibility for Ontarians with Disabilities Policy*, an *Accommodation on the Basis of Disability Policy* and created a *Training Resource Workbook for Accessible Customer Service*.

To date all our employees and volunteers have been trained on Accessible Customer Service including the policies. This training is part of our new employee and volunteer orientation package.

Customer Service

Kawartha Downs created a working committee composed of department managers and frontline staff whose function is to address accessibility concerns and ensure that we remain in compliance with Ontario's Customer Service Standard.

Below are a list of actions Kawartha Downs took to address the feedback from the committee:

- An organization wide assessment was conducted to identify barriers to accessibility.
- In the Players Lounge (the restaurant) tables and chairs were removed and the space reconfigured to create wider aisles for ease of access for wheelchairs and walkers.
- Outside the premises a curb was removed and replaced with a ramp.

Section Two: Strategies and Actions

To ensure accessibility is a permanent part of our culture and business practices, Kawartha Downs will continue to prioritize accessibility. In an effort to ensure customers and staff are continuously involved in this process, the following has been implemented:

- Accessibility is a standing agenda item at all departmental manager and team meetings.
- An *Accessibility Customer Feedback Form* is available on our website and all submissions are reviewed with 24 hours of receipt.

Customer Service

Kawartha Downs is committed to providing accessible customer service to people with disabilities. This means that we will continue to provide goods and services to people with disabilities with the same high quality and timeliness as others.

Ongoing initiatives include:

- Accessibility training for new staff and annual refresher training for existing staff which includes the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.
- An annual review of current Kawartha Downs Accessibility policies to ensure they continue to meet the required level of service.

Long-term initiatives include:

- Lowering a mutual counter for easier wheelchair access (estimated timeframe: 2020)
- Addition of a push-button automatic door opener to racetrack area (estimated timeframe: 2020)

- Addition of push-button automatic door opener to washroom and a push-button lock on the washroom stall door (estimated timeframe: 2020)

Information and Communications

Kawartha Downs is committed to making our information and communications accessible to people with disabilities.

Ongoing initiatives include:

- Regular updates to the Kawartha Downs website to ensure available resources, communications and general information is current and available in an accessible format.

Employment

Kawartha Downs is committed to fair and accessible employment practices.

Ongoing initiatives include:

- Notification to job applicants and the public (specific wording included in job advertisements & job postings) about its commitment to accommodate those with disabilities, and advisement to those selected for interview that accommodation is available upon request. If a selected applicant requests an accommodation, Kawartha Downs shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's needs due to disability.
- Successful applicants and employees shall be notified of the Kawartha Downs policies regarding accommodating employees with disabilities as soon as practicable after their employment begins and whenever a change in policy takes place.