

Accessibility Information

Assiniboia Downs will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by ensuring that all customers receive the same value and quality and allowing customers with disabilities to do things in their own ways and at their own pace.

Designated parking stalls for guests with disabilities are available in our front and back parking lots. Depending on the attendance of events we can add or subtract stalls as needed. There is also accessible drop-off and pick-up at the front entrance.

Washrooms, water fountains, ATM's, betting lines and concessions throughout Assiniboia Downs are accessible to guests with disabilities. There is also an elevator that provides service from the main floor to the second floor where additionally the dining room, bar area and VLTs are also accessible. There is also a service elevator that provides access to all 4 of our floors. Guests with wheelchairs are also able to access our outdoor tarmac area to view racing and our various events.

Persons with disabilities may use their own assistive devices as required. We ensure our staff are familiar with various assistive devices that may be used by customers and potential customers with disabilities. This includes, but not limited to: wheelchairs, walkers, speech synthesizers, TTYs, computer technologies, canes, and hearing devices. We also have wheelchairs available for use.

A customer with a disability that is accompanied by a guide or service animal will be allowed access to premises that are opened to the public. Our "No Pet" policies do not apply to guide or service animals.

If a customer with a disability is accompanied by a support person, we will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

We train our staff on the following:

- 1) How to interact and communicate with people with various types of disabilities. The communication considers their disability. These disabilities can be of different severity, visible as well as non-visible, and some where

the effects of which come and go. Information about a person's disability is personal and private and is treated confidentially.

- 2) The purposes of the Accessibility for Manitobans Act and the requirements of the customer service standard.
- 3) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.
- 4) Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- 5) What to do if a person with a disability is having difficulty in accessing our services.
- 6) Assiniboia Downs policies, practices and procedures relating to the customer service standards to customers with disabilities.

We train our staff to provide fully accessible telephone service to our customers and potential customers. This is done by talking over the phone in clear and plain language and to speak slowly and clearly. We also offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.

Training is provided at the initial onboarding of our staff. Revised training will be provided in the event of changes to legislation, procedures and/or practices. We keep a record of training via our sign off sheet covering our Policies and Procedures which include accessibility information.

We are committed to providing accessible invoicing/receipts/office communication to all our customers/potential customers/vendors by providing the following formats by request: hard copy, large print, or email. We can answer any questions may have about the content of their communication in person, by telephone or through email.

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Assiniboia Downs. In the unlikely event of any disruptions to facilities or services that customers with disabilities rely on to access or use, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions advance notice may not be possible. Disruption in service could include restrooms that are normally accessible being unavailable or not working properly. Automatic door openers or

any other assisted device if not functioning properly should be handled as though they are a service disruption. When disruptions occur, we will provide notice by posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption.

We provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Our departmental heads are listed on our website for email contact or can be given to a manager on duty verbally on event days. Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.