

## Instructions

All information you provide is subject to the *Freedom of Information and Protection of Privacy Act*.

Fields marked with an asterisk (\*) are mandatory.

### A. Organization information

Organization category *	Number of employees range *	Reporting year
Business or Non-profit	50+ employees	2020

#### Business details

Organization legal name *	Number of employees in Ontario *	<a href="#">Help</a>
Fort Erie Live Racing Consortium	300	

Business number (BN9) * <a href="#">Help</a>	<input type="checkbox"/> Check this box if you have received an AODA identifier from the Ministry for Seniors and Accessibility
836174458	

Check if operating/business name is same as legal name

Organization operating/business name	Language preference for communications *
Fort Erie Race Track	English

Sector that best describes your organization's principal business activity *	<a href="#">Help</a>
71 - Arts, entertainment and recreation	

Subsector (if possible)	Industry group (if possible)
713 - Amusement, gambling and recreation industries	7132 - Gambling industries

#### Mailing address

Address where letters can be sent to the person responsible for coordinating the organization's AODA compliance activities.

Country \*  Canada  USA  International

Type of address \*  Street address  Street address served by route  Other

Unit number	Street number *	Street name *
	230	Catherine

Street type	Street direction	City *	Province *
Street		Fort Erie	ON (Ontario)

Postal code \*  
L2A 5N9

#### Business address

(Address at which letters can be sent to the company director/officer accountable for the organization's compliance with the AODA.)

Check if business address is same as mailing address

Country \*  Canada  USA  International

Type of address \*  Street address  Street address served by route  Other

Unit number	Street number *	Street name *
	230	Catherine

Street type	Street direction	City *	Province *
Street		Fort Erie	ON (Ontario)

Postal code \*  
L2A 5N9

Organization category	Business or Non-profit	Number of employees range	50+
Filing organization legal name	Fort Erie Live Racing Consortium		
Filing organization business number (BN9)	836174458		

Fields marked with an asterisk (\*) are mandatory.

**B. Understand your accessibility requirements**

Before you begin your report, you can learn about your accessibility requirements at [ontario.ca/accessibility](http://ontario.ca/accessibility)

Additional accessibility requirements apply if you are:

- [a library board](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a municipality](#)

**C. Accessibility compliance report questions**

**Instructions**

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

**General**

1. Does your organization have written accessibility policies and a statement of commitment? \*  Yes  No

[Read Ontario Regulation \(O. Reg.\) 191/11 s. 3: Establishment of accessibility policies](#)

[Learn more about your requirements for question 1](#)

Comments for question 1

2. Has your organization established, implemented and maintained a multi-year accessibility plan and posted it on your organization's website? \*  Yes  No

[Read O. Reg. 191/11 s. 4: Accessibility plans](#)

[Learn more about your requirements for question 2](#)

Comments for question 2

3. Does your organization provide appropriate training on the AODA Integrated Accessibility Standards Regulation and the Human Rights Code as it pertains to people with disabilities? \*  Yes  No

[Read O. Reg. 191/11 s.7\(2\): Training](#)

[Learn more about your requirements for question 3](#)

Comments for question 3

4. Other than the requirements cited in the above questions, is your organization complying with all other applicable requirements in effect under the General section of the Integrated Accessibility Standards Regulation? \*  Yes  No

[Read O. Reg. 191/11 Part 1: General](#)

[Learn more about your requirements for question 4](#)

Comments for question 4

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### Customer Service

5. Is your organization complying with all applicable requirements under the Customer Service Standards? \*  Yes  No

[Read O. Reg. 191/11 Part IV.2: Customer Service Standards](#)

[Learn more about your requirements for question 5](#)

Comments for question 5

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### Information and Communications

6. Does your organization ensure that its feedback processes are accessible to people with disabilities by providing or arranging for accessible formats or communication supports, upon request, and do you notify the public of this accessible feedback policy? \*  Yes  No

[Read O. Reg. 191/11 s. 11: Feedback](#)

[Learn more about your requirements for question 6](#)

Comments for question 6

7. Does your organization have a process to provide accessible formats and communication supports to people with disabilities in a timely manner and at no extra cost? \*  Yes  No

[Read O. Reg. 191/11 s. 12\(1\): Accessible formats and communication supports](#)

[Learn more about your requirements for question 7](#)

Comments for question 7

8. Does your organization make its emergency procedures, plans or safety information available to the public? \*  Yes  No  
(If Yes, you will be required to answer an additional question.)

[Read O. Reg. 191/11 s. 13: Emergency procedure, plans or public safety information](#)

[Learn more about your requirements for question 8](#)

- 8.a. Does your organization provide its publicly available emergency procedures, plans or safety information in accessible formats to people with disabilities upon request? \*  Yes  No

[Read O. Reg. 191/11 s. 13: Emergency procedure, plans or public safety information](#)

[Learn more about your requirements for question 8.a](#)

Comments for question 8.a

9. Other than the requirements cited in the above questions, is your organization complying with all other applicable requirements in effect under the Information and Communications Standards? \*  Yes  No

[Read O. Reg. 191/11 Part II: Information and Communication Standards](#)

[Learn more about your requirements for question 9](#)

Comments for question 9

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### Employment

10. Does your organization prepare individualized workplace emergency response information for employees with disabilities? \*  Yes  No

[Read O. Reg. 191/11 s. 27\(1\): Workplace emergency response information](#)

[Learn more about your requirements for question 10](#)

Comments for question 10

11. Does your organization develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities? \*  Yes  No

[Read O. Reg. 191/11 s. 28\(1\): Documented individual accommodation plans](#)

[Learn more about your requirements for question 11](#)

Comments for question 11

12. Other than the requirements cited in the above questions, is your organization complying with all other applicable requirements in effect under the Employment Standards? \*  Yes  No

[Read O. Reg. 191/11 Part III: Employment Standards](#)

[Learn more about your requirements for question 12](#)

Comments for question 12

### Design of Public Spaces

13. Since your organization submitted its most recent accessibility compliance report, has your organization constructed new or redeveloped existing exterior paths of travel that it intends to maintain? \*  Yes  No  
(if Yes, you will be required to answer an additional question.)

[Read O. Reg. 191/11 s. 80.21-80.31: Exterior paths of travel](#)

[Learn more about your requirements for question 13](#)

13.a. Where applicable, do your newly constructed or redeveloped exterior paths of travel meet the technical and general requirements outlined in the Design of Public Spaces Standards? \*  Yes  No

[Read O. Reg. 191/11 s. 80.21-80.31: Exterior paths of travel](#)

[Learn more about your requirements for question 13.a](#)

Comments for question 13.a

14. Since your organization submitted its most recent accessibility compliance report, has your organization constructed new or redeveloped existing outdoor public use eating areas? \*  Yes  No  
(if Yes, you will be required to answer an additional question.)

[Read O. Reg. 191/11 s. 80.17: Outdoor public use eating areas, general requirements](#)

[Learn more about your requirements for question 14](#)

14.a. Where applicable, do your newly constructed or redeveloped outdoor public use eating areas meet the general requirements outlined in the Design of Public Spaces Standards? \*  Yes  No

[Read O. Reg. 191/11 s. 80.17: Outdoor public use eating areas, general requirements](#)

[Learn more about your requirements for question 14.a](#)

Comments for question 14.a

15. Since your organization submitted its most recent accessibility compliance report, has your organization constructed new or redeveloped existing outdoor play spaces? \*  Yes  No  
(if Yes, you will be required to answer an additional question.)

[Read O. Reg. 191/11 s. 80.19-80.20: Outdoor play spaces](#)

[Learn more about your requirements for question 15](#)

15.a. Where applicable, do your newly constructed or redeveloped outdoor play spaces meet the accessibility in design and consultation requirements outlined in the Design of Public Spaces Standards? \*  Yes  No

[Read O. Reg. 191/11 s. 80.19-80.20: Outdoor play spaces](#)

[Learn more about your requirements for question 15.a](#)

Comments for question 15.a

16. Since your organization submitted its most recent accessibility compliance report, has your organization constructed new or redeveloped existing off-street parking? \*  Yes  No  
(if Yes, you will be required to answer an additional question.)

[Read O. Reg. 191/11 s. 80.34-80.37: Accessible parking](#)

[Learn more about your requirements for question 16](#)

16.a. Where applicable, does your newly constructed or redeveloped off-street parking meet the requirements outlined in the Design of Public Spaces Standards? \*  Yes  No

[Read O. Reg. 191/11 s. 80.34-80.37: Accessible parking](#)

[Learn more about your requirements for question 16.a](#)

Comments for question 16.a

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17. Since your organization submitted its most recent accessibility compliance report, has your organization constructed new service counters, (which includes replacing existing service counters)? \*  Yes  No  
(if Yes, you will be required to answer an additional question.)

[Read O. Reg. 191/11 s. 80.41-80.42: Obtaining services](#)

[Learn more about your requirements for question 17](#)

17.a. Where applicable, do your newly constructed service counters meet the requirements outlined in the Design of Public Spaces Standards? \*  Yes  No

[Read O. Reg. 191/11 s. 80.41-80.42: Obtaining services](#)

[Learn more about your requirements for question 17.a](#)

Comments for question 17.a

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18. Since your organization submitted its most recent accessibility compliance report, has your organization constructed new fixed queuing guides? \*  Yes  No  
(If Yes, you will be required to answer an additional question.)

[Read O. Reg. 191/11 s. 80.42: Fixed queuing guides](#)

[Learn more about your requirements for question 18](#)

18.a. Where applicable, do your newly constructed fixed queuing guides meet the requirements outlined in the Design of Public Spaces Standards? \*  Yes  No

[Read O. Reg. 191/11 s. 80.42: Fixed queuing guides](#)

[Learn more about your requirements for question 18.a](#)

Comments for question 18.a

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19. Since your organization submitted its most recent accessibility compliance report, has your organization constructed new or redeveloped existing waiting areas? \*  Yes  No  
(if Yes, you will be required to answer an additional question.)

[Read O. Reg. 191/11 s. 80.43: Waiting areas](#)

[Learn more about your requirements for question 19](#)

19.a. Where applicable, do your newly constructed waiting areas meet the requirements outlined in the Design of Public Spaces Standards? \*  Yes  No

[Read O. Reg. 191/11 s. 80.43: Waiting areas](#)

[Learn more about your requirements for question 19.a](#)

Comments for question 19.a

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20. Other than the requirements cited in the above questions, is your organization complying with all other applicable requirements in effect under the Design of Public Spaces Standards? \*  Yes  No

[Read O. Reg. 191/11 Part IV.1 Design of Public Spaces Standards](#)

[Learn more about your requirements for question 20](#)

Comments for question 20

Organization category Business or Non-profit	Number of employees range 50+
Filing organization legal name Fort Erie Live Racing Consortium	
Filing organization business number (BN9) 836174458	

Fields marked with an asterisk (\*) are mandatory.

**D. Accessibility compliance report summary**

Your responses to the questions on your accessibility report indicate that your organization is in compliance with AODA standards.

Your organization may be audited to verify compliance.

**E. Accessibility compliance report certification**

Section 15 of the *Accessibility for Ontarians with Disabilities Act, 2005* requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

**Note:** It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Ministry for Seniors and Accessibility to contact the organization(s); otherwise the certifier will be the main contact.

**Certifier:** Someone who can legally bind the organization(s).

**Primary Contact:** The person who will be the main contact for accessibility issues.

**Acknowledgement**

- I certify that I have the authority to bind all organizations specified in Section A of this form, \*
- I certify that all the required information has been included in this report, and, \*
- I certify that the information in this report is accurate. \*

Certification date (yyyy-mm-dd) \* 2021-04-22

**Certifier information**

Last name * Valiquette		First name * Thomas	
Position title * Chief Financial Officer	Business phone number * 905-871-3200	Extension 3212	<input type="checkbox"/> Check here if TTY
Email * tvaliquette@forterieracetrack.ca		Alternate phone number	Extension Fax number

**Primary contact for the organization(s)**

- Check if the primary contact is same as the certifier

Last name * Valiquette		First name * Thomas	
Position title * Chief Financial Officer	Business phone number * 905-871-3200	Extension 3212	<input type="checkbox"/> Check here if TTY
Email * tvaliquette@forterieracetrack.ca		Alternate phone number	Extension Fax number



## Accessibility for Ontarians with Disabilities Act, 2005

### Multi- Year Accessibility plan

#### **REQUIREMENT**

Multi-year accessibility plan Fort Erie Racetrack is committed to developing and implementing a multi-year accessibility plan to meet the requirements of the AODA and the needs of Fort Erie Racetrack customers with disabilities.

#### **ACTION TAKEN**

A multi-year accessibility plan was developed in 2013 and updated in 2017. With additional updates yearly and guidance of the AODA compliance act. Post in areas available to customers.

#### **ACTION PLANNED**

- Post updated multi-year accessibility plan to the Fort Erie Racetrack website
- Provide the plan in an accessible format on request.
- Prepare annual status updates on what has been done to achieve accessibility plan, post the update to the website and make the update available to the public in an accessible format if requested.
- Review and update the multi-year accessibility plan at least every five years based on changing accessibility requirements and feedback from internal and external stakeholders
- Establish an Accessibility Advisory Committee to provide direction into the multi-year plan.





# FORT ERIE LIVE RACING CONSORTIUM

CHAPTER:	HEALTH & SAFETY POLICIES & PROCEDURES	LOCATION:	230 Catherine St., Fort Erie, Ontario, Canada
SECTION:	14.0 - AODA	ORIGINALLY ISSUED:	JANUARY 02, 2017
SUBJECT:	DISABILITIES ACT	REVIEW/REVISION:	JULY 1, 2023
ISSUE TO:	FORT ERIE LIVE RACING CONSORTIUM	POLICY EFFECTIVE:	JULY 1, 2023
		PAGE(S):	1 of 3

APPROVED BY: **ANDREW CADY**

SIGNATURE:

SHOULD ANY STATEMENT OF GENERAL POLICY OR APPLICATION THEREOF BE IN CONFLICT WITH ANY FEDERAL, PROVINCIAL OR LOCAL LAWS OR AGREEMENTS, SUCH LAWS OR AGREEMENTS MUST BE OBSERVED.

## PURPOSE & SCOPE

This Policy provides a framework within which accessibility plans and initiatives are to be created in order to move the Fort Erie Race Track - FELRC towards the goal of building an inclusive community with a shared purpose. It is also the purpose of this Policy to provide the foundation to create an environment that provides the widest feasible scope of access, which is the right or opportunity to reach, use or participate within the FELRC, facilities and services.

This Policy applies to:

- Full time Employees,
- Part time employees,
- Applicants for employment with the FELRC, who may require employment accommodation through the recruitment, assessment, selection, and hiring process,
- Visitors and volunteers, and
- Contractors and subcontractors engaged by the FELRC.

To ensure that all staff and visitors have the resources they require while on Fort Erie Live Racing Consortium premises.

## STATEMENT AND COMMITMENT

The FELRC is committed to accessibility as expressed in the **Accessibility for Ontarians with Disabilities Act** (hereinafter referred to as the AODA), which places a legal obligation on organizations to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

FELRC is committed to fostering, creating and maintaining a barrier-free environment for all individuals providing equal rights and opportunities, including:

- promoting a respectful attitude for persons with disabilities;
- promoting awareness of the needs and abilities of persons with disabilities;
- informing the FELRC race track community about the services available to persons with disabilities and seeking to ensure that such services are delivered in ways that promote equity; and
- providing support services, subject to certain limitations.

The FELRC recognizes that barriers to participation exist and that adjustments to policies and practices of the FELRC are required. This is accomplished through the prevention, identification and removal of

barriers within the race tracks, structures and policies. It is understood that where this Policy refers to "barriers" it is referring to barriers such as a physical barrier, an architectural barrier, and information or communications barrier, an attitudinal barrier, a technological barrier, or a policy or practice.

The commitments in this Policy are intended to ensure that accessibility remains a priority in FELRC decision-making process and will serve to assist in ensuring that decisions are improving accessibility and not inadvertently creating barriers.

This applies to all Fort Erie Live Racing Consortium facilities.

## **PRINCIPLES / PROCEDURES**

In order to meet the needs of persons with disabilities, the principles of approach are:

- Dignity - service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.
- Independence - when a person is able to do things on their own without unnecessary help or interference from others.
- Integration - service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way as other individuals, unless an alternate measure is necessary to enable the individual to access goods or services.
- Equal Opportunity - service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.
- Reasonable Efforts – taking approaches that meet the required needs of the individual.

Fort Erie Live Racing Consortium is committed to the provisions of goods and services to people with disabilities in a manner consistent with the principles of dignity, independence, integration and equal opportunity.

Furthermore, such goods and services will be provided in accordance with the spirit and intent of all applicable legislation including the AODA, the Ontario Human Rights Code, and Occupational Health and Safety Act and the Ontario Building Code Act.

## **ROLES & RESPONSIBILITIES**

### **ACCESSIBILITY PLAN**

The FELRC will work to improve accessibility by developing an Accessibility Plan that conforms to this Policy. The FELRC will also establish targets and goals related to improved accessibility and initiatives to achieve those targets. The FELRC Health and Safety Board will monitor and report regularly on the implementation of the Accessibility Plan and the progress of achievement of specific goals and objectives.

The FELRC will identify and implement training and education requirements or opportunities to increase the awareness of accessibility and remove attitudinal barriers.

It is the responsibility of the Health and Safety coordinator to ensure the following health & safety material will be posted and /or be available in the workplace. It must be kept current.

The Joint Health & Safety Committee members conducting the monthly inspections will ensure that all reports on the HS Board are updated and posted.

## COMMUNICATION / INFORMATION

### **Training:**

FELRC will provide training to:

1. All its employees, volunteers, agents, contractors and others who could reasonably be expected to interact with the public and third parties on behalf of FELRC.
2. All those who are involved in the development, approval, monitoring or implementation of FELRC customer service policies, practices and procedures about the provision of goods and services to the public and / or third parties

This Training will be provided within a minimal amount of time from when the individual commences performing duties for the FELRC. Additional training will be also provided within a minimal amount of time with any revisions made to the policy and or related policies or procedures.

Training will include the following:

- a) A review of the purposes of the AODA and the requirements of its customers service standards.
- b) How to interact and communicate with persons with various types of disability.
- c) How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animals or the assistance of a support person.
- d) How to use equipment or devices available on the FELRC's premises that may help with the provision of goods and services to a person with a disability.
- e) What to do if a person with a particular type of disability is having difficulty accessing the provider's goods and services.
  - Health & Safety Bulletin Board
  - Health and Safety Manual

## EVALUATION

Evaluation of this procedure and the hazard report form will be done on an annual basis. The Customers will be able to give suggestion and or feedback via a questionnaire.

## FORMS

Minutes of the Joint Health & Safety Committee  
HS Representative Recommendations to Management  
Management Response to Worker Health & Safety Representative Recommendations





# FORT ERIE LIVE RACING CONSORTIUM

CHAPTER:	HEALTH & SAFETY POLICIES & PROCEDURES	LOCATION:	230 Catherine St., Fort Erie, Ontario, Canada
SECTION:	14.1 - AODA	ORIGINALLY ISSUED:	January 02, 2017
SUBJECT:	DISABILITIES ACT/ TRAINING	REVIEW/REVISION:	JULY 01, 2023
ISSUE TO:	FORT ERIE LIVE RACING CONSORTIUM	POLICY EFFECTIVE:	JULY 01, 2023
		PAGE(S):	1 of 6

APPROVED BY: **ANDREW CADY** SIGNATURE:

SHOULD ANY STATEMENT OF GENERAL POLICY OR APPLICATION THEREOF BE IN CONFLICT WITH ANY FEDERAL, PROVINCIAL OR LOCAL LAWS OR AGREEMENTS, SUCH LAWS OR AGREEMENTS MUST BE OBSERVED.

## PURPOSE & SCOPE

Fort Erie Live Racing Consortium is committed to the provisions of goods and services to people with disabilities in a manner consistent with the principles of dignity, independence, integration and equal opportunity.

Furthermore, such goods and services will be provided in accordance with the spirit and intent of all applicable legislation including the AODA, the Ontario Human Rights Code, and Occupational Health and Safety Act and the Ontario Building Code Act.

This Policy applies to:

- Full time Employees,
- Part time employees,
- Applicants for employment with the FELRC, who may require employment accommodation through the recruitment, assessment, selection, and hiring process,
- Visitors and volunteers, and
- Contractors and subcontractors engaged by the FELRC.

To ensure that all staff and visitors have the resources they require while on Fort Erie Live Racing Consortium premises.

## STANDARDS

### **Feedback process:**

FERLC will establish a process for receiving and responding to feedback from anyone about the manner in which it provides goods and services to persons with disabilities. Information about this process will be made readily available to the public.

The feedback process will permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or otherwise.

The feedback process will specify the actions taken by the FELC in the event that a complaint is received. A response will be provided to the person making the complaint within 10 working days

## PRINCIPLES / PROCEDURES/ TRAINING

## **TRAINING**

FELRC will provide training to:

1. All its employees, volunteers, agents, contractors and others who could reasonably be expected to interact with the public and third parties on behalf of FELRC.
2. All those who are involved in the development, approval, monitoring or implementation of FELRC customer service policies, practices and procedures about the provision of goods and services to the public and / or third parties

This Training will be provided within a minimal amount of time from when the individual commences performing duties for the FELRC. Additional training will be also provided within a minimal amount of time with any revisions made to the policy and or related policies or procedures.

## **DEFINITIONS**

**"Disability"** For the purpose of this policy 14.0- the term disability includes:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defects or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.
- A condition of mental impairment or developmental disability;
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

### **People with physical disabilities**

Only some people with physical disabilities use a wheelchair. Someone with a spinal cord injury may use crutches while someone with severe arthritis or a heart condition may have difficulty walking longer distances.

Suggestions:

- If you need to have a lengthy conversation with someone who uses a wheelchair or scooter, consider sitting so you can make eye contact at the same level.
- Do not touch items or equipment (e.g., canes, wheelchairs) without permission.
- if you have permission to move a person's wheelchair, don't leave them in an awkward, dangerous or undignified position, such as facing a wall or in the path of opening doors

### **People with vision loss**

Vision loss can restrict someone's ability to read, locate landmarks or see hazards. Some customers may use a guide dog or a white cane, while others may not.

Suggestions:

- when you know someone has vision loss, don't assume the individual can't see you; many people who have low vision still have some sight
- identify yourself when you approach and speak directly to the customer

- ask if they would like you to read any printed material out loud to them (e.g., a menu or schedule of fees).
- when providing directions or instructions, be precise and descriptive
- offer your elbow to guide them if needed

### **People with hearing loss**

People who have hearing loss may be deaf, deafened or hard of hearing. They may also be oral deaf – unable to hear, but prefer to talk instead of using sign language. These terms are used to describe different levels of hearing and/or the way a person’s hearing was diminished or lost.

Suggestions:

- once a customer has identified themselves as having hearing loss, make sure you are in a well-lit area where they can see your face and read your lips
- as needed, attract the customer’s attention before speaking; try a gentle touch on the shoulder or wave of your hand
- if your customer uses a hearing aid, reduce background noise or move to a quieter area
- if necessary, ask if another method of communicating would be easier (e.g., using a pen and paper)

### **People who are deaf blind**

A person who is deaf blind may have some degree of both hearing and vision loss. Many people who are deaf blind will be accompanied by an intervener, a professional support person who helps with communication.

Suggestions:

- a customer who is deaf blind is likely to explain to you how to communicate with them, perhaps with an assistance card or a note
- speak directly to your customer, not to the intervener

### **People with speech or language impairments**

Cerebral palsy, hearing loss or other conditions may make it difficult for a person to pronounce words or may cause slurring. Some people who have severe difficulties may use a communication board or other assistive devices.

Suggestions:

- don't assume that a person with a speech impairment also has another disability
- whenever possible, ask questions that can be answered with “yes” or a “no”
- be patient; don't interrupt or finish your customer’s sentences

### **People who have learning disabilities**

The term “learning disabilities” refers to a variety of disorders. One example is dyslexia, which affects how a person takes in or retains information. This disability may become apparent when a person has difficulty reading material or understanding the information you are providing.

Suggestions:

- be patient – people with some learning disabilities may take a little longer to process information, to understand and to respond

- try to provide information in a way that takes into account the customer's disability; for example, some people with learning disabilities find written words difficult to understand, while others may have problems with numbers and math

### **People who have intellectual/developmental disabilities**

Developmental or intellectual disabilities, such as Down syndrome, can limit a person's ability to learn, communicate, do every day physical activities and live independently. You may not know that someone has this disability unless you are told.

Suggestions:

- don't make assumptions about what a person can do
- don't make assumptions about what a person can do
- use plain language
- provide one piece of information at a time

### **People who have mental health disabilities**

Mental health issues can affect a person's ability to think clearly, concentrate or remember things. Mental health disability is a broad term for many disorders that can range in severity. For example, some customers may experience anxiety due to hallucinations, mood swings, phobias or panic disorder.

Suggestions:

- if you sense or know that a customer has a mental health disability be sure to treat them with the same respect and consideration you have for everyone else
- be confident, calm and reassuring
- if a customer appears to be in crisis, ask them to tell you the best way to help.

### **People who use assistive devices**

An assistive device is a piece of equipment a person with a disability uses to help them with daily living (e.g., a wheelchair, screen reader, hearing aid, cane or walker, an oxygen tank).

Suggestions:

- don't touch or handle any assistive device without permission
- don't move assistive devices or equipment (e.g., canes, walkers) out of your customer's reach
- let your customers know about accessible features in the immediate environment that are appropriate to their needs (e.g. public phones with TTY service, accessible washrooms)

If your organization offers any equipment or devices for customers with disabilities, make sure you and your staff know how to use them. It could be helpful to have instruction manuals handy or an instruction sheet posted where the device is located or stored.

Some examples of assistive devices that your organization might offer include:

- lift, which raises or lowers people who use mobility devices
- accessible interactive kiosk, which might offer information or services in Braille or through audio headsets
- wheelchairs

### **People who use service animals**

There are various types of service animals who support people with various types of disabilities. People with vision loss may use a guide dog. Hearing alert animals help people who are deaf, deafened, oral deaf, or hard of hearing. Other service animals are trained to alert an individual to an oncoming seizure.

The law requires you to allow service animals on the parts of your premises that are open to the public. In cases where the law prohibits them (e.g.: a service animal would not be allowed in the kitchen of a cooking school), provide another way for the person to access your goods and services.

Suggestions:

- avoid touching or addressing a service animal (it is not a pet, it is a working animal)
- if you're not sure if the animal is a pet or a service animal, ask your customer

### **People with a support person**

A support person, such as an intervener, may accompany some people with disabilities. A support person can be a personal support worker, a volunteer, a family member or a friend. A support person might help your customer with a variety of things, such as communication, mobility, personal care or medical needs.

Welcome support people to your workplace or business. They are permitted in any part of your premises that is open to the public. If your organization is one that charges admission, such as a movie theatre or bowling alley, provide notice, in advance, about what admission fee will be charged for a support person.

Suggestions:

- if you're not sure which person is the customer, take your lead from the person using or requesting your goods or services, or simply ask
- speak directly to your customer, not to their support person
- If you notice that your customer is having difficulty accessing your goods or services, a good starting point is to simply ask "How can I help you?"
- Your customers are your best source for information about their needs. A solution can be simple and they will likely appreciate your attention and consideration.

## **ROLES & RESPONSIBILITIES**

### **ACCESSIBILITY PLAN**

The FELRC will work to improve accessibility by developing an Accessibility Plan that conforms to this Policy. The FELRC will also establish targets and goals related to improved accessibility and initiatives to achieve those targets. The FELRC Health and Safety Board will monitor and report regularly on the implementation of the Accessibility Plan and the progress of achievement of specific goals and objectives.

The FELRC will identify and implement training and education requirements or opportunities to increase the awareness of accessibility and remove attitudinal barriers.

It is the responsibility of the Health and Safety coordinator to ensure the following health & safety material will be posted and /or be available in the workplace. It must be kept current.

The Joint Health & Safety Committee members conducting the monthly inspections will ensure that all reports on the HS Board are updated and posted.

## **INFORMATION**

### **Additional accessibility laws**

Your organization may have to meet additional accessibility requirements. Keep track of the past and future deadlines to comply with accessibility laws, and find out when you have to file accessibility compliance reports.

Updated: Annually

### **Barriers to accessibility**

Barriers to accessibility are obstacles that make it difficult — sometimes impossible — for people with disabilities to do the things most of us take for granted, like shopping, working or taking public transit.

For example, a clothing store with a no-refund or return policy creates a barrier if the fitting rooms are not wheelchair accessible and a person can't try on the clothes before purchasing them. Providing exemptions to this policy removes the barrier.

A dance studio offers their class schedule in paper format at the front desk. When a customer with low vision asks for the schedule in Braille, the manager explains that it is not available in Braille, but is available in an accessible format on the studio's website. This works for the customer because she has a screen reader at home that reads content displayed on the website.

The law requires your organization to identify those barriers, and remove them, in order to provide customer service that is more accessible to people who have disabilities.

## **EVALUATION**

Evaluation of this procedure and the hazard report form will be done on an annual basis. The Customers will be able to give suggestion and or feedback via a questionnaire.

## **FORMS**

Minutes of the Joint Health & Safety Committee  
HS Representative Recommendations to Management  
Management Response to Worker Health & Safety Representative Recommendations



# FORT ERIE LIVE RACING CONSORTIUM

CHAPTER: HEALTH & SAFETY POLICIES & PROCEDURES  
SECTION: 14.2 - AODA  
SUBJECT: DISABILITIES ACT/ FEEDBACK  
ISSUE TO: FORT ERIE LIVE RACING CONSORTIUM  
LOCATION: 230 Catherine St., Fort Erie, Ontario, Canada

ORIGINALLY ISSUED: January 02, 2017  
REVIEW/REVISION: JULY 01, 2023  
POLICY EFFECTIVE: JULY 01, 2023  
PAGE(S): 1 of 2

APPROVED BY: ANDREW CADY

SIGNATURE:

SHOULD ANY STATEMENT OF GENERAL POLICY OR APPLICATION THEREOF BE IN CONFLICT WITH ANY FEDERAL, PROVINCIAL OR LOCAL LAWS OR AGREEMENTS, SUCH LAWS OR AGREEMENTS MUST BE OBSERVED

## PURPOSE

### Feedback process:

In accordance with the Accessibility for Ontarians with Disabilities Act, FELRC is required to establish a mechanism for receiving and responding to feedback from persons with disabilities about accessibility in relation to the way the Fort Erie Race Track provides its services to them.

FELRC will establish a process for receiving and responding to feedback from anyone about the manner in which it provides goods and services to persons with disabilities. Information about this process will be made readily available to the public.

The feedback process will permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or otherwise.

The feedback process will specify the actions taken by the FELC in the event that a complaint is received. A response will be provided to the person making the complaint within 10 working days.

### Barriers to accessibility

Barriers to accessibility are obstacles that make it difficult — sometimes impossible — for people with disabilities to do the things most of us take for granted, like shopping, working or taking public transit.

For example, a clothing store with a no-refund or return policy creates a barrier if the fitting rooms are not wheelchair accessible and a person can't try on the clothes before purchasing them. Providing exemptions to this policy removes the barrier.

The law requires your organization to identify those barriers, and remove them, in order to provide customer service that is more accessible to people who have disabilities.

## STANDARDS / PROCEDURES

Complaints involving accessibility issues may follow the Anti-Discrimination Policy, which contains provisions for managing complaints alleging discrimination related to disability.

Where persons with disabilities have concerns or feedback regarding the services provided by the FELRC, they may bring such feedback forward to the following individuals/areas:

### *Customers:*

- *Employees in the area of concern, CUSTOMER SERVICE*
- *MAIL*
- *Email, Health and Safety @ [tbailey@forterieracetrack.ca](mailto:tbailey@forterieracetrack.ca)*
- *By telephone (905) 871-3200 ext 3219*

### *Employees:*

- *Their supervisor,*
- *Human Resources Services, [bsingleton@forterieracetrack.ca](mailto:bsingleton@forterieracetrack.ca)*
- *union/union Steward.*
- *Confidential feedback*
- *By Telephone (905) 871- 3200 ext 3206*

Feedback may be submitted in person, by telephone, in writing, via e-mail. All efforts will be made to have any necessary documentation that follows provided in a format that takes into account the person's disability.

## EVALUATION

Evaluation of this procedure and the hazard report form will be done on an annual basis. The Customers will be able to give suggestion and or feedback via a questionnaire.



# FORT ERIE LIVE RACING CONSORTIUM

Fort Erie Race Track  
230 Catherine Street, Fort Erie  
905 871 3200  
Fax (905) 994-3629  
Email: [security@forterieracetrack.ca](mailto:security@forterieracetrack.ca)

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is provincial legislation that aims to achieve a fully accessible Ontario. The Act makes Ontario the first jurisdiction in Canada to develop, implement and enforce mandatory accessibility standards. It applies to the private, public, and volunteer sectors.

Fort Erie Race Track values our employees, and customers and we strive to meet everyone's needs. We are committed to providing quality goods and services that are accessible to all persons that we serve.

Your feedback is important in helping us improve accessible services at the Fort Erie Race Track. Please take a moment to complete this feedback form and let us know how we are doing.

Date of Visit: \_\_\_\_\_ Time of Visit: \_\_\_\_\_

What was the purpose of your visit today? \_\_\_\_\_

Did we respond to your customer service needs today? Yes OR No  
**If no,**

\_\_\_\_\_  
\_\_\_\_\_

Was our customer service provided to you in an accessible manner? Yes OR No  
**If no,**

\_\_\_\_\_  
\_\_\_\_\_

Did you have any problems accessing our goods or services? Yes OR No  
**If no,**

\_\_\_\_\_  
\_\_\_\_\_

Please provide us with your contact information below (optional):

(Any personal information is collected pursuant to Ontario Regulation 429/07, the Accessible Standards for Customer Service and will be used strictly for the purpose of responding to your feedback)

Full Name: \_\_\_\_\_ Mailing Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Would you like to be contacted by the Fort Erie Race Track Yes OR No  
(Customers will be contacted within 10 business days of receiving feedback)

\*If yes, please ensure you complete the contact information above.

How would you like to be contacted? Telephone Email Mail

Thank you for your feedback.

