

## Hanover Raceway Customer Accessibility Guidelines

As of January 1<sup>st</sup>, 2013 Companies that employ 20 or more people are required to have an Accessibility Policy.

This information outlines our policy and staff policies when serving our customers with disabilities. This policy is a work in process and below are the current guidelines Hanover Raceway staff will follow when dealing with customers with disabilities.

### **Access**

Hanover Raceway allows access to all areas of our facility except the kitchen. This includes customers with wheelchairs, walkers, oxygen tanks, service animals, and service workers.

Customers with disabilities are allowed to use the staff washroom in the main lobby with or Without a support worker.

Hanover Raceway will provide carryout service for those who require it, and we can arrange delivery via Jim's Delivery Service, if required.

### **Interaction**

Customers with disabilities will be greeted with a warm welcome when they arrive, and introduction by name from their server. "Hello, I am brian, I will be your server today, and if you need anything or have any questions, feel free to ask me."

You will speak directly to the customer and not their service worker. Staff will not touch the customers service animal or their wheelchair unless asked to do so, or given permission.

You can create a negative public perception in how you describe persons with disabilities rather quickly. "person with a disability" is acceptable, however "disabled person" is not. "handicapped" is also not acceptable.

**Vision Loss.** If a customer attends our facilities with vision loss, ask them if they would like to be guided. If so, offer your arm, and ask which is better. Walk at a normal pace, and announce handrails, doors, entrance ways and describe the surrounding areas as you proceed to their destination. If you are going towards stairs, tell them if your going up or down, and make a full stop before you reach the first step. Try to remain 1 step ahead and announce the last step.

If the person is going to a chair, walk them to the back of teh chair and tell them to reach out to grab the back of the chair. If you are leaving the person, tell them to call for you, or another staff member if they wish to move again.

Some customers are not totally blind and could have tunnel vision which results in difficulty reading signs. These customers may use a guide dog or cane, while others may not. It also may be difficult to determine their disability.

Do not assume the customers cant see you. Do not touch the person without asking permission. Offer your elbow to the person, but do not start walking until you ask if they are ready. Lead but do not pull the person. They will walk about 1 step behind you.

Do not speak or touch service animals. They must remain at attention at all times.

If you must leave your customer, let them know you are leaving and will be back.

Identify yourself by name, and speak directly to the customer even if they have a support worker, or companion.

### **Communication**

If you cant understand what the person is saying due to a speech impediment, politely ask them to repeat themselves.

### **Customers who are Deaf**

There are generally 3 types of Deafness.

Culturally Deaf people have severe hearing loss which occurred over time.

Oral Deaf were born deaf or became deaf before learning to speak and usually use American Sign language to communicate.

Hard of hearing are people with residual hearing and speak to communicate.

When communicating with Deaf customers, attract the customers attention, usually with a wave of the hand, or a gentle touch on the shoulder.

-speak in an normal tone and ask if you can help them. Many deaf customers can read lips.

-ask them if they would like a pen and paper.

-be clear and concise and ask if they understand you.

-do not assume the customers knows sign language or can read lips.

You can ask them if they understand you.

### **General Tips.**

Do not assume what a person can and cannot do. Some people who are deaf or blind have some Sight and hearing, while others do not.

### **Other disabilities.**

There are many types of disabilities. Some people have Arthritis, heart or Lung conditions, or amputations, that may result in difficulty in moving, standing or sitting. It is sometimes difficult to quickly identify someone with a disability.

### **General tips**

-Speaking naturally and directly to the customer and not their support person.

-if you have to have a lengthy conversation with the customer, consider sitting so you can make Eye contact

-Ask before you help and do not touch their mobile devise or support animals.

-Do not move their canes or walkers out of their reach.

-if you have permission to help a customer in a wheelchair, wait for the persons instructions, confirm they are ready to move, and describe what your doing before you do it.

-if you have permission to move a blind person. Describe what you are doing, hold out your elbow for them to grab and announce obstacles and turns, or corridors or doors or stairs, ahead of time.

### **Mental Health Disabilities**

Examples of Mental health disabilities include Schizophrenia, depression, or phobia's like bipolar, anxiety or mood disorders.

These customers may have difficulty thinking clearly, go from happy to depressed or angry in a matter of minutes, have poor concentration, difficulty remembering, lack of motivation, or suffer from hallucinations or sudden outbursts.

If someone is experiencing difficulty or is in a crisis, you may want to help out. You are best to Remain calm and ask the customer how you can help.

Tips.

Treat a person with a mental health disorder with respect and give them the same consideration like anyone else

Be patient, confident and reassuring. Listen carefully and work with them to meet their needs.

-if someone is in a crisis, ask them how you can help. (this may require calling an ambulance.)

### **Developmental or Learning Disabilities.**

People with intellectual or developmental disabilities may have difficulty doing things most of us take for granted. These can affect the persons ability to learn, communicate or socialize.

You may not know this person has a disability unless you are told.

As much as possible, treat them like you would anyone else. They will appreciate the respect.

Tips.

-dont assume what they can and cannot do.

-use plain language and speak in short sentences.

-if you cannot understand what they ask, simply ask them to repeat it again.

-provide them one piece of information at a time.

-be supportive and patient.

-speak directly to the customer and not a support worker or companion.

### **Speech Impairments.**

Some people have difficulty communicating due to a disability.

This includes Cerebral palsy, hearing loss or other conditions that result in slurred speech or Stuttering.

Some with severe difficulty use communication boards.

**Tips.**

Don't assume because they have a speech impediment that they also have other disabilities, or are developmentally challenged as well.

-ask the customer to repeat themselves if you don't understand

-ask questions that can be answered Yes or No as much as possible.

- Do not interrupt or finish their sentences. Wait for them to finish even if you know what they are saying
- try to allow time with your customer as they make speak more slowly and take longer to serve.

### **Speaking with disabled customers on the phone.**

- speak naturally, clearly and directly.
- Dont worry about how they sound, focus on what they are saying.
- Do not interrupt their sentences. Let them finish.
- if you don't understand something, ask them to repeat themselves, or repeat what you heard and ask if that is correct.
- if you after several attempts cannot communicate, consider making alternative arrangements. (Ask them to have someone else call on their behalf).

These policies will be available on our website at Hanoverraceway.com  
If there are any issues we have failed to address or if you have any questions please  
Contact

Gord Dougan General manager 519-364-2860 x 2 or by email  
[hanoverraceway@wightman.ca](mailto:hanoverraceway@wightman.ca)