

Caesars Windsor is committed to delivering exceptional customer service to all our guests so that each individual feels like royalty during their visit. Providing the highest standard of service accessibility to guests with disabilities is one of our primary goals at Caesars Windsor.

This information page has been created to explain Caesars Windsor's accessibility standards for our guests. The following information details procedures for service delivery for individuals with guide animals, support persons, personal assistive devices, and measures to follow during a service disruption.

Through every interaction, Caesars Windsor strives to ensure those with disabilities receive the specialized service and access they require to accommodate their specific needs.

In accordance with the requirements of the *Accommodation of Ontarians with Disabilities Act* (AODA) and the *Human Rights Code*, all Caesars Windsor employees will offer reasonable assistance to a customer with a disability, or permit that assistance be provided by a support person accompanying the customer.

When a guest accepts assistance from an employee, assistance will be provided to the satisfaction of the customer and at minimal risk. All employees are aware of accessibility options within the facility, and will seek guidance from their immediate Supervisor if there are any questions or concerns they are unable to address.

General

Caesars Windsor's principles for providing services to customers with disabilities:

Dignity: Caesars Windsor respects the dignity of a person with a disability. The same exceptional guest service is offered to all individuals, regardless of what their differences might be.

Independence: Those who may move or speak more slowly are given an opportunity to participate. A Caesars Windsor employee will not hurry or take over a task for a customer with a disability if they prefer to handle it themselves.

Integration: People with disabilities fully benefit from the same services, in the same place and in the same manner as other customers. Alternative measures will be deployed as needed to provide goods or services to people with disabilities.

Equal Opportunity: People with disabilities are provided with the same service, chances, options, benefits and results, in the same manner and of the same quality as others.

Disability Defined

According to the Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07, disability can be defined as:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and without limiting the generality of the foregoing, includes diabetes, mellitus, epilepsy, a 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;
- b) A condition of mental impairment or a developmental disability;
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;

d) A mental disorder; or

e) An injury or disability for which benefits were claimed or received under the *Insurance Act, 1997*.

Accessibility can often be achieved in a variety of different ways: what works best for one customer may change for another.

Employee Communication Standards

When communicating to a person with a disability, employees:

- Speak normally and clearly.
- Are patient; service may take longer to provide.
- Ask customers if they require assistance.
- Tailor their communication style in a manner that takes the customer's disability into account.
- Communicate directly to the person with a disability rather than through a companion or sign language interpreter.
- Are sensitive of the words they use. For example, "people with disabilities" or "person with a disability" should be used rather than "the disabled" or "handicapped."
- Ask customers with speech difficulties to repeat themselves if they are not understood.
- Uphold the Caesars Brand with the highest standards of customer service.

Personal Assistive Devices

A personal assistive device is any product or service that can help an individual carry out daily activities with greater ease and independence.

Personal assistive devices are typically:

- Personal mobility aids (i.e. wheelchairs, walkers and canes).
- Communication aids (i.e. hearing aids).
- Life supportive aids (i.e. oxygen tanks).

All personal assistive devices are permitted at Caesars Windsor, subject to applicable regulations. Employees are prohibited from touching assistive devices, including wheelchairs, unnecessarily unless in an emergency OR as requested by a customer.

Caesars Windsor offers additional assistive measures such as wheelchairs available free of charge, removable slot chairs, hearing devices in the Entertainment Complex and the assistance of staff.

Support Persons and Service Animals

A Support Person is a trusted individual chosen by a person with a disability to assist them with communication, mobility, personal care or medical needs. Communication is directed to the person with a disability rather than through the support person.

Caesars Windsor ensures entry of customers with disabilities accompanied by personal support persons, within age restrictions. For events at Caesars Windsor where admission fees are charged, all regular fees would apply for a support person accompanying a person with a disability.

Service animals are permitted on property. Employees are prohibited from petting a service animal, unless otherwise requested by the customer.

Service Standards for Customers with Physical Disabilities

Physical disabilities can restrict a person's mobility, their ability to perform manual tasks or to participate in some activities.

When providing service to a guest with a physical disability, employees:

- Inform customers about accessible features of the facility.
- Remove obstacles and rearrange furniture to ensure clear passage.

When providing service to customers in a wheelchair, employees:

- Give the person a comfortable viewing angle of themselves and try to be at eye level with the person when speaking with them.
- Not touch a customer's wheelchair or any other aids without their permission.

Service Standards for Customers with Learning Disabilities

Learning disabilities involve a large group of varying disorders. The disabilities may result in difficulties in the following areas: attention, memory, reasoning, coordination, communication, reading, writing, spelling, calculation, social competence, emotional maturation. These disabilities are classified as an invisible disability.

When providing service to a customer with a learning disability, employees:

- Exercise patience with those that may take a little longer to understand and respond.
- Explore ways of providing information in a manner that works best for them (for example, have a pen and paper; verbal information may need to be provided in written form and written information may need to be read by an employee).
- Notify their Supervisor immediately of any responsible gaming concerns.

Service Standards for Customers with Intellectual and Developmental Disabilities

“Developmental disability” is a cognitive disability of the brain and is the appropriate term used to describe one form of mental retardation.

When providing service to a customer with an intellectual or developmental disability, employees:

- Use plain language and speak in short sentences while providing one piece of information at a time.
- Do not assume what a person can or cannot do but will offer assistance with products and services.
- Ensures they are being understood by the customer.
- Notify their Supervisor immediately of any responsible gaming concerns.

Service Standards for Customers with Visual Impairments

Vision disabilities reduce one’s ability to see clearly. Very few people are totally blind. Many have limited vision such as tunnel vision, where a person has a loss of peripheral or side vision, or a lack of central vision, which means they cannot see straight ahead. Some can see the outline of objects while others can see the direction of light.

When providing service to a customer with a visual impairment, employees:

- Identify themselves when approaching the customer and speak directly to them. They do not assume the individual can see them.
- Ask the guest if they would like to hold their arm (the elbow area) so that they can assist them without hazard.

When a guide is requested, they will:

- Briefly describe the environment around them including the direction headed and any landmarks.
- Show the guest to a chair or comfortable location that is not in a high-traffic area.
- Identify the denomination clearly when providing money to a customer.
- When providing promotional items to the customer (i.e. promotional vouchers, direct mail offers, complimentary vouchers, etc.) identify the value verbally.
- Follow up to ensure understanding and ask if any further assistance is required.
- Not walk away without saying good-bye.
- Notify their Supervisor immediately of any responsible gaming concerns.

Service Standards for Customers with Hearing Impairments

People who have hearing loss may be deaf or hard of hearing. Like other disabilities, hearing loss has a wide variety of degrees and guests may require assistive devices when communicating.

When providing service to a customer with a hearing impairment, employees:

- Always ask how they can help and adjust the volume of their voice without shouting.
- Attract the customer's attention before speaking, with a gentle touch on the shoulder or gently waving a hand.
- Ensure they are in a well-lit area where their face is visible.
- When necessary, ask if another method of communicating would be easier, such as using a pen and paper.
- Avoid putting their hands in front of their face when speaking.
- Provide clear and precise directions, and repeat or rephrase if necessary to make sure they have been understood.
- Where possible, try to speak in an area with few competing sounds.

- Notify their Supervisor immediately of any responsible gaming concerns.

Service Standards for Customers with Mental Health Disabilities

People with mental health disabilities will be treated with the same exceptional level of guest service as all Caesars Windsor guests.

When providing service to a customer with a mental health disability, employees:

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- Treat the customer with the same respect and consideration they have for all guests.
- Are confident and reassuring, listening carefully to meet the customer's needs.
- Notify their Supervisor immediately if someone appears to be in a crisis.
- Notify their Supervisor immediately of any responsible gaming concerns.

Disruption in Service

Every effort will be made to provide advance notice if services such as elevators, escalators and accessible washrooms are unavailable.

When a disruption occurs unexpectedly, notice is provided as soon as possible as per Caesars Windsor's Security Elevator Protocol and the public address system when necessary.

Training

Caesars Windsor will ensure employees are provided with training on a number of topics outlined in the AODA including the following:

- The purposes of AODA;

- Interaction and communication with people with various types of disabilities;
- Interaction with people with disabilities using an assistive device, including a service animal or support person;
- What to do if a person with a particular disability has difficulty accessing goods or services;
- How to use the equipment or assistive devices available on Caesars Windsor's premises; and
- Caesars Windsor customers services policies, practices and procedures regarding good and services to people with disabilities.

Caesars Windsor will keep records of the training provided to its employees, which records will include the dates on which the training was provided and the name of the employees receiving the training. In addition, Acknowledgement forms will be executed by all Caesars Windsor employees receiving the training, confirming that they have received the training and understand the content of the training that was provided to them.

Training will be provided on an on-going basis as required.

Feedback Process

Should a guest with a disability wish to provide feedback on their Caesars Windsor experience, employees can direct them to one of the following:

- Comment cards
- By telephone, in writing and email
- Through Caesars Windsor staff

When an employee receives feedback, it is reported to their immediate supervisor. The Supervisor will send all feedback in writing to the Customer Satisfaction Specialist for tracking and follow up if required. When follow up is required, the Customer Satisfaction Specialist ensures communication is tailored in a method that takes the customer's disability into account.

All complaints are resolved in a timely manner according to Company policy.