**ABC RESORT & CASINO**

**DISABLED PATRON POLICY**

ABC Resort & Casino (ABC) welcomes its patrons with physical disabilities. ABC facilities have been constructed and are operated so as to provide access to the disabled and to be in compliance with applicable Federal and Tribal law protecting the disabled. ABC staff are trained to be sensitive and responsive to the special needs of our disabled patrons within the limits of applicable law, available staffing and the rules set forth in this policy. The governing principle for ABC staff are that they shall extend common courtesy in responding to the requests or needs of our disabled patrons. However, ABC staff are prohibited from taking actions that would violate the Tribal Gaming Code, the Tribal-State Gaming Compact, other applicable law or this policy.

ABC staff shall provide the following assistance to disabled patrons:

* Remove obstacles to wheelchairs or walkers;
* Provide wheelchairs or other aids (if available) in emergency situations;
* Open and close car doors for disabled patrons exiting or returning to their vehicles;
* Provide assistance up ramps or stairs;
* Provide enhanced level of courtesy, service and assistance; and
* Permit use of an assistance animal subject to the limitations set forth in applicable law and this policy.

ABC staff shall not be required to provide assistance to disabled patrons in the event that:

* The requested assistance is beyond ABC staff capability;
* The requested assistance presents unacceptable risk to the disabled patron, other patrons, or ABC staff;
* The requested assistance presents unacceptable liability exposure for ABC and its staff; or
* The requested assistance violates the Tribal Gaming Code, Tribal Gaming Commission regulations, the Tribal-State Compact or other applicable law.

To provide guidance to ABC staff, the following forms of assistance to disabled patrons should not be provided:

* Serving as a personal attendant to the disabled patrons;
* Taking disabled patrons to the restroom;
* Cutting up food for the disabled patrons;
* Putting money in VLTs or other gaming equipment for disabled patrons;
* Cashing VLT or other gaming tickets at the cage window;
* Providing continuous wheelchair assistance;
* Providing handicap equipment on a routine basis (i.e., wheelchairs, canes, etc.); and
* Being responsible for storing or administering medications.

ABC permits the use of a service animal by a disabled patron as provided in this policy. A disabled patron’s service animal will not be permitted to enter ABC, or may be removed from ABC after entry, if:

* The service animal is out of control and the disabled patron or the animal’s handler does not take effective action to control the animal;
* The service animal growls or displays threatening conduct towards ABC patrons or staff;
* The service animal is not housebroken;
* The service animal is not harnessed, leased or tethered unless the patron’s disability prevents the patron’s use of such restraints or the restraints would prevent the safe or effective performance of the service animal’s work, in which case the service animal should be under the effective control of the disabled patron or the animal handler;
* The service animal is not cared for and supervised by the disabled patron or handler; or
* The service animal is any animal other than a dog.

ABC staff shall not require any special documentation in connection with the disabled patron’s use of a service animal. However, ABC staff may question a patron to determine if the patron’s disability requires the use of a service animal and what work or service the animal provides to the disabled patron.

ABC staff are hereby reminded to be extremely cautious in rendering assistance to disabled patrons. Special care should be taken when providing assistance in maneuvering disabled patrons in wheelchairs or with other medical equipment (walkers, canes, oxygen bottles, etc.) to avoid injuring our disabled patrons. ABC staff who are most likely to encounter disabled patrons, or most likely to provide needed assistance to them should receive appropriate training to better understand the needs of the disabled and how to avoid injuries to them.

Based on the foregoing policy, the following signage has been developed for display at ABC.

**ABC RESORT & CASINO**

**DISABLED PATRON POLICY**

The ABC Resort & Casino welcomes all of our disabled patrons. ABC facilities provide reasonable access to the disabled in compliance with the American With Disabilities Act (ADA). All of gaming areas and our restaurant are accessible to the disabled. Our staff is prepared to provide assistance to our disabled patrons consistent with common courtesy and the ABC Disabled Patron Policy. However, because of legal requirements and insurance limitations, ABC staff are unable to provide the following services or assistance to disabled patrons:

* Serve as personal attendants;
* Assist in the play of gaming equipment;
* Handling money;
* Cashing tickets;
* Providing medical equipment on continuing basis;
* Storing or administering medications;
* Managing or caring for a service animal.

Contact ABC Security for further information on the ABC Disabled Patron Policy. Enjoy your stay at the ABC Resort & Casino.

 , Chief Executive Officer

ABC Resort & Casino

Last revised November 17th, 2011