

PASO FINO HORSE ASSOCIATION



# WELCOMING ENVIRONMENT

Setting the Standard for the Show Experience

# PUT YOUR HOST HAT ON



## ENSURING EVERYONE FEELS WELCOMED AND TAKEN CARE OF IS CRITICAL TO LONG TERM SUCCESS

Communication begins In the planning

What do you need to know

Letting your members and guests know

Training Staff

Getting Feedback

**CUSTOMER  
SERVICE IS KEY**

## **EVENT ORGANIZERS**

In order for us to have awesome events that welcome people into the Paso Fino family, it is important that we see our events through the lens of all the people who attend, whether they are exhibitors, spectators, volunteers or staff.

It is our responsibility to make sure <sup>A</sup>exhibitors and spectators have a great experience. That means offering amazing customer service.

All PEOPLE MUST BE ABLE TO

Obtain information and directions prior to the event.

Arrive at the site in the same ways as others can  
(e.g. via private automobile, taxi, public transportation, event shuttles).

Find and use accessible parking.

Get from accessible parking to entrances.

Obtain additional information and directions on site.

Move around the site as needed.

Attend performances, participate in activities, and enter exhibits.

Experience and enjoy activities, even if the participant's disability affects their ability to communicate.

Select and purchase items at concessions.

Use public toilet rooms, telephones, water fountains, shelters, first aid stations,  
and other common amenities.



# SITE SELECTION & SETUP



## REMOVE BARRIERS & MAKE IT EASY

- Make sure the site is ADA compliant and you have information to give participants
- As you set up, make sure pathways and crossing points are wide enough for wheelchairs
- Food is placed where people can access it with mobility aids
- Plan ways to assist in ease of movement to access areas, such as escort by golf cart.
- Have signage in multiple languages
- Post signs to accessible facilities

# EVENT MANAGEMENT

## PRIZE LIST LANGUAGE

Welcoming Environment:

It is important to PFHA that everyone involved in our shows and events has the best experience possible. If you have any needs which we could address in advance to make your experience better, please contact the show chair

\_\_\_\_\_.

If you have any ADA accessibility issues, you can reach the show facility here:

\_\_\_\_\_ ( add in website or telephone number )

# STALL RESERVATION FORM



## **ADD:**

Add into Stall reservation form:

Check here if you have any mobility issues requiring parking close to stalls

# Training Staff and Volunteers

View an individual in terms of the whole person and not just the disability.

Avoid being anxious or overly protective; people will let you know what they need.

Some people will need extra time to move, speak, perform a task, or participate in an activity. The behavior of some people with developmental or cognitive disabilities may be unsettling to people unfamiliar with these disabilities. There is no need for fear and, as with others, respect and patience are expected. In other words, provide good customer service to everyone.



Make sure that staff and volunteers know the location or availability of accessible features, such as accessible toilet rooms, TTYs, or ramps.

A video webinar training program is available courtesy of Respectability.org  
<https://www.respectability.org/accessibility-webinars/>



# Communications

## SAY IT CLEARLY

In your marketing, use welcoming language. We would love to have all people participate, if you need accommodations, let us know!

## OFFER HELP

Encourage participants to reach out in advance with any special needs. It is so much easier to make a plan ahead of time..

## MULTIPLE TECHNOLOGIES

People who are hard of hearing might prefer print, but some might like to hear an audio of the information. Be diverse if possible

## MULTIPLE PLACES

Use Social media, websites, posters, radio, TV. People get their information in different ways. Also, think of a variety of language outlets

# REACH OUT



## MAILING ADDRESS

4067 Iron Works Parkway  
Lexington, KY 40511



## EMAIL ADDRESS

[info@pfha.org](mailto:info@pfha.org)



## PHONE NUMBER

859-689-3700