

## Feedback

The Town of Marathon welcomes any comments on the provision of goods or services to people with disabilities.

### Accessibility Working Group

Louise Lees, Secretary  
Rick Kerster  
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### Resources

AccessON: for videos, posters, legislation

[www.AccessON.ca](http://www.AccessON.ca)

Accessibility for Ontarians with Disabilities:

[www.mcss.gov.on.ca/mcss/english/pillars/accessibilityOntario](http://www.mcss.gov.on.ca/mcss/english/pillars/accessibilityOntario)

### Serve-Ability Training website:

<http://www.accessforward.ca>

### Contact us

4 Hemlo Drive  
P.O. Bag "TM"  
Marathon, ON P0T 2E0

Phone: 807-229-1340  
Fax: 807-229-1999

Website: [www.marathon.ca](http://www.marathon.ca)  
Email: [info@marathon.ca](mailto:info@marathon.ca)



The Corporation of  
The Town of Marathon

## Understanding Accessible Customer Service



How may I help you?

## Background

Ontario has an important law called the **Accessibility for Ontarians with Disabilities Act (AODA), 2005** - this is the first of its kind in Canada. Its predecessor, **The Ontarians with Disabilities Act (ODA), 2001**, was introduced to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in life in the Province. To this end, the ODA mandated that each municipality prepare an annual Accessibility Plan. Ours is available on the Town's website ([www.marathon.ca](http://www.marathon.ca)) or copies are available at the Town Hall.

People with disabilities should have the same kind of opportunities as everyone else. They should be able to do the things that most of us take for granted like going to work or school, shopping, taking in a movie or eating out at a restaurant.

That's the goal of Ontario's Legislation. Businesses and organizations who provide goods and services to people in Ontario will be required to meet certain accessibility standards in five important areas of our lives. These include:

1. Customer service
2. Transportation
3. Information and communications
4. Built environment
5. Employment

## Accessible Customer Service

CUSTOMER SERVICE	
Excellent	<input type="checkbox"/>
Good	<input type="checkbox"/>
Average	<input type="checkbox"/>
Poor	<input type="checkbox"/>

Accessible customer service can mean many things. Mostly, it is the understanding that each individual may need a different type of accommodation.

Accessible Customer Service follows four basic principles:

1. Dignity
2. Independence
3. Integration
4. Equal Opportunity

For example, a person who is blind may need to have information read aloud to them; an individual with a learning disability may need to have instructions written down; someone who uses a wheelchair may need help in finding a route they can use; and there may be customers that have difficulty reading or writing.



## Assistive Devices at Town Facilities

### Audio

**Front Row-to-Go** is a portable FM system that is available for use when attending functions such as a meeting at Town Hall. Inquiries for use should be directed to Team Member Services at 229-1340 x2234.

### Mobility

#### Portable Aquatic Lift

A portable aquatic lift is available at the Port Hole Pool.



#### Service Animals

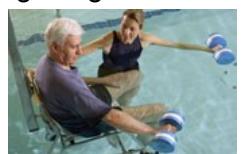
Service animals are welcome at all Town of Marathon facilities. However, pets are prohibited under By-Law No. 1598.



#### Support Persons

#### One-Person-One-Fare Policy

To obtain information about getting a *Personal Assistant for Leisure* card, contact the Parks and Recreation office at the Recreation Complex.



For details on assistive devices at Town facilities, check our website.

[www.marathon.ca](http://www.marathon.ca)

## The Corporation of The Town of Marathon

### Accessible Customer Services Standard Policy

The Town of Marathon strives to provide services to all residents and visitors, including those with disabilities. Through our Accessible Customer Service Standard Policy, the Town of Marathon will make reasonable efforts to ensure the following:

- Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods and services to persons with disabilities and others will be integrated unless an alternate measure is necessary. Whether temporary or permanent, these measures should enable a person with a disability to obtain, use or benefit from the goods and services.
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use or benefit from the goods and services.
- Persons with disabilities may use assistive devices and/or support persons to access goods and services.

**Treat all customers with dignity and respect.**

## Disruption of Services

Occasionally there may be disruptions in service such as repairs, renovations that limit access to an area or technology that may be temporarily unavailable.

People with disabilities may go to a lot of trouble, such as arranging for transportation, to access services. By providing notice, you can save that person an unnecessary trip.

If a disruption is planned and expected, it is important to provide reasonable notice. Notice can be provided on the Town's website, posters at Town facilities or through the local media. In the case of an unexpected disruption, notice will be provided in a variety of ways and as quickly as possible.

### How May I Help You?

People with disabilities are generally aware they may need some accommodations and will work with you. Just remember to ask how you can help.

Always start with people first. In language, that means saying "person with a disability" rather than "a disabled person". In any interaction, it means addressing the person's service needs rather than focusing on the disability.

Disabilities are not always visible or easy to distinguish. Here are a few examples of guidelines you can use to provide service to customers with disabilities.

**A person who is Deaf, deafened or hard of hearing:** Attract the customer's attention before speaking by touching his/her shoulder or waving your hand; face him/her directly when speaking.



### A person with a visual disability:

Do not assume the customer cannot see you at all and speak directly to the customer. Offer your elbow to guide him/her and if he/she accepts,



walk slowly, identify landmarks, be precise and descriptive with information and do not leave the customer alone without announcing you are leaving. If the customer has a guide dog, do not touch or talk to the dog as you may distract it from its job.

### A person with a mental health disability:

Treat the customer with the same level of dignity, respect and consideration as anyone else; take the customer seriously; be confident and reassuring; if the customer is in crisis, ask how best to help.



### A person with a learning disability:



Take your time, be patient; demonstrate a willingness to assist; speak normally, clearly and directly to the customer; provide information in a way that works for the customer (i.e., use a pen and paper).

Some people may be nervous when serving a customer with a disability. It is very important to recognize your nervousness and just relax!