



# THE CORPORATION OF THE TOWN OF COBOURG

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The Town of Cobourg is working to create more accessibility in the Town by highlighting some of the key features of the Accessibility for Ontarians with Disabilities Act (AODA). There are five (5) standards under the AODA and this information will focus on the Customer Service Standard.

The customer service standard under the AODA outlines requirements for service providers to make their goods, services, and facilities accessible for customers or patrons with disabilities.

Here are some general tips to keep in mind when serving people with disabilities:

- Ask before you help. Don't assume the person needs it.
- If you're not sure what to do, ask your customer, "How can I help you?" Your customer knows if they need help and how you can provide it.
- Don't touch or move a person's equipment (for example, wheelchair or walker) without permission. If you have permission to move a person's wheelchair, don't leave them in an awkward, dangerous or undignified position, such as facing a wall or in the path of opening doors.
- If you need to have a lengthy conversation with someone who uses a wheelchair or scooter, consider sitting so you can make eye contact at the same level.
- Think ahead and remove any items that may cause a physical barrier.
- Some disabilities are not visible and customers are not required to tell you about their disabilities.
- Speak directly to your customer, not to their support person or companion.
- Take the time to get to know your customer's needs and focus on meeting those needs just as you would with any other customer.
- Listen carefully. If you're not sure what your customer is saying, confirm by summarizing or repeating what was said to you, or politely ask them to repeat it.
- Be patient. People with some kinds of disabilities may take a little longer to respond or do things.
- Use appropriate language and terminology when referring to people with disabilities.

If you have any questions at all, please don't hesitate to contact our Accessibility Coordinator:

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