

# THE BLUE MOUNTAINS

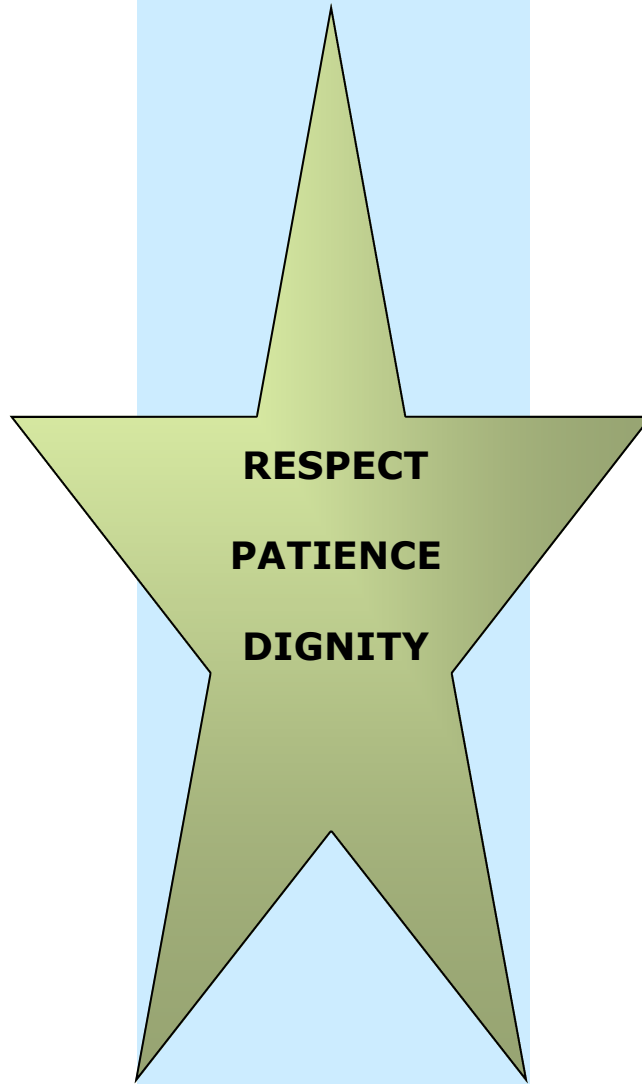
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This publication was written in accordance with the Accessibility Standards for Customer Service (*Ontario Regulation 429/07*)



Accessible Services for  
Persons with Disabilities

## We Want Your Feedback!



# THE BLUE MOUNTAINS



26 Bridge Street East  
Box 310  
Thornbury, ON, N0H 2P0

## THANK YOU!

Thank you for taking the time to share your feedback with The Blue Mountains. Your comments are important because we want to make your experience with The Blue Mountains the best it can be.

Submit this form to any Town facility, or mail it to the Town's Clerks Department. You may also complete this form online at:

**[www.thebluemountains.ca](http://www.thebluemountains.ca)**

# Accessibility for Ontarians with Disabilities (AODA)



The Corporation of the Town of The Blue Mountains is committed to providing quality goods and services that are accessible to all persons. We are committed to providing high quality goods and services to all members of the public. Feedback from the public is welcomed as it may identify areas that require change and it encourages continuous service improvements.

Feedback from a member of public regarding the delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, or in electronic format. Information about the feedback process will be readily available to the public and notice of the process will be posted on the Town's website.

Please visit [www.thebluemountains.ca](http://www.thebluemountains.ca).

**Town location visited:**

\_\_\_\_\_ *Building or Department Name*

\_\_\_\_\_ *Address*

\_\_\_\_\_ *Address*

Date of visit: \_\_\_\_\_ am/pm

What services were you looking for?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## The Blue Mountains Accessible Customer Service

**Personal Assistance:**

Your guide dog, service animal or support person is welcome to visit our facilities with you to help you access our services. Support persons may access our services without charge.

**Alternative Formats:**

When providing a document to a person with a disability, the Town will make every reasonable effort to provide the document, or the information contained in the document, in a format that takes the person's disability into account and within a reasonable timeframe.

**Service Interruptions:**

The Town will make reasonable efforts to provide notice of a disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that may be available. The Town will make reasonable effort to provide prior notice of planned disruption if possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruption, advance notice will not be possible. In such cases, the Town will provide notice as soon as possible.

**Training and Communications**

Our staff members are specially trained to provide their services to persons with disabilities. They are prepared and willing to meet your needs!

**Was our customer service provided to you in an accessible manner?**

- Yes       Somewhat       No

Comments:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**What could The Blue Mountains do to make it easier for you to access our services?**

Comments:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Would you like to be contacted?**

- No**, I do not need to be contacted.  
 **Yes**, my preferred method of contact is:  
 Mail       Phone       Email

*Complete this section only if you need a reply.*

**-CONTACT INFORMATION-**

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Phone Number (daytime): \_\_\_\_\_

Email: \_\_\_\_\_

The Blue Mountains is collecting the personal information you provide on this form so we can respond to your feedback.

If you have questions about the collection, use and disclosure of your personal information by The Blue Mountains, please contact the Town's Clerks Department.

