# Barrier Identification

Feedback from our customers provides the Town of Fort Frances with opportunities to learn and improve. The Town of Fort Frances recognizes the right of our customers to make a complaint, compliment or make suggestions on ways to improve our services.

To assist the Town in ensuring that the delivery of goods and service to those with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:

In writing, in person, e-mail, or telephone, addressed to:

**Accessibility Coordinator / Human Resources Manager**
320 Portage Avenue
Fort Frances, ON P9A 3P9
Phone: (807) 274-5323 Ext. 279
Fax: (807) 274-8479
E-mail: apetrin@fort-frances.com

The Accessibility Coordinator will respond either in writing, in person, e-mail or telephone acknowledging receipt of feedback and will set out the action to be taken in response to any complaints.

Barriers include physical, architectural, informational or communication, attitudinal, technological, a policy or a practice. If you have encountered barriers or have comments pertaining to such, please complete and submit a questionnaire.

1. Are you aware of any architectural barriers?
   *Architectural barriers can be those of building design, areas adjacent to the building, shape of rooms, size of doorways, etc.*

2. Are there any physical barriers?
   *A physical barrier can be objects that are located in hallways, added to the doors, windows, furniture, workstations, recreational facilities, parks, bathroom hardware, etc.*

3. Are you aware of any communication barriers?
   *Communication barriers are those whereby the receiving of information in person or by telephone is impeded, difficulties interacting with staff (hearing impaired ratepayers, ratepayers who are visually impaired), etc.*

4. Are there any information barriers?
   *Information barriers include inadequate or incomprehensible communication, agendas, signage, difficulties in reading brochures, forms, manuals, etc.*

5. Are there any policy barriers?
   *Policy barriers are identified as those rules, regulations and protocols that prevent employees from doing their jobs as well as possible, or from serving the public, or that restrict public participation.*

6. Are there any attitudinal barriers?
   *These are barriers that involve staff who do not know how to communicate with people with disabilities, staff who refuse to provide service or use discriminatory behaviour, etc.*

7. Are there any technological barriers?
   *These are computers, photocopies, fax machines, etc. that impede rather than enhance access for people with disabilities.*

8. From the above noted, please provide some suggestions on how to prevent, remove, or minimize any barriers.