

## About Mississauga's Exceptional Accessible Customer Service Award Recipients

May 25, 2015

### **Amanda Watters, Corporate Services, Transit Enforcement Officer**

Amanda is a Transit Enforcement Officer under Security Services, and is dedicated to servicing the public and the Corporation by providing safety on the transit system.

On Christmas Day of 2014, Amanda encountered a woman with a hearing loss who was unable to speak and was in distress. The woman wanted to visit her sister but the bus she required was not running due to the holiday service schedule. Amanda took the individual to a location where they communicated by writing.

On April 1, 2014, Amanda came across a lady who was in a motorized wheelchair that was not working. Amanda assisted the customer by pushing the wheelchair to the bus stop and onto the bus. The customer advised she would have an issue when she arrived at her stop. Amanda stayed with the customer until she arrived at her bus stop and assisted the customer from the bus to her residence.

Amanda truly went above and beyond her role to assist these customers.

### **Bill Montague, Community Services, Parks and Forestry**

Bill is a Project Manager in Park Development. One of his project areas is the delivery of the [City's Playground Redevelopment Program](#). In this role, Bill has the opportunity to both meet with and respond to resident inquiries about the City's playgrounds.

Bill reaches out to communities through his involvement on the Mississauga Accessibility Advisory Committee. He provides personal attention to residents who have questions about the City's playground program. He treats each response individually with information that not only answers questions, but explains the program and the locations within the City that have been transformed into accessible play areas.

For example, Bill helped to add an accessible swing and modified parallel bar to a playground; something the entire community was able to enjoy but also met the needs of a child with a disability.

Bill's interest is dedicated to providing great play environments for children and residents of all abilities. He is an effective communicator, listens to the needs of residents and takes action.

## Ingrid Humphreys, Community Services, Fitness Instructor

Ingrid works as a Fitness Instructor and Personal Trainer at various facilities including Malton Community Centre, Clarkson Community Centre and South Common Community Centre. She teaches aquatic healing programs and classes designed for people with Chronic Obstructive Pulmonary Disease (COPD), Osteoarthritis, Osteoporosis, and Arthritis.

Ingrid will always do what is best for the customer. She re-arranged the time of a class to accommodate participants' specialized transit schedule. Ingrid will email informative articles to customers about wellness, studies or other healthy living topics.

She promotes fitness, well-being and self-healing to everyone she encounters. On her own time, Ingrid will research and find ways to incorporate healthy movements that are suitable for specific conditions. She puts a smile on her participants' faces through song, fun chair-exercise and laughter.

One participant was having difficulty as her medications had changed. Ingrid helped the support worker to safely get the participant out of the program into the change room. Ingrid also followed up with the participant to find out how she was doing.

Ingrid combines her passion for health with her love of assisting others in everything she does. She is truly inspirational and has made such a positive impact on the lives of so many individuals and their families.

### Media Contact

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