



PYLON ELECTRONICS INC.

**ACCESSIBLE CUSTOMER SERVICE PLAN -
PROVIDING GOODS AND SERVICES TO PEOPLE
WITH DISABILITIES**

DOCUMENT NO.: PCP006

REVISION 1



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1.0 INTRODUCTION

1.1 Purpose

This document details the Accessible Customer Service Plan - Providing Goods and Services to People with Disabilities that will be followed by Pylon Electronics Inc.

1.2 Scope

This document applies to the accessibility plans that are based on the corporate policy POL006 - Accessibility - People with Disabilities (Ontario) Policy and that will be followed by Pylon facilities that are located in Ontario.

This document brings the original plan that was released in 2014 into the corporate policies and procedures domain.

1.3 Objective

The main objective of the Providing Goods and Services to People with Disabilities program is to ensure that Pylon provides accessibility to customers and visitors who have disabilities.

1.4 Revision History

REVISION	DATE	REASON FOR RE-ISSUE
1	Nov 2017	First version

1.5 Responsibility

Senior Management is responsible for ensuring that the Providing Goods and Services to People with Disabilities plan is followed.

The Corporate Quality Assurance Manager is responsible for this document. Any requests for change shall be addressed to the Corporate Quality Assurance Manager. Incomplete or ambiguous documentation shall be brought to the attention of the Corporate Quality Assurance Manager for resolution.

Throughout this document and referenced documents, only the position that has the main responsibility for the task is provided. However, the term “or designate” is implied in every case. A designate is defined as a person who can perform the tasks because of education, training, experience and/or background. In the event that a suitable designate is not available, the matter shall be referred to the next level of management for resolution.



1.6 Approvals

This document has been approved by the following personnel:

Position	Name
Corporate Quality Assurance Manager	Art Heatley
Vice-President	Jim Mullins

1.7 Referenced Documents

POL006 Accessibility - People with Disabilities (Ontario)

2.0 PLAN

2.1 Assistive Devices

Pylon will ensure that our staff are trained and familiar with various assistive devices that we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

2.2 Communication

Pylon will communicate with people with disabilities in ways that take into account their disability. (e.g., Sight impaired customers will be read to.)

2.3 Service Animals

Pylon welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

2.4 Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on Pylon's premises.

Fees will not be charged for support persons.

Current security policies will apply.



2.5 Notice Of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (e.g., Floors being washed in specific areas, washroom out of order), Pylon will notify the customers promptly via a posted notice. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed in the specific area where the disruption is occurring or on the company bulletin boards, as appropriate.

2.6 Training

Pylon will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- Customer Service Representatives
- Managers
- Supervisors

This training will be provided to staff within three months of hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Pylon's plan / policy related to the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use the various support devices (e.g., TTY, wheelchair lifts, etc.), as appropriate.
- What to do if a person with a disability is having difficulty in accessing Pylon's goods and services.

Staff will also be trained when changes are made to Pylon's accessible customer service plan.

Pylon personnel will be trained using videos and other appropriate documentation found on the Access Ontario website and /or in the Access Ontario folder found on the appropriate Ottawa network drive. Other relevant training videos are also located on this drive.



2.7 Feedback Process

Customers who wish to provide feedback on the way Pylon provides goods and services to people with disabilities can contact Pylon via email (hr@pylonelectronics.com) or by calling and asking for customer service.

All feedback, including complaints, will be directed to the Vice President. Customers can expect to hear back in 10 working days.

2.8 Notice Of Availability

To provide access to this plan to the public, a copy of this plan will be posted on the Pylon websites at www.pylonelectronics.com and www.pylonelectronics-radon.com.

2.9 Modifications to This or Other Policies

Any policy of Pylon that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.