



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

D&V Electronics Ltd. is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are not allowed on the parts of our premises that are not open to the public.

Support persons

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

Fees will not be charged for support persons for admission to D&V Electronics Ltd. premises. We will notify customers of this through a notice posted on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities i.e. disability parking, washroom facilities, D&V Electronics Ltd. will notify customers promptly. 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 at the front door, web-site, and telephone and washroom area.

Training for staff

D&V Electronics Ltd. will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf. Technical Training will be provided to all new employees during their initial orientation, and when the Accessible Customer Service Plan changes.



Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- D&V Electronics Ltd. Accessible Customer Service Plan
- 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 assistive devices, service animals and support persons; that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing D&V Electronics Ltd. goods and services

Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

Customers with disabilities **can provide feedback through: D&V Web-site, E-mail, telephone and in person.** All feedback will be directed to the Sales & Marketing Manager. Customers can expect to hear back in **5 days**. Complaints will be addressed according to our company Customer Service Standard policy.

Modifications to this or other policies

Any policy of D&V Electronics Ltd. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.