



Accessible Customer Service Policy

Intent

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service*, *Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by PFC Flexible Circuits Limited (PFC) shall follow the principles of dignity, independence, integration and equal opportunity.

Scope

All employees, contract workers, consultants and agents, who work on behalf of PFC and deal with members of the public or other third parties, are expected to conduct themselves in accordance with this policy.

Definitions

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan

established under the *Workplace Safety and Insurance Act, 1997*.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in *Ontario Regulation 58* under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Key principles

Our policy is based on:

- respect for the dignity and independence of people with disabilities
- equal opportunity for people with disabilities to access, use and benefit from our services with the same quality and timeliness that others receive
- service integration in relation to services provided to the broader public, unless alternative ways of providing the service are necessary for equal opportunity

Providing goods and services to people with disabilities

PFC Flexible Circuits Limited (PFC) is committed to excellence in serving all customers including people with disabilities.

Information and communication

When communicating or providing information or services to a person with a disability, PFC will do so in a manner that takes the person's disability into account.

Accessible formats and communications supports

If a person with a disability needs an accessible format, or help to communicate with us, we will work with the person to provide the format or support that will meet their needs.

If we are not able to meet the person's particular requirement in a reasonable timeframe, we will inform them and will work with them to determine an alternate method or will provide a summary of the information.

Assistive devices

People with disabilities may use their own personal assistive devices. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. Where/if assistive devices are available in our buildings that may be used by customers with disabilities while accessing our goods and services, we will ensure that our staff are trained and familiar with how to use them.

Guide dogs, service animals and service dogs

PFC Flexible Circuits Limited welcomes people with disabilities and their guide dogs, service animals or service dogs. Such animals are allowed on the parts of our premises that are open to the public unless the animal is excluded by law. In this case, we will ensure that appropriate alternative arrangements are made to ensure that the person can access our services.

If it is not readily apparent that the animal is a service animal, PFC may request documentation from a regulated health care professional confirming that the person requires the animal for reasons relating to his/her disability.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them into public areas of our premises. In situations where confidential matters will be discussed, the support person may be asked to sign a confidentiality agreement or the role of the support person may need to be agreed to in advance of the meeting.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will provide notice to the public.

The way we provide the notice will be determined by the nature of the problem.

We will always try to make alternative arrangements to provide service where possible.

Training

PFC will provide training to employees 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.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements

of the customer service standard

- PFC's plan 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 available assistive devices on-site or otherwise 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 PFC's goods and services

Staff will also be trained when changes are made to PFC's *Accessible Customer Service* policy.

Feedback process

We will inform our customers of the choices available for them to give feedback when requested. A form will be available upon request.

Alternatively, feedback may be provided:

- in person
- by telephone
- in writing
- by email or
- by any other communication technology as required

If customers with disabilities would prefer to give their feedback and receive a response to it using an alternate method than the one offered, they may request it.

All feedback, including complaints, will be directed to:

Lorraine Buchholz, Customer Service
11 Canadian Rd. Unit 7
Scarborough, Ontario, M1R 5G1
Ph. 416-750-8433
LBuchholz@pfcflex.com
www.pfcflex.com

Notice of availability

PFC will notify the public via the PFC website that standard and accessible formats of our policies are available upon request using the contact information noted above.

Modifications to this or other policies

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