



BRYSTON LTD'S ACCESSIBLE CUSTOMER SERVICE PLAN

2014-05-16

We are committed to making areas of our Peterborough plant accessibility to everyone, including support persons and those with special needs, assistive devices and Service Animals.

We currently have a disabled persons' washroom near the front of the building. Planned for the near future is a no-parking access path to the front entrance and a reserved parking space¹ for disabled persons is. Anyone wishing to enter our building, whether disabled or not, will be offered whatever assistance our staff can provide.

- 1) We are committed to excellence in serving all customers including people with disabilities.
- 2) We will ensure that our staff are trained and familiar with any assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.
- 3) We will communicate with disabled people in ways that take into account their disability.
- 4) We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our plant that are open to the public. These areas include the reception area and front offices, and when accompanied by staff, the Service Office (currently located in the engineering office block).
- 5) A disable person who is accompanied by a support person will be able to have that person accompany them on our premises.
- 6) In the event of a planned or unexpected disruption to accessibility services or facilities for our customers with disabilities (including washroom for disabled persons, designated parking for disabled persons, ramps, designated entrances, etc.) a notice will be posted on the front door of the building or on the disabled parking sign post, as well as on our web site. This notice will include start and completion dates and reasons for disruptions.
- 7) Bryston 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.

Everyone who is likely to communicate with customers ~ in person or on the phone ~ including service, tech support & engineering staff, sales staff, all office staff and anyone else who has occasion to answer the phone will receive awareness training on how to communicate over the phone with people with disabilities.

People who are likely to interact with disabled persons directly, especially the Service Manager, will receive more in depth training.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the *customer service standard*.
- How Bryston's plan relates 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 any assistive devices (e.g. wheel chairs) that Bryston may acquire.
- What to do if a person with disabilities is having difficulty in accessing our goods or services.

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

- 8) Customers who wish to provide feedback on the way Bryston provides goods and services to people with disabilities can do so by sending email to support@bryston.com or by sending written comments to the Service Manager or to the president of the company (bw russell@bryston.com) or to the accessibility policy administrator (wr plumley@bryston.com) All letters and emails will be kept on file and all will be discussed at periodic *Accessibility* meetings.

All feedback will be acknowledged by email or letter.

- 9) Any changes to Bryston's accessibility policy will be announced on our website and will be downloadable in PDF format.
- 10) Any policy of Bryston Ltd's that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Bryston Ltd, 677 Neal Drive, Peterborough, Ontario, Canada

Main switch board **705-742-5325**

Service Department **705-742-5325** Extn. **227**

Service Dept. hours: Mon-Thurs: 9am-5pm, Fri 9am-4pm

¹ Disabled/Accessible parking space is to be 2.7m wide by 5.7m long with a pedestrian aisle beside this space of 1.5m width (ref: Peterborough bylaw Parking-2000 section 4.4)