

michael hill

AODA

CUSTOMER SERVICE
ACCESSIBILITY POLICY

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OUR COMMITMENT

Michael Hill Jeweller (Canada) Ltd. (hereon referred to as "Michael Hill") is committed to meeting its current and ongoing obligations under both the Ontario and Manitoba Human Rights Codes respecting non-discrimination.

Michael Hill understands its' obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and The Accessibility for Manitobans Act (2013) for establishing accessibility standards in customer service. We strive to provide accessible and equitable customer service to each and every one of our customers, and to operate in a manner that respects the diversity, integration, dignity and independence of persons with disabilities.

Michael Hill is committed to excellence in serving all customers including people with disabilities. We will ensure that all customers receive equal opportunity to obtain access to our products and services.

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

Michael Hill is committed to serving all customers including persons with disabilities by removing barriers that might arise in the course of doing business, and will carry out our functions and responsibilities in the following areas:

COMMUNICATION

We will communicate with people with disabilities in ways that take into account their disability by working with them to understand what method of communication works for them. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

ASSISTIVE DEVICES

People with disabilities may use their personal assistive devices when accessing our goods and services. 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 that our goods and services are accessible. We will train our staff on various assistive devices that may be used by customers with disabilities while accessing our goods and services.

USE OF SERVICE ANIMALS

We welcome people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. While on our premises, service animals shall be under the care and control of their owner at all times. We will ensure that all Team Members are trained on how to interact with people with disabilities who are accompanied by a service animal.

SUPPORT PERSONS

Where a customer with a disability is accompanied by a support person, Michael Hill will ensure that both people are allowed to enter the premises together. At no time will a person with a disability who is accompanied by a support person be prevented from having access to the support person.

NOTICE OF TEMPORARY DISRUPTION

Michael Hill will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at the entrance of our premises.

TRAINING FOR TEAM MEMBERS

Michael Hill will provide training to all Team Members and third parties who deal with the public on our behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. This training will be provided to all persons to whom this policy applies as soon as practicable after he or she is assigned their applicable duties.

Training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act and its requirements,
- 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,
- What to do if a person with a disability is having difficulty accessing Michael Hill goods and services.
- Michael Hill Canada's policies, practices and procedures relating to the customer service standard

Applicable staff will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Training will also be provided when changes are made to these policies, practices and procedures.

NOTICE OF AVAILABILITY OF DOCUMENTS

Michael Hill will make documents required by provincial accessibility legislation available in alternative formats upon request. Every effort will be made to provide the requested document in a timely manner. This policy is posted on Michael Hill Canada's website.

FEEDBACK PROCESS

Michael Hill welcomes feedback on how we provide accessible customer service. Feedback regarding the way we provide goods and services to people with disabilities and how well those expectations are being met are welcome and appreciated. Any concerns will be investigated and responded to in a timely manner.

Feedback can be submitted in the following manner:

Email: px@michaelhill.ca

Telephone: 1-855-354-4455 (ask for Human Resources)

Michael Hill will ensure our feedback process is accessible to persons with disabilities by providing or arranging for accessible formats and communication supports upon request.

MODIFICATIONS TO THIS OR OTHER POLICIES

REVISION NUMBER	REASON FOR REVISION	DATE REVISED
1	Update to Policy	November 6, 2017
2	Updated policy to include Accessibility for Manitoba Act	October 25, 2018