

# PARIS

## JEWELLERS

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**ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE PLAN**

**APPLICABLE TO STORES IN ONTARIO**

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**SOURCES:**

This document is based on information provided by The Ministry of Economic Development, Trade, and Employment of Ontario:

<http://www.accessforward.ca/general/index>

This Accessibility Standard for Customer Service Plan has been updated by Tara Dziaduck, acting as Certifier and Administrator.



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Signature

## **1 OVERVIEW AND DEFINITION OF DISABILITY**

The Accessibility for Ontarians with Disabilities Act (AODA) was passed in 2005. Under the Act, the Ontario government is putting accessibility standards in place in the following areas:

- Customer service
- Employment
- Information and communications
- Transportation
- Built environment

The Accessibility Standard for Customer Service applies to all people or organizations in Ontario that provide goods or services, and have one or more employees. It affects the private, non-profit, and public sectors.

Disability is defined as:

- 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 a 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

At Paris Jewellers, we are committed to providing excellent customer service to all our customers, including people with various kinds of disabilities while respecting the principles of independence, dignity, integration and equal opportunity.

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## **2 ACCESSIBLE CUSTOMER SERVICE PLAN**

### **2.1 ASSISTIVE DEVICES**

Assistive devices can be anything that helps a disabled person to move, communicate or lift, such as a wheelchair, hearing aids, or walking cane. Paris Jewellers permits customers with disabilities to use their own personal assistive devices while in our stores to purchase our goods and utilize our services. The space within our stores and between our showcases generally accommodates the most common assistive devices.

### **2.2 COMMUNICATION**

When communicating with a person with a disability, Paris Jewellers will do so in a manner that takes into account the person's disability.

Below are a few examples as it pertains to our employees and our stores:

- Some customers may have physical disabilities, which require a wheelchair or have arthritis or a heart condition that makes walking long distances a challenge. Our employees could assist by standing on the customer side of our showcases to communicate with the customer, lowering the corded debit/credit card terminal at point of sale so it's easily reached, or walking the bagged purchase for the customer to the store's lease line.
- Some customers may have vision loss, which require a guide dog or white cane. Our employees could identify themselves and offer to read out loud promotions listed on signage or prices for our products and services.
- Some customers may have hearing loss. Our employees could attract the customer's attention by politely waving their hand, speaking directly in front of the customer so the customer may read lips, speak to the customer in a quieter area of the store, or offer another method of communication such as using a pen and paper.
- Some customers may be with some degree of hearing and vision loss, and may be accompanied by a support person. Our employees could politely ask the best method for communication in this case.

Overall, be patient, calm, and kind. Persons with disabilities are to be treated with the same respect and consideration as everyone else.

### **2.3 SERVICE ANIMALS**

Paris Jewellers welcomes persons with disabilities who are accompanied by a guide dog or other service animals into our stores, unless the animal is excluded by another law or for safety considerations. If the service animal is excluded by law, we will use reasonable efforts to ensure that alternate means are available for persons with disabilities. The service animal is the responsibility of the person with disability, and must be kept in control at all times.

## **2.4 SUPPORT PERSONS**

Support persons help a person with a disability perform daily tasks. This support person may be a paid support worker or could be a family member or friend. Paris Jewellers permits persons with disabilities accompanied by a support person within our stores. Generally, there are no fees to enter our stores so fees would not be charged for support persons.

## **2.5 NOTICE OF TEMPORARY DISRUPTIONS**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Paris Jewellers will make reasonable efforts to provide notice to customers promptly. Notice would be posted on the premises and will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

## **2.6 FEEDBACK PROCESS**

Paris Jewellers is committed to providing excellent customer service to all its customers, including persons with disabilities. Feedback can be made via our website on our "Contact Us" form <http://parisjewellers.ca/pages/contact>. Customers may also call 1-866-787-2747. We will respond in the manner the customer contacted the company unless otherwise requested. We will aim to provide a response within 30 business days.

## **2.7 TRAINING**

Training will include the following topics as provided in this plan:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the customer service standard
- Paris Jewellers' 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
- What to do if a person with a disability is having difficulty in accessing Paris Jewellers' goods and services

Individuals in the following positions will be trained, as soon as reasonably possible after their start date:

- Employees working within the store such as Store Manager, Assistant Store Manager, and Full-time and Part-time Sales Professionals
- Employees of the Head Office who are considered upper management and involved in the development of policies and procedures

For tips on how to interact with people who have various disabilities, please view the link below.

<http://www.ontario.ca/business-and-economy/how-train-your-staff-accessibility>

### **3 NOTICE OF AVAILABILITY & FORMAT OF DOCUMENT**

Paris Jewellers will notify the public that our documents related to accessible customer service are available upon request by posting a notice on our website. The website will state that such documents are available upon request in our stores which may be printed from our store computers.

We will provide such documents in a format that takes into account the person's disability, such as print format with larger font or reading the document out loud.



**ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE PLAN, Effective November 30,  
2015**

**EMPLOYEE SIGN OFF**

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