

Task/Process: Accessible Customer Service Plan	Department: All theatres and head office
Prepared/Revised by: James Sandham / Jessica Lagoda	Approved by: David Mucci / Mark Lavaway
Date issued: December 20 th . 2011	Last revised/reviewed: January 14, 2025

Ed Mirvish Enterprises Limited – Accessible Customer Service Policy

Purpose:

Providing services to people with disabilities.

Scope:

The EMEL Accessible Customer Service Policy applies to all areas at:

- The Princess of Wales Theatre – 300 King St. W.
- The Royal Alexandra Theatre – 260 King St. W.
- The CAA Ed Mirvish Theatre – 244 Victoria St.
- The CAA Theatre – 651 Yonge St.
- Mirvish Productions Head Office – 322 King St. W. / Remote Work Locations

Statement:

Ed Mirvish Enterprises Ltd. (EMEL) is committed to excellence in serving all customers including people with disabilities, and to that end institutes the following policies:

- **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 attending an event at our theatres. Patrons in wheelchairs should nonetheless call to notify us in advance through our Audience Services Phone room at 1(800) 461-3333 and ask for a supervisor. Such patrons should also inform us in advance as to whether they can transfer on their own to their purchased seat. For safety reasons, please note that walkers and crutches are not allowed at your seat but can be stored safely by our Front of House team and returned on request.
- **Mirvish Parking:** Located on the east side of John Street between King Street West and Pearl Street. All levels have ramps and automated doors that provide access to the front of the Princess of Wales Theatre on King St. These are the first elevators (East side of the garage) on every level. If heading to the Royal Alexandra Theatre, take the first elevator on any level and head East.
- **Communication:** We will endeavor to 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 allowed on the parts of our premises that are open to the public. If you plan to arrive with a service animal, please contact our call center in advance at 1(800) 461-3333 and ask for a supervisor so that appropriate seating may be arranged. Some restrictions may apply depending on the type of service animal.

- **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. EMEL may offer some discounts for support persons who accompany a patron who has a CNIB card or uses a wheelchair. **Please contact our Call Center for more information at 1(800) 461-3333 and ask for a supervisor, or consult a box office representative.** Support persons for these patrons are expected to stay with and assist the disabled patron they are accompanying.
- **Notice of Temporary Disruption:** In the event of a planned or unexpected disruption to services or facilities for customers with disabilities – such as, but not limited to, access to elevators, hearing assistance devices, and/or special needs washrooms – EMEL will make best efforts to notify customers promptly. Notice of temporary disruption will be posted on our website as soon as possible. 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.
- **Training for Staff:** EMEL will provide Accessibility for Ontarians with Disabilities Act, 2005 (AODA) training to employees, and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:
 - All customer service representatives;
 - All box office, ushers, bar service, and managers;
 - All sales staff, and managers;
 - All website staff and managers;
 - All security and parking staff;
 - All reception staff

This training will be provided to new staff as a part of their mandatory onboarding training and will include:

- An overview of the AODA and the requirements of the customer service standards;
- EMEL's plan related to the customer service standards;
- Instruction on how to interact and communicate with people with various types of disabilities;
- Instruction on how to interact with people who use an assistive device or require the assistance of a service animal or support person;
- Instruction on how to use the wheelchair lifts and Assisted Listening Device;

Staff will also be informed when changes are made to EMEL's Accessible Customer Service Plan.


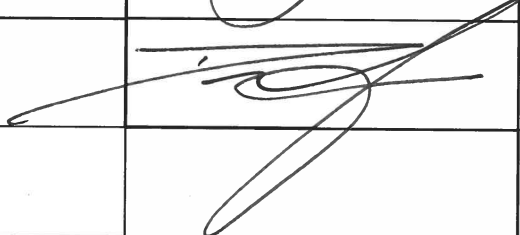
- **Feedback Process:** Customers who wish to provide feedback on the way EMEL provides services to people with disabilities can contact our call center:
 - By phone at 1(800) 461-3333 and ask for a supervisor;
 - By email at audienceservices@mirvish.com;
 - By post at Ed Mirvish Enterprises Ltd, Attn. Customer Service, Toronto ON;
 - Or our Web Form on our website at <https://www.mirvish.com/about/contact-us>

Ed Mirvish Enterprises Limited – Accessible Customer Service Plan Policies

Number & contact Information		
<p>Changed Ron Jacobson to David Mucci (under 'Approved by')</p> <p>Basic grammatical changes</p> <p>Updated parking information</p> <p>Changed 'as soon as possible' to 'as a part of their mandatory onboarding training'</p>	<p>Mark Lavaway, Jessica Lagoda, Katelyn Doyle</p>	<p>January 14, 2025</p>

Approvals:

The following individuals have read and approved the policy herein:

Name and Title	Signature	Date
Mark Lavaway Director of Labour Relations		2-5-2025
David Mucci Managing Director		2-5-2025

All feedback will be directed to Audience Services for distribution to the relevant department managers. Customers can expect to hear back within 48 hours. Complaints will be addressed according to EMEL's regular complaint management procedures.

Evaluation:

The Accessible Customer Service Policy is to be reviewed as needed.

Revisions:

Revision Made	Revision Made By	Date
"Please contact our Call Center for more information at (416) 872-1212 or 1(800) 461-3333 and ask for a supervisor, or consult a box office representative" changed to bold.	James Sandham	November 4 th , 2015
"Training for Staff" changed to be "as soon as possible" instead of "within two weeks or hiring"	Mark Lavaway	June 13 th , 2016
Changed James Sandham to Haley Watson	Mark Lavaway	July 10 th , 2018
Removed "volunteers". Removed office address. Added "to be reviewed as needed".	Hannah Clark Gomez/ Emily Knight	October 1, 2019
Adding "CAA" to the "CAA Ed Mirvish Theatre" Renaming our Head Office, adding our address and including the option for remote working Basic grammatical and spelling changes Updating the positions of employees that will receive AODA training Replaced "special needs" with "accessibility" – more accommodating language Updated Call Centre Phone	Mark Lavaway, Jessica Lagoda & Ashley Heng	November 6, 2023