



## **NutriProCan Accessibility Statement**

NutriProCan is committed to ensuring our information and services are accessible for all Ontarians. We provide services and programs that people with disabilities can have the equal opportunity to use and benefit from, with respect to their dignity and independence.

Our goal is to help prevent and remove barriers to accessibility under the Accessibility for Ontarians with Disabilities Act.

### **Information and Communication**

- We will communicate with and deliver our services to individuals with disabilities in a way that takes into account their disability.
- Accessible Communications Formats: If a person with a disability needs an accessible format, we will work on an alternative format at no additional cost within a reasonable timeframe.
- We will aim to have our web content follow the Web Content Accessibility Guidelines 2.0, at level AA.

### **Feedback Process**

Our customers can provide feedback: In person, by phone 519.873.1639, via email to [info@nutriprocan.ca](mailto:info@nutriprocan.ca), or by mail:

- Advanced Medical Group Nutrition Professionals of Canada 230 Victoria St, Unit 103-A, London, ON N6A 2C2
- Synergy Centre, Attention Dietitians: 1635 Hyde Park Rd #101, London, ON N6H 5L7
- Vaughan Medical Clinic, Attention Dietitians: 9401 Jane St, unit 121, Room 7, Maple, ON L6A 4H7

### **Service Disruption**

If there is a problem with the facilities we operate in, equipment or services that people with disabilities rely on, we will provide notice upon appointment booking or prior to the appointment. Our ability to provide notice depends on the communications we receive from the medical clinics, gyms and other facilities we operate in. We are flexible regarding the locations we provide our services at and we will try to make alternative arrangements when needed.

### **Assistive Devices**

Our customers with disabilities may use their own personal assistive devices. We aim to become familiar and support with various assistive devices that may be used by customers with disabilities



while accessing services.

### **Service Animals**

We welcome people with disabilities and their service animals to the clinics, gyms and other facilities we operate at.

### **Support Persons**

Support persons accompanying individuals with disabilities are allowed on our premises and to attend client appointments as per client approval. Client is to organize documentation for confidentiality between the client and the support person, if deemed necessary.

### **Admission Fees**

Where admission fees are charged for live or online events, or seminars by NutriProCan, support persons will not be charged.

### **Training for Staff**

Nutrition Professionals of Canada will provide training to employees and others who work with the public or third parties on our behalf. We will provide training within 3 months of employment or from providing services on our behalf.

Modifications to this or other policies Modifications will be made based on changes in operating conditions and changes required under the Accessibility for Ontarians with Disabilities Act.