



## **Accessibility Policy**

True North Nutrition is committed to providing a barrier-free environment for all stakeholders, including our employees, customers, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we strive to provide services and information in a way that respects the dignity and independence of all individuals, including those with disabilities.

We are committed to meeting the accessibility needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting the requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Our policy applies to all employees, volunteers, contractors, and anyone else who acts on behalf of our organization.

### Accessibility Plan

True North Nutrition has developed an Accessibility Plan that outlines the steps we will take to prevent and remove barriers to accessibility and meet the requirements of the AODA. Our plan includes:

- Providing training to all employees and volunteers on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. This will include mandating that all employees complete training modules to review requirements under the AODA Act.
- Communicating with people with disabilities in ways that takes into account their disability.
- Providing accessible customer service, including assisting customers with disabilities to access our services.
- Providing accessible employment practices, including recruitment, assessment, selection, and job accommodations.
- Providing accessible information and communications, including formats that are accessible to people with disabilities.
- Providing accessible built environments, including physical modifications to our premises where required.
- TNN's office welcomes individuals of diverse abilities, including those who may be accompanied by support persons, use assistive devices or require service animals.

- TNN provides ongoing support for any employees that have any disability. This includes offering an Employee Assistance Plan and access to disability insurance benefits if required.
- TNN remains committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others, and at no additional cost.
- TNN has policies and processes in place to continually evaluate its communications, products and services to ensure they remain in compliance with accessibility laws.
- TNN is committed to making our information and communications accessible to people with disabilities with accessible formats and communication supports.

### Providing Goods and Services to People with Disabilities

True North Nutrition 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. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.
- *Telephone Services*  
We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and loudly. We will offer to communicate with customers by email, TTY, or Bell Relay Service if telephone communication is not suitable to their communication needs or is not available.
- *Assistive Devices*  
We are committed to serve people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.
- *Billing*  
We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be printed in the following formats upon request: Braille, and Large Print. We will answer any questions customers may have about the content of this invoice in person, by telephone, or email.

### Feedback Process

True North Nutrition welcomes feedback on how we provide accessible services and information to people with disabilities. All feedback will be directed to the Accessibility Officer, Tricia Newton, Human Resources Manager at [tnewton@truenorthnutrition.com](mailto:tnewton@truenorthnutrition.com)

who will respond within 3-5 business days. Employees with disabilities may contact Human Resources to arrange for necessary workplace accommodations in connection with such requirements. Employees are provided with the opportunity to raise concerns or exercise their rights under the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code via the Human Resources department,

### Training

True North Nutrition will provide training to employees, volunteers, and contractors who interact with the public or other third parties on our behalf. This training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 support person.
- How to use the equipment or devices available on our premises or otherwise provided by our organization to assist with the provision of services to people with disabilities.

### Availability of Documents

True North Nutrition will make all documents related to our accessibility policies and procedures available upon request. These documents will be provided in a format that takes into account the person's disability.

### Modification to this Policy

True North Nutrition is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Any policy of True North Nutrition that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.