



ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

POLICY:

Meaford Food Bank and Outreach (MFBO) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

MFBO is committed to excellence in serving all clients.

Communication We will communicate with people with disabilities in ways that take into account their access needs.

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.

Assistive Devices We will ensure our staff are trained and familiar with the various assistive devices (such as wheelchairs, walkers, etc.) that may be used by clients and volunteers with disabilities while accessing our goods or services.

Service Animals We welcome people with disabilities and their service animals. Service animals are allowed on all parts of our premises, except the kitchen, clean room, and areas with fresh produce.

Notice of Temporary Disruption MFBO will notify clients promptly in the event of a planned or unexpected disruption to services or facilities which would affect clients with disabilities at our location. The 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. Notification will be via signage posted on our main entrance doors; updates on our social media feeds; and a voice message on the incoming phone line.

Training MFBO provides training to all staff and volunteers who serve our clients, or could likely be in a position of serving our clients, upon joining our team. This training includes a review of the requirements of our customer service standards.

Feedback Process Clients who wish to provide feedback and complaints on the way MFBO provides goods and services to people with disabilities can do so by emailing president@meafordfoodbank.ca; verbally by visiting our office in person during Food Bank hours; or over the phone with MFBO President or Operations Manager. All feedback and complaints will be directed to the President or his/her Designate and clients can expect a response within ten working days. (See Complaints Policy 4.02)