



CLARINGTON EAST FOOD BANK
PEOPLE MANAGEMENT
4.04 Accessibility Policy



4.04 Accessibility Policy	
Policy Section: People Management	Original Date: April 2024
Approved By: Board of Directors	Applies to: Neighbours, Employees, Board Members, & Volunteers
Review By: Executive Director and Board of Directors	Review Date: Annually September
Standards of Excellence: 4.04	# of Pages: 3

1. DEFINITIONS

1. **Accessible formats**: Formats that make information usable by persons with disabilities. Examples include large print, audio recordings, electronic formats, and braille.
2. **Barrier**: anything that prevents a person with a disability from fully participating. Barriers can be a physical, architectural, informational, communicational, attitudinal, technological or the results of a policy, or a practice.
3. **Disability**: is defined broadly by the *Ontario Human Rights Code* as
 - a. any physical disability or condition caused by injury, illness, birth defect or other factors (e.g., paralysis, amputation, blindness, hearing loss, use of assistive devices)
 - b. Mental impairment or a developmental disability,
 - c. a Learning disability, or difficulty with language and symbols.,
 - d. Mental health disorder, or
 - e. Disabilities or injuries covered by *Workplace Safety and Insurance Act, 1997.*"

2. POLICY

At CEFB, we commit to giving people with disabilities the same opportunity to access our services and resources, and allowing them to benefit from the same services, in the same place, and in a similar way as other users. If a barrier to accessing our services and resources cannot be removed, we will seek alternative ways to access the services and resources.

3. PURPOSE

This policy complies with applicable legislative requirements regarding accessibility including meeting the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* and its Customer Service Standards.



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PEOPLE MANAGEMENT

4.04 Accessibility Policy



4. PROCEDURE

1. **Communication:** CEFB offers several methods of communication. Individuals may ask for specific communication methods and CEFB will do their best to accommodate request.
2. **Notice of Temporary Disruption:** If any services to accommodate disabled stakeholders are interrupted in a way that would limit them from gaining access to CEFB's services or resources, stakeholders will be notified. Notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
3. **Service Animals:** CEFB welcomes people with disabilities and their service animals.
4. **Support Persons:** A person with a disability who is supported by a support person will be allowed to have that person accompany them while accessing our services. Support persons that accompany someone with a disability are permitted the same access as the person they are accompanying.
5. **Assistive Devices:** Persons with disabilities will be permitted to obtain or use services or resources through the use of their own assistive devices. If an assistive device may pose a risk to health and safety of the stakeholder or others on the premises, CEFB will accommodate the stakeholder by providing an alternative where possible.
6. **Design of Public Spaces:** CEFB commits to incorporating accessibility in our planning process.
7. **Training:**
 - a. All_CEFB employees will receive training in accordance with the Accessibility for Ontarians with Disabilities Act 2005 (we do this with HR COVERED)
 - b. Volunteers will receive accessibility training regarding this policy and CEFB commitment to customer service standards.

5. ROLES AND RESPONSIBILITIES

1. **Executive Director:** identifies accessibility issues, and maintains records and ensures policy availability (website and waiting room).

6. REFERENCES AND SOURCES

1. Accessibility for Ontarians with Disabilities Act, S.O. 2005, C. 11
2. Ontario Human Rights Code.
3. HR Covered Inc.



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PEOPLE MANAGEMENT

4.04 Accessibility Policy



7. APPENDIX

Document Name

8. REVISION CONTROL

Date	Revision Details	Revision #	Effective
Sept. 2025	Changed purpose and policy statement to be more condensed. Procedure headings changed from Customer Service to Assistive devices, support work, support animals. Deleted transportation because it is not applicable. Training added in course for staff. Deleted ED Accessibility report to board as an issues would be part of CAR.	Revision #1	Sept. 2025
January 2026	Deleted ED submits an annual report to Board of Directors from Responsibility to align with the procedure approved Sept. 2025	Rev. #2	Jan. 2026