



CLARINGTON EAST FOOD BANK
PEOPLE MANAGEMENT
4.04 Accessibility Policy



4.04 Accessibility Policy	
Policy Section: People Management	Policy Section: # 2
Policy Name: Accessibility Policy	Policy: #4.04
Approved By: Board of Directors	Original Date: April 2024
Revision #: 1st draft	Revision Date:
Review By: Executive Director and Board of Directors	Review Date:
Applies to: Neighbours, Employees, Board Members, & Volunteers	# of Pages: 5
Standards of Excellence Reference: 4.04	

1. **DEFINITIONS** taken from the *Accessibility for Ontarians with Disabilities Act*, S.O. 2005, C. 11 or *Ontario Human Rights Code*.

1. **Accessible formats:** may include, but are not limited to, large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.
2. **Barrier:** means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy, or a practice; (“obstacle”).
3. **Disability:** is defined broadly by the *Ontario Human Rights Code* as:
 - a. "any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
 - b. a condition of mental impairment or a developmental disability,
 - c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - d. a mental disorder, or



CLARINGTON EAST FOOD BANK

PEOPLE MANAGEMENT

4.04 Accessibility Policy



- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*."

2. POLICY

CEFB will make every reasonable effort to meet the requirements of the Accessibility for Ontarians with Disabilities Act (AODA), 2005, including all applicable elements of the Integrated Accessibility Standards.

1. Information and Communication
2. Employment
3. Customer Service
4. Design of Public Spaces
5. Transportation

3. PURPOSE

CEFB is committed to upholding and exceeding Ontario's legislation intended to remove barriers to accessibility for persons with disabilities. This includes providing equal access to employment, information, goods, and services, and treating persons with disabilities with dignity and respect in a way that takes their disability into account.

4. PROCEDURE

1. Information and Communication:
 - a. CEFB strives to make its information accessible to people with disabilities by creating materials and supports in accessible formats, and where possible notifies the public of the types of accessible formats provided.
2. Employment:
 - a. CEFB welcomes employment applications from people with disabilities.
 - b. If a job applicant requests accommodation, CEFB consults with the applicant and do our best to provide suitable accommodation.
 - c. When making offers of employment, CEFB notifies the successful applicant of its policies for accommodating employees with disabilities.
 - d. New employees are reminded about the organization's job accommodation policies as soon as possible upon being hired and notified when any changes are made to policies. Policy and practice information may include available employment accommodations that may be provided for job related matters such as performance management, career development, emergency response plans, and return to work information.
 - e. CEFB consults with an employee who requests it, to provide or arrange for the provision of accessible formats and communication supports that take the employee's needs into account when providing information that is needed to



CLARINGTON EAST FOOD BANK
PEOPLE MANAGEMENT
4.04 Accessibility Policy



- perform the employee's job, and information that is generally available to employees in the workplace.
3. **Customer Service:**
When possible, CEFB provides customer service in a manner that removes barriers for people with disabilities according to the following key principles of the AODA:
 - a. Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.
 - b. Service to people with disabilities may be integrated with others, unless an alternate way of providing the goods, service or facility is required by the person with the disability.
 - c. Persons with disabilities are given equal opportunity to use and benefit from the goods, services, or facilities CEFB offers.
 - d. Whenever possible, CEFB communicates in a way that takes the individual's disability into account.
 4. **Assistive Devices, and Service Animals, Service Dogs or Guide Dogs:**
 1. Persons with disabilities who use an assistive device are permitted to use their own device to access the goods and services of CEFB.
 2. If a person with a disability is accompanied by a guide dog or other service animal, CEFB shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.
 5. **Support Workers:**
 1. If a person with a disability is accompanied by a support person, CEFB ensures that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.
 6. **Service Interruptions:**
 1. If there is a temporary disruption in any of our services CEFB attempts to provide notice to the public via as many accessible formats as possible such as: physically posting notices in the location of the disruption, website, email and social media.
 7. **Process for Receiving Feedback:**
 1. CEFB may accept feedback regarding the goods and services provided to persons with disabilities in person, by phone or email, or in another way that is suitable to a person with a disability.
 2. When a complaint is received about the way we provide goods, services, or facilities to persons with disabilities, CEFB will let the person who submitted the feedback know about the actions the organization will take to resolve the issue as per our Compliment and Complaint Policy.



CLARINGTON EAST FOOD BANK
PEOPLE MANAGEMENT
4.04 Accessibility Policy

- 8. Transportation:
 CEFB does not provide conventional or specialized commercial transportation services to passengers and is not required to adhere to the Transportation Standard.
- 9. Design of Public Spaces:
 If CEFB redesigns or redevelops an outdoor public space such as a parking area, outdoor eating area or play space, exterior path of travel, recreational trail, or beach access route, or an indoor or outdoor service counter, waiting area or queuing line, it will do so in accordance the Design of Public Spaces Standard of the AODA. CEFB will also ensure any newly redesigned or redeveloped areas are maintained in accordance with the rules set out by the AODA.
- 10. Training: CEFB will provide Accessibility Training for all employees and volunteers.

5. ROLES AND RESPONSIBILITIES

- 1. Executive Director will identify any issues related to Accessibility as part of their Director’s report at regularly scheduled Board Meetings.
- 2. Executive Director will submit an annual “Accessibility Summary Report” to the Board of Directors. This report will include any issues and resolutions for all Accessibility matters.
- 3. It is the Board of Directors’ responsibility to review and analyze all accessibility issues and resolutions received and to stay informed of any legislative changes.
- 4. The Executive Director will ensure all relevant paperwork related to accessibility issues is maintained in relevant employees’, volunteers’ or Board of Directors’ files.
- 5. Executive Director will ensure that this policy will be posted on CEFB website and available in the waiting room of CEFB.

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.
- 4. Compliment and Complaint Policy

7. APPENDIX

Document Name
1. F 4.02.01 Complaint Form
2.



CLARINGTON EAST FOOD BANK
PEOPLE MANAGEMENT
4.04 Accessibility Policy



8. REVISION CONTROL

Date	Revision Details	Revision #	Effective
		Revision #1	