



1. Accessibility Policy (approved June 4 2018)

Policy

The Aurora Food Pantry recognizes its responsibility to abide by the accessibility standards in Ontario as outlined in the *Accessibility for Ontarians with Disabilities Act (2015)* and related documents and timelines. These obligations apply to staff, volunteers and clients. This policy will be reviewed annually to ensure currency.

Procedures in Place and Planned For Clients

Provide physical access to the Pantry through either the west side door **or** the south front door to those unable to traverse the stairs at the north back door

Allow assistive devices, e.g. walker, cane, oxygen tank, in the Pantry area Provide carry-out service to all clients

Allow service animals once documentation from a regulated health professional is provided. The service animal must be attended to by its owner. The service animal may not be in the vicinity of open food, e.g. where foods are being broken down into smaller servings

Support persons are welcome to circulate with the client or wait for the client in the waiting area

Support clients with challenges reading documents, surveys, registration forms, etc by identifying with the client other ways of accessing the material-larger font, reading to the client, etc

For Staff and Volunteers

Develop individualized accessible emergency and public safety information for any staff person or volunteer who requests it

Allow assistive devices as long as the device does not compromise the safety of the individual, other staff, volunteers or clients. If it could compromise safety, identify a mutually agreeable approach with the staff/volunteer requiring the assistive device Allow service animals once documentation from a regulated health professional is provided. The owner maintains responsibility for the service animal. If the staff person **or** volunteer is working with open food, identify a mutually agreeable work-around with the staff member or volunteer

Any other accommodation required by a staff person or volunteer should be brought to the Operating Manager's attention so as to work out a mutually agreeable resolution

New Volunteers/ Advertising

Advertising for new staff or volunteers will include the following *"the Aurora Food Pantry welcomes applications from people with disabilities. Accommodations are available on request for candidates identified for the selection process."*

All staff and volunteers will be advised of both the expectations and services available in this policy when brought on to the AFP roster.

2. Staff are required to take online certified training annually (we use e-workplace place training), this keeps staff update on any changed legislation to do with accessibility in the workplace,

3. The Accessibility Policy is not currently on the website, but is posted on the information board at the food bank.