

1.1 Accessibility for Ontarians with Disabilities Act (AODA)

INTRODUCTION

The Ottawa Food Bank is committed to the principles of independence, dignity, integration and equal opportunity as demonstrated in our Mission and Guiding Principles and this policy is in place to ensure the Ottawa Food Bank is compliant with the Accessibility for Ontarians with Disabilities Act (AODA), 2005. The Ottawa Food Bank recognizes that this policy is necessary to provide service to any potential employee with disabilities and/or to support partner agencies in serving the general public with disabilities.

POLICY STATEMENT

The Ottawa Food Bank is committed to the principles of accessibility and welcomes and encourages people with disabilities to access services through our partner agencies and/or to apply for employment at the Ottawa Food Bank. The Ottawa Food Bank has established policies, practices and procedures which support the accessibility standards established under the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") and its regulations on customer service, employment, information and communication, transportation, and the built environment, as applicable to our operations.

The Ottawa Food Bank communicates with people with disabilities in a way that takes their needs into consideration. To the best of our abilities, we provide people with disabilities access to employment, programs and services in a way that respects their rights to dignity, independence and integration. This commitment is consistent with our mission to deliver services while meeting the core values of equity, accessibility, diversity and fairness in the treatment of all individuals under the AODA.

The Ottawa Food Bank welcomes the use of assistive devices, accompanying support persons, guide dogs, or any other service animals that are needed to assist people with disabilities. Where a person with a disability makes a request for accommodation, we will strive to provide accommodation in a way that respects the dignity of the person. The Ottawa Food Bank recognizes that people with disabilities may require individualized accommodation and that each person's needs are unique. Accommodation up to the standard of "undue hardship" under the Ontario Human Rights Code will apply.

All employees receive training on serving people with disabilities as part of their orientation.

The Ottawa Food Bank welcomes feedback and provides support, if necessary, to those wishing to address an issue or concern. Feedback is accepted verbally or in writing at Reception, or via mail or email. Employee feedback should be directed to the Human Resources Manager.

POINTS OF POLICY/PROCEDURAL GUIDELINES

Providing Goods and Services to People with Disabilities

The Ottawa Food Bank distributes food through partner agencies in the local community and does not provide service directly to the public. Nonetheless, the Ottawa Food Bank is committed to excellence in serving the local community, including people with disabilities.

Assistive devices

We will ensure that employees are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our services.

Communication

We will communicate with people with disabilities in ways that consider their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to the Ottawa Food Bank's services or facilities, we notify partner agencies, who are responsible for notifying their customers. The Ottawa Food Bank will post a notice that includes information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training

The Ottawa Food Bank will train employees, volunteers, and others who deal with the public or our partner agencies on this policy. Training will be provided as part of the orientation process and when changes are made to our accessibility plan.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005
- The Ottawa Food Bank's plan related to accessibility in the workplace, including the customer service standard
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to support the use of equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing the Ottawa Food Bank's goods and services

Feedback process

Members of the public who wish to provide feedback on the way the Ottawa Food Bank provides goods and services to people with disabilities can contact us at:

Ottawa Food Bank
1317 Michael Street
Ottawa, ON K1B 3M9

Tel.: 613-745-7001

Fax: 613-745-7377

Email: foodbank@ottawafoodbank.ca

All feedback, including complaints, will be directed to the Human Resources Manager for review, and a reply provided within 10 business days.

Notice of availability

The Ottawa Food Bank does not serve the public directly. Members of the public who wish to review our policy may contact us directly, and we will provide access in a manner that respects their needs.

Modifications to this or other policies

Any policy of the Ottawa Food Bank that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

REFERENCE

Applicable Job Description(s)

Employment Equity