

Policy

Policy Name	Accessibility for People with Disabilities		
Section	4 – Client Service & Care		
Policy #	4.04	Effective Date	March 18, 2025
Approved by	Strathcona Food Bank Board of Directors	Approval Date	March 18, 2025

1.0 Policy Statement

This policy is to ensure that all individuals, including those with disabilities, have equal access to services, resources, and opportunities provided by our organization. We are committed to fostering an inclusive environment where all individuals can participate in activities, events, and use our products and services, regardless of their abilities.

2.0 Definitions

Term	Definition
Disability	A condition or impairment that affects a person's physical, mental, or sensory abilities, making it more challenging to perform certain activities or participate in daily life.
Accessibility	The work we do to ensure people with disabilities can access our services equally with others. It includes ways to remove barriers to access, including physical barriers, attitudes, communication, technology, and sensory considerations.

3.0 Guiding Principles

3.1 We will take steps to ensure all clients are provided accommodation, to the best of our ability, where accessibility is a challenge.

- Examples of service accommodations we provide include delivery, Google Translate, and various special diet hampers.

4.0 Related Documents

- 4.1** Alberta Employment Standards
- 4.2** OH&S Standards
- 4.3** Policy 1.14 Diversity, Equity and Inclusion
- 4.4** Policy 4.01 Ethical Food Banking Code