

Accessibility for People with Disabilities Policy

Blackfalds Food Bank Society (BFBS)

1. Purpose

The purpose of this policy is to ensure that Blackfalds Food Bank Society (BFBS) fosters an inclusive, welcoming, and barrier-free environment for all individuals, including clients, staff, volunteers, and visitors with disabilities. BFBS is committed to complying with Alberta's applicable legislation and upholding the dignity, independence, integration, and equal opportunity for persons with disabilities.

2. Scope

This policy applies to:

- All employees, board members, volunteers, and contractors of BFBS.
- All programs, services, communications, public events, and employment practices of BFBS.

3. Guiding Principles

BFBS is committed to:

- Removing and preventing barriers to accessibility.
- Meeting the accessibility needs of people with disabilities in a timely manner.
- Ensuring equal access and participation in all aspects of BFBS operations.
- Fulfilling its obligations under the Alberta Human Rights Act, Occupational Health and Safety legislation, and other applicable provincial and federal laws.

4. Accessible Services

- BFBS will ensure services and communications are accessible to individuals with diverse abilities.

- Physical spaces (including entryways, food pick-up areas, and meeting spaces) will be reviewed and adapted where possible to allow for physical access and safe movement.
- Service animals are permitted in all areas open to the public.
- Support persons accompanying individuals with disabilities are welcome at BFBS premises and events.
- Alternate formats of written materials (e.g., large print, plain language, or digital versions) will be provided upon request.

5. Accessible Employment Practices

BFBS promotes equitable and inclusive employment by:

- Ensuring recruitment, hiring, training, and retention practices are accessible.
- Accommodating the needs of employees with disabilities, in compliance with the Alberta Human Rights Act.
- Creating individualized accommodation plans where required and in consultation with the employee.
- Providing accessible emergency information and evacuation procedures to staff who require it.

6. Health and Safety Considerations

BFBS will:

- Assess the workplace for accessibility-related safety issues and address them proactively.
- Include disability-related accommodations in emergency response planning.
- Train staff and volunteers on inclusive practices and how to assist people with various disabilities in emergency or high-risk situations.

7. Training

All employees will receive training on:

- Accessibility awareness and inclusive customer service.
- How to interact and communicate with people who have a range of disabilities.
- BFBS's accessibility policies and relevant legal responsibilities under Alberta legislation. Training will be part of onboarding and refreshed regularly.

8. Feedback and Continuous Improvement

- Individuals are encouraged to provide feedback on BFBS's accessibility practices.
- Feedback can be submitted verbally, in writing, or electronically. BFBS will provide accessible formats and communication supports upon request.
- BFBS commits to reviewing and responding to all feedback in a timely and respectful manner.

9. Review and Updates

This policy will be reviewed annually or as required by changes in legislation or organizational practices. Updates will be communicated to all staff and volunteers.

Contact for Accessibility Concerns

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