

Barrie Food Bank is committed to excellence in serving all clients.

- Communication** We will communicate with people with disabilities in ways that take into account their access needs.
- 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.
- Assistive Devices** We will ensure our staff are trained and familiar with the various assistive devices (such as wheelchairs, walkers, etc.) that may be used by clients and volunteers with disabilities while accessing our goods or services.
- Service Animals** Barrie Food Bank welcomes people with disabilities and their service animals. Service animals are allowed on all parts of our premises, except the kitchen, clean room, and areas with fresh produce.

Accessible Client Service Plan

- Notice of Temporary Disruption** Barrie Food Bank will notify clients promptly in the event of a planned or unexpected disruption to services or facilities which would affect clients with disabilities at our Anne St. location. The notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. Notification will be via signage posted on our main entrance doors; updates on our social media feeds; and a voice message on the incoming phone line.
- Training** Barrie Food Bank provides AODA training to all staff and volunteers who serve our clients, or could likely be in a position of serving our clients, upon joining our team. This training includes a review of the purposes of the AODA and the requirements of our customer service standards.

Feedback Process

Clients who wish to provide feedback and complaints on the way Barrie Food Bank provides goods and services to people with disabilities can do so by emailing the Executive Director, sharon@barriefoodbank.org; verbally by visiting in person at our Anne St. offices; or over the phone with one of our staff. All feedback and complaints will be directed to the Executive Director and clients can expect a response within five working days.

Modifications to this plan or to Barrie Food Bank policies

When Barrie Food Bank policies are reviewed, we will ensure they respect and promote the dignity and independence of people with disabilities and if they do not, they will be modified.

This plan will be reviewed on an annual basis.