

## Providing Goods and Services to People with Disabilities

Daily Bread Food Bank is committed to excellence in serving all clients.

<b>Communication</b>	We will communicate with people with disabilities in ways that take into account their access needs.
<b>Support persons</b>	A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.
<b>Assistive devices</b>	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.
<b>Service animals</b>	Daily Bread 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.

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## Accessible Customer Service Plan

### Daily Bread's Customers

At Daily Bread, our customers are the member agencies and the clients at the New Toronto Street Food Bank.

### Notice of temporary disruption

Daily Bread will notify clients promptly in the event of a planned or unexpected disruption to services or facilities which would affect clients with disabilities at the New Toronto Street Food Bank, the Allan Gardens Food Bank, and/or the rest of the New Toronto premises.

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.

Where the notice is posted will depend on the circumstance. Possibilities include a sign at the location, the Main Entrance, a notice on the website, and/or a voice message on the incoming phone line.

### Training

Daily Bread Food Bank will provide AODA training to current staff and volunteers who serve our clients or could likely be in a position of serving our clients, by the end of December 2021 and to new staff on a quarterly basis at minimum.

Training will include:

- Review of the purposes of the AODA and requirements of the customer service standard.
- Instruction on how to interact and communicate with people with various types of disabilities.
- Instruction on how to interact with people with disabilities who use assistive devices or require the assistance of a support person, guide dog, or other service animal.
- Instruction on how to use equipment or devices available at the Daily Bread premises that may help people with disabilities access our services.
- Instruction on what to do if a person with a disability is having difficulty accessing our services.

When changes are made to this plan staff and volunteers who serve our clients or could be in a position of serving our clients will be given the information and trained as needed.

### **Feedback process**

Clients who wish to provide feedback and complaints on the way Daily Bread Food Bank provides goods and services to people with disabilities can do so via e-mail to [info@dailybread.ca](mailto:info@dailybread.ca) or verbally (in person or over the phone) with one of our staff.

All feedback and complaints will be directed to the Associate Vice President, People & Culture. Clients can expect a response within five working days.

### **Modifications to this plan or Daily Bread policies**

When Daily Bread 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.