



Intent

The Petawawa Pantry is committed to excellence in serving all stakeholders (*organizations we work with, donors, and volunteers*) including people with disabilities.

At the Petawawa Pantry, we strive to provide services and resources in a way that respects the dignity and independence of all members of our community at all times. We also commit to giving people with disabilities the same opportunity to access our workplace, services and resources, and allowing them to benefit, in the same place, and in a similar way, as other users. If a barrier to fully accessing our services and resources cannot be removed, we will seek alternative ways to provide access.

This policy complies with applicable legislative requirements regarding accessibility including meeting the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* and its Customer Service Standards. The Petawawa Pantry commits to include accessibility in our planning processes.

Accessibility policies, procedures and practices will be reviewed and updated accordingly. Any policy of the Petawawa Pantry that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Assistive Devices

We will ensure that our staff is trained and familiar with various assistive devices, (that are on site or provided) that may be used by stakeholders with disabilities while accessing our goods or services.

Communication

We will communicate with people in ways that take into account their disability. Please feel free to ask us if there is a specific communication method you require and we will do our best to accommodate you.

Service Animals

We welcome people with disabilities and their service animals.

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 our business operations affecting access or service, we will make alternative arrangements, where possible and provide public notice of the disruption, as well as attempting to notify anyone who might be affected.

Training

The Petawawa Pantry will provide training to our volunteers and others in support of our operations. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- The Petawawa Pantry’s-policy related to the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- 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 use any equipment 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 Petawawa Pantry’s services/premises.
- Training updates, when changes are made to this policy.

Notice of Availability

The Petawawa Pantry will ensure that information in this accessibility policy will be publicly posted and available upon request.

Provide accessible invoices and receipts

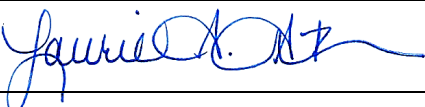
The Petawawa Pantry will ensure to answer questions donors may have about the content of the invoices, tax receipts and business receipts in person, or by telephone, or e-mail.

Questions or Feedback

Those who wish to provide feedback on the way The Petawawa Pantry conducts its work with people with disabilities can be made by:

- e-mail: petawawapantryfoodbank@gmail.com
- telephone: 613-687-1676
- in-person meeting: 613-687-1676 to arrange meeting
- mail: The Petawawa Pantry
3468-B Petawawa Blvd,
Petawawa, ON K8H 1X3

All feedback, including complaints, will be handled within 5 business days by the appropriate staff person depending on the nature of the feedback. The Petawawa Pantry’s complaints policy provides more information on our response to complaints. If you would like to be contacted regarding your feedback, please include your name and contact information. We will do our best to respond to you as promptly as possible.

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| Approved by the Petawawa Pantry Board of Directors | |
| Laurie Alton, President  | Date: 2024 Apr 15 |