

**OP:PC:07 Accessibility Policy for People with Disabilities****Policy :**

Parkland Food Bank is committed to providing an accessible , inclusive , and barrier-free environment for all individuals , including people with physical , sensory , cognitive , and communication disabilities . The organization will take reasonable steps to remove and prevent barriers to access in accordance with Alberta's accessibility standards , including the provincial Accessibility Design Guide (2024) and the accessibility requirements outlined in Section 3.8 of the National Building Code – 2023 Alberta Edition .

Purpose :

This policy ensures that Parkland Food Bank:

- Provides equitable access to programs , services , and facilities .
- Identifies , removes , and prevents barriers for people with disabilities .
- Meets or exceeds provincial accessibility expectations , including safe pathways of travel , accessible entrances , and appropriate design features as outlined in Alberta's Accessibility Design Guide .

Responsibility :

- All staff and volunteers must support accessibility practices and accommodate individuals with disabilities to the best of their ability .
- Managers and supervisors must ensure spaces and services follow accessibility requirements and respond promptly to accessibility concerns .
- The Executive Director ensures compliance with Alberta's accessibility guidance , including updates to the Accessibility Design Guide and provincial building code standards .

Frequency :

This policy applies:

- Every time the food bank is open to the public .
- During all programs , services , and events , including mobile or off-site programs .
- Whenever renovations , facility changes , or operational updates occur , as Alberta's accessibility standards apply to new construction , changes in use , and additions to existing buildings .

Procedure :

Parkland Food Bank will:

- Offer help with navigation , forms , or food selection when needed .
- Communicate in simple , clear language and offer alternatives (written , verbal) .
- Permit assistive devices , support persons , and service animals .



- Ensure pathways , entrances , and client-service areas remain accessible and unobstructed —consistent with Alberta’s accessibility guidance on safe paths of travel and barrier-free access .

Where possible , the organization will follow the accessibility expectations described in the 2024 Accessibility Design Guide , including :

- Accessible entry doors (power-assisted where feasible)
- Sufficient maneuvering space for mobility devices
- Accessible washroom features (stalls, grab bars)
- Clear, safe travel paths and curb-ramp access

Feedback and Concerns

- Clients may report accessibility issues to any staff member .
- Managers will review concerns and take corrective action promptly .
- Facility-related barriers will be escalated to the Executive Director for assessment and compliance review .

Verification :

- Supervisors perform regular walkthroughs of public and volunteer areas to identify accessibility barriers .
- Facility conditions are checked against provincial accessibility guidelines (e.g., path of travel, doorway access, tactile surfaces).
- Staff and volunteers receive ongoing training on disability awareness and inclusive service .

Corrective /Preventive Action :

If barriers are identified :

- Staff will take immediate steps to accommodate affected individuals .
- Physical barriers will be addressed through repair, modification , or alternative access points .
- Staff who fail to follow accessibility procedures may receive retraining .
- Preventative improvements will be informed by updates to Alberta’s accessibility standards and building code requirements .