



Accessibility for Ontarian's with Disabilities

Administrative Policy

POLICY PURPOSE

To set out Central Food Network's commitment to and responsibility for providing accessible spaces, opportunities and services for people with disabilities. This policy describes how Central Food Network will identify, remove and prevent barriers at its locations and in its programs, goods and services in a manner that respects the dignity, independence, integration and equal opportunity for persons with disabilities.

POLICY STATEMENT

Central Food Network (CFN) is committed to the principles of diversity, inclusion and accessibility for persons with disabilities and recognizes its responsibility in working towards a barrier-free future for all.

Assistive devices: The Central Food Network permits and encourages persons with disabilities to use their personal assistive devices while on CFN premises or while conducting organizational business.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Communication: The Central Food Network is committed to communicating with persons with disabilities in ways that alleviate or reduce that particular person's difficulties. This may include moving discussions to a quieter location, speaking loudly, speaking slowly, speaking more softly, use of an interpretive device or person, providing both oral and written and/or electronic communications; making key documents available in larger formats upon request.

Service animals: Central Food Network welcomes people with disabilities and their service animals. Service animals are allowed in the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

ADM003 Accessibility for Ontarians with Disabilities POLICY

Date Created: June 2021

Date Approved: November 1, 2021

Last Revised/Renewed:

Review Schedule: 2nd Quarter of Even Years

Applies to: Board, Staff, Volunteers

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the person impacted another way of providing goods, services or facilities

Please note that service animals are prohibited from the kitchen area of the Lloyd Watson Centre due stipulations under the Health Protection and Promotion Act, R.S.O. 1990.

Support Persons: Support persons accompanying a person with a disability will be welcome on our premises.

Notice of temporary disruption: Central Food Network will notify the public promptly in the event of a planned or unexpected disruption to services or facilities. Notices will be posted in the window at the affected location and online. This 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.

Employment: Central Food Network will notify job applicants when they are individually selected for an interview that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Training of employees, volunteers, clients (as appropriate) and contractors: Central Food Network is committed to training our staff, board and volunteers on accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Training on accessibility will related to their specific roles and responsibilities within our organization.

Training includes:

- the purpose of the Accessibility for Ontarians with Disabilities Act
- our policies relating to accommodation, accessibility and service standards
- 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 the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include automatic door openers, access to accessible washrooms, and closed captioning on video conferencing programs.
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and to whom it was provided.

Changes to Existing Policies: Any Central Food Network policies that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Notice of Availability of Documents: Central Food Network posts documents relating to accessibility on our agency website (www.centralfoodnetwork.org) as well as at our office location (2249 Loop Rd, Wilberforce, Ontario K0L 3C0).

We will endeavour to provide these documents in an accessible format or with communication support, upon request. We will consult with the person making the request to determine the suitability of the format or communication support needed.

Feedback: Central Food Network values the opinions of people with disabilities and welcomes feedback on our accessibility. Feedback will help us identify barriers and address concerns.

Feedback made be provided by:

Email: info@centralfoodnetwork.org

Mail: Executive Director, Central Food Network, PO Box 213, Wilberforce, ON K0L 3C0

Phone: 705-448-9711

Feedback will be forwarded to the Executive Director who will review it and provide a initial response within 30 days. Depending upon the circumstances, the Executive Director may:

- take immediate action to permanently rectify the situation; and/or
- implement temporary measures to reduce the concerns; and/or
- provide recommendations to the Board of Directors