

Archway Food Bank Accessibility Policy

Definition: *Accessibility for Disabilities* is the work we do to ensure people with disabilities can access our services equally with others. ([A Guide to Accessibility and Equity for Food Banks](#), pg. 54)

At Archway Food Bank, we strive to provide support and resources in a way that respects the dignity and independence of all our community members. We commit to giving people with disabilities the same opportunity to access our supports and resources and allowing them to benefit from the same services in the same place and in a similar way as other users.

Any person with a disability supported by a service dog, a guide, or a support individual will be allowed to have that support resource accompany them while accessing our services. These support persons and service dogs are granted the same access as the person they are accompanying.

We celebrate differences and honour individuals' experiences. We are committed to providing regular education and resources on accessibility and equity, ensuring that our staff and volunteers are informed and equipped to promote inclusivity. We also strive to use inclusive language in our verbal and written communication.

When a barrier to accessing our support and resources arises, Archway Food Bank takes a proactive stance. We actively seek alternative ways to ensure access, encouraging individuals to communicate their specific needs. We work to make accommodations as necessary in light of the constraints we face due to the limitations of our physical space. If there is any uncertainty about accessing our services and resources, please reach out to us at foodbank@archway.ca or 604-859-5749.

Title

In addition to our efforts to promote accessibility for people with disabilities at Archway Food Bank, we also aim to provide accessibility in the areas of food, transportation, and language.

To promote accessibility in the area of **food**, Archway Food Bank offers a variety of culturally preferred foods to reflect the diverse foods that clients eat in their daily lives. Archway Food Bank also offers food to support a variety of dietary needs and preferences and strives to continue implementing feedback on foods which clients are familiar with preparing and eating.

To promote accessibility in the area of **transportation**, Archway Food Bank offers a variety of ways that clients can access services considering transportation challenges. Our primary location is centrally located near transit lines and residential areas. Archway Food Bank offers return bus tickets and designated parking spaces for taxis, Ubers, and Handydarts. There is ample vehicle and bicycle parking in close proximity to our site. Home delivery and Satellite locations are offered to support clients who aren't able to access our physical location during distribution hours.

To promote accessibility in the area of **language**, Archway Food Bank offers a variety of avenues to support the diverse languages of our clients. Archway Food Bank's diversity statement recognizes the range of languages spoken by clients, volunteers, and staff. Archway Food Bank staff receive diversity training through Archway Community Services to learn how to support clients from diverse backgrounds. Archway Food Bank makes every effort to accommodate language barriers, which includes translating client facing documents into multiple languages.