



## Accessibility Standard for Customer Service

**Stratford House of Blessing is committed to excellence in serving all clients.**

- Communication:** We will communicate with people with disabilities in way that takes into account their access needs.
- Support Persons:** A person with a disability who is accompanied by support person will be allowed to have that person accompany them o our premises.
- Assistive Devices:** 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 and services.
- Service Animals:** Stratford House of Blessing welcomes people with disabilities and their service animals. Service animals are allowed in all parts of our customer service areas.

### Accessible Client Service Plan

#### Notice of Temporary Disruption:

Stratford House of Blessing will notify clients promptly in the event of a planned or unexpected disruption to services or facilities which would affect clients with disabilities. The notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services. Notification will be via signage posted on our main entrance doors, updates on our social media feeds, and via email on our scheduling software.

#### Training:

Stratford House of Blessing provides AODA training annually to all staff.

#### Feedback Process

Clients who wish to provide feedback and complaints on the way the Stratford House of Blessing Food bank provides goods and services to people with disabilities can do so by emailing the Executive Director, [director@shob.org](mailto:director@shob.org), verbally by visiting in person, or over the phone with one of our staff. All feedback and complaints will be directed to the Executive Director and clients can expect a response within five working days.

#### Modifications to this plan or to Stratford House of Blessing policies

When Stratford House of Blessing 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.