Powell River Action Centre Society – Food Bank

Client Service and Care
Policy - 2024

Accessibility for Persons with Disabilities

The Powell River Action Centre Society is committed to providing everyone in our community equal access to our services.

Accessibility means that every person who visits our food bank has a basic right to access nutritious food, which is consistently available.

Persons with any type of disability are welcome and may bring a support person along to help facilitate a positive experience while receiving their monthly hamper. If they are not physically able to access our store front, we will meet them in their vehicle, take information there, and assist in loading their hamper. Physical restrictions will not impede the ability to obtain food. Same goes for someone with a mental disability. No one is denied access to our services based on any form of disability.

Persons with food allergies and special food requirements will be provided whatever food we may be able to supply at the given time of their visit. If we are not able to provide these specialty items for them, we may, at the discretion of the food bank manager, provide a gift card for a store that may stock the required items. Further, we will keep a list of the specialty items that are requested and will endeavour to keep these items in stock for the clients who require them.

The accessibility policy will be posted on the front wall and all staff, volunteers, and board members will sign acknowledgment of this policy annually. The signed copy of the acknowledgment will be kept in the file cabinet associated with the policy and procedure documents.