

Accessibility Commitment Statement

At South Cariboo Elizabeth Fry Society, we are dedicated to ensuring equal access and opportunities for all stakeholders, including individuals with disabilities. Our Accessibility Commitment is rooted in respect, dignity, and inclusivity, and we strive to provide services and resources in a manner that upholds these principles at all times.

Our commitment includes:

1. **Accessibility Compliance:** We adhere to all applicable legislative requirements, including the Accessible BC Act (current to March 5th 2024), Accessible Canada Act (2019) and all components as they apply to Customer Service Standards. Accessibility is integrated into our planning processes to ensure ongoing compliance and improvement.
2. **Assistive Devices:** Our staff is trained to accommodate various assistive devices used by stakeholders with disabilities. We welcome the use of personal assistive devices and provide alternatives when necessary to ensure safety and accessibility.
3. **Communication:** We communicate with stakeholders in a manner that considers their unique communication needs. Our team is prepared to accommodate specific communication methods upon request, ensuring effective and inclusive communication for all.
4. **Service Animals and Support Persons:** We welcome individuals with service animals to access our facilities and receive assistance as needed. However, due to safety and sanitation concerns in our food bank area, we kindly request that service animals remain outdoors with one of our staff members while our volunteers assist clients in selecting and packing their groceries. Support persons are permitted to accompany individuals and receive equal access to our services.
5. **Notice of Temporary Disruptions:** In the event of temporary disruptions that may limit access to our services or resources, stakeholders will be promptly notified. Information about the disruption, its expected duration, and alternative options will be provided.
6. **Training:** We provide comprehensive accessibility training to employees, volunteers, and relevant stakeholders. Training covers relevant legislation, communication strategies, assistive device usage, and best practices for serving individuals with disabilities.
7. **Notice of Availability:** Information in this accessibility commitment statement is available upon request and on our website, ensuring transparency and accessibility for all stakeholders.
8. **Accessible Invoices and Receipts:** We offer accessible invoices and receipts to ensure clarity and understanding for all stakeholders. Questions or requests for clarification can be addressed in person, by phone, or via email at any time.
9. **Continuous Improvement:** We are committed to ongoing review and improvement of our accessibility policies, practices, and procedures. Any policies that do not align with our commitment to accessibility and inclusivity will be modified or removed accordingly.

Accessibility Commitment Statement

Feedback and Inquiries: Stakeholders are encouraged to provide feedback on our accessibility practices via email, phone, or mail. All feedback, including complaints, will be addressed promptly and thoroughly. Please include contact information for a response, if desired.

For inquiries or to provide feedback on accessibility at South Cariboo Elizabeth Fry Society, please contact us by phone, email or in person at:

Email info@scefry.ca

Phone: +1 250-453-9656

Address: 601 Bancroft Street
 V0K 1A0 Ashcroft

We value your input and are dedicated to creating an inclusive environment for all.