

DISABILITY POLICY

At the Wolfville Area Food Bank, we strive to provide services in a way that respects the dignity and independence of all members of our community.

We commit to giving people with disabilities the same opportunity to access our services in the same place, and in a similar way as other users to the best of our abilities. This complies with legislative requirements, and the Act Respecting Accessibility in Nova Scotia (2017).

If a barrier to accessing our services cannot be removed, we will seek alternative ways to provide the service. For those clients of the Food Bank that cannot access the facility, a home delivery service is available. The Wolfville Area Food Bank commits to including accessibility in our planning processes.



COMPLAINTS POLICY

Any individual, donor, prospective donor, member of the general public, member agency, and/or business who may have a complaint about the Wolfville Area Food Bank is encouraged to contact the Food Bank directly to make the Chair of the Management Committee aware of the complaint or concern.

Concerns, questions and complaints that arise will be handled in a professional, consistent and timely manner. Privacy and confidentiality will be respected at all times. The Food Bank will not retaliate against individuals who make good-faith complaints.

Unresolved complaints may be directed to Feed NS or Food Banks Canada's Customer Experience Hotline at 1.877.280.0329.

