4. 04 Accessibility for People with Disabilities

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Kimberley Helping Hands Food Bank maintains publicly posted policies and procedures in the lobby, and well as on their website, regarding accessibility for people with disabilities that comply, at a minimum, with employment, health and safety, and all other applicable legislation.

The KHHFB strives to ensure that all services are accessible to all, including people with disabilities.
KHHFB main offices and shopping program are located on the ground floor. The facility has one accessible washroom available for clients when accessing in-person services at KHHFB.

For clients with mobility challenges, KHHFB offers food hamper deliveries in place of shopping in person. Clients receiving deliveries can choose their food items from a list based on current food offerings available to all registered food bank clients.

Whenever possible, all KHHFB communications are provided to clients, volunteers, and board members in both digital and paper formats to support those individuals who may not have access to the internet or are unable to visit in person.

The Accessible British Columbia Act (ABCA)

The Accessible British Columbia Act (ABCA) is a framework that helps organizations identify, remove, and prevent barriers that prevent people

with disabilities from participating in society. Food banks can use the ABCA to improve accessibility for their customers and ensure that people with disabilities have the same access to services as others:

Accessibility committees: Organizations can establish committees to help identify and remove barriers. The committees should include people with disabilities, people who support people with disabilities, and Indigenous people.

Support people: Food banks can allow people with disabilities to bring support people with them when accessing services. Support people should be given the same access as the person they are accompanying.

Assistive devices: Food banks can allow people to use their own assistive devices to access services. If an assistive device poses a risk, food banks can provide an alternative.

Communication: Food banks can communicate with people in ways that take into account their disability.

Physical environment: Food banks can remove physical barriers, such as stairs, that prevent people from accessing services.