
NORTH KOOTENAY LAKE COMMUNITY SERVICES SOCIETY

POLICIES AND PROCEDURES

POLICY TITLE: Barrier Free Food Cupboard

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POLICY GROUP: Food Hub

POLICY: FH 1

STANDARDS:

EMPLOYEE GROUP: FSP Employees

POLICY:

North Kootenay Lake Food Cupboard shall maintain barrier-free service delivery in all projects to the best of its ability. We will also maintain a quality of food that best meets nutritional and environmental standards that are supportive to a healthy community.

PROCEDURE:

1. Access to NKLFC is entirely confidential, and can be anonymous if the customer so desires
2. Applications to access the Nelson Food Cupboard are prohibited.
3. Respect client confidentiality in service delivery and in the community at large.
4. No project or service shall maintain personal records on any customer with the exception where a particular individual poses a safety/security concern for volunteers and staff.
5. Ensure that physical barriers to accessing services are removed or minimized.
6. Make provisions to accommodate special dietary needs, cultural and familial needs where and when possible.
7. Offer opportunities to access services outside operating hours in case of emergencies.
8. Clients are welcome to access the services as often as they need. Need is determined by the clients.

DATE APPROVED BY BOARD – Mon/dd/Year
