



SMHC Accessibility Policy

Source Momentum Healthcare Solutions is committed to providing accessible and inclusive services to all individuals, including those with disabilities. This Accessibility for Ontarians with Disabilities Act (AODA) Policy outlines our commitment to complying with the AODA and its regulations, ensuring that our organization is accessible to everyone, regardless of their abilities.

1. Policy Statement

Source Momentum Healthcare Solutions is dedicated to fostering an environment that respects the dignity and independence of people with disabilities. We are committed to ensuring equal access to our services, facilities, and employment opportunities in a way that respects the principles of dignity, independence, integration, and equal opportunity.

3. Accessibility Standards

Source Momentum Healthcare Solutions will comply with all applicable accessibility standards set out in the AODA and its regulations. This includes the standards related to:

- a. Customer Service
- b. Information and Communications
- c. Employment
- d. Transportation
- e. Design of Public Spaces

4. Training

Source Momentum Healthcare Solutions will provide training to all employees, volunteers, and contractors who interact with the public, or who are involved in developing policies, practices, and procedures on:

- a. The requirements of the AODA and its regulations
- b. How to interact and communicate with people with disabilities
- c. How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or support person
- d. How to use equipment or devices that may help people with disabilities access our services

5. Customer Service

Source Momentum Healthcare Solutions is committed to providing accessible customer service to individuals with disabilities. Our policies, practices, and procedures will be consistent with the principles of dignity, independence, integration, and equal opportunity.

6. Information and Communications

Source Momentum Healthcare Solutions will strive to communicate with people with disabilities in ways that take into account their disability. We will provide accessible formats and communication supports upon request.

7. Employment

Source Momentum Healthcare Solutions is committed to fair and accessible employment practices. We will notify employees, potential hires, and the public that accommodations can be made during recruitment and hiring processes.

8. Feedback Process

Source Momentum Healthcare Solutions welcomes feedback on how we provide accessible services. Feedback regarding the way we provide services to people with disabilities can be submitted in person, by telephone, in writing, or by email. All feedback will be directed to the Human Resources Department.

9. Modifications to This or Other Policies

Source Momentum Healthcare Solutions is committed to developing policies, practices, and procedures that respect and promote the dignity and independence of people with disabilities. No changes will be made to this policy before considering the impact on people with disabilities.

10. Contact Information

For more information on this AODA Policy or to provide feedback, please contact:

Human Resources Department Source Momentum Healthcare Solutions [Address] [Phone] [Email]

11. Review and Revision

This AODA Policy will be reviewed and updated as necessary to ensure ongoing compliance with the AODA and its regulations.