

SkyWatch Space Applications Inc.

2023 Accessibility Compliance Report — Public Summary

This page presents the full contents of SkyWatch's 2023 Accessibility Compliance Report (ACR), filed with the Government of Ontario under the Accessibility for Ontarians with Disabilities Act (AODA). The original filed report is an interactive government form that requires Adobe Reader to open; this document reproduces its questions and SkyWatch's answers in plain, readable form. Business number and personal contact details have been omitted for privacy.

Filing details

Form ID	SCR_2023_BNP
Business category	BNP (Businesses and Non-Profits)
Reporting year	2023
Certification date	October 25, 2023
Certified by	Dexter Jagula
Primary contact	Gloria Herrera
Legal name	SkyWatch Space Applications Inc.
Operating name	SkyWatch
Address	8 Queen Street, Unit 3, Kitchener, ON N2H 2G8
Employee range (at filing, 2023)	20–49 employees

Note: SkyWatch's employee count has since been recalculated under AODA's Ontario-employee counting rules and is now 21 AODA-countable employees; the figure above reflects the count at the time of the 2023 filing.

Questions and answers as filed

SkyWatch answered “Yes” to every applicable question in its 2023 filing. Each question below is reproduced as it appears on the government form, along with SkyWatch's answer and, where provided, its written comment.

Question 1 — Customer Service Training

Does your organization provide training about providing goods, services or facilities to persons with disabilities to the following?

- Staff and volunteers
- People involved in developing accessibility policies
- People providing goods, services or facilities on behalf of the organization

Answer: Yes

Question 1.a — Training Content

Does the training include all of the following?

- A review of the purposes of the AODA
- A review of the purposes of the Customer Service Standards
- How to interact and communicate with persons with various types of disability
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person
- How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability
- What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities

Answer: Yes

"We do provide training of this section through our learning platform with HR proactive."

Question 2 — Notice of Temporary Disruptions

If there is a temporary disruption of goods, services or facilities used by persons with disabilities, does your organization give a notice of the disruption to the public?

Answer: Yes

Question 2.a — Notice Content

Does the notice of the disruption include all of the following?

- The reason for the disruption
- Its anticipated duration
- A description of available alternative facilities or services (if any)

Answer: Yes

"We do provide training of this section and how to handle notification of disrupted services through our learning platform with HR proactive."

Question 3 — Support Person Requirement

Does your organization ever require a person with a disability to be accompanied by a support person when on your premises?

Answer: Yes

Question 3.a — Safeguards Before Requiring a Support Person

Does your organization do all of the following before requiring a person with a disability to be accompanied by a support person on your premises?

- Consult with the person with a disability
- Determine a support person is necessary to protect the health or safety of the person with a disability or others on premises
- Determine that there is no other way to protect the health or safety of the person with a disability or others on premises

Answer: Yes

"We do provide training of this section and how to handle accommodation through our learning platform with HR proactive and we do confirm with the person with a disability their preference."

Design of Public Spaces standard questions were marked not applicable, as SkyWatch has not constructed or redeveloped any public spaces covered by that standard.

A full copy of the original filed report is available on request by contacting accessibility@skywatch.com.