



**Electronic Control Systems  
Design & Manufacturing  
Sales & Service**

750 McMurray Road  
Waterloo, Ontario N2V 2G5  
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[www.kwe-tech.com](http://www.kwe-tech.com)

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## Accessibility for Ontarians with Disabilities

### Policy

K-W Electronic Service Inc. is committed to providing access to our goods and services to persons with disabilities, consistent with the principles of independence, dignity, integration, and equal opportunity.

### Disability

*(as per definition in the Human Rights Code)*

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment or a developmental disability,
- a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

### Accessibility to Goods and Services

Every customer including customers with disability will have proper access to goods and services offered and supplied by K-W Electronic Service Inc. and be informed if and when for any reason accessible services are not available.

- Reasonable effort will be made to provide access to largest possible extent of the business premises. At this time our Technical Centre at 235 Bathurst Drive, Waterloo, second floor is not wheelchair accessible.
- Goods and services will be provided in a manner that is respectful of the dignity and independence of persons with disability
- Communication with customers with disability will be in format or manner, such, that it reasonably accommodates their disability or impairment



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- Equal opportunity will be given to persons with disabilities as others, to obtain the benefit from the goods and service provided by K-W Electronic Service Inc.

## **Support Persons/Service Animals and Assistive Devices**

In accessing the goods and services of K-W Electronic Service Inc., the company's policy, allows the accompaniment of a third party (support person) to those persons with disability, which shall require or wish such an accompaniment to the premises of K-W Electronic Service Inc., and will not be prevented from having same access.

K-W Electronic Service Inc. shall permit a person with disability to enter the premises and allow the service animal such as guide dog (*Blind Persons Rights Act*), to accompany the person with disability and keep the service animal with them at all times.

K-W Electronic Service Inc. shall permit persons with disability requiring assistive devices such as wheelchairs, walkers, oxygen tanks, electronic communication devices or white canes on the premises.

## **Temporary Disruptions**

In the event of a disruption of services to accommodate customers with disability, K-W Electronic Service Inc. will display/post notice, in a conspicuous location on the premises and shall give notice to the public of the duration as well as alternatives if available.

K-W Electronic Service Inc. will make the Accessibility to Ontarians Policy and program along with auxiliary documents pertaining to temporary disruption available to anyone requesting copies. Information will be provided by asking K-W Electronic Service Inc. HR personnel, either by calling or e-mail.

## **Feedback**

Any person wishing to comment or send feedback pertaining to the Accessibility for Ontarians Policy and Program, to K-W Electronic Service Inc. may do so in writing, by e-mail [report@kwe-tech.com](mailto:report@kwe-tech.com) or telephone to Administration and Human Resources at 1-800-747-0038.

Feedback process document will be made available if requested from Administration and Human Resources at K-W Electronic Service Inc.