

SUPPORTING PERSONS
WITH DISABILITIES

Frequently Asked Questions

about programs and services for
Canadians with disabilities



Social Development
Canada

Développement social
Canada

Canada

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For additional copies, please contact:

Social Development Canada
Income Security Programs
Ottawa, ON K1A 0L1
Fax: 613-948-9450

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Introduction

This guide answers some common questions about programs and services available to Canadians with disabilities. It brings together questions frequently asked by persons with disabilities as well as by family members, government officials, employers, health and social workers, disability groups and others who live and work with persons with disabilities.

For each question, the guide gives a brief answer and then points you to the best resources for more detail. Many of these resources are websites. If you do not have access to the Internet, you can call 1 800 O-Canada (1 800 622-6232), toll-free, to find out where there's free Internet access in your community. The TTY number is 1 800 465-7735.

Many of the programs, services and resources referred to in this guide are provided by the Government of Canada. Others are provided by provincial and territorial governments and by non-government organizations. For more information, you will find a list of general resources on page ii and a list of provincial and territorial resources at the end of the guide.

General Resources

Here are some general resources on programs and services for persons with disabilities.

1 800 O-Canada — www.gc.ca

Operators at this toll-free number can give you information on programs and services offered by the Government of Canada. Dial 1 800 O-Canada (1 800 622-6232). The TTY number is 1 800 465-7735.

Persons with Disabilities Online — www.pwd-online.ca

This Government of Canada website provides access to a broad range of information, programs and services for persons with disabilities.

Disability WebLinks — www.disabilityweblinks.ca

This website contains links to over 1,500 federal, provincial and territorial government programs, services and information items of interest to persons with disabilities.

Bridging the Gap — www.sdc.gc.ca/en/gateways/topics/pyp-pup.shtml

This directory describes Government of Canada programs and services for persons with disabilities. You can consult the directory online or order a copy by calling 1 800 O-Canada (1 800 622-6232).

Canada Benefits Website — www.canadabenefits.gc.ca

This website, run by the Government of Canada, provides information on federal, provincial and territorial benefits available to individuals, including persons with disabilities.

EnableLink — www.enablelink.org

This website, hosted by the Canadian Abilities Foundation, is filled with useful links and resources, including a directory of disability organizations across Canada. You can also get information by calling the Canadian Abilities Foundation at 416 923-1885.

ROLES & RESPONSIBILITIES: Where to go for the services you need

Programs, services and resources that may be of interest to Canadians with disabilities are provided through a variety of sources: Government of Canada, provincial and territorial governments and other partners.

| GOVERNMENT OF CANADA | PROVINCES AND TERRITORIES | OTHER PARTNERS |
|---|--|---|
| <ul style="list-style-type: none"> ■ The Government of Canada supports persons with disabilities through financial support programs such as: <ul style="list-style-type: none"> - Earnings replacement (e.g. Employment Insurance – Sickness Benefits) - Pensions (e.g. Canada Pension Plan – Disability) - Federal tax credits to offset costs related to a disability (e.g. Disability tax credit) ■ The Government of Canada invests in: <ul style="list-style-type: none"> - Learning (e.g. Canada Student Loans Program) - Employment (e.g. transfers of money to provincial and territorial employment programs) - Communities by funding disability organizations ■ The Government of Canada also sets standards for accessibility (e.g. building accessibility) and provides limited funding for making homes accessible. | <ul style="list-style-type: none"> ■ Provincial and territorial governments are primarily responsible for programs and services related to: <ul style="list-style-type: none"> - Healthcare - Social services (e.g. social assistance) - Education (e.g. Provincial student loans) - Employment ■ Provincial and territorial governments also provide support through: <ul style="list-style-type: none"> - Provincial Workers Compensation - Provincial tax credits and deductions - Home care and attendant care - Regulation of private disability insurance ■ Provincial and territorial governments also provide services related to: <ul style="list-style-type: none"> - Housing (e.g. low-income housing) - Barrier-free transportation | <ul style="list-style-type: none"> ■ Other partners include: <ul style="list-style-type: none"> - Non-governmental organizations, which provide advocacy, support, training, and some program delivery. (For more information on their roles and responsibilities please see next page) - Employers, which provide work leave and benefits, workplace accommodations, and hiring/training - the insurance industry, which provides disability and liability insurance - Consumer industries, which provide standards, and accommodation for accessing goods/ services |

For more information about federal government programs and services, visit:
www.pwd-online.ca

For more information about provincial and territorial programs and services, visit:
www.disabilityweblinks.ca

For more information about the various disability organizations, visit:
www.enablelink.org

Role of non-governmental organizations

Non-Governmental Organizations (NGOs) play a vital role in delivering services and programs to persons with disabilities in Canada. NGOs provide advice, expertise and social services related to various disability issues. They range from small voluntary initiatives to large staffed organizations and often receive funding from federal/provincial/territorial and municipal governments.

Their mandates include (but are not limited to):

- Raising awareness of disability issues
- Raising funds for medical and assistive devices such as wheelchairs, prosthetics, hearing aids etc.
- Providing information to the general public and community agencies
- Maintaining working relationships between the Government of Canada, provincial and territorial governments, the non-private and private sectors
- Promoting the role of employers' organizations and groups by increasing opportunities for persons with disabilities
- Promoting the concept of community-based rehabilitation
- Eliminating inequality and discrimination
- Providing support services for transportation, financial assistance, individual rights, education and community living for persons with disabilities

In some cases NGOs act as service providers for federal government programs and initiatives. There are more than 5000 organizations in Canada that provide the various types of services mentioned above. For more information on the roles and responsibilities of these organizations, please visit: www.enablelink.org

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Accessibility



Your province or territory may offer accessibility programs and services besides those mentioned below. Please see the list of provincial and territorial resources at the end of this guide.

Q1. Where can I get information on making my building more accessible for persons with disabilities?

■ The Canadian Standards Association publishes a standard (*Standard B651_Barrier-Free Design*) that explains how to make buildings accessible and safe to use for persons with disabilities. For more information, or to buy a copy of the standard, contact the Canadian Standards Association.

www.csa.ca

Mail: Canadian Standards Association
5060 Spectrum Way
Mississauga ON L4W 5N6

Tel: (toll-free) 800 463-6727

Tel: 416 747-4000

Fax: 416 747-2473

E-mail: sales@csa.ca

■ As well, the National Building Code of Canada outlines requirements for making buildings accessible. In the next edition of the code, due in 2005, accessibility is a core objective. To learn more about the code, or to buy a copy, contact the National Research Council Canada.

www.nationalcodes.ca

Mail: National Research Council Canada
Canadian Codes Centre
Institute for Research in Construction
Building M-23A
1200 Montreal Road
Ottawa ON K1A 0R6

Tel: 613 993-9960

Fax: 613 952-4040

Q2. Where can I get funding to modify my home, residential rental property, business establishment or church (e.g. wheelchair ramp) to make it accessible?

■ The Government of Canada sponsors the Residential Rehabilitation Assistance Program (RRAP) for Persons with Disabilities. This program gives financial help to eligible homeowners and landlords who want to make their dwellings accessible to low-income persons with disabilities.

■ If your family member is a senior, you may qualify for another Government of Canada program, Home Adaptations for Seniors' Independence. This program helps eligible homeowners and landlords pay for minor modifications so that low-income seniors can continue to live at home.

Both programs are managed by the Canada Mortgage and Housing Corporation (CMHC), but in some provinces and territories they are delivered jointly with other agencies. To learn more about these programs, and to find out

who delivers them in your province or territory, check the “Programs and Financial Assistance” section of CMHC’s website.

■ Individuals inquiring about funding to modify their business establishment or church can also call the Canadian Housing Information Centre for a referral on resources available in their province.

www.cmhc.ca

You can also contact the CMHC’s Housing Information Centre.

Mail: Canadian Housing Information Centre
700 Montreal Rd.
Ottawa ON K1A 0P7

Tel: (toll-free) 800 668-2642

TTY: (toll-free) 800 309-3388

Fax: (toll-free) 800 245-9274

Q3. How can I make sure my organization’s website is accessible for persons with disabilities?

■ The international World Wide Web Consortium (W3C), as part of its Web Accessibility Initiative, has developed guidelines for making websites accessible to persons with disabilities. The guidelines are available online.

www.w3.org/tr/wai-webcontent

The Government of Canada has two publications that may help you:

■ The first is the *Government of Canada Internet Guide*. Written to address web design for Government of Canada sites, the guide also contains accessibility information that is useful for organizations outside the federal domain. The guide is available online.

www.cio-dpi.gc.ca/ig-gi/index_e.asp

■ The second is the Government of Canada’s *Common Look and Feel Standards* for web design, which includes a section on accessibility.

www.cio-dpi.gc.ca/clf-nsi/index_e.asp

For information on these Government of Canada resources, contact the Treasury Board Secretariat of Canada.

Mail: Treasury Board Secretariat of Canada
Chief Information Officer Branch
2745 Iris Street
Ottawa ON K1A 0R5

Tel: 613 952-6987

TTY: 613 954-9090

Fax: 613 957-8020

E-mail: clf-upe@tbs-sct.gc.ca

Q4. I have an employee with a disability. How can I make the workplace more accessible for him/her?

The steps you can take depend on the situation and the employee’s needs. There are a number of resources to help you:

■ *Barrier-Free Employers*, from the Canadian Human Rights Commission, is a practical online guide to accommodating persons with disabilities on the job. The guide also discusses issues surrounding an employer’s duty to accommodate and employment equity.

www.chrc-ccdp.ca/discrimination/barrier_free-en.asp

■ Industry Canada offers two online resources to help you find and purchase accessible technology and services that are right for your workplace. The Accessible Procurement Toolkit and the Workplace Accommodation Toolkit are both available online.

www.apt.gc.ca

■ The Canadian Council on Rehabilitation and Work runs the Job Accommodation Service (JAS). JAS provides two services. One is a free information service, by phone and e-mail, to answer questions about job accommodation and link you to other resources. The other is a fee-based assessment service to evaluate a specific workplace and employee and recommend the right job accommodations.

www.ccrw.org

JAS Job Accommodation Information Services

Tel: (toll-free) 800 664-0925 (ext. 225)

Tel: 416 260-3060 (ext. 225)

E-mail: jasinfo@ccrw.org

JAS Job Accommodation Assessment Services

Tel: (toll-free) 800 664-0925 (ext. 224)

Tel: 416 260-3060 (ext. 224)

E-mail: jas@ccrw.org

■ If you are a federal government employer, you may want to consult the Public Service Human Resources Management Agency of Canada's online collection of information on job accommodation. This collection links you to key government policies and tells you, among other things, how to plan inclusive meetings and conferences and how to provide information in alternative formats.

www.hrma-agrh.gc.ca/ee/accom-amen/accom-amen_e.asp

■ The Job Accommodation Network (JAN) is a U.S.-based information service on job accommodation. Its phone-in service is not available to Canadians, but its website contains some useful information.

www.jan.wvu.edu

Q5. What kind of help is available for persons with disabilities when voting in a federal election?

■ Elections Canada offers an array of helpful information and services. The information is available online and in alternative formats. The services include special ballots, help with marking ballots, accessible polling stations and mobile polling stations. More information is available in the Elections Canada backgrounder "Programs and Services for Persons with Special Needs." You can get a copy under "General Information" on Elections Canada's website, or contact the department directly.

www.elections.ca

Mail: Elections Canada

257 Slater Street

Ottawa ON K1A 0M6

Tel: (toll-free) 800 463-6868

TTY: (toll-free) 800 361-8935

Fax: (toll-free) 888 524-1444



Education



Your province or territory may offer education-related programs and services besides those mentioned below. Please see the list of provincial and territorial resources at the end of this guide.

Q1. Where can I get information specifically for students with disabilities?

■ The National Educational Association of Disabled Students (NEADS) represents post-secondary students and graduates with disabilities, and advocates for better accessibility so that these students have equal access to college and university education. NEADS publishes a newsletter and has a comprehensive website with information on services and programs for students with disabilities across Canada.

www.neads.ca

Mail: National Educational Association of Disabled Students
Room 426, Unicentre
Carleton University
Ottawa ON K1S 5B6

Tel and TTY: 613 526-8008

Fax: 613 520-3704

E-mail: info@neads.ca

Q2. How can I find out which colleges and universities have accessible classrooms and facilities?

■ You can contact the office responsible for disability services at the institution you are interested in. Someone there should have the information you need. Also, many colleges and universities offer campus orientation sessions and tours for students with disabilities, so you can check out the facilities first-hand.

■ If you cannot find the right contact information, visit the NEADS website (see Q1), where you can use the EdLink feature to locate the proper information for the institution of your choice. If you have more questions, please contact the NEADS office, (see Q1).

Q3. What kind of financial help is available to students with disabilities pursuing post-secondary education?

The Government of Canada offers two Canada Study Grants for post-secondary students with permanent disabilities. Unlike student loans, these grants do not have to be repaid:

■ The first is the Canada Study Grant for Students with Permanent Disabilities. This grant, of up to \$8,000 per loan year, is meant to offset education-related costs associated with disabilities. The costs of note-takers, tutors, readers, interpreters, special transportation and technical aids are some

examples of what may be covered. This grant is available to qualifying full-time and part-time students based on need.

■ The second is the Canada Study Grant for High-Need Students with Permanent Disabilities. This grant, of up to \$2,000 per loan year, is available to qualifying students to help cover tuition, accommodation and other educational expenses. For more information on how to apply please see Q4.

Q4. How do I apply for a Canada Study Grant?

■ You have to qualify for a Canada Student Loan before you can be considered for either of the Canada Study Grants described in Q3. If you live in a province or territory that participates in the Canada Student Loans Program (all but Quebec, the Northwest Territories and Nunavut—see below), you can apply for a Canada Student Loan through your provincial or territorial student financial assistance office.

Once you have qualified for a loan, you can then fill out a separate application for the Canada Study Grant for Students with Permanent Disabilities (available at the same financial assistance office). There is no separate application form for the Canada Study Grant for Students with Permanent Disabilities. Your eligibility for that grant will be assessed at the same time as your loan eligibility.

You can get more information about loans and grants on the CanLearn Interactive website. This site also lists the provincial and territorial student assistance offices. Just go to the “National Student Loans Service Centre” section of the site.

www.canlearn.ca

You can also contact the Canada Student Loans Program directly.

Mail: Canada Student Loans Program
Human Resources and Skills
Development Canada
P.O. Box 2090, Station “D”
Ottawa ON K1P 6C6
Tel: (toll-free) 877 432-7377
Tel: 819 994-1844
TTY: 819 994-1218
Fax: 819 953-6057

■ Quebec, the Northwest Territories and Nunavut have their own financial assistance programs for students. To find out what is available for students with disabilities, contact your student assistance office. You can find your office by visiting the National Student Loans Service Centre on the CanLearn website (see above).

Q5. I am unable to repay my Canada Student Loan because of my disability. What are my options?

■ If a permanent disability prevents you from repaying your loan, you may qualify for the Canada Student Loans Program permanent disability benefit. This benefit cancels your obligation to repay the loan. Please contact the Canada Student Loans Program (see Q4) for more information on the benefit and to obtain an application form.

Q6. Can students with disabilities get any financial help from non-government sources?

■ A number of non-government organizations, universities and colleges offer scholarships and bursaries for post-secondary students with disabilities. To find out more, please contact the awards office at your college or university. You can also check the financial aid directory on the NEADS website or contact NEADS (see Q1).

■ The Canada Millennium Scholarship Foundation awards scholarships to students across the country based on financial need and academic merit. For more information, please contact the Foundation online, by mail or by phone.

www.millenniumscholarships.ca

Mail: Canada Millennium Scholarship Foundation
1000 Sherbrooke Street West,
Suite 800
Montreal QC H3A 3R2

Tel: (toll-free) 877 786-3999

Fax: 514 985-5987

E-mail: millennium.foundation@bm-ms.org

Q7. I am a student with a learning disability. Can I get help with the cost of a diagnostic assessment?

■ Yes. The Canada Study Grant for Students with Permanent Disabilities will cover 75 percent of the cost of a learning disability assessment (up to \$1,200 per loan year). For more information, see Q3 and Q4.

■ The Learning Disabilities Association of Canada (LDAC) is another resource for information on assessments, including where to get them and how to offset the cost. Please contact LDAC's national office, or use the website to locate your provincial or territorial LDAC office.

www.ldac-taac.ca

Mail: Learning Disabilities Association of Canada
National Office
323 Chapel Street
Ottawa ON K1N 7Z2

Tel: 613 238-5721

Fax: 613 235-5391

E-mail: information@ldac-taac.ca



Employment



Your province or territory may offer employment programs and services besides those mentioned below. Please see the list of provincial and territorial resources at the end of this guide.

Q1. I have a disability and am looking for a job. What are some of the best information resources?

■ Job Bank is the largest online network of job postings available to Canadians. The network, operated by the Government of Canada, provides you access to over 30,000 advertised jobs at once, with up to 2,000 new jobs posted each day.

www.jobbank.gc.ca

Mail: Employment Information Services
Human Resources and Skills
Development Canada
140 Promenade du Portage
Phase IV, 5th Floor, Box 511
Gatineau QC K1A 0J9

E-mail: enqcda@communication.gc.ca

■ The Government of Canada's Jobs, Workers, Training and Careers website features a job database, an automated job alert system, a résumé builder and many other resources for individuals who are looking for work or are already working.

www.jobsetc.ca

Mail: Public Works and Government Services
Canada
Ottawa ON K1A 0S5
Attn: Canada Site–Jobs, Workers,
Training and Careers

Tel: (toll-free) 800 827-0271

TTY: (toll-free) 800 465-7735

Fax: 613 941-1827 (Attn: Jobs, Workers,
Training and Careers)

E-mail: jobsetc@communication.gc.ca

■ Canada workinonet is an online network operated by a national, provincial and territorial partnership. It connects Canadians to work and learning opportunities by providing information on jobs, job trends, planning, education, self-employment and financial help.

www.workinonet.ca

Mail: workinonet
240 Catherine Street, Suite 110
Ottawa ON K2P 2G8

Tel: 613 234-1016

Fax: 613 234-7479

■ Work Destinations, sponsored by the Canadian Forum of Labour Market Ministers, is a website for Canadians interested in working in another province or territory. It offers information on such topics as the labour market, working conditions, training opportunities and professional requirements in each province and territory. It also provides tips for moving and getting settled.

www.workdestinations.org

■ WORKink, a website managed by the Canadian Council on Rehabilitation and Work, tells you about employers interested in hiring persons with disabilities. The site also provides online career counselling, information on labour markets and training, and other resources.

www.workink.com

Q2. Are there programs to help persons with disabilities get jobs?

There are three key Government of Canada employment initiatives: Employment Benefits and Support Measures (EBSMs), the Opportunities Fund for Persons with Disabilities and federal-provincial Labour Market Agreements for Persons with Disabilities (LMAPD).

■ EBSMs are designed to help individuals who are eligible for Employment Insurance (EI) return to work. EBSMs provide three kinds of assistance:

- targeted wage subsidies, to encourage employers to hire people who face employment barriers
- self-employment benefits, to help individuals start their own businesses
- skills development, to finance the training individuals need to return to work

■ The Opportunities Fund is aimed at persons with disabilities who are not eligible for EI benefits. Working with disability organizations, the Opportunities Fund encourages employers to hire workers with disabilities, increase the job skills of those workers, provide work experience and help individuals start up businesses.

Both EBSMs and the Opportunities Fund are administered through local Human Resource Centres of Canada (HRCCs). For more information, or to find the HRCC nearest you, please visit the Human Resources and Skills Development Canada website or phone the number below.

www.hrsdc.gc.ca

Tel: (toll-free) 800 O-Canada
(800 622-6232)

TTY: (toll-free) 800 465-7735

■ The Multilateral Framework for Labour Market Agreements for Persons with Disabilities (LMAPD) is a federal-provincial initiative that helps improve the employment situation of Canadians with disabilities by enhancing their employability, increasing the employment opportunities available to them, and building on the existing knowledge base.

Through the LMAPD, the Government of Canada contributes funding to provincial programs and services to support the participation of persons with disabilities in the labour market. The LMAPD replaced the Employability Assistance for Persons with Disabilities (EAPD) initiative in April 2004. A range of programs and services are funded under the agreements. Please contact your province to find out what programming is available (see the provincial resources at the end of this guide). You can read more about LMAPD on the Social Union website.

www.socialunion.gc.ca/pwd/intro-multi2003_e.html

Q3. Are there programs to help persons with disabilities start up or develop their own businesses?

The Government of Canada offers entrepreneur programs for Canadians in general and some specifically for persons with disabilities.

■ For Canadians in general, Canada Business Service Centres (CBSCs) have offices across the country that help individuals develop, launch and expand their businesses. The CBSCs provide a single point of contact for business information from different levels of government and offer help in many areas, from business planning to financing to exporting. The CBSC website (which you can use to locate your local CBSC) provides details and links.

www.cbsc.org

Tel: (toll-free) 888 576-4444

■ For Canadians in Atlantic Canada, the Atlantic Canada Opportunities Agency (ACOA) offers programs, loans, counselling services and business centres to help small and medium-sized businesses set up, expand or modernize. For details, please visit ACOA's website or contact the department directly.

www.acoa-apeca.gc.ca/e/financial/index.shtml

Mail: Atlantic Canada Opportunities Agency
Blue Cross Centre, 3rd Floor
644 Main Street, P.O. Box 6051
Moncton NB E1C 9J8

Tel: (toll-free) 800 561-7862

Tel: 506 851-2271

TTY: 506 851-3540

Fax: 506 851-7403

For persons with disabilities in western Canada, there are two programs of interest.

■ First, the Entrepreneurs with Disabilities Program, is for persons with disabilities who live in rural areas. This program offers help with such tasks as business planning, identifying needs for specialized equipment and obtaining flexible loans.

■ The second program, the Urban Entrepreneurs with Disabilities Initiative, is a similar program for persons with disabilities in cities.

For information on both programs, please visit the Western Economic Diversification Canada website or contact the department directly.

www.wd.gc.ca/finance/xnetwork_e.asp

Mail: Western Economic Diversification
Canada
Gillin Building
141 Laurier Avenue West, Suite 500
Ottawa ON K1P 5J3

Tel: 613 952-2768

Fax: 613 952-9384

■ Unemployed persons with disabilities across Canada may qualify for self-employment assistance through the Employment Benefits and Support Measures or the Opportunities Fund for Persons with Disabilities (see Q2 for details).

Q4. I have a disability and would like to work for the federal government. Are there any resources to help me?

■ Job opportunities with the federal government vary from region to region, so your first step is to contact the nearest regional office of the Public Service Commission of Canada (PSC). Through these offices, the PSC advises and informs members of different employment equity groups, including persons with disabilities, about employment with the federal Public Service. To find the office nearest you, please check the PSC's website or contact PSC headquarters.

www.psc-cfp.gc.ca

Mail: Public Service Commission of Canada
Ottawa ON K1A 0M7

E-mail: info-com@psc-cfp.gc.ca

■ You might also want to check the PSC's online listing of jobs available with the federal government.

www.jobs.gc.ca



Q5. What does the federal Public Service do for government employees and job candidates with disabilities?

■ Under the Policy on the Duty to Accommodate Persons with Disabilities in the Federal Public Service, federal departments and the Public Service Commission must accommodate persons with disabilities in the workplace and during job competitions. Accommodation might include providing technical aids or equipment, modifying tasks or allowing flexible work arrangements. You will find the full policy on the Treasury Board Secretariat's website:

www.tbs-sct.gc.ca/pubs_pol/hrpubs/tb_852/ppaed_e.asp

To find out more about the policy, please contact the Treasury Board's Employment Equity Division.

Tel: 613 952-2921

E-mail: ee@tbs-sct.gc.ca

Financial Support



Your province or territory may offer financial support programs and services besides those mentioned below. Please see the list of provincial and territorial resources at the end of this guide.

Q1. Where can I get funding to buy a wheelchair?

■ Most provinces and territories offer financial assistance for the purchase of wheelchairs and other medical devices through an assistive devices program, which may be administered by the Ministry of Health in some provinces and territories or by the Ministry of Social Services in others. Please consult the list of provincial resources at the end of this document for contact information.

■ In some provinces and territories, non-governmental organizations such as the March of Dimes sell used devices or operate equipment exchanges.

■ There is no federal assistance for the purchase of a wheelchair.

Q2. How do I apply for the Canada Pension Plan disability benefit?

■ The Canada Pension Plan pays a monthly benefit to people who have contributed to the plan and who have a severe and prolonged disability, according to Canada Pension Plan legislation. You can get more information

and an application kit by visiting the Social Development Canada website or by phoning the department. You can also visit your local Human Resource Centre of Canada (HRCC).

www.sdc.gc.ca/en/gateways/topics/cdp-gxr.shtml

Tel: (toll-free) 800 277-9914

TTY: (toll-free) 800 255-4786

Q3. My application for the Canada Pension Plan disability benefit was denied. How can I appeal?

There are three levels of recourse, and it is necessary to follow them in order:

■ The first level is to request a reconsideration from Social Development Canada. To do this, within 90 days of receiving your decision letter, you must write to the regional office that sent you the letter. For more details (and a description of all three levels of recourse), please visit Social Development Canada's website.

www.sdc.gc.ca

■ The second level, if you disagree with the reconsideration, is to appeal to the Office of the Commissioner of Review Tribunals (OCRT), an independent agency, within 90 days of receiving the reconsideration decision letter. You can find out more about this level of appeal online or by contacting the OCRT.

www.ocrt-bctr.gc.ca/index_e.html

Mail: Office of the Commissioner of Review
Tribunals (CPP/OAS)
P.O. Box 8250, Station “T”
Ottawa ON K1G 5S5
Tel: (toll-free) 800 363-0076
Tel: 613 946-0320
Fax: 613 941-3348
E-mail: info@ocrt-bctr.gc.ca

■ The third and final level is to appeal to the Pension Appeals Board, another independent agency. You must appeal in writing within 90 days of receiving your decision letter from the OCRT. If the Board refuses to hear your appeal, the OCRT decision is final. If the Board agrees to hear your appeal, its decision is final, though subject to judicial review by the Federal Court of Appeal. You can find out more about this level of appeal online or by contacting the Pension Appeals Board.

www.pab-cap.gc.ca

Mail: Pension Appeals Board
P.O. Box 8567, Station “T”
Ottawa ON K1G 3H9
Tel: (toll-free) 888 640-8001
Tel: 613 995-0612
Fax: 613 995-6834
E-mail: info@pab-cap.gc.ca

Q4. I have a disability that prevents me from working for certain periods. Am I eligible for Employment Insurance sickness benefits?

■ You may be. Employment Insurance (EI) sickness benefits are available to people who are temporarily unable to work because of illness, injury or quarantine. To qualify, you have to meet certain EI criteria and supply a medical certificate. For more information, please visit the Human Resources and Skills Development Canada website.

www.hrsdc.gc.ca/en/ei/types/special.shtml

You can apply for EI sickness benefits online (at the above link) or through your local Human Resource Centre of Canada (HRCC). To find the HRCC nearest you, please visit the above website or phone the Government of Canada.

Tel: (toll-free) 800 O-Canada
(800 622-6232)
TTY: (toll-free) 800 465-7735

Q5. I am looking after a family member with a disability who is dying. Is any financial support available to me?

■ You may qualify for Employment Insurance (EI) compassionate care benefits. These benefits are paid to EI-eligible individuals who have to be temporarily away from work to care for a family member who is seriously ill and at risk of dying. For more information or to apply, please use the contact information in Q4.

Q6. What kind of financial support is available to Aboriginal persons with disabilities?

■ The Government of Canada, through the Social Assistance Program, provides funding to make sure that on-reserve Aboriginal people, including those with disabilities, have adequate food, shelter, clothing and other essentials. Most of this funding goes to First Nations, which in turn deliver programs and services to their communities. You can learn more about the Social Assistance Program by contacting band administrators or the nearest regional office of Indian and Northern Affairs Canada (INAC). You can also read about the program on the INAC website (which lists the regional and district offices) or contact the department's general inquiries centre.

www.ainc-inac.gc.ca/ps/soci_e.html

Tel: (toll-free) 800 567-9604

TTY: (toll-free) 866 553-0554

E-mail: InfoPubs@ainc-inac.gc.ca

■ Off-reserve Aboriginal people and non-status Indians may be eligible for financial support through their provinces and territories. Please consult the list of resources at the end of this guide.

Q7. What kind of financial support is available to veterans with disabilities?

■ Veterans Affairs Canada provides a disability pension to individuals with permanent disabilities resulting from injuries or diseases connected with service in the First or Second World Wars, the Korean War, a Special Duty Area, or other Regular or Reserve Force service in the Canadian Forces.

■ Disability pensioners may also be eligible for other benefits, including a clothing allowance, an attendance allowance and an exceptional incapacity allowance. They may also be eligible for the Veterans Independence Program (see Q4 in the "Health" section of this guide).

For more information on the disability pension, please contact your nearest Veterans Affairs Canada regional office, visit the Veterans Affairs website (which also lists the regional and district offices) or phone the following toll free number.

www.vac-acc.gc.ca/clients/sub.cfm?source=services

Tel: (toll-free) 866 522-2122

Q8. When a veteran with a disability dies, what kind of financial support is available to his/her survivors?

■ When a Veterans Affairs Canada disability pensioner dies, the surviving spouse or common-law partner may receive, for a period of one year, the same pension amount being paid to the pensioner at the time of death. After one year, the surviving spouse will receive a survivor's pension. Surviving children may be eligible for orphan benefits following a pensioner's death.

■ As well, the Last Post Fund, a non-profit corporation supported by Veterans Affairs Canada, may help qualifying survivors with the cost of funerals, burials and grave markings for veterans who served in the First or Second World War or the Korean War. For more information, please contact the nearest regional or district office of Veterans Affairs (see contact information for Q7) or contact the Last Post Fund at:

www.lastpostfund.ca

Mail: Last Post Fund
National Office
505 René Lévesque Boulevard Ouest,
Suite 401
Montreal QC H2Z 1Y7

Tel: (toll-free) 800 465-7113

Tel: 514 866-2727

Fax: 514 866-2147

E-mail: info@lastpostfund.ca



Health



Your province or territory offers health programs and services besides those mentioned below. Please see the list of provincial and territorial resources at the end of this guide.

Q1. What kinds of health and personal supports are available to persons with disabilities?

■ Here are the main types of support and services:

- rehabilitation services: to help people rehabilitate and learn new skills
- assistive device programs: to provide financial support for wheelchairs, prosthetics and other types of medical devices
- personal care: to help with daily activities like getting dressed
- home care: to help with tasks like housekeeping and shopping
- respite care: to provide time off for unpaid caregivers

All provinces and territories offer programs and services in these areas (please see the resources at the end of this guide).

Q2. Where can I get health information specifically for persons with disabilities?

■ You can consult the Canadian Health Network, a website supported by Health

Canada in collaboration with health organizations, hospitals, universities, libraries and other contributors. The site provides up-to-date health information by topic and by group. For persons with disabilities, the site's information includes health highlights, frequently asked questions and key Canadian resources.
www.canadian-health-network.ca

■ Health Canada's website also includes a "Just for You" page on persons with disabilities. The page offers a range of health-related information and useful links.

www.hc-sc.gc.ca/english/for_you/disabilities.html

For inquiries about these and other programs and services from Health Canada, please contact the department's headquarters:

Mail: Health Canada
A.L. 0900C2
Ottawa ON K1A 0K9

TTY: (toll-free) 800 267-1245

Tel: 613 957-2991

Fax: 613 941-5366

E-mail: info@hc-sc.gc.ca

Q3. Are there health programs specifically for Aboriginal persons with disabilities?

The Government of Canada sponsors two health programs you might be interested in:

■ The First Nations and Inuit Home and Community Care Program, administered by

Health Canada, is designed to help eligible First Nations and Inuit people get essential care in their homes and communities. The program is mainly delivered by personal care workers and home health aides in individual communities. You can read about the program on Health Canada's website or you may contact Health Canada directly.

www.hc-sc.gc.ca/fnihb/phcph/fnihccp/index.htm

Mail: Health Canada
Primary Health Care and Public Health
Directorate
First Nations and Inuit Health Branch
Postal Locator 1920B
Tunney's Pasture
Ottawa ON K1A 0K9

Tel: 613 957-8367

E-mail: fnihb-dgspni@hc-sc.gc.ca

■ The Adult Care Program, administered by Indian and Northern Affairs Canada (INAC), complements the Health Canada program. The Adult Care Program is aimed at First Nations people, especially the elderly, who have functional limitations arising from age, health problems and disabilities. The program helps these people get the care they need to remain independent, function as best they can and live in safe, healthy conditions. You can read about the program on INAC's website or contact the department directly.

www.ainc-inac.gc.ca/ps/acp_e.html

Tel: (toll-free) 800 567-9604

TTY: (toll-free) 866 553-0554

E-mail: InfoPubs@ainc-inac.gc.ca

■ Off-reserve Aboriginal people and non-status Indians should consult the list of provincial and territorial resources at the end of this guide to find out about health programs for them.

Q4. Are there health programs specifically for veterans with disabilities?

■ Veterans Affairs Canada administers a health care program for veterans and other eligible individuals. The program covers a range of health costs, from medical, surgical and dental care to prosthetic devices, home adaptations and residential care. Veterans with disabilities may be eligible for treatment benefits, such as prescription drugs, directly related to their disability.

■ Veterans Affairs Canada also provides services under the Veterans Independence Program (VIP), which helps eligible clients remain healthy and independent in their homes and communities. The services available vary depending on the client's circumstances and may include such things as grounds maintenance, housekeeping, personal care, nutrition services, health and support services, transportation costs, ambulatory health care, nursing home care and home adaptations.

For more information on these programs, contact your nearest regional office of Veterans Affairs Canada, please visit the Veterans Affairs website (which also lists the regional offices) or phone the toll-free number listed directly below.

www.vac-acc.gc.ca/clients/sub.cfm?source=services

Tel: (toll-free) 866 522-2122

Housing



Your province or territory may offer housing programs and services besides those mentioned below. Please see the list of provincial and territorial resources at the end of this guide.

Q1. Where can I get general information on housing for persons with disabilities?

■ The Canada Mortgage and Housing Corporation (CMHC) has information on its website for different consumer groups, including persons with disabilities. You will find a range of information and publications there about housing for persons with disabilities. You can also contact CMHC's Housing Information Centre.

www.cmhc-schl.gc.ca/en/inco

Mail: CMHC
Canadian Housing Information Centre
700 Montreal Road
Ottawa ON K1A 0P7

Tel: (toll-free) 800 668-2642

TTY: (toll-free) 800 309-3388

E-mail: chic@cmhc-schl.gc.ca

Q2. I need to modify my home (e.g. wheelchair ramp.) for a family member with a disability. Does the federal government offer any financial help?

■ The Government of Canada sponsors the Residential Rehabilitation Assistance Program (RRAP) for Persons with Disabilities. This program gives financial help to eligible homeowners and landlords who want to make their dwellings accessible to low-income persons with disabilities. The program also assists non-profit organizations in making their buildings more accessible.

■ If your family member is a senior, you may qualify for another Government of Canada program, Home Adaptations for Seniors' Independence. This program helps eligible homeowners and landlords pay for minor modifications so that low-income seniors can continue to live at home.

Both programs are managed by the Canada Mortgage and Housing Corporation (CMHC), but in some provinces and territories they are delivered jointly with other agencies. To learn more about these programs, and to find out what organization delivers them in your province or territory, check the "Programs and Financial Assistance" section of CMHC's website.

www.cmhc.ca

You can also contact CMHC's Housing Information Centre (see Q1).

Q3. I have a disability and am thinking about building a home. How can I take into account my present and future needs?

■ You might want to look into FlexHousing, a design concept developed by the Canada Mortgage and Housing Corporation (CMHC). FlexHousing is an approach to designing homes so that they are easier to adapt over time to changing uses and levels of ability. To find out more about FlexHousing, please visit CMHC's website or use the contact information in Q1.

www.cmhc-schl.gc.ca/en/imquaf/flho/index.cfm



Organization and Project Funding



Your province or territory may offer programs and services for funding organizations and projects besides those mentioned below. Please see the list of provincial and territorial resources at the end of this guide.

Q1. Where can we get funding for our disability organization?

■ You might qualify for the Social Development Partnerships Program (SDPP) for persons with disabilities. This Government of Canada program has a specific amount of funding available to provide financial support for the national activities of non-profit disability groups, especially those that promote the social development, inclusion and equal participation of persons with disabilities. The program provides both organizational funding and project funding. It does not provide funding to individuals.

For more information, please visit the website below or contact the federal Office for Disability Issues.

www.sdc.gc.ca/en/hip/odi/02_funding.shtml

Mail: Office for Disability Issues
Social Development Canada
25 Eddy Street, Suite 100
Gatineau QC K1A 0M5
Tel: (toll-free) 1 800 O CANADA
Fax: 819 953-4797



Rights



Your province or territory may offer human rights programs and services besides those mentioned below. Please see the list of provincial and territorial resources at the end of this guide.

Q1. Where can I find general information on the rights of persons with disabilities in Canada?

■ The *Canadian Charter of Rights and Freedoms* (part of the *Constitution Act, 1982*) guarantees certain democratic rights to all people in Canada. Section 15 of the *Charter* prohibits discrimination based on a number of grounds, including physical and mental disability.

You can get a copy of the *Canadian Charter of Rights and Freedoms* through the Human Rights Program at Canadian Heritage. This program offers a number of other human rights publications as well, most of them in your choice of electronic, print and alternative formats. To get copies, please check the program's website or contact the program directly.

www.pch.gc.ca/progs/pdp-hrp

Mail: Human Rights Program
Canadian Heritage
Box 25-11-S
25 Eddy Street, 11th Floor
Gatineau QC K1A 0M5
Tel: 819 994-3458
Fax: 819 994-5252
E-mail: rights-droits@pch.gc.ca

■ Another important piece of legislation is the *Canadian Human Rights Act*. The *Act*, overseen by the Canadian Human Rights Commission (CHRC), establishes the equal rights of individuals and prohibits discrimination based on a number of grounds, including disability. To get a copy of the *Act*, and to find other literature on human rights in Canada, please visit the "Publications" section of the CHRC website or contact the Commission's national office.

www.chrc-ccdp.ca

Mail: Canadian Human Rights Commission
National Office
344 Slater Street, 8th Floor
Ottawa ON K1A 1E1
Tel: (toll-free) 800 999-6899
Tel: 613 995-1151
TTY: (toll-free) 888 643-3304
Fax: 613 996-9661
E-mail: info.com@chrc-ccdp.ca

■ In addition, the provinces and territories have their own human rights laws. To get more information about legislation and rights at the provincial and territorial level, please see the list of resources at the end of this guide.

Q2. I believe I am being discriminated against because I have a disability. What should I do?

■ If you are being discriminated against by an institution or agency covered by the *Canadian Human Rights Act*, you can contact the Canadian Human Rights Commission (CHRC). The CHRC accepts complaints related to employment and the provision of goods and services by the federal government, Crown corporations and agencies, and businesses under federal jurisdiction (including banks, airlines, post offices, and television and radio stations). To find out more about discrimination under the *Canadian Human Rights Act*, or to lodge a complaint, please contact the CHRC using the information in Q1.

■ If the discrimination you are experiencing falls outside federal jurisdiction, you may contact the human rights commission in your province or territory (please see the list of resources at the end of this guide).



Q3. How do I speak to a person with a disability? I do not want to give offence or say the wrong thing.

Here are two publications that will give you some guidelines:

■ *A Way with Words and Images*, published by the Government of Canada, suggests the best, most appropriate terminology for referring to persons with disabilities. You can get a copy online or order it by phone.

www.sdc.gc.ca/en/gateways/topics/pyp-pup.shtml

Tel: (toll-free) 800 O-Canada
(800 622-6232)

TTY: (toll-free) 800 465-7735

■ *Disability Etiquette: Tips on Interacting with Persons with disabilities* is a useful resource published by the United Spinal Association, a U.S. organization. You can download a copy or order it from the Association.

www.unitedspinal.org/pages.php?catid=7

Mail: United Spinal Association
75-20 Astoria Boulevard
Jackson Heights, New York 11370

Tel: (toll-free): 800 444-0120

Fax: 718 803-0414

E-mail: publications@unitedspinal.org

Tax Benefits



Your province or territory may offer tax benefits besides those mentioned below. Please see the list of provincial and territorial resources at the end of this guide.

Q1. What types of federal tax credits and deductions are available for persons with disabilities?

■ The Canada Revenue Agency offers a number of different tax credits and deductions for persons with disabilities and for individuals caring for them. Here are some of the major ones:

For persons with disabilities:

- disability amount
- child disability benefit
- medical expenses
- amounts paid for attendant care or care in an establishment
- disability supports deduction (education and employment-related expenses)

For individuals supporting persons with disabilities:

- child care expenses
- infirm dependant amount
- caregiver amount

The Canada Revenue Agency has brought together information on tax measures for persons with disabilities, including links to guides and other resources, in one section of its website.

www.c CRA-ADRC.gc.ca/disability

You can also phone the Canada Revenue Agency's general inquiries line for more information.

Tel: (toll-free) 800 959-8281

TTY: (toll-free) 800 665-0354

Transportation



Your province or territory may offer transportation programs and services besides those mentioned below. Please see the list of provincial and territorial resources at the end of this guide.

Q1. Where can I get information on accessible transportation and travel across Canada?

■ Try visiting the Access to Travel website. The site, developed by the Government of Canada and several provinces, territories and non-profit groups, offers a wide range of travel information for persons with disabilities. You can find out about local and distance transportation, get tips for planning a trip, link to government policies on accessible travel, even ask a question or submit a complaint about accessible transportation.

www.accesstotravel.gc.ca

■ You can also get information from the Canadian Transportation Agency, the body that works to make sure transportation under federal jurisdiction (air, rail and marine) is accessible to persons with disabilities. Check out the “Accessible Transportation” section of the Agency’s website, or contact the Agency directly.

www.cta-otc.gc.ca/access/index_e.html

Mail: Canadian Transportation Agency
Ottawa ON K1A 0N9

Tel: (toll-free) 800 883-1813 or
888 222-2592

TTY: (toll-free) 800 669-5575

Fax: 819 953-8353

E-mail: cta.comment@cta-otc.gc.ca

Q2. What is the Intercity Bus Code of Practice? Are there other codes of practice for transportation?

■ The Intercity Bus Code of Practice is a voluntary pledge by intercity bus operators in Canada to serve persons with disabilities in a safe and dignified way. The code outlines the services and features needed to make bus travel more accessible for persons with disabilities. Bus operators who transport passengers (or passengers and goods) between or within the provinces and territories are covered, as are the terminals and bus stops they operate. The code does not cover charter, tour, urban or school buses. You can get a copy of the code on Transport Canada’s website, or contact Transport Canada for more information.

www.tc.gc.ca/pol/EN/Accessibility/accessCode.htm

Mail: Transport Canada
330 Sparks Street
Ottawa ON K1A 0N5

Tel: 613 990-2309

TTY: (toll-free) 888 675-6863

Fax: 613 954-4731 or 613 998-8620

There are similar codes of practice for air, rail and ferry transportation as well as a code of practice for Removing Communication Barriers for Travellers with Disabilities. They are administered by the Canadian Transportation Agency (see Q1 for contact information).

Q3. I travelled recently and faced some obstacles because of my disability. How do I file a complaint?

■ If your complaint concerns the accessibility of air, rail or marine transportation, please contact the Canadian Transportation Agency. For more information, a complaint guide and an online complaint form, please visit the Agency's website.

www.cta-otc.gc.ca/access/common/plaint_e.html

You can also mail or fax your complaint, or phone the Agency for information.

Mail: The Secretary
Canadian Transportation Agency
Ottawa ON K1A 0N9
Tel: (toll-free) 800 883-1813 or
888 222-2592
TTY: (toll-free) 800 669-5575
Fax: 819 997-6727

■ If your complaint concerns the accessibility of intercity bus transportation, please contact Transport Canada, which administers the Intercity Bus Code of Practice (see Q2). You can get details, a complaint guide and an online complaint form on Transport Canada's website.

www.tc.gc.ca/pol/EN/Accessibility/accessComplaintGuide.htm

You can also write or phone Transport Canada.

Mail: Transport Canada
Intergovernmental Relations and
Accessible Transportation
330 Sparks Street
Ottawa ON K1A 0N5
Tel: (toll-free) 800 665-6478
TTY: (toll-free) 800 823-3823
Fax: 613 991-6422
E-mail: accessibility@tc.gc.ca

Q4. Are there maps for people who are blind or visually impaired?

■ Yes. Natural Resources Canada operates Mapping for the Visually Impaired, a website that allows you to download and print tactile and audio-tactile maps free of charge. Among other things, the site provides mobility and transportation maps for various cities in Canada. It also links to the Tactile Atlas of Canada, which contains maps of the country, provinces and territories showing political boundaries, lakes, rivers and major cities. There is also a research and development section that samples some of the newest techniques for making maps accessible to people with visual impairments.

www.tactile.nrcan.gc.ca

Mail: Tactile Mapping
Earth Sciences Sector
Natural Resources Canada
615 Booth Street, 7th Floor
Ottawa ON K1A 0E9
Tel: (toll-free) 800 465-6277
(select the "Topographic Maps" menu item)

Q5. I have a disability. When I fly, do I have to ask for an individual safety briefing or will I get one automatically?

■ If the airline staff know that you need an individual safety briefing, they must give you one. However, depending on your disability, the staff may be unaware of your limitations. If you need an individual safety briefing but do not get one automatically, ask for one before the aircraft doors are closed. For more information, please contact the Canadian Transportation Agency (see Q1).

Q6. Can my guide dog come on the airplane with me?

■ Service animals are allowed on aircraft with 30 or more passenger seats. Your dog can stay with you in the cabin as long as it has been trained by a professional institution, is properly harnessed and stays under your control. For more information, please contact the Canadian Transportation Agency (see Q1).

Q7. How do I apply for a disability parking permit?

■ Parking permits are administered by the provinces and territories. You can use the list of resources at the end of this guide to find out where to apply.

Q8. I am travelling to Europe and plan to rent a car when I arrive. Will my disability parking permit be valid there?

■ Your permit is valid in any of the 40 countries that are members of the European Conference of Ministers of Transport. Your permit gives you the same parking benefits as citizens of these countries. The website below provides a complete list of participating countries.

www1.oecd.org/cem/cemtmemb.htm

You can also get more information by contacting Transport Canada (see Q3).



Provincial & Territorial Resources

For detailed information on programs and services for persons with disabilities in each province, please visit [Disability WebLinks](#). This website contains over 1,500 links to programs, services and information at all levels of government.

www.disabilityweblinks.ca

British Columbia

For information on accessibility, employment, financial support, health, and organization and project funding:

■ INFORMATION FOR PERSONS WITH DISABILITIES:

Ministry of Human Resources

Tel: (toll-free within B.C.) 800 337-3531

Tel: 250 356-1667

TTY: (toll-free within B.C.) 800 855-0511

Fax: 250 356-7801

E-mail: stan.hagen@gems6.gov.bc.ca

www.mhr.gov.bc.ca/pwd

For information on all other topics:

■ ENQUIRY B.C.

Tel: (in Victoria) 387-6121

Tel: (in Vancouver) 604 660-2421

Tel: (elsewhere in B.C.) 800 663-7867

Tel: (outside B.C.) 604 660-2421

TTY: (in Vancouver) 604 775-0303

TTY: (elsewhere in B.C.) 800 661-8773

E-mail: EnquiryBC@gems3.gov.bc.ca

Alberta

For information on all topics:

■ PREMIER'S COUNCIL ON THE STATUS OF PERSONS WITH DISABILITIES

Department of Community Development

Tel and TTY: (toll-free within Alberta)
800 272-8841

Tel and TTY: 780 422-1095

E-mail: pcspd@gov.ab.ca

www.cd.gov.ab.ca/helping_albertans/premiers_council/index.asp

For information on all topics:

■ SERVICE ALBERTA

Tel: (toll-free within Alberta) 310-0000

Tel: 780 427-2711

TTY: (toll-free within Alberta) 800 232-7215

TTY: 780 427-9999

Fax: 780 415-0469

E-mail: Service.Alberta@gov.ab.ca

www.servicealberta.ca/pages/home.asp

Saskatchewan

For information on all topics:

■ OFFICE OF DISABILITY ISSUES

Department of Community Resources and
Employment

Tel and TTY: (toll-free within Saskatchewan)
877 915-7468

Tel and TTY: 306 787-7283

Fax: 306 798-0364

E-mail: odi@ss.gov.sk.ca

www.gov.sk.ca/odi

Manitoba

For information on accessibility, education,
employment, financial support, health and
housing:

■ PERSONS WITH DISABILITIES CHANNEL

Department of Family Services and Housing

Tel: (toll-free within Manitoba)
866 MANITOBA (866 626-4862)

Tel: 204 945-5870

TTY: 204 945-4796

Fax: 204 948-4656

E-mail: spd@gov.mb.ca

www.gov.mb.ca/fs/pwd

For information on all other topics:

■ MANITOBA GOVERNMENT INQUIRY

Tel: (toll-free in Manitoba) 866 MANITOBA
(866 626-4862)

Tel: 204 945-3744

TTY: 204 945-4796

Fax: 204-945-4261

E-mail: mgi@gov.mb.ca

Ontario

For information on all topics:

■ ACCESSIBILITY ONTARIO

Ministry of Citizenship and Immigration

Tel: (toll-free within Ontario) 888 520-5828

Tel: 416 326-0207

TTY: (toll-free within Ontario) 888 335-6611

TTY: 416 326-0148

E-mail: ODA@mczcr.gov.on.ca

www.gov.on.ca/mczcr/accessibility

For information on all topics:

■ GOVERNMENT OF ONTARIO INFORMATION SERVICE

Tel: (toll-free within Ontario) 800 267-8097

Tel: 416 326-1234

TTY: (toll-free within Ontario) 800 268-7095

TTY: 416 325-3408

Fax: 416 325-3407

Quebec

For information on all topics:

■ OFFICE DES PERSONNES HANDICAPÉES DU QUÉBEC

Tel: (toll-free within Quebec) 800 567-1465

Tel: 819 475-8585

TTY: (toll-free within Quebec) 800 567-1477

Fax: 819 475-8753

E-mail: communications@ophq.gouv.qc.ca

www.ophq.gouv.qc.ca

For information on all topics:

■ INFORMATION FOR PERSONS WITH DISABILITIES

Ministry of Health and Social Services

Tel: (toll-free within Quebec) 800 707-3380

Tel: 418 266-8900

Fax: 418 643-3177

E-mail: info@msss.gouv.qc.ca

[www.msss.gouv.qc.ca/en/sujets/groupes/
people_disabilities.html](http://www.msss.gouv.qc.ca/en/sujets/groupes/people_disabilities.html)

New Brunswick

For information on all topics:

■ PREMIER'S COUNCIL ON THE STATUS OF DISABLED PERSONS

Tel: (toll-free within New Brunswick)
800 442-4412

Tel: 506 444-3000

Fax: 506 444-3001

E-mail: pcsdp@gnb.ca

www.gnb.ca/0048/english

For information on all topics:

■ SERVICE NEW BRUNSWICK

Tel: (toll-free within New Brunswick)
888 762-8600

Tel: 506 684-7901

Fax: 506 684-7415

Nova Scotia

For information on all topics:

■ DISABLED PERSONS COMMISSION

Nova Scotia Department of Community Services

Tel: (toll-free within N.S.) 800 565-8280

Tel: 902 424-8280

TTY: (toll-free within N.S.) 877 996-9954

TTY: 902 424-2667

Fax: 902 424-0592

www.gov.ns.ca/disa

For information on all topics:

■ SERVICE NOVA SCOTIA

Tel: (toll-free within N.S.) 800 670-4357

Tel: 902 424-5200

Fax: 902 424-0720

E-mail: askus@gov.ns.ca

www.gov.ns.ca/snsmr

Prince Edward Island

For information on all topics:

■ PRINCE EDWARD ISLAND COUNCIL OF THE DISABLED

Tel: (call collect within P.E.I.)
902 892-9149

Fax: 902 566-1919

E-mail: peicod@peicod.pe.ca

www.peicod.pe.ca

For information on all topics:

■ ISLAND INFORMATION SERVICE

Tel: 902 368-4000

Fax: 902 368-5544

E-mail: island@gov.pe.ca

Newfoundland and Labrador

For questions on accessibility, financial support, health and housing:

■ DISABILITY-RELATED PROGRAMS AND SERVICES

Department of Health and Community Services

Tel: 709 729-2436

Fax: 709 729-6382

E-mail: healthinfo@gov.nl.ca

www.gov.nf.ca/health

For information on education, employment and financial support:

■ INCOME SUPPORT PROGRAM AND EMPLOYMENT AND CAREER SERVICES

Department of Human Resources, Labour and Employment

Tel: 709 729-2480

Fax: 709 729-0583

www.gov.nl.ca/hre

For information on all other topics:

■ GOVERNMENT OF NEWFOUNDLAND AND LABRADOR SERVICES DIRECTORY

www.gov.nl.ca/Services

■ GOVERNMENT OF NEWFOUNDLAND AND LABRADOR GENERAL INQUIRIES

E-mail: info@gov.nl.ca

For detailed information on programs and services for persons with disabilities in each territory, visit Disability WebLinks. This website contains over 1,500 links to programs, services and information at all levels of government.

www.disabilityweblinks.ca

Yukon

For information on all topics:

■ YUKON COUNCIL ON DISABILITY

Tel: 867 668-6703

Fax: 867 393-4992

E-mail: ycod@polarcom.com

www.ycod.yk.ca

Northwest Territories

For information on all topics:

■ NORTHWEST TERRITORIES COUNCIL OF PERSONS WITH DISABILITIES

Tel: (toll-free within N.W.T.) 800 491-8885

Tel: 867 873-8230

TTY: 867 920-2674

Fax: 867 873-4124

E-mail: disabilitynwt@yk.com

www.nwtability.ca

Nunavut

For information on all topics:

■ SERVICES FOR PERSONS WITH DISABILITIES

Department of Health and Social Services

Tel: 867 975-5700

Fax: 867 975-5705

www.gov.nu.ca/hss.htm