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Advancing the Inclusion
of People with Disabilities

(2006)

Canada

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Ce document est également disponible en français sous le titre *Vers l'intégration des personnes handicapées (2006)*.

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Message from the Minister

Advancing the Inclusion of People with Disabilities is the annual report on the government's progress on disability issues. It covers more than 50 programs and initiatives that some 30 federal departments and agencies deliver in order to facilitate the participation of people with disabilities in major dimensions of Canadian society.

The participation of people with disabilities can no longer continue to be a matter of rhetoric. In the context of increasing global competition, a predominantly knowledge-based economy, emerging labour shortages, and an aging population, it is becoming evident that the participation of all people with different abilities is increasingly essential for the individual and collective well-being of our society.

This annual report is a testament to the Government of Canada's commitment to making Canada a truly accessible society for all; a Canada where people with and without disabilities can live to their fullest potential.

As you read through this report, you will notice that our understanding of disability is no longer dictated by a single discipline or conceptual perspective. We all have a responsibility to remove the barriers that prevent the full participation of people with disabilities in Canadian society, and to create a more accessible Canada.

This is the reason why, as a government and as a society, we invest in ensuring that the needs of people with disabilities are being met through a variety of programs and initiatives in areas affecting many facets of people's lives. As a government, we will continue to work with our partners at the provincial and territorial levels, as well as in the private and not-for-profit sectors, and with all citizens, to remove barriers and ensure accessibility for Canadians with disabilities.

By working together to build a more inclusive society, we make it possible for all Canadians to contribute, and, in so doing, help to ensure that Canadian society reaches its highest potential.

The Honourable Diane Finley, P.C., M.P.
Minister of Human Resources and Social Development

INTRODUCTION

As is the case for many social policy areas, policies concerning people with disabilities fall under federal, provincial, and municipal jurisdictions. The three orders of government, working together and in collaboration with the non-profit and the private sectors, assume important and complementary roles in promoting and supporting the full participation of people with disabilities in all dimensions of Canadian society.

Through a vast array of policies and integrated programs, the federal government seeks to contribute to the improved well-being of people with disabilities and the organizations that support them, and to promote the principles of citizenship. Whether accomplished by means of service delivery or through tax policies, the federal government's aim is to reduce, if not eliminate, the barriers that people with disabilities face at various stages of life. Thus, tax measures for children with disabilities, grants intended for students with permanent disabilities, various employment programs for working-age adults, and income support programs and services for seniors with disabilities are all part of an increasingly coherent and integrated policy at the federal level.

As observers of federal disability policy pointed out, a number of programs—in the fields of education, vocational rehabilitation, and employment—that were formerly offered separately are in various stages of consolidation. Together, these programs increase autonomy and self-determination.[1]

The Government of Canada's efforts at integrating services for people with disabilities have, for a number of years, been guided by the understanding that disability is not defined merely as being the direct result of a health problem or any physical or mental limitation. Instead, it is seen as the result of complex interactions between a health problem or functional limitation and the social, political, cultural, economic, and physical environment. These, in combination with personal factors such as age, gender, and level of education, can result in a disadvantage—that is, a disability. This link between a functional limitation and the disadvantage is what courts try to determine in investigating disability-based human rights complaints.

This concept of disability is also what guides an increasing number of national surveys that collect information on people with disabilities in Canada. For example, the 2001 Census, the 2001 Participation and Active Living Survey (PALS), and, since 1999, the Survey of Labour Income Dynamics (SLID) all use the same filter questions based on this concept to identify people who have a disability.

It is also this common understanding that shapes the ongoing collaboration across federal departments and agencies, and between the Government of Canada and other orders of government and national organizations of people with disabilities. Regardless of the means chosen to address disability issues, it is now a generally established principle that functional limitations or health problems alone do not prevent people from participating. Obstacles in the socio-economic and built environment do.

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1   Rioux, Marcia and Prince, Michael (2002). The Canadian Political Landscape of Disability: Policy Perspectives, Social Status, Interest Groups, and Human Rights Movement. In Allan Puttee (ed.) Federalism, Democracy and Disability Policy in Canada. Montreal & Kingston: McGill-Queen's University Press, pp. 11-28.

In this context, the Government of Canada will be seeking to develop a National Disability Act to improve accessibility and inclusion for all Canadians with disabilities.[2] The Government of Canada will engage concerned stakeholders, including Canadians with disabilities, in gathering information and eventually developing a proposal for this Act. Canada was one of the first countries in the world to enshrine disability protection in its constitution. Since its enactment, the *Canadian Charter of Rights and Freedoms* has governed all case law and legislation related to disability.

Following in the footsteps of the two previous federal reports—the 2002, 2004 and 2005 *Advancing the Inclusion of People with Disabilities*[3]—this report provides an overview of key initiatives that different federal departments and agencies have implemented, individually or in collaboration, or are in the course of implementing in 2005-06 and beyond. This report uses the same accountability framework as that of the earlier reports to describe progress made and initiatives taken with the goal of achieving full citizenship for all Canadians, including people with disabilities. The information is divided into the major life areas: accessibility and disability supports, health and well-being, skills and learning, employment and income.

This report does not try to give an exhaustive account, but instead provides an overview of the major federal programs and initiatives that directly or indirectly benefit people with disabilities. Except for references to program-specific indicators (used for monitoring and evaluation purposes), survey data presented in this report are used only occasionally and only to illustrate the broader context of the overall progress and gaps that remain to be addressed.

For example, data based on the Survey of Labour and Income Dynamics results for the period 1999-2004 indicate that working-age people with disabilities have made noticeable progress in the area of employment and income (e.g., relying on wages and salaries as the main source of income and relying less on government transfer payments).[4] The data also show that people with disabilities have better access to higher education and are increasingly less likely to have low levels of education. It is not possible to use national survey findings to establish a direct link between those findings and particular programs. Therefore, progress cannot be directly attributed to a specific program or initiative. Nonetheless, given their explicit objectives, it is possible that these programs and initiatives could, when combined with other factors such as increased awareness or an improvement in the overall economy, be key factors in this change.

The 2006 federal disability report provides information on over 50 federal programs and initiatives, their level of expenditure,[5] the key findings of any available internal or external evaluations or audits, and any research studies or client surveys of which these programs and initiatives were the subject matter. All these programs and initiatives reflect the Government of Canada's commitment to address disability issues and reduce the effects of the socio-economic and physical environments.

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2   The objectives of this legislation were stated as a commitment the Conservative Party of Canada's 2005-06 electoral platform.

3   In addition to the 2002 and 2004 *reports*, there was a 2005 report which differed from the other reports in its focus on seniors.

4   Chapters 3 and 4 discuss the progress made in the areas of employment and income.

5   Appendix B outlines the principal disability-related benefits and programs 2005-06.

The report is organized along the following lines:

CHAPTER ONE: HUMAN RIGHTS AND CULTURE

As human rights are fundamental to the full participation of people with disabilities, this report begins with a general description of the Government of Canada's efforts to protect and promote the principles of full citizenship. This chapter describes the role the Canadian Human Rights Commission and Canadian Heritage assume in this area.

CHAPTER TWO: ACCESSIBILITY AND DISABILITY SUPPORTS

Accessibility and disability supports are fundamental requirements for full participation. Without them, people with disabilities risk being excluded. This chapter focuses on government actions in the following areas: transportation, housing, information, assistive devices, and adaptive technology, and support for communities.

CHAPTER THREE: LEARNING, SKILLS, AND EMPLOYMENT

Learning and developing skills are key instruments for increasing the potential of people with disabilities to participate in all dimensions of Canadian society and to seize available employment opportunities and gain autonomy and self-reliance. This chapter focuses on government initiatives in the area of students' loans, vocational rehabilitation, and employment programs.

CHAPTER FOUR: INCOME, INCOME SUPPORT, AND TAX MEASURES

In addition to providing services to people with disabilities, the Government of Canada provides them with some income support to reduce the impact of market forces and the threat of poverty and exclusion. The Government also provides tax measures to people with disabilities and their caregivers to recognize that these individuals face extra disability-related expenses that reduce their ability to pay tax. This chapter describes income support programs and tax measures.

CHAPTER FIVE: HEALTH AND WELL-BEING

The ultimate goal of all disability-related programs and policies is to maintain and promote the overall well-being of people with disabilities. Health promotion and services are key instruments for achieving this goal. This chapter provides some data on how people with and without disabilities assess their own health status and on other health related issues (e.g., correlation of poor health and work incapacity). But the focus is on the key disability-related initiatives by Health Canada and the Public Health Agency of Canada.

Chapter One: Human Rights and Culture

1. Protecting the Rights of People with Disabilities

The *Canadian Charter of Rights and Freedoms* provides an equality guarantee under Section 15 that prohibits discrimination based on mental or physical disability across all jurisdictions in Canada. The Charter limits the ability of governments to pass laws or take actions that discriminate or infringe on human rights. Individuals must be treated equally, regardless of their race, national or ethnic origin, colour, religion, sex, age, or mental or physical capacities. The Charter has been the basis for many cases related to disability, and can be credited with helping to make Canada a more accessible society.

In addition to the Charter, the *Canadian Human Rights Act* promotes and protects the rights of people who face discrimination on a number of grounds, including a physical or mental condition. The *Canadian Human Rights Act* requires employers and service providers under federal jurisdiction to accommodate special needs, including those of people with disabilities, short of undue hardship. While the duty to accommodate has long been recognized by the courts, specific reference to accommodation in the Act clarifies both the rights of employees and the obligations of employers.

The **Canadian Human Rights Commission** (CHRC) administers the *Canadian Human Rights Act* and is responsible for ensuring compliance with the *Employment Equity Act*. Both laws ensure that all areas of federal jurisdiction adhere to the principles of equal opportunity and non-discrimination.

The CHRC tries to resolve complaints of discrimination filed against federally regulated employers, unions, and service providers. If a complaint cannot be resolved, the Commission may investigate the case further, and may ultimately request that the Canadian Human Rights Tribunal hear the case.

In 2005, the Commission received 429 complaints citing disability as the grounds of discrimination, representing half of all the complaints the Commission received that year.

Table 1: Complaints to CHRC that cited disability as the grounds for discrimination – Number and percentage of all complaints, 2002-05

	Number	Percentage
2002	438	44%
2003	495	37%
2004	389	39%
2005	429	50%

Source: Canadian Human Rights Commission Annual Report, 2005.[6]

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6   A copy of the report is available at www.chrc-ccdp.ca/pdf/AR_2005_RA_en.pdf

To reduce the impact of the adversarial nature of a complaint-driven system, the CHRC offers mediation as an alternative to resolving complaints at an early stage. This is an informal process that gives the parties the opportunity to resolve a dispute before a formal complaint is filed. If the matter is resolved between the parties through preventive mediation, the file is closed; if the matter is not resolved, the complainant can file a formal complaint.

Complaint Process

Preliminary Assessment: This process provides the parties with an opportunity to clarify the issues and establish realistic expectations.

Mediation: If preliminary assessment did not resolve the dispute, the complaint may be referred to mediation. Mediation is offered at any stage of the complaint process.

Investigation: If mediation fails, the complaint is sent for investigation. An Investigation Report is prepared that contains an analysis of the evidence and a recommendation on the disposition of the complaint.

Disclosure: The report is disclosed to the parties and they are given an opportunity to present written submissions to the Commission.

Decision: The members of the Commission decide how to deal with the complaints put before them:
- the complaint is referred to the Tribunal for further inquiry;
- the complaint is dismissed if members of the Commission determine that further inquiry by a tribunal is not warranted;
- settlements reached by the parties through the mediation process are approved; or
- the complaint is referred to conciliation where parties are given an opportunity to resolve the complaint with the assistance of a conciliator appointed by the Commission.

2. Promoting Human Rights and a Culture of Inclusiveness

In addition to the CHRC, the Department of Canadian Heritage also plays an important role in ensuring human rights are promoted and enjoyed in Canada.[7] The Human Rights Program undertakes educational and promotional activities, including maintaining a website that contains a theme page on Human Rights and Disabilities. It also provides a select number of grants and contributions to eligible organizations. The program is responsible for coordinating, with provincial and territorial governments, the domestic implementation of international human rights instruments and preparing Canada's reports to the United Nations.[8] During the past year, Canada participated

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7   More information on the Department of Canadian Heritage is available at www.canadianheritage.gc.ca/progs/pdp-hrp/index_e.cfm
8   More information is available from the UN website at www.un.org/disabilities/convention/index.shtml

in the successful negotiation of a draft United Nations convention for the protection of the rights of people with disabilities. A revised draft of the Convention was introduced by the UN Ad Hoc Committee on the Convention on October 30, 2006. It is expected that the General Assembly will adopt the Convention by the end of December 2006. Once adopted, Canada will undertake a comprehensive analysis before ratifying it. This will include a legal review and consultations with provinces and territories.

Canadian Heritage also administers a number of programs and initiatives aimed at promoting the full participation of people with disabilities in different domains, including culture, community, and sports.

For example, through the Canadian Culture Online Program, the Department implements its Culture Online Strategy, which strives to create a uniquely Canadian presence on the Internet.[9] The Strategy anticipates a future where the majority of Canadians spend time in the digital interactive "space" being entertained, engaged, and informed. In this context, the Canadian Culture Online Program aims to encourage Canadians to access and participate in interactive digital resources that reflect our diverse heritage, cultures, languages, and history, and to ensure that the program contributes to a supportive environment for the new media sector in Canada.

Although these programs do not focus specifically on people with disabilities, some of the Canadian cultural Internet sites that Canadian Culture Online has funded since 2001 are directed at people with disabilities. For example, the National Film Board (Canadian Memory Fund, 2005-06) digitized and made available a total of 287 films, 76 of which included video description, and 62 which were subtitled. All sites funded by Canadian Culture Online are required to conform to international standards, ensuring full access to site content for people with disabilities.

Through its Youth Participation Directorate, Canadian Heritage also supports youth exchange and youth forum programs within Canada. Through the Exchanges Canada program, the Directorate funds the return transportation costs and any special measures that may be required (e.g., sign language interpreters, attendants, medical personnel, and specially adapted transportation) to ensure that youth with disabilities can participate fully. About 640 young people with disabilities participated in Exchange Canada 2005-06.

The Active Living Alliance Youth Exchange brings youth from all provinces and territories to Ottawa every year for five days around Canada Day.[10] This exchange exposes participants to a wide variety of active living opportunities, provides a cultural experience through interaction with people from across Canada, and inspires and enhances personal leadership qualities. Participants in the exchange have the opportunity to learn about community involvement and the advocacy process, and to try new physical activities. Forty-nine youth and 33 leaders, chaperones, and organizers participated in the program in 2005-06.

Canadian Heritage also administers the Community Participation Program, which involves collaboration with other federal departments and the voluntary sector to promote citizen participation and engagement in Canadian society.[11] More specifically, the program aims to raise awareness of the contributions of volunteers and the voluntary sector to Canadian society,

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9   Visit Canadian Culture Online at www.pch.gc.ca/ccop-pcce/index_e.cfm.
10   The Active Living Alliance website can be found at www.ala.ca/content/home.asp
11   The Community Participation Program website can be found at www.pch.gc.ca/progs/pc-cp/cvi_e.cfm

promote citizens' participation and engagement in Canadian society, and strengthen the capacity of voluntary organizations to provide programs and services for the benefit of Canadians. The program provided funding in 2004-05 to the Prince Edward Island Council of the Disabled, which produced *Simple Solutions*. This manual identifies 21 barriers to volunteering and helps managers of volunteer resources and other practitioners in the non-profit sector to better understand the barriers that people with disabilities face and how to reduce or eliminate them.[12]

Promotional material for the inclusion of people with disabilities

E-Inclusion – Centre de recherche en informatique de Montréal (New Media Research Networks Fund, 2005-07) – aims at developing audio-visual content processing tools and sensory-specific content creation methods for multimedia producers. The goal is to provide creators with powerful audio-video tools that will allow them to centre their attention on the creative aspects and thus improve the richness of the multimedia experience for people with sensory disabilities.

CulturAll – University of Toronto – Adaptive Technology Resource Centre (New Media Research Networks Fund, 2005-07) – aims to make inclusive design a naturally integrated component of Canadian cultural productions and act as a catalyst for innovation and creativity. The CulturAll Network continues its work developing innovative approaches, tools, and strategies to ensure that everyone in Canada can participate in the Canadian cultural exchange.

Stretch – University of Toronto (Partnerships Fund 2005-06) – focuses on the realities of people living with disabilities in Aboriginal communities. As an adjunct to the popular online broadcast show "Zed," the project will collect video, animation, visual artwork, and music that express perspectives on inclusion. Youth and students, with the help of media artists, will showcase their work and their ideas related to the subjects explored by the site in a popular online forum. It is anticipated that at least 30 videos, 55 visual art pieces, and 15 other works in various media will be presented.

ASLpah.ca – Canadian Hearing Society (Gateway Fund, 2004-05) – showcases content by and about people who are hard of hearing, deaf, or deafened. Content such as personal stories and e-zine materials, in sign language (ASL or LSQ) can be found on the site, which also includes video stories on themes of humour, employment, education and other subjects. Participants, particularly deaf youth, are encouraged to create and share their stories and perspectives using their own language.

Rick Hansen: Man In Motion (Canadian Memory Fund 2003-04) – showcases Rick Hansen defying all odds as he circled the world in his wheelchair for over two years to raise awareness and money for spinal cord research. Even when the tour was over, he kept going, a man in perpetual motion.

Canadian Network for Inclusive Cultural Exchange – University of Toronto – Adaptive Technology Resource Centre (New Media Research Networks Fund, 2002-04) – developed free guidelines, tools, and learning materials aimed at including people with disabilities in cultural creation, exchanges, and experiences.

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12   The manual is available at www.kdc-cdc.ca/attachments/manual_pei_council_eng.pdf

Chapter Two: Accessibility and Disability Supports

Without accessibility and disability supports, many people with various functional limitations continue to face socio-economic exclusion and personal isolation. In everyday language, the terms accessibility and disability supports may be used interchangeably. However, these two concepts cover distinct, albeit related, issues.

Accessibility is about creating an environment in which systemic barriers to the full participation of people with disabilities are reduced or eliminated so that these people have equal access. To be sure, accessibility is an umbrella concept that refers to issues related to services, systems and policies. Such services may be provided by the public, private, or voluntary sectors, and could be established at the local, community, regional, or national levels. Systems are administrative arrangements and organizational mechanisms that are established by governments at the local, regional, or national levels. These systems are designed to organize, control, and monitor services that provide benefits and programs in different areas of society. Policies are the rules, regulations, conventions, and standards established by governments at local, regional, or national levels. Policies govern and regulate the systems that organize, control, and monitor services, programs, and operations in various sectors of society. Based on this definition, accessibility describes the relationships between individuals and their environments.[13]

On the other hand, disability supports are sub-elements of accessibility. As stated in the *In Unison 2000* report, disability supports "refer to a range of goods, services and supports tailored to the individual requirements for daily living." They include technical aids and devices; special equipment; homemaker, attendant or interpreter services; life skills; physiotherapy and occupational therapy; and respite care that respond to individual needs. These goods, services, and supports facilitate active participation at home, at school, and in the community and help people maximize their personal and economic independence.[14]

While accessibility is about ensuring the participation of people with disabilities in all dimensions of society, disability supports are the instruments and means that facilitate their participation in daily living activities and in achieving their personal and economic potential. Without assistance with daily living, people with disabilities may be isolated at home, others may have trouble holding a job, getting to their jobs, managing a monthly budget, or making medical appointments.

The Government of Canada has a number of programs and initiatives that help address both accessibility and disability support needs through a variety of means. These include creating and administering regulatory provisions, codes, and accountability processes (such as regular consultation with the community); regular reporting on activities, complaints, and conflict resolution, through institutions such as the Human Rights Commission and the Canadian Transportation Agency; and proactive measures to prevent new barriers from being erected and

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13   This is based on the World Health Organization's 2001 definition. Detailed information on the WHO definition can be found at www3.who.int/icf/onlinebrowser/icf.cfm?parentlevel=1&childlevel=2&itemslevel=1&ourdimension =e&ourchapter=0&ourblock=0&our2nd=0&our3rd=0&our4th=0

14   **In Unison 2000: Persons with Disabilities in Canada**. The report can be found at www.socialunion.ca/In_ Unison2000/iu00300e.html

mitigate or eliminate the effects of existing ones through legislated and non-legislated programs such as the *Employment Equity Act,* health and safety programs and awareness initiatives. Through programs such as the Social Development Partnerships Program-Disability component, the Government of Canada also supports the disability community in its effort to identify and address accessibility issues from its own perspective and lived experience. And with funding from the Canadian International Development Agency, the federal government helps many developing nations design and implement programs aimed at improving accessibility of health services, education and employment for people with disabilities.

The following section describes the key federal initiatives and programs aimed at addressing accessibility issues and disability supports.

1. Accessibility

a. Transportation

"It is hereby declared that a safe, economic, efficient and adequate network of viable and effective transportation services accessible to persons with disabilities and that makes the best use of all available modes of transportation at the lowest total cost is essential to serve the transportation needs of shippers and travellers, including persons with disabilities, and to maintain the economic well-being and growth of Canada and its regions..."

Canada Transportation Act
CHAPTER C-10.4 (1996, c. 10)

People with disabilities in Canada, even where they have the means to travel, cannot always do so. According to the 2001 Participation and Activity Limitation Survey, 27% of adults with disabilities are completely prevented from travelling long distances and many cannot use local transit. As Figure 1 shows, difficulties with long distance travel result from various factors, including ticket costs, a ride that aggravates a health condition, trouble moving about in terminals, procedures and equipment for boarding and disembarking, and seating arrangements. (PALS 2001).

Transport Canada

Transport Canada provides policy leadership to improve accessibility and remove undue obstacles from the federal transportation system. The Department consults with seniors, people with disabilities, government bodies, and the transportation industry, and facilitates solutions to problems and improvements to the system. The Department also conducts research and development to improve accessibility through its Transportation Development Centre.

In February 2006, the Department coordinated and conducted two workshops—an airline workshop and an intercity bus workshop—to gather input from consumers with disabilities and the transportation industry on initiatives to address various accessibility issues encountered in the respective modes of transportation. The Department is evaluating the input received from these consultations to determine the next steps to take to enhance the accessibility of these modes of transportation.

Transport Canada is in the final stages of developing a disability awareness training program, entitled Getting on Board, intended for employees of small transportation service providers operating within the national transportation system. The disability awareness training kit is composed of a video and is complemented by a disability awareness training manual, a workshop guide, and a guide to physically assisting people with mobility disabilities.

Transport Canada's Access to Travel website provides information on accessible transportation and travel across Canada with the aim of making travelling an easier and more enjoyable experience for Canadians with disabilities.[15] In 2006 the Department continued to maintain and update the website with new data on local transportation service operators who provide accessible ground transportation services within cities and towns across Canada. In addition, Transport Canada recently developed a new section entitled Accessibility of Airport Terminals, which provides up-to-date information on the accessibility features of 13 of Canada's 26 airports in the National Airports System.

Transport Canada is currently preparing to host the 11th International Conference on Mobility and Transport for Elderly and Disabled Persons from June 18-21, 2007, in Montréal.[16] The theme of the conference is "Benchmarking, Evaluation and Vision for the Future." This event, which is expected to attract over 500 participants from 38 countries, will allow international experts to exchange ideas as well as showcase innovative and technological solutions for the transportation needs of an aging population and of people with disabilities and special needs.

Furthermore, Transport Canada's Transportation Development Centre manages a multi-modal Research and Development program aimed at improving the safety, security, energy efficiency, and accessibility of the Canadian transportation system, while protecting the environment.[17] The Centre's ongoing and recently completed research and

Figure 1: Types of difficulties mentioned by adults with disabilities reporting difficulty in travelling long distances by bus, train or airplane. (%)
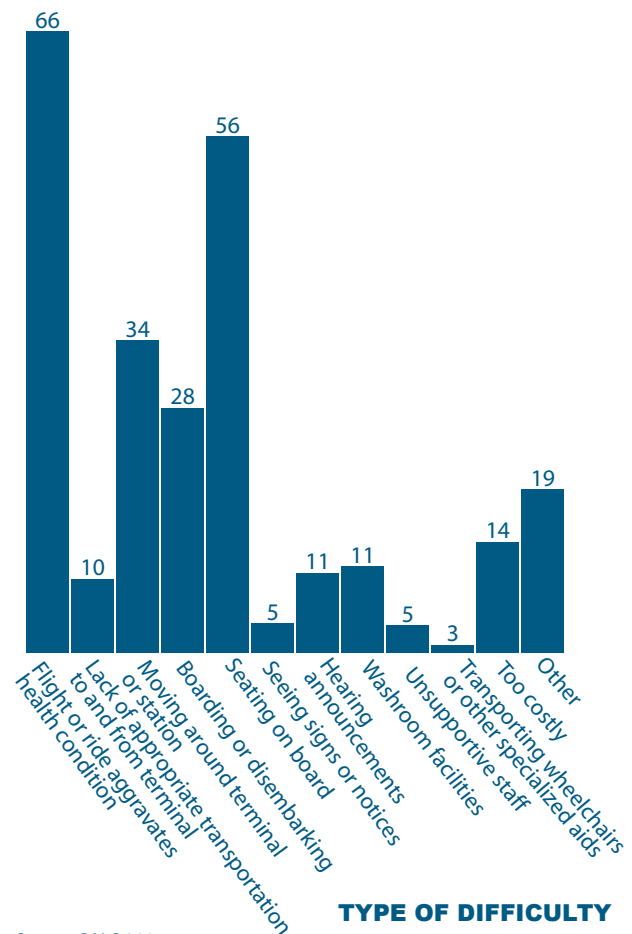
Source: PALS 2001
Note: Respondents could mention more than one difficulty. The people reporting difficulties, reported an average of 2.6 difficulties in travelling long distances.

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15   The Access to Travel website is located at www.accesstotravel.gc.ca/main-e.asp
16   Information on this conference is available at www.tc.gc.ca/pol/en/transed2007/home.htm
17   The website for the Research and Development program can be found at www.transport-canada.org/pol/en/randd/menu.htm

development initiatives include a study of automated dispensing machines and automated kiosks in the transportation system, a study of the audibility of public address systems in airports, and an assessment of the gravitational forces exerted on rear-facing wheelchair restraint systems on low-floor transit buses.

Canadian Transportation Agency

The Canadian Transportation Agency's mission is to administer transportation legislation and federal government policies to help achieve an efficient and accessible transportation system through education, consultation, and essential regulation. The Agency has a mandate to administer the economic regulatory provisions affecting all modes of transport under federal jurisdiction found in various Acts of Parliament. The Agency removes undue obstacles for people with disabilities who travel via the air, rail, and marine networks.

The Agency examines concerns raised by people with disabilities if they encounter barriers in using a part of the federally regulated transportation system. The Agency addresses accessibility issues on a case-by-case basis through facilitation, mediation, or by adjudicating complaints. It also addresses these issues by developing regulations, codes of practice, and standards concerning the level of accessibility in modes of transportation under federal jurisdiction.

Under the Terms and Conditions of Carriage of Persons with Disabilities regulations, air carriers are required to provide services to make travelling easier for people with disabilities. For example, mobility devices such as canes, walking sticks, wheelchairs, scooters, and walkers must be carried free of charge as priority baggage and, if space permits, in the cabin of passenger aircraft. The Agency's Personnel Training regulations require that personnel in the federal air, rail, and marine transportation network have the knowledge, skills, and attitudes necessary to help people with disabilities effectively and sensitively. For example, these transportation service providers must train their personnel on guiding and communication techniques and on how to provide assistance such as moving through a transportation terminal, boarding, and exiting a vehicle. The Agency has also issued four codes of practice:
  • Code of Practice – Aircraft Accessibility for Persons with Disabilities
  • Code of Practice – Ferry Accessibility for Persons with Disabilities
  • Code of Practice – Passenger Rail Car Accessibility and Terms and Conditions of Carriage by Rail of Persons with Disabilities
  • Code of Practice – Removing Communication Barriers for Travellers with Disabilities

Besides its share of the overhead costs, the Agency spends, on an average, about $2.1 million per year on programs for people with disabilities.

In 2005, the Agency began drafting a new code dealing with accessibility in terminals for people who travel in Canada by air, rail, or ferry. The purpose of the code is to provide a minimum level of accessibility for passenger terminals across Canada and to improve the accessibility of terminal amenities such as parking, passenger drop-off and pick-up areas, transportation within and between terminals, public security screening, and baggage claim areas for people with disabilities. The code is being produced in consultation with the Agency's Accessibility Advisory Committee, which is made up of representatives of disability organizations, the transportation industry, and other government departments.

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The Agency is considering including many important provisions in the code to ensure, for example, that new facilities and those being renovated comply with the Canadian Standards Association's *Accessible Design for the Built Environment Standard*; that boarding bridges, platforms, or gangways be accessible to people with disabilities; that terminal operators have areas for service animals to relieve themselves; and that all modes of transportation within and between passenger terminals (such as shuttle buses and light rail) be accessible. The code also provides for terminal operators to consult with representatives of a variety of groups of and for people with disabilities about the accessibility of their terminals.[18]

When Canadian travellers with disabilities face barriers in using the transportation system, they have the right to file complaints with the Agency.

During 2005, 51 accessibility-related applications were received by the Agency. Forty-three decisions were issued, some dealing with applications received before January 1, 2005, and others dealing with applications received during 2005. Some of the complaints addressed by the Agency dealt with on-board medical oxygen, a major airline's online reservation system, TTY service provided by foreign carriers and ferry operators, and carrying mobility aids on small regional jets.

In 2005, the Agency continued to promote mediation and facilitation to make it easier and faster to resolve accessibility disputes.

In terms of facilitation, the Agency has become more proactive in recent years in averting or alleviating situations that might cause obstacles to the mobility of people with disabilities and in remedying situations before a formal complaint is filed.

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18   In 2006, a draft of this Code was released for public comment. The projected release date of the Code of Practice is June 18-21, 2007, during the 11th International Conference on Mobility and Transport for Elderly and Disabled Persons (TRANSED), at the Palais des congrès de Montréal. A copy of the draft Code of Practice is available at www.cta-otc.gc.ca/access/codes/index_e.html

Complaint withdrawn

A married couple in their late 80s who have difficulty walking booked an Air Canada executive-class flight from Toronto to Fort Lauderdale. Wheelchair transfer assistance was requested for the wife and wheelchair assistance for the husband. They were unable to check in at the Executive Class counter. Wheelchair assistance was also problematic, and the couple filed a complaint.

As a result of the Canadian Transportation Agency's intervention, Air Canada issued a bulletin to customer service employees at Toronto's Pearson Airport and gave a briefing at the beginning of each shift for five consecutive days. The briefing reminded customer service employees that any passenger who has purchased an executive-class ticket and who requires wheelchair assistance has the choice to check in at the Executive Class counter or the Special Assistance Desk. The bulletin and briefing referred to this particular experience. The couple withdrew their complaint when Agency staff confirmed receipt of the bulletin and relayed its contents.

Mediation continues to be offered as an option for settling accessible transportation disputes. In 2005, issues brought to mediation related to air and rail travel for people with mobility, vision, hearing, and intellectual disabilities, and those requiring the use of continuous oxygen service. Parties who have opted for mediation have included several major air and rail carriers, two major Canadian airport authorities, and private citizens.

There were 18 cases in progress at the beginning of 2005 and 10 new requests for mediation were received during the course of the year. Of these 28 cases, eight were resolved during pre-mediation discussions, one case was withdrawn by the complainant, and 14 resulted in mediation sessions. Five cases remained outstanding at the end of 2005. Ten sessions resulted in full settlement and, subsequently, formal complaints were withdrawn and the files were closed. Four cases were partially settled through mediation and unresolved matters were returned to the Agency's formal process.

Interest in mediation as a method of solving disputes continues to grow among users and providers of transportation services. The Agency found that an increasing number of service providers demonstrated a positive, cooperative, and collaborative approach toward the program. The Agency will continue to encourage mediation for accessibility disputes.

b. Housing

Having adequate, accessible, and affordable housing contributes to quality of life and general well-being. Canada Mortgage and Housing Corporation (CMHC) works to enhance Canada's housing finance options, assists Canadians who cannot afford housing in the private market, improves building standards and housing construction, and provides policymakers with the information and analysis they need to sustain a vibrant housing market in Canada.[19]

CMHC administers five initiatives that contribute to accessible housing for people with disabilities: the Residential Rehabilitation Assistance Program for Persons with Disabilities

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19   More information on all of CMHC's programs is available on its website at www.cmhc.ca.

(RRAP-D), the Home Adaptations for Seniors' Independence Program (HASI), the Residential Rehabilitation Assistance Program – Secondary/Garden Suite, the Shelter Enhancement Program (SEP), and FlexHousing™. The details of each program are given below. In general, assistance is in the form of a fully forgivable loan that does not have to be repaid, provided the owner adheres to the conditions of the program.

In November 2005, the Government of Canada announced a one-year extension of CMHC's renovation programs to 2006-07 with funding of $128.1 million.

In some areas of Canada, funding for these programs is provided jointly by the Government of Canada and the provincial or territorial government. In these areas, the provincial or territorial housing agency may be responsible for delivering the program. Program variations may also exist in these areas.

Residential Rehabilitation Assistance Program for Persons with Disabilities (RRAP-D)

CMHC offers financial assistance under the RRAP-D to homeowners and landlords to undertake accessibility work to modify dwellings occupied or intended for occupancy by low-income people with disabilities. The RRAP-D is available across Canada, including on-reserve communities.[20]

Assistance is provided in the form of a forgivable loan. For homeowners, assistance covers 100% of the total cost of the modifications to the maximum loan amount for the area (ranging from $16,000 to $24,000 in southern and northern areas, respectively).

For landlords, 100% forgiveness is available for accessibility modifications up to the maximum loan amount for the area (ranging from $24,000 to $36,000 in southern and northern areas, respectively). Assistance is also available to landlords of rooming houses.[21] The types of modifications include, for example, building an exterior ramp, installing a visual fire alarm, and installing task lighting.

Based on a recent program evaluation (Residential Rehabilitation Assistance Program Evaluation, May 2003) of CMHC's renovation programs, the RRAP-D has encouraged homeowners and landlords to undertake accessibility modifications.

The RRAP-D is having a significant positive impact on the accessibility of units modified under the program and on the resulting ability of people with disabilities to carry out daily living activities. Eighty-seven percent of RRAP-D homeowners reported that the modifications had improved the overall quality of their housing. Also important, 92% of RRAP-D beneficiaries reported that the modifications had improved or significantly improved their ability to participate in daily living activities.

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20 Over the years, changes to the RRAP-D were introduced, increasing the available housing stock suitable for low-income people with disabilities. The program was important in situations where a recently disabled individual wished to remain in his or her home, as well as in rural areas where few alternative living arrangements existed.

21 Properties must meet minimum health and safety standards.

Homeowners qualify for RRAP-D assistance if their house value is below a certain figure, and their household income is at or below established limits based on household size and area. The homeowner or a member of the household must have a disability.

Landlords may receive assistance to modify units if rents are at or below established levels, and the units are occupied by tenants with a disability with incomes at or below the income ceilings. Assistance is also available to landlords who own rooming houses with rents below established levels.

Forgiveness and number of beneficiaries

In 2005, an estimated 1,450 households received some $15.5 million in federal/provincial/territorial forgivable assistance.

Home Adaptations for Seniors' Independence Program

Launched in 1992 as a two-year pilot program, the Home Adaptations for Seniors' Independence Program (HASI) helps homeowners and landlords pay for minor home adaptations to extend the time low-income seniors can live in their homes independently.

Assistance is in the form of a forgivable loan up to $3,500. The loan does not have to be repaid as long as the homeowner continues to occupy the unit for the loan forgiveness period of six months. If the adaptation is being done to a rental unit, the landlord must agree that rents will not increase as a result.

The adaptations are for relatively minor items that meet the needs of seniors with an age-related disability. The adaptations must also be permanent and fixed to the dwelling, and include items such as handrails, easy-to-reach work and storage areas in the kitchen, lever handles on doors, walk-in showers with grab bars, and bathtub grab bars and seats.

In a recent public consultation on CMHC's Housing Renovation Programs, a large number of respondents emphasized that HASI was a flexible, responsive program that allowed needs, including urgent needs, to be addressed quickly. Moreover, many seniors' homes needed only minor modifications, at relatively low cost, to be able to remain in their home as they age, which the program allowed for (Renovation Consultation Report, Public Consultation on Housing Renovation Programs, CMHC, December 2002).

The majority of HASI clients (80%) found that the adaptations to their homes made their lives more comfortable and safer, increasing their ability to live independently. The majority also felt that if they had not made the adaptation to their home they would have had to move. Also, many HASI clients (40%) would not have made the adaptations without the HASI program (Evaluation of Housing Initiatives under the National Strategy for the Integration of Persons with Disabilities, March 1998).

Homeowners and landlords may qualify for assistance as long as the occupant of the dwelling where the adaptations will be made meets the following eligibility criteria: is 65 years of age or over; has difficulty with daily living activities brought on by aging; total household income is at or below a specified limit for the specified area; and, the dwelling unit is a permanent residence. HASI is also available to on-reserve Aboriginal people with disabilities.

In 2005, an estimated 2,600 households received some $6.9 million in federal/provincial/territorial forgivable assistance.

Residential Rehabilitation Assistance Program – Secondary/Garden Suite

The objective of the Residential Rehabilitation Assistance Program – Secondary/Garden Suite is to help create affordable housing for low-income seniors and adults with a disability by providing financial assistance to convert or develop existing residential properties that can reasonably accommodate a secondary self-contained unit.[22]

Eligible clients are homeowners, private entrepreneurs, and First Nations individuals who own residential properties that could create a bona fide, affordable, self-contained, rental accommodation. Eligibility is limited to existing family housing residential properties where a self-contained secondary or garden suite is being created. The property must also meet the requirements of the authority that has jurisdiction, including zoning and building requirements. Selected clients must enter into an operating agreement that establishes the rent that can be charged during the term of the agreement. A ceiling is also placed on the income of households that will occupy the newly created self-contained unit.

The assistance is in the form of a fully forgivable loan, with the maximum of $24,000 for southern areas, $28,000 for northern areas, and $36,000 for far northern areas. The loan does not have to be repaid provided the owner adheres to the conditions of the program. Supplementary assistance of 25% is available in remote areas.

In 2005, an estimated 55 households received some $1.3 million in federal/provincial/territorial forgivable assistance.

Shelter Enhancement Program

The objective of the Shelter Enhancement Program (SEP) is to help repair, rehabilitate, and improve existing shelters for women and their children, youth, and men who are victims of family violence, and to acquire or build new shelters and second-stage housing where needed. The SEP also helps to improve the accessibility of shelters for clients with disabilities.

For new developments, CMHC may contribute up to 100% of the project's capital cost. This assistance must be secured by a forgivable 15-year mortgage. For renovation, the maximum loan varies with the number of existing units/bed-units within the project and its location (ranging from $24,000 to $36,000 for southern and far northern areas of Canada, respectively).

The Shelter Enhancement Program was initiated in 1995-96 with $1.9 million in annual funding under the federal Family Violence Initiative. The scope of SEP was broadened in 1999 to include youth, and in 2003 to include men who are victims of family violence.

Based on a 2002 evaluation of SEP, shelter repairs and enhancements had positive impacts with respect to women feeling more secure, meeting the needs of children, client self-esteem and well-being, and access for people with disabilities.[23]

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22 The initiative, announced in the February 2004 Speech from the Throne, has enriched and renewed existing programs and measures including RRAP-D, HASI, and FlexHousingTM and will continue to work with provinces and territories on these initiatives. As a result, CMHC created and announced the RRAP – Secondary/Garden Suite Program in May 2005.

23 Eligible repairs and work are those required to bring existing emergency shelters and second-stage housing up to health and safety standards, permit accessibility for disabled occupants, provide adequate and safe program and play areas for children, and ensure appropriate security for occupants.

Clients indicated that the physical condition of shelters was a significant factor contributing to client satisfaction. In this regard, repeat clients observed improvements in shelter conditions since the SEP was introduced.

In terms of access, the evaluation concluded that the SEP contributed to improvements in accessibility for people with disabilities. Close to 40% of SEP-funded shelters reported making improvements in the accessibility of their buildings for clients with physical disabilities. Over two-thirds of family violence shelters are currently wheelchair accessible.

According to data from Statistics Canada's Transition House Surveys, the percentage of shelters that were wheelchair accessible increased from 44% in 1993-94 to 64% in 1997-98, and to 68% in 1999-2000 (Statistics Canada, Juristat, Canada's Shelters for Abused Women 1997-98, 1999-2000).

Since the number of shelters has increased over this period, and new shelters are generally designed for wheelchair accessibility, the number of accessible shelters has doubled since 1994 (from 146 to 305).

Eligible clients include non-profit corporations and charities that, as a principal objective, house women and children, youth, or men who are victims of family violence. As funding is limited to capital assistance, sponsor groups must obtain the assurance of operating assistance for emergency shelters.[24] For second-stage housing, occupants are expected to make modest contributions to offset the project's operating costs.

In 2005, about 170 shelters (representing 1,175 shelter spaces), received $16.7 million in federal/provincial/territorial forgivable assistance.

FlexHousing™

FlexHousing is a practical approach to designing and building housing that allows residents to more economically convert space to meet their changing needs. Based on the principles of adaptability, accessibility, affordability, and Healthy Housing™, FlexHousing responds to the needs of today's families and supports independent living for people with disabilities and seniors.[25]

FlexHousing appeals to people with disabilities, industry, builders, renovators, and architects because it is a practical and flexible approach to designing and building housing. For example, FlexHousing is designed to be fully wheelchair accessible, has wide corridors that make it easier to circulate with a walker, and contains special features for people who are deaf, hard of hearing, blind, or have low vision.

In 1999, a review was undertaken to gauge the extent to which FlexHousing principles (e.g., on-grade access, straight-run stairs, main level living containing kitchen, living room, washroom, and space suitable for bedroom or home office) were adopted in the design of houses as standard features.

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24 Provinces, territories, and Indian and Northern Affairs Canada may also provide regular operating funds to family violence shelters in their jurisdictions.

25 Housing professionals (e.g., builders, renovators, designers, architects) are key to successfully implementing the FlexHousing standard.

Overall, the review suggested that FlexHousing principles are increasingly evident in the new home construction industry.

CMHC spent more than $72,000 in 2004-05 and $40,300 in 2005-06 to promote FlexHousing to the housing industry and the public through information products and dissemination activities.

CMHC is also responsible for housing research and disseminating information to the public and housing industry. Its research role is described in the Research and Knowledge Development section of this report.

In June 2006 the Canadian Human Rights Commission (CHRC) published a report on international best practices in universal design. Intended primarily for technical experts, the report gives insight into the latest trends in universal design. On a very practical level, it provides architects and designers with the tools and options to design buildings that are accessible to all users. The report also documents accessibility criteria in building codes and standards in Canada and around the world. It outlines the space requirements to accommodate power wheelchairs and scooters as well as the requirement for warning systems to alert people who are blind or have a visual impairment to their environment. It also provides insight into how to design a building that utilizes colour contrasts and changes in textures to make it function better for everyone.[26]

c. Government benefits and services

Service Canada was officially created within HRSDC on September 14, 2005, as the institution responsible for creating better outcomes for Canadians through service excellence. While HRSDC continues to be responsible for benefits to Canadians, including those with disabilities, Service Canada provides easy, one-stop access to Government of Canada benefits and services through the person's channel of choice, whether in person, by phone, or through the Internet.

Service Canada represents a move away from organizing government services and benefits around departments and programs to instead organizing around the needs of Canadians, individually and in their communities. Driven by a focus on people, Service Canada will align existing programs and services to better meet the needs of Canadians.

Service Canada's Service Charter commits it to providing people with:
• choice in how to make contact,
• information that is easy to understand, and
• service in the official language of their choice.

People with disabilities face numerous challenges in carrying out their daily activities. Service Canada wants to ensure that it addresses these challenges when people with disabilities use its services. In response to research that revealed that people with disabilities have not been satisfied with levels of accessibility, Service Canada committed to making its Charter a reality for

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26   Copies of the report, *International Best Practices in Universal Design: A Global Review*, are available on CD or in print, on request. Requests can be made at: www.chrc-ccdp.ca/whats_new/default-en.asp?id=376

all by ensuring accessibility for all Canadians no matter what avenue of service they choose. To this end, Service Canada's Management Board approved a plan in December 2005 that aims to make Service Canada's offices, websites, forms, applications, and telephone and mail services more accessible. Work to implement the plan began in 2005 and will continue over the next two to three years. Part of this work includes improvements to service for people who are deaf or have a hearing impairment. For instance, Employment Insurance TTY services were enhanced during the year and consolidated into one number: 1-800-678-2785.

Service Canada has also produced the *Guide to Government of Canada Services for People with Disabilities* discusses information, programs and services provided by the Government of Canada for people with disabilities, their families, and caregivers.[27]

CPP Disability services

As one step in improving service for people applying for CPP Disability benefits, Service Canada piloted a new method of completing applications by telephone. The pilots were run in Alberta and Nova Scotia and showed that the approach was very helpful for a number of people who would otherwise have difficulty completing the applications themselves. Work is under way to integrate the best aspects of this pilot in a new application process, to be implemented in 2006-07.

Public opinion research

In 2005, Service Canada commissioned the services of Environics Research Group to conduct qualitative research. Two studies were conducted in 2005.

The first study was a needs assessment entitled "Service needs of persons with visual and mobility impairment." The goal of the study was to find out if people with disabilities encountered any problems, including physical challenges, when they attempted to obtain services from the Government of Canada. The study also explored the information needs of people with disabilities. The research included 72 participants with mobility and visual disability issues.

The conclusions showed that people with vision and mobility impairments seek the same kinds of information as do other Canadians. The Government of Canada is generally not the first source of information participants turn to. They tend to rely on doctors, health professionals, advocacy and community groups, friends, and acquaintances. Despite the variety of Government of Canada communications channels available, awareness was relatively low. Respondents drew attention to the fact that print information and forms were often not readily available in large print or Braille. Many people with vision impairment reported encountering technical difficulties in scanning various government websites because the design and programming was not sensitive to their needs.

The second study, entitled "Usability Testing with Persons with Disabilities: PWD Online," assessed the usability of PWD Online based on input from 21 people with vision and mobility impairments. PWD Online provides a one-stop shop where people with disabilities, their family members, caregivers, and service providers can access a full range of information on disability-related programs and services in Canada. PWD Online pulls together information from organizations that share a commitment to strengthening the quality of life of people with

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27   A copy of this guide can be found at at www.pwd-online.ca/pwdcontent.jsp?lang=en&contentid=28

disabilities. The goal of this research was to assess if PWD Online was meeting the needs of users based on previous research (focus testing and needs analysis) and if PWD Online was headed in the right direction in the way of look, navigation, and content in the new model.

The research showed that not many people knew about PWD Online. Feedback on the website has helped the Department improve it to better meet users' needs.

Studies such as these are invaluable as they make it possible to focus work on what Canadians need. This information plays an integral role in forming work strategies to serve Canadians in the most effective ways.

Other accessible services for people with disabilities

Members of the Western Canada Business Service Network, including the Community Futures Development Corporations and Associations, the Women's Enterprise Initiative, Francophone Economic Development Organizations, and the Canada Business Service Centres, were surveyed in February 2006 to determine how accessible their premises and services are to people with disabilities.

The results of this survey are summarized in Table 2 below. It shows that 94 establishments out of 104 surveyed (91%) said their buildings are accessible, but only 26% said their websites are accessible. Only 38% installed adaptive equipment.

Table 2: Accessible premises, websites, and equipment, by region

Region	Responses	Premises		Alternative web formats		Adaptive equipment	
		YES	NO	YES	NO	YES	NO
Alberta	32	31	1	8	24	9	23
B.C.	35	31	4	11	24	16	19
Manitoba	20	18	2	5	15	10	10
Saskatchewan	17	14	3	2	15	3	14
TOTAL	**104**	**94**	**10**	**26**	**78**	**38**	**66**
		91%	**10%**	**25%**	**76%**	**37%**	**64%**

d. Sport

Sport Canada is a branch of the International and Intergovernmental Affairs and Sport Sector within Canadian Heritage. Sport is a widespread cultural phenomenon that unites Canadians through grassroots initiatives and the search for excellence. Within this context, the mission of Sport Canada is to enhance opportunities for Canadians to participate and excel in sport.

In realizing this mission, Sport Canada is dedicated to helping athletes achieve high levels of excellence, to enhancing opportunities for sport participation for all Canadians, and to developing the Canadian sport system.

In 2006-07 Sport Canada is providing $12.5 million for sport programming for people with disabilities, which represents over 8% of Sport Canada's grants and contributions budget in 2006-07 (about $140 million).

Of this total, $11 million is provided annually toward programming initiatives that improve access to sport for people with disabilities (for example, support for Paralympic sport programs run by national sport organizations; mission support for the Canadian team participating in the Paralympic Games; Athlete Assistance Program stipends to more than 200 carded Paralympic athletes; funding for the Canadian Paralympic Committee's "Ready, Willing and Able" participation project to recruit participants, coaches and leaders; and base funding for Special Olympics Canada, the Canadian Paralympic Committee, and the Canadian Deaf Sports Association).

An additional $1.5 million will be provided annually toward increasing participation in sport for people with disabilities, as stated in the participation objective of the newly released Sport Canada *Policy on Sport for Persons with a Disability*. This new policy, announced in June 2006, is consistent with commitments entered into as part of the *Canadian Sport Policy* and the *Physical Activity and Sport Act*, to stimulate the participation of the under-represented groups in the Canadian sport system. The objectives of the *Policy on Sport for Persons with a Disability* are based on the four pillars of the Canadian Sport Policy: to increase participation, support excellence, build capacity, and foster interaction. Consistent with these four pillars, the *Policy on Sport for Persons with a Disability* supports the following objectives and strategies:

- Increase the number of people with disabilities involved in sport activities at all levels and in all forms by raising awareness and increasing access.
- Support the achievement of podium results at Paralympic Games and related World Championships, and increase the number of athletes with disabilities who are pursuing excellence at the national and international levels by identifying more talent, enhancing domestic competitive structures, and increasing the number of qualified coaches.
- Strengthen the capacity of the Canadian sport system to address the needs of sport for people with disabilities through research, human resource development, and by applying fair and clear systems and procedures of eligibility, classification, and divisioning.
- Enhance efforts within the Canadian sport community to improve communication, coordination, and collaboration to support the sport participation of people with disabilities through federal/provincial/territorial bilateral agreements in sport, communication networks with stakeholders, and support for partners in their efforts to advocate sport for people with disabilities on the international stage.

The Policy will be applied according to an action plan worked out in consultation with partners and interveners.

e. Electoral system

Elections Canada offers information, education, and accessibility services to Canadians citizens with disabilities.

The *Report of the Chief Electoral Officer of Canada on the 39th General Election of January 23, 2006* includes information on mobile polling stations, which serve institutions for seniors or people with physical disabilities. For the 39th general election, returning officers whose electoral district included two or more such institutions were asked to ensure that residents in these facilities had the opportunity to vote at a mobile polling station. Returning officers set up 1,311 mobile polls to serve 3,719 individual institutions where more senior electors or those with disabilities resided. This was a significant increase (17%) from the 3,172 institutions that were served in 2004.

As well, voter information cards indicated whether an elector's polling site was accessible. An elector with a physical disability whose polling station did not provide level access could obtain a transfer certificate to vote at an accessible polling station.

Elections Canada is also committed to improving its voter education and outreach programs for people with disabilities. For example, in response to consultations with members of various associations for people with disabilities, it made its website more accessible for electors with visual impairments. Elections Canada has identified further improvements to the accessibility of its website as a priority for the next election.

f. Library system

Library and Archives Canada (LAC) has a mandate to ensure that knowledge is accessible to all, contributing to the cultural, social, and economic advancement of Canada. In support of equitable access for people with disabilities, LAC has developed tools and publications to maximize the use of materials in alternative formats by Canadians with disabilities, and to support Canadian libraries and archives in serving their clients with disabilities.

- AMICUS, LAC's free catalogue, lists the holdings of libraries across Canada and includes items in multiple formats including Braille, audio books, and large print. In addition to providing access to individuals, AMICUS supports resource-sharing among Canadian libraries by making the information available to help reduce costly duplicate production.[28]
- LAC's public buildings are fully accessible to people with disabilities. Its reference and consultation rooms include assistive devices for clients with visual or perceptual impairments.
- LAC provides a telephone service for clients who wish to communicate through a TTY device.

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28   AMICUS can be found at www.collectionscanada.ca/amicus

- *The Accessible Canadian Library II* is a resource tool for libraries serving people with disabilities, enabling them to evaluate their services.
- The Council on Access to Information for Canadians with Print Disabilities, a user-based group reporting to the Librarian and Archivist of Canada, provides advice, identifies funding requirements, monitors progress, and makes recommendations regarding access to information for people with print disabilities.
- LAC has implemented many important accessibility features on its website.

According to PALS 2001, 17% of Canadian adults report having problems seeing. The likelihood of having a disability, including a visual impairment, increases with age. Age-related macular degeneration (AMD) is the leading cause of blindness. With Canada's aging population, it is expected that the number of people unable to access regular print because of AMD or other causes will increase, together with an increased demand for alternative formats.

Currently, 80% of students and 75% of businesses surveyed in Canada use the Internet for information. A study conducted by the Canadian Book and Periodical Council shows that more than ever before people who are blind are using computers to access information. In order to thrive in the Information Age, adults and children with print disabilities need library services that connect them to the new learning culture, support continuous education and training, and provide timely and pertinent information.

Source: *Independence: It's about choices*, CNIB, 1999.[29]

g. Internet and computer technology

In a knowledge-based economy where access to and exchange of information is almost essential to participating in society and in the economy, accessibility of information is an increasingly important subject. Internet technologies have enhanced intellectual and economic freedom for many Canadians. But for others, gaining access to Web content is more complicated than clicking a mouse and operating a modem. Some Canadians rely on assistive technologies such as text readers, audio players, and voice-activated devices to overcome the barriers presented by standard technologies. Others may be limited by the technology available to them. But old browsers, non-standard operating systems, slow connections, small screens, or text-only screens should not stand in the way of obtaining information that is available to others.[30]

In keeping with the client-centred approach of the Government's Common Look and Feel initiative, universal accessibility standards are directed toward ensuring equitable access to all content on Government of Canada websites. While site design is an important element of the electronic media, universal accessibility guidelines have been developed to ensure anyone can

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29   This document is available at www.cnib.ca/library/general_information/strategic.htm
30   This section discusses Internet and computer technologies in terms of accessibility—creating an environment in which systemic barriers to full participation are reduced or eliminated. Additional information on computer technology in relation to disability supports is discussed later in this chapter.

obtain content, regardless of the technologies they use. The key to effective implementation of universal accessibility guidelines lies in designing sites to serve the widest possible audience and the broadest possible range of hardware and software platforms, from assistive devices to emerging technologies. The Common Look and Feel standards are aligned with the Web Content Accessibility Guidelines, developed by the World Wide Web Consortium.[31] These guidelines are continuously tested against a full range of browsers and assistive devices before recommending widespread implementation. The objective is to ensure an equal and equitable access for all to the Government of Canada's Web content.[32]

In 2006, the Canadian Human Rights Commission released *A Review of the Government of Canada's Provision of Alternate Text Formats for People who are Blind or Deaf-Blind*. Canadians with print disabilities have special requirements with regard to communication with government organizations. Although federal departments and agencies have been instructed to offer text in multiple formats on their websites, including PDF and HTML, not all blind or deaf-blind people have the necessary skills or equipment to access or read online information. These people require documents in alternative print or audio formats. This study evaluates how effective departments and agencies were in providing quality texts in multiple formats to Canadians with a vision impairment. The study was conducted by Government Consulting Services. Groups consulted at the inception phase included: the Canadian National Institute of the Blind, the Alliance for Equality of Blind Canadians, the Council of Canadians with Disabilities, and the Canadian Council of the Blind.

A sample of 50 federal institutions was drawn from the list of federal institutions governed by the *Financial Administration Act*. A short English or French document was selected from the online publications list of each test institution. The consultants then ordered these documents, conducted a comparative analysis of the alternative format and the print versions, assessed the quality of the alternative format, and commented on the service provided.

The findings of this review show that the process of ordering a publication in an alternative format can be frustrating, and that people with print disabilities have less than a 50/50 chance of obtaining the desired publication quickly. Moreover, the quality of these alternative format publications was often unsatisfactory.[33]

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31 The World Wide Web Consortium is an international consortium where member organizations, a full-time staff, and the public work together to develop Web standards.

32 For more information, please visit Treasury Board of Canada's website at www.tbs-sct.gc.ca/cio-dpi/index_e.asp

33 The review was conducted between January 23 and March 10, 2006. These reports will be available on the Commission's website at www.chrc-ccdp.ca

Natural Resources Canada – Using computer technology to make information available

Natural Resources Canada (NRCan) plays a pivotal role in helping shape the important contributions of the natural resources sector to the Canadian economy, society, and environment. NRCan works to ensure the responsible development of Canada's natural resources, including energy, forests, minerals, and metals. It also uses its expertise in earth sciences to build and maintain an up-to-date knowledge base of Canada's landmass and resources.[34]

The natural resources sector—forests, energy, minerals and metals, geo-science, and related industries—is one of the most productive, high-tech sectors in the global economy. NRCan produces tactile maps showing the general geography of Canada and thematic maps for people who have a visual impairment.[35]

NRCan's Technology Accessibility Centre provides computer technology solutions for people with disabilities. It also enables the Department to cross the boundaries of accessibility challenges in the workplace by raising awareness through education and promotion.

NRCan financially supports the Persons with DisAbilities Network within the Department. This network, open to all NRCan employees, promotes awareness of different types of disabilities and contributes to building a workplace of choice.

h. Telecommunications

The Canadian Radio-television and Telecommunications Commission (CRTC) is an independent public authority in charge of regulating and supervising Canadian broadcasting and telecommunications. It serves the public interest and is governed by the *Broadcasting Act of 1991* and the *Telecommunications Act of 1993*.

Broadcasting

Section 3(1)p of the *Broadcasting Act* states:
> "programming accessible by disabled persons should be provided within the Canadian broadcasting system as resources become available for the purpose."

Access for people who are deaf or hard of hearing

Access for people who are deaf or hard of hearing is provided through closed captioning.[36] The Commission's original (1995) closed captioning policy required large English-language broadcasters (those earning over $10 million) to caption 90% of all programming by the end of the licence term, and 100% of local news by September 1998. Recognizing the significant

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34 More information on Natural Resources Canada is available at www.nrcan-rncan.gc.ca
35 Information on the Mapping for the Visually Impaired portal is available at: www.tactile.nrcan.gc.ca
36 Closed captioning provides an on-screen textual representation of the audio component of a program.

challenges of captioning in French (due to technical issues, a smaller market base, and the lack of trained captionists), the obligations for French-language broadcasters were less onerous. Nevertheless in the 1999 TV Policy (Public Notice 1999-97), the Commission stated that French-language broadcasters should be subject to requirements similar to those imposed on English-language broadcasters. Since 1995, the industry has rapidly moved toward the objective of 90% closed captioning.

A number of concerns have nonetheless been raised about the quality, accuracy, and reliability of captioning. The Commission, therefore, recently called for comments on ways to improve the situation. Broadcasting Notice of Public Hearing 2006-5 asks questions about the appropriateness of a 100% captioning requirement and the feasibility of captioning in languages other than English or French, and has solicited proposals to address ongoing concerns about captioning quality. The issue was discussed as part of a public hearing examining the Commission's TV Policy in November 2006.

Access for people who are blind or whose vision is impaired

The Commission ensures broadcasters provide improved access for people who are blind or whose vision is impaired. The broadcasters use two methods to do this: audio description and described video.[37] All broadcasters are expected to provide audio description and to broadcast described versions of their programming, wherever available. The Commission also generally requires the major conventional television stations to describe a minimum amount of Canadian programming, starting at two hours per week, increasing to four hours per week. Similar requirements are made in the context of licence renewals or applications for new services for pay, and specialty channels that are devoted to drama, documentary, and children's programming because this programming most lends itself to description. Distributors, including cable operators and satellite providers, are generally required to pass through all described video programming being provided to them by programming services.[38]

National Reading Services

The Commission has also licensed two national reading services to provide programming of benefit to people who are blind, whose vision is impaired, or who are print-restricted. VoicePrint and La Magnétothèque provide full-text readings of stories, information, news, and features published by a variety of newspapers, magazines, and periodicals.

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37   The CRTC distinguishes between the two kinds of description. Audio description is the voiceover of textual or graphic information displayed on screens, like sports scores, weather information, stock quotes, telephone numbers, etc. All broadcasters are generally expected to provide this. Described video (also known as video description) is the narrative description of a program's key visual elements, permitting a viewer to create a mental picture of what is happening on screen. This is generally delivered in a closed format and is accessible via the secondary audio programming channel. It requires special technology and involves some expenditure; therefore obligations are established on a case-by-case basis.

38   Distributors (i.e., cable companies or direct-to-home companies) must take the signal that comes from the broadcaster (e.g., CBC) and pass it through to the subscriber. They are to carry the signal from one place to another and pass it along without deleting it or changing it. There are certain exceptions for smaller operators, as set out in Broadcasting Public Notice 2006-6, which is available at www.crtc.gc.ca/archive/eng/notices/2006/pb2006-6.htm

Presence, portrayal, and participation of people with disabilities in broadcasting

The Commission also requires broadcasters to improve the presence and portrayal of all people with disabilities in programming, and to increase the participation of people with disabilities in the broadcasting industry. In 2004, the Commission announced that it expects broadcasters to establish and file with the Commission objectives and specific initiatives designed to meet these goals.[39] Broadcasters are required to report annually on the progress made in implementing their plans, which are available on the CRTC's website.[40]

To help the broadcasting industry develop strategies to include more people with disabilities in television, the Commission also called upon the Canadian Association of Broadcasters (CAB) to develop and file an action plan to examine issues surrounding the presence, portrayal, and participation of people with disabilities.

The CAB implemented that action plan in 2005 and submitted its final report to the Commission in September 2005. It identified a number of key findings in addition to the extremely limited inclusion of people with disabilities on screen (presence). The findings showed that people with disabilities are very concerned about stereotypical portrayals in dramatic programming that perpetuate misperceptions and reinforce inaccurate and unfair images of disability communities. With respect to news and information programming, the research showed that in addition to perpetuating general stereotypes, the language used in dealing with disability issues and people with disabilities often serves to feed the myth that people with disabilities are suffering, or are afflicted with conditions that victimize and "medicalize" their status.[41] The research further found that ignorance was the single greatest obstacle to full participation in the broadcasting industry. A general lack of knowledge of the needs and abilities of people with disabilities fed a perception that they are a burden to employers, and that accommodation is costly and time-consuming.

The CAB has committed to addressing these findings through initiatives designed to:
- raise awareness among broadcasters and the public;
- help influence public perceptions;
- ensure accurate depiction in programming;
- provide useful information to the industry and the disability community;
- increase dialogue between broadcasters and the disability community; and,
- create an environment that invites participation by people with disabilities in broadcasting.

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39   This requirement was announced in Introduction to Broadcasting Decisions CRTC 2004-6 to 2004-27 renewing the licences of 22 specialty services, Broadcasting Public Notice CRTC 2004-2, 21 January 2004, available at www.crtc.gc.ca/archive/eng/notices/2004/pb2004-2.htm

40   To date, 17 broadcasters are required to file corporate plans and annual reports. They are: CTV, Global, TVA, TQS, Corus, Vision, Pelmorex, Astral (includes Teletoon), MusiquePlus, Rogers, CHUM, CPAC, TV5, LTA, Alliance Atlantis, The Score, and Canal Evasion. The corporate plans and annual reports include initiatives to improve the representation and portrayal of ethnocultural minorities, Aboriginal peoples, and people with disabilities.

41   Commission's response to the Canadian Association of Broadcasters' final report on the presence, portrayal, and participation of people with disabilities in television programming, Broadcasting Public Notice CRTC 2006-77, 19 June 2006, available at www.crtc.gc.ca/archive/eng/notices/2006/pb2006-77.htm

The CAB is to report annually to the Commission on its progress in implementing its proposed initiatives. The CAB is also creating a new self-regulatory Equitable Portrayal Code, to improve portrayal of people with disabilities, along with visible minorities and Aboriginal peoples, to be submitted to the Commission for approval in late 2006.

Telecommunications

Section 7 of the *Telecommunications Act* sets out the objectives for Canadian telecommunications policy. The objectives that relate to people with disabilities are:

(a) to facilitate the orderly development throughout Canada of a telecommunications system that serves to safeguard, enrich, and strengthen the social and economic fabric of Canada and its regions;

(b) to render reliable and affordable telecommunications services of high quality accessible to Canadians in both urban and rural areas in all regions of Canada;

[...]

(h) to respond to the economic and social requirements of users of telecommunications services.

In addition, subsection 27(2) of the Act prohibits a Canadian carrier from unjustly discriminating or giving an unreasonable preference toward anyone or subjecting anyone to an unreasonable disadvantage in relation to providing a telecommunications service.

Some services for people with disabilities are mandated by the CRTC. These include: Message Relay Service, which allows callers unable to use a regular phone to place telephone calls to people who use a regular phone and vice-versa; a 50% discount off Basic Toll Rates for TDD users; alternative billing formats (e.g., Braille, large print); free directory assistance; and automatic directory assistance call completion.

There were also a number of decisions and reports during the 2005-06 fiscal year that related to accessibility.

In *Application to review and vary Telecom Decision CRTC 94-19 – Exemption application for people who are blind*, the CRTC commissioned a report entitled "Telephone terminals and accessibility with special reference to visual disabilities.[42]" This report discusses a framework for characterizing the needs of people with disabilities, particularly those who are blind, with regard to telephone sets. It examines how blind people use wired and wireless equipment[43], and identifies legislation, regulatory decisions, and initiatives from other jurisdictions that are relevant to accessibility of telecommunications equipment and services.

In *Regulatory framework for voice communication services using Internet Protocol (IP), Telecom Decision CRTC 2005-28*, 12 May 2005, the Commission examined the great potential of IP technology to provide innovative communication tools for consumers with disabilities, but also recognized that barriers arise when new technologies and services are developed without first taking into consideration the needs of people with disabilities. The Commission was also of the view that that, regardless of the technology being used to provide a service, the needs of subscribers with hearing impairments must be taken into account and accommodated.

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42   The report by Acuity Research Group Ltd. was commissioned as part of *Application to review and vary Telecom Decision CRTC 94-19 - Exemption application for people who are blind.*

43   Wireline is the technical term usually used for wired equipment.

In *Disposition of funds in the deferral accounts, Telecom Decision CRTC 2006-9*, 16 February 2006, the Commission considered that accessibility to telecommunications services for people with disabilities is an important public policy objective and that using funds from the deferral accounts will help provide telecommunications services to these Canadians without discrimination. The Commission directed the affected telephone companies[44] to allocate a minimum of 5% of the accumulated balance in the deferral accounts was to be used to fund programs to improve accessibility to telecommunications services for people with disabilities. The affected companies were also directed to consult and work with the appropriate advocacy organizations before submitting their proposals for approval. A public proceeding to examine the proposals is under way.

2. Disability Supports

a. Assistive devices

Industry Canada's mission is to foster a growing, competitive, knowledge-based Canadian economy. The Department works with Canadians throughout the economy and in all parts of the country to improve conditions for investment, improve Canada's innovation performance, increase Canada's share of global trade, and build a fair, efficient, and competitive marketplace. Program areas include developing industry and technology capability, fostering scientific research, setting telecommunications policy, promoting investment and trade, promoting tourism and small business development, and setting rules and services that support the effective operation of the marketplace.[45]

The Assistive Devices Industry Office (ADIO)[46] works with Canadian assistive device developers, producers, vendors, and service providers, giving them advice, support, and market intelligence. The ADIO also provides its colleagues in other parts of Industry Canada with the information needed to ensure the rights and needs of consumers who are seniors or who have disabilities are respected. Despite its small size (it has a staff of three) and budget ($74,000), the ADIO plays a major role in ensuring the availability of accessible devices.

From February to December 2006, the ADIO contracted with the University of New Brunswick for a detailed quantitative study of the Canadian Assistive Devices Industry. The Office for Disability Issues contributed to the funding for this research.

The Advisory Committee of Persons with Disabilities (ACPD) acts as one of the links between employee needs and the direction of departmental policy. The ACPD reports to the departmental Management Committee, which is responsible for reviewing ACPD recommendations and deciding on their implementation. The ACPD also provides advice on implementing the Accommodation Fund. The Committee has a budget of $10,000 and the Accommodation Fund is $60,000.

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44   The affected companies are the incumbent local exchange carriers or ILECs, which are the existing monopoly telephone companies. www.strategis.ic.gc.ca/epic/internet/insmt-gst.nsf/en/sf05453e.html

45   More information on Industry Canada can be found at www.ic.gc.ca/cmb/welcomeic.nsf/ICPages/Menu-e

46   More information on ADIO can be fund at www.at-links.gc.ca/as/as001E.asp

b. Computer technology

New computer technologies have created new opportunities and erected new barriers for people with disabilities. When technologies are harnessed to lessen the disadvantages that people with disabilities face, they become effective facilitators of participation. When they are designed with little or no consideration of people with special needs, they can restrict their participation.

People with disabilities have less access to computers at home than people without disabilities, but among students at school and employees at work, computer use is similar for people with and without disabilities, as shown in Figure 2.

These same studies show more young people (between the ages of 15 to 34) use computers and the Internet than do any other group, reflecting the growing importance of technology at home, at work, and at school. It is therefore critical that this technology be accessible to people with disabilities. According to one study, close to half of postsecondary students with disabilities need some type of adaptation to use a computer effectively (e.g., keyboard and input device modifications, screen magnification or voice output, dictation software).[47]

Figure 2: Computer Use by Location, Persons with and without Disabilities, Canada, 2000 (%)
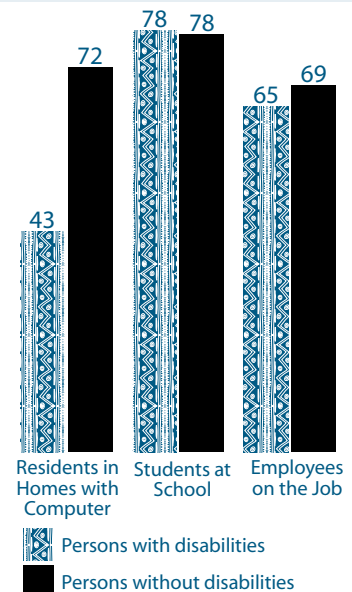
Source: Calculations by the Canadian Council on Social Development using Statistics Canada's General Social Survey (Cycle 14), 2000, Supplemental Tables and Charts for CCSD's Disability Information Sheet #7

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47   Fichten, C.S., Asuncion, J., Barile, M., Fossey, M.E., & Robillard, C. (2001). Computer technologies for postsecondary students with disabilities I: Comparison of student and service provider perspectives. Journal of Postsecondary Education and Disability, 15(1), 28-58.

3. Support for Communities

Figure 3: Internet Use, Persons with and without Disabilities, Canada, 2000 (%)

a. Support for Canadian communities

Social Development Partnership Program

The Social Development Partnerships Program (SDPP) is a broad-based and flexible grant and contribution instrument that makes investments to improve life outcomes for children, families, and people with disabilities and other vulnerable populations. The Program's long-term objectives are to:

- contribute to more effective community-based programs and services for children, families, and people with disabilities; and,
- improve government policies, programs, and services.

The program's immediate objectives (and the areas in which funding is focused) are to:

- identify and test best practices and innovative tools; create knowledge and information on trends and concerns affecting Canadians;
- build and foster alliances between organizations to work on projects of joint interest; and,
- enable national organizations to support the social development activities of their member organizations.

SDPP's flexibility and broad-based nature is demonstrated through its funding components which were created to address key priorities: people with disabilities, children and families, early childhood development for official language minority communities, Understanding the Early Years (UEY), and the community non-profit sector. Funding components can be created or changed to support new government social initiatives without changing the program at all. Within each component, funding is delivered through Calls for Proposals that focus on specific funding priorities. These priorities guide investment decisions and reflect key government and departmental objectives as they evolve.

There are two funding options: grants and contributions. Grants are delivered to national non-profit organizations to provide leadership for program and service improvements offered by their community member organizations. For instance, funding can be used to develop tools for community outreach, strategic planning, or for more effective financial and administrative management which are often beyond the means of community-based organizations to undertake on their own. Contributions are delivered to national and community-based non-profit organizations to enable them to identify and test innovative programs or services or to create and share new knowledge and information. Funding can be multi-year up to a maximum of five years.

The Social Development Partnerships Program – Disability Component (SDPP-D) is an important part of the Government of Canada's support for people with disabilities. Each year, the
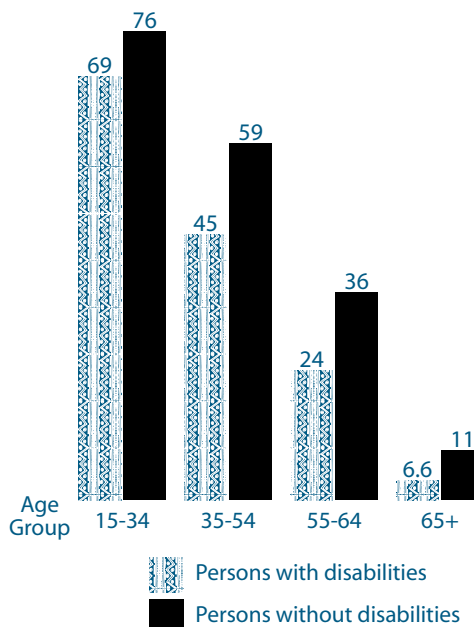
Source: Calculations by the Canadian Council on Social Development using Statistics Canada's General Social Survey (Cycle 14), 2000, Supplemental Tables and Charts for CCSD's Disability Information Sheet #6

SDPP-D provides about $11 million in grants and contributions to organizations within the disability community and for social development projects. The SDPP-D aims to help the non-profit sector meet the social development needs and aspirations of people with disabilities and to improve the quality and responsiveness of governments' social policies and programs.

Grant funding

Grants may be provided to national non-profit disability organizations to make them more stable, leading to improved service delivery. The mandates and primary activities of these national organizations support personal empowerment and independence of people with disabilities, as well as their full inclusion in one or more aspects of Canadian society. To be eligible for funding, an organization must:

- be non-profit;
- be legally incorporated;
- have a mandate that encompasses goals related to social development and inclusion;
- actively pursue activities consistent with SDPP objectives;
- be national in reach (operate or have affiliates in a minimum of three of the following five regions: Pacific, Prairie, Central, Atlantic, North);
- be membership-based (individual or organizational members);
- be democratically constituted and accountable to members;
- publish annual statements of accounts and activities; focus on "public good," as opposed to organizations whose primary function is to benefit or provide services to their own members (e.g., professional associations, labour unions, self-help groups); and
- be financially and administratively sound (demonstrated track record, independent audits, etc).

Organizations applying for grants through SDPP-D must also demonstrate that they are "consumer controlled" or "consumer focused." These terms have historic meaning for the disability community and are included as eligibility criteria to ensure that the organizations truly represent the voice of people with disabilities.

Seventeen organizations currently receive multi-year grant funding through the SDPP-D component. Each of these organizations must provide semi-annual progress reports about the agreed-upon objectives.

Contribution funding for projects

Two factors figure prominently in the role of SDPP-D funding for social development projects. First, the funding aims to foster cooperation and development, rather than competition, across the disability community. In other words, it seeks to encourage a productive competition of ideas rather than competition between the voluntary organizations that generate these ideas. Second, the funding aims to achieve the greatest possible effect. In other words, the program should be able to show where its resources are having measurable effects in making progress or adding value to the issues, organizations, programs, or processes in which they are invested. SDPP-D contributions are allocated through three project streams: Social Development, Accommodation Fund, and Community Inclusion Initiative.

Social Development project stream[48]

Contributions may be provided for a wide range of activities from generating knowledge on emerging social issues, by exploring and testing innovative solutions, best practices, and tools and methodologies; and disseminating information and knowledge and increasing public awareness through publications, newsletters, websites, public education materials, and media; organizing conferences, workshops, and symposia; to establishing and maintaining sustainable partnerships, alliances, networks, and collaboration through joint initiatives.

Canadian Council on Rehabilitation and Work – 2003-04

1. The **Disability Awareness Series** training provides employers and employees with knowledge about disability issues, accommodation in the workplace, and tools to create an inclusive workplace in which employees can realize their potential. The Disability Awareness Series is a set of five modules on the following topics:

  a. (Un)stereotyping disability
  b. Accessible interviewing and hiring practices
  c. The duty to accommodate
  d. Accommodation management
  e. Inclusive practices in the workplace

2. The Council produced two children's storybooks, *I'm Wendy Blair, Not a Chair!* and *Wendy Blair and the Assignment*. SDPP-D funded the second storybook. The books will help children develop a positive understanding and attitude about disability and differences. The book will also help Canadian educators positively address the subject of disability. The book is "person-focused" rather than "disability-focused" to give the message to children that we are all multi-faceted and not defined by a single attribute such as a disability. A bilingual teaching toolkit is also available that outlines how best to use the storybooks to convey their message.

Law Courts Education Society of B.C. – 2003-04
Developmental Disabilities and the Justice System – A Training Package

The Law Courts Education Society of B.C. and the Kindale Developmental Association collaborated to produce the Developmental Disabilities and Justice System educational training package. It has been introduced across Canada for both new and seasoned staff such as judges, bylaw officers, and officers of the Court working within the justice system to understand the unique justice-related needs of people with a developmental disability and be better able to identify people who have a developmental disability.

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48   More information on projects, activities, and the Accommodation Fund can be found at www.sdc.gc.ca/asp/gateway.asp?hr=/en/hip/odi/sdppd/funding.shtml&hs=pyp

The goal of this project was to develop educational materials that assist justice system personnel:

- To understand the unique justice-related needs of people with a developmental disability.
- To be better able to identify people who have a developmental disability
- To be better able to meet their justice-related needs.

Richmond Committee on Disability – 2004-05

The Richmond Committee on Disability has developed a framework that will help organizations develop a program and service delivery model to reach people with disabilities within the multicultural community. In developing the model's framework, people from across Canada were brought together to discuss the challenges and share information about removing barriers that face people with disabilities in Canada, especially those within the multicultural communities.

The committee's recommendations are based on the understanding that most non-profit organizations, including disability and multicultural groups, have very limited physical and financial resources. Therefore, the use of this model to establish their own program is intended to have as minimal an impact as possible on these limited resources. Once they have assessed the overall need in their area and have established their basic multicultural programs, it will be possible to look at the future funding options, should additional funds be required.

The Independent Living Resource Centre (Halifax) – 2004-05

The Independent Living Resource Centre in Halifax has completed a research project that identified and addressed challenges experienced by people with disabilities who want to be volunteers, and the organizations who want to include people with disabilities in their volunteer work. The project produced two guides entitled *More than My Disability: A Handbook for Volunteers with Disabilities*, and *Inclusion Equals Advantage*.

Canadian Mental Health Association – 2004-06

1. **Mental Health and High School** – This project seeks to help high school students with psychiatric disabilities and mental health problems to maximize their academic achievement and make successful transitions to post-secondary education and employment.

2. ***A Learning Experience: A Handbook for Students with Psychiatric Disabilities in Post Secondary Education*** – The purpose of this project is to synthesize the key information developed to date by the Canadian Mental Health Association and the broader field into a student-friendly guide that is available in print or online.

L'Arche Canada Foundation – 2003-05

L'Arche was funded to create a handbook (print and online) to provide information on the best values and practices for people with intellectual disabilities.

Accommodation Fund [49]

In 2005-06, SDPP-D provided up to $20,000 to eligible organizations to enable people with disabilities to participate in key policy, program, and knowledge development events. Eligible expenses included accommodations such as sign language interpretation, real-time captioning, readers and scribes, support persons, and interveners.

Community Inclusion Initiative

In 1997, the Government of Canada, through the former Human Resources Development Canada, joined the Canadian Association for Community Living, provincial and territorial affiliates, and People First of Canada and its affiliates to launch the Community Inclusion Initiative. With its annual funding of $3 million, the Initiative undertakes specific activities and projects at the local level.

The Community Inclusion Initiative is a national community development scheme that aims to promote including people with intellectual disabilities in the mainstream of Canadian life. The initiative seeks to develop and implement strategies to enable communities to inclusive all members while delivering concrete benefits at the local level to individuals and families with disabilities. The Initiative is supported by 13 provincial and territorial committees with representation from the federal, provincial, and territorial governments.

Internal departmental evaluation

The SDPP Terms and Conditions expire on March 31, 2008. A summary evaluation of the SDPP is scheduled to be finalized before December 2007 and is required by Treasury Board to support Human Resources and Social Development's submission to renew the existing program or to seek approval for a new program design.

The evaluation must meet the Treasury Board requirement to address three key issues:
- Relevance – Does the program continue to be consistent with departmental and government-wide priorities, and does it realistically address an actual need?
- Effectiveness – Is the program effective in meeting its intended outcomes, and is it making progress toward achieving its ultimate outcomes?
- Efficiency – Are the most appropriate and efficient means being used to achieve outcomes, relative to alternative design and delivery approaches?

This evaluation will follow up on areas for improvement that were identified in the 2002 evaluation. The evaluation will access data that were not available in 2002, to allow it to measure results more objectively.

In addition, a formative Evaluation of the Community Inclusion Initiative is under way and key preliminary findings suggest that the initiative remains relevant to federal government policy, is in line with challenges faced by communities, and addresses priorities of target group participants.

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49   More information on projects, activities, and the Accommodation Fund can be found at www.sdc.gc.ca/asp/ gateway.asp?hr=/en/hip/odi/sdppd/funding.shtml&hs=pyp

SDPP-D funding since 2003

Grants

SDPP-D has provided over $27 million in grants to 18 non-profit disability organizations since 2003.

Contributions

Since 2003, SDPP-D has provided over $37.8 million in contribution funding for about 169 projects.

Consultation with disability community

In September 2004, 28 disability organizations met with officials from the Social Development Partnerships Program – Disability Component to discuss concerns and issues related to the SDPP-D program design, resources, and operations. The catalyst for these discussions was the need to ensure that the program delivers positive outcomes with the greatest impacts, while ensuring effective and equitable access, allocation, and information for social development projects within the disability community.

b. Assistance for international development

International Co-operation

Through international co-operation, the federal government also provides support to people with disabilities abroad. People with disabilities are among the poorest and most marginalized in developing countries.[50] The Canadian International Development Agency (CIDA), Canada's lead agency for development assistance, is committed to supporting sustainable development in developing countries in order to reduce poverty and to contribute to a more secure, equitable, and prosperous world. The Agency's development assistance includes funding to reduce the impact of poverty on the most vulnerable and disadvantaged groups, such as people with disabilities, and to promote their active participation in economic, social, cultural, and political life.

CIDA's development assistance directly and indirectly addresses disability issues, such as those related to armed conflicts, landmines, natural disasters, and discrimination. Through its development programming in the health, education, and governance sectors, among others, CIDA seeks to promote human rights and equal opportunities for people with disabilities by raising awareness about disability issues, addressing stigma and discrimination, reducing barriers to the integration of people with disabilities into their societies, and improving the overall health, education, social, and economic well-being of individuals and communities. The following box gives a few examples of CIDA disability-related programming and disbursements in the 2005-06 fiscal year.

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50   In a press release of April 1, 2005, the World Health Organization states that "Some 600 million people in the world experience disabilities of various kinds and the vast majority, or 80%, of them live in low-income countries, according to WHO. More often than not they are among the poorest of the poor, forced to spend their lives struggling to survive in a world where finding food and shelter is a challenge." www.who.int/bulletin/volumes/83/4/news0405/en/print.html

Examples of disability-related programming funded by CIDA (2005-06)

Mine Risk Education in Angola: CIDA disbursed $264,810 in 2005-06 to support UNICEF Canada's mine risk education program in Angola. This program seeks to reduce mine accidents by building the capacity of national mine action structures within the government and national non-governmental organizations to develop policy, establish standards, coordinate and supervise mine risk education activities, and integrate mine risk education into the school curriculum as part of a national mine action plan.

Canada-Russia Disability Program: In 2005-06, CIDA disbursed $832,670 in funding to support social and educational reforms in Russia, including the social integration of people with disabilities. This program aims to develop models for education and the preparation of faculty, professionals, community leaders, and people with disabilities working in disability studies, social work, mental health, and community living; to promote alternative service models to support the further development and implementation of public policies reflective of the inclusion of people with disabilities on federal, regional, and local levels.

HIV/AIDS Awareness Training for the Blind: CIDA provides support to the Canadian National Institute for the Blind for its work with national organizations for blind people in six African countries to educate blind people about HIV/AIDS. CIDA disbursements for this initiative in 2005-06 totaled $74,096.

Schizophrenia Awareness and Reintegration in India: In 2005-06, CIDA disbursed $60,650 in funding to support schizophrenia awareness and reintegration in India. This project seeks to create awareness about schizophrenia in order to combat stigma and enable people with this type of condition to seek help more openly. It also aims to help families cope with issues related to this condition and to help people with schizophrenia rebuild their self-confidence and self-sufficiency in order to facilitate their social reintegration into their community.

Disabled Peoples' International: DPI is a grassroots organization that advocates for and promotes the human rights of people with disabilities in many countries. DPI organizes World Summits every two years which provide an opportunity for national assemblies, disability organizations, NGOs, international development agencies, as well as goods and services providers in the disability field to discuss and share information. As part of a two-year core funding agreement, CIDA disbursed $248,850 for this initiative in 2005-06.

Chapter Three: Learning, Skills, and Employment

As a group, people with disabilities have lower levels of education than those without disabilities. They also have lower levels of employment. The rate of employment is higher for those with higher levels of education, which suggests that attaining higher levels of education can improve employment opportunities for people with disabilities as it does for the rest of the Canadian population. However, education alone does not explain all of the differences in employment status. Even with education, people with disabilities do not achieve the same general labour market outcomes as those without. Other serious barriers include negative attitudes, inaccessible infrastructure, and the lack of various supports.

Post-secondary students with disabilities face an array of compounding barriers, which might help to explain the relatively low rates of entry into and completion of post-secondary education. A lack of supports, accommodation, and accessible physical infrastructure can mean that students are not able to participate in their classes, move around and live on campus, use the cafeteria and bathrooms, do research, or use the library and computer labs. Even when supports and accommodations are available, students are not always told how to access them. As well, students with disabilities sometimes are not able to access adequate career and employment guidance services, which can lead to weak employment outcomes. Also, student with disabilities often face financial barriers to attending universities and colleges.

Many people with disabilities have difficulty finding jobs after completing their post-secondary education. They often do not obtain work experience within their program of study, and may not feel adequately prepared for the transition to the workplace. Career and employment services offered in universities and colleges can help students access internships, prepare résumés, and provide career assessments. However, many students with disabilities do not access these services, often because the services are inadequate or because the students don't know they exist.[51]

People with disabilities are an untapped resource; many are available to address labour shortages. Annual labour supply per capita is projected to decline beginning around 2012. New entrants into the labour market, such as people with disabilities, youth, and immigrants, could help to offset this situation.

In the Western provinces, where labour shortage is felt more acutely in the context of a booming economy, people with disabilities have more employment opportunities than their counterparts in other Canadian provinces. For example, the employment rate of people with disabilities in Manitoba, Saskatchewan, and Alberta increased from 48.9%, 50.3%, and 49.4% respectively in 1999 to 56.3%, 55.6%, and 54.4% in 2004. These increases in employment rates indicate that people with disabilities are increasingly recognized as a valuable labour force.

In the provinces with weaker economies, people with disabilities are less likely to be employed, despite noticeable improvements in the last six years. For example, the employment rate for people with disabilities in Newfoundland and Labrador increased from 20.6% in 1999 to 28.3% in 2004, while in Prince Edward Island it increased from 32.6% to 36.3% in the same period.

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51   Students with Disabilities: Transitions from Post-Secondary Education to Work, Canadian Centre on Disability Studies, 2003.

This also means that improvement in the overall economy can also result in improved employment opportunities for people with disabilities and other groups.

Based on data from the Participation and Activities Limitation Survey of 2001, we know that of the 52% of people with disabilities not in the labour market, 28% want to work and indicate that it is environmental barriers—not their functional limitations—that prevent them from working. To minimize these types of barriers, the federal government, in collaboration with other levels of government and with disability organizations and the private sector, put in place a number of programs and policies that are discussed below.

1. Learning and Skills

Overview of the educational attainment of people with disabilities

Data from the Survey of Labour and Income Dynamics (SLID) shows that between 1999 and 2004, the number of people with a post-secondary education increased. Despite this improvement, important gaps remain in comparison to people without disabilities.

For example, the number of people with disabilities with high school education or less decreased from 47.6% in 1999 to 37.4% in 2004 (compared to a decrease from 26.6% to 38.8%, in the same period for those without disabilities).

With respect to post-secondary education, the rate at which people with disabilities complete university degrees has increased steadily from about 10% in 1999 to about 13% in 2004. This increase has come at the same pace as for those without disabilities for whom there was an increase from about 17% in 1999 to about 21% in 2004, as shown in Figure 4.

It is against this background that the Government of Canada invests its efforts to encourage and help people with disabilities enter into and graduate from post-secondary education institutions across Canada.

Figure 4: Educational Attainment: University certificate, People with disabilities and without, 1999-2004 (%)
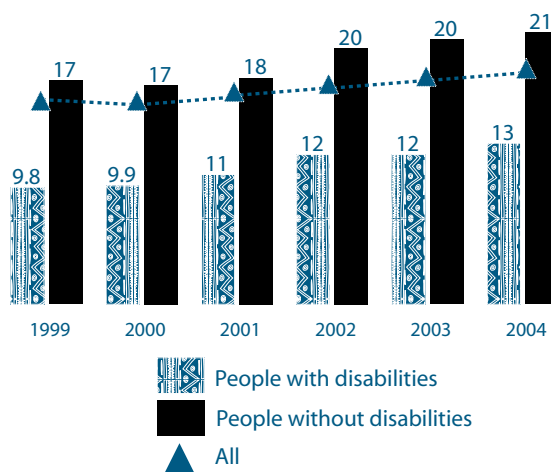
Source: Statistics Canada, Survey of Labour and Income Dynamics, Custom Table R225468VT_Table2a

a. Financial aid for students

Canada Student Loans Program

The mission of the Canada Student Loans Program (CSLP) is to promote accessibility to post-secondary education for students with a demonstrated financial need. The program lowers financial barriers by providing loans and grants to ensure Canadians have an opportunity to develop the knowledge and skills necessary to participate in the economy and society.

Financial assistance to students with disabilities

The Government of Canada recognizes the financial challenges faced by students with permanent disabilities in their pursuit of a post-secondary education.

Under the CSLP, post-secondary students with permanent disabilities receive assistance with relaxed eligibility criteria for full-time education and an extended lifetime limit of 520 weeks of loan assistance. Students without permanent disabilities are eligible for only 340 weeks.[52]

The CSLP offers a permanent disability benefit, in the form of loan forgiveness, for students who as a result of their permanent disability cannot repay their loans without undue hardship. Before June 29, 2005, this benefit was limited to direct-loan, full-time borrowers whose permanent disability began before the six months following completion of studies. It is expected in the 2005-06 loan year that about 5,000 students with permanent disabilities will qualify for this permanent disability forgiveness at an estimated cost of $2.7 million.

On August 1, 2005, a new up-front grant for students with permanent disabilities of up to $2,000 a year was introduced. The Canada Access Grant for Students with Permanent Disabilities replaced the former Canada Study Grant for High-Need Students with Permanent Disabilities. Previously, students had to have the maximum amount of loans, penalizing those with low assessed needs. It is expected in the 2005-06 loan year that over 9,500 students with permanent disabilities will benefit from this new grant at an estimated cost of $18 million. This represents a significant increase from the previous year where only 6,000 students with disabilities benefited from this grant, at an estimated cost of $15 million.

Table 3: Canada Student Loans Program expenditures

Program / Initiative	Amount ($ millions/year 2004-05)[53]	Recipients
Canada Study Grant for High Need Students with Permanent Disabilities[54]	$4.6	2,914
Canada Study Grant for Students with Permanent Disabilities[55]	$17.4	7,470
Permanent Disability Benefit (2005-06 loan year estimate)	$2.7	5,000

Internal evaluation/audit

The Office of the Auditor General is conducting a performance audit of federal support to students in post-secondary education to be tabled in Parliament in April 2007. The objective of the audit is to determine whether the federal government's programs to support students in post-secondary education meet intended objectives, while ensuring that the necessary controls are in

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52　Information on the CSLP can be found at www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/cslp.shtml

53　These figures are for "loan year", not fiscal year.

54　This grant was replaced on August 1, 2005, by the Canada Access Grant for Students with Permanent Disabilities.

55　This grant was renamed on August 1, 2005, to the Canada Study Grant for the Accommodation of Students with Permanent Disabilities.

place. Grants for people with disabilities are being included in this audit. A performance audit is a systematic and objective examination of government activities that provides Parliament with an assessment of how those activities perform. Its scope can include an examination of economy, efficiency, cost-effectiveness, and environmental effects of government activities; procedures to measure effectiveness; accountability relationships; protection of public assets; and compliance with authorities.

b. Promoting learning

National Office of Literacy and Learning

The National Literacy Program promoted literacy as an essential component of a learning society and seeks to make Canada's social, economic, and political life more accessible to people with low literacy skills. These people include the non-employed or under-employed, Aboriginal people, new Canadians, and people with disabilities such as deafness, blindness, or learning disabilities.

Among the projects that the National Literacy Program funded in 2005-06, six were aimed at organizations that deal primarily with people with disabilities. These projects received a total of $905,614 in funding.

The Office of Learning Technologies Program acted as a catalyst for innovation in the area of technology-enabled learning and skills development and promotes innovative, lifelong learning opportunities for Canadians by creating Community Learning Networks. The networks' projects take place in areas with high unemployment rates or within groups that have a low attachment to the labour market. The groups include residents of rural and remote areas, the unemployed or underemployed, new immigrants and aboriginals, and people with disabilities.

The Office of Learning Technologies provided financial support to 16 projects that provide learning opportunities primarily to people with disabilities. In 2005-06, these projects received $1,612,498 in funding.

On April 1, 2006, the National Literacy Program, the Office of Learning Technologies Program, and the Learning Initiatives Program were integrated into a single cohesive program: the Adult Learning, Literacy and Essential Skills Program. This integrated program is administered by the National Office of Literacy and Learning.

By integrating these three closely related programs, Human Resources and Social Development Canada has created a more coherent approach to delivering its adult learning and literacy activities.

In future years, inputs to the Federal Disability Reports will be submitted under the program name of Adult Learning, Literacy and Essential Skills Program within the National Office of Literacy and Learning.

c. First Nations and Inuit

Indian and Northern Affairs Canada's (INAC) primary role is to support First Nations and Inuit in developing healthy, sustainable communities and in achieving their economic and social aspirations. It is responsible for delivering services such as education, housing, and community

infrastructure to Status Indians on reserve, and for delivering social assistance and social support services to residents on reserve with the goal of ensuring access to services comparable to those available to other Canadian residents.[56]

INAC'S programs therefore encompass more than one area. In terms of education, its Special Education Program delivers the support described below.[57]

The Special Education Program was created in 2002-03 to provide critical programs and supports to First Nations children residing on reserve who are affected with severe to profound behavioural or physical challenges. Such services are fundamental components of every elementary and secondary education program in Canada.

Special education programming is provided by all provinces and territories, usually as a matter of education law or regulation. This type of programming is intended to meet the unique needs of students suffering the effects of moderate-to-severe and severe-to-profound physical, emotional, behavioural, communication, cognitive, or learning disabilities or disorders.

Objectives and services of the Special Education Program

The objective of the Special Education Program is to help First Nations on-reserve special education students to improve their achievement levels. It does this by providing access to special education programs and services that are culturally sensitive and meet the provincial standards in the locality of the First Nation. Resources are targeted for those students assessed as having high-costs special needs.

The Special Education Program is an investment in programs and services for on-reserve First Nations children with identified special needs. First Nations children, including those in grades K4 and K5 who have been screened by educators as having special needs, are assessed by specialists who formally identify their special needs. Once those needs have been identified, program and services available to the children generally include, but are not limited to, providing support such as hiring additional teaching staff, teaching assistants, personal attendants, speech-language pathologists, counsellors, specialized programs, and assistive technology to meet the child's special needs and enhance their quality of education.

Program impact and results

The number of students enrolled in kindergarten, primary, and secondary school who were identified as requiring high-cost special education was almost three times higher in 2004-05 than in 1998-99, growing from 3,955 students in 1998-99 to 10,535 students in 2004-05. There has been an average increase of more than 15% per year since 1998. In total, 16,238 assessments were completed. Of these, 10,535 were identified as requiring high-cost services.

Budget

The 2006-07 budget for the Special Education Program is $118 million.

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56   More information on INAC can be found at www.ainc-inac.gc.ca/index_e.html

57   More information on the Special Education Program can be found at www.ainc-inac.gc.ca/ps/edu/rep03/educ_ e.html

2. Employment

a. Overview of the employment situation of people with disabilities

Overall, the employment situation of people with disabilities has improved over the last six years. The percentage of people with disabilities who were employed full-time, full-year increased from 42.4% in 1999 to 46.4% in 2004, compared to an increase from 62.8% to 65.3% for people without disabilities in the same period. As Figure 5 shows, while an important gap remains between those with disabilities and those without, the increase in the employment rate was greater for people with disabilities than for people without disabilities (4.0% vs. 2.5%) between 1999 and 2004.

People with disabilities are also somewhat less likely to be employed part-time or part-year than are people without disabilities (18.4% vs. 21%).[58] However, the gap is much smaller than in relation to full-time, full-year employment. Furthermore, as shown in Figure 6, people with disabilities are much more likely to be unemployed or out of the labour force than are people without disabilities (35.2% vs. 13.7%).

b. Support for general employment programs

Labour Market Agreements for Persons with Disabilities

Under the Labour Market Agreements for Persons with Disabilities, the Government of Canada shares costs with provinces' programs and services to 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.

Provincial labour market programs and services funded under the Agreements are consistent with one or more of the following priority areas:

- education and training,
- employment participation,
- employment opportunities,
- connecting employers and people with disabilities, and
- building knowledge.

Figure 5: Employment Rates by Disability Status (%)

| | 1999 | 2000 | 2001 | 2002 | 2003 | 2004 |

People with disabilities: 42, 42, 44, 47, 47, 46
People without disabilities: 63, 64, 64, 65, 65, 65

- People with disabilities
- People without disabilities
- All

Source: Survey of Labour and Income Dynamics, Custom Table R23403CB-01

Through this approach, provincial governments have the flexibility to determine their own priorities and approaches to address the needs of people with disabilities in their jurisdictions. Examples of interventions that provinces may choose to jointly fund under this initiative include:

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58   This category also includes responses not elsewhere classified.

- job coaching and mentoring,
- pre-employment training and skills upgrading,
- post-secondary education,
- assistive aids and devices,
- wage subsidies,
- accessible job placement networks,
- self-employment, and
- other workplace supports.

Reporting under this initiative includes objectives, descriptions, target populations, and expenditures for programs and services funded. Reporting also includes the following indicators:
- number of participants in programs and services;
- number of participants who complete a program or service where there is a specific start and end point to the intervention; and
- number of participants who obtained or were maintained in employment where the program or service supports this activity.

The provincial Ministers agreed to report on societal indicators of labour market participation for their jurisdiction or at the national level, subject to the data available. They agreed on the following common indicators:
- employment rate of working-age people with disabilities;
- employment income; and
- level of education attained.

In addition, efforts are under way to formally evaluate the Agreements through a joint partnership with the Government of Canada in three jurisdictions: Manitoba, Nova Scotia, and Prince Edward Island. Work has begun on all three, but Manitoba's is the most advanced. Evaluations are both costly and time-consuming to complete. The Manitoba evaluation was conceived in 2003-04 and its expected completion date is June 2007. Its total estimated cost is $300,000. These three jurisdictions are currently discussing their next steps and timing for moving these evaluations forward.

The Government of Canada contributes 50% of the costs that provinces incur for funded programs and services, up to the amount of the federal allocation identified in each bilateral agreement.

Figure 6: Employment Status (%)
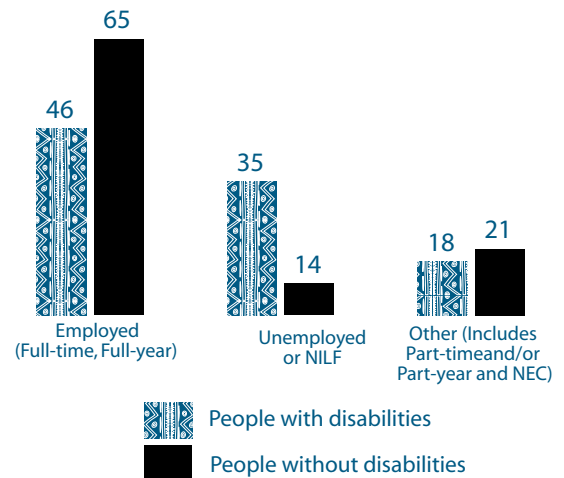
Source: Survey of Labour and Income Dynamics, Custom Table R23403CB-01

Table 4: 2005-06 Federal contribution for Labour Market Agreements for Persons with Disabilities

Province	Federal Contribution
Newfoundland and Labrador	$4,578,367
Prince Edward Island	$1,375,659
Nova Scotia	$8,290,346
New Brunswick	$5,950,848
Quebec	$45,892,915
Ontario	$76,411,477
Manitoba	$8,964,971
Saskatchewan	$10,852,608
Alberta	$25,190,332
British Columbia	$30,744,084
Total Contribution	**$218,251,611**

Source of fund: Consolidated Revenue Fund

The Opportunities Fund for Persons with Disabilities

The Opportunities Fund for Persons with Disabilities program is designed to assist people with disabilities return to work if they are otherwise ineligible for employment programs through the Employment Insurance program.

The objectives of the Opportunities Fund are:

- To assist eligible people with disabilities to prepare for and obtain employment or self-employment, as well as to develop the skills necessary to maintain it.
- To support effective and innovative activities such as, but not limited to:
    - encouraging employers to provide individuals with work opportunities and experience;
    - assisting individuals to increase their employment skill level; and
    - helping individuals to start their own business.
- To work in partnership with organizations for people with disabilities, including the private sector, to support innovative approaches to integrate individuals with disabilities into employment or self-employment; and to address barriers to an individual's labour market participation.

Outcomes focus on the degree to which the program helped people with disabilities achieve greater employability, attain employment, or return to school.

Fund recipients

The Opportunities Fund serves businesses, organizations such as public health and educational institutions, tribal/band councils, municipal governments, and individuals. Provincial/territorial government departments and agencies require Ministerial approval to be included in the class of recipients.

Summary of activities

Between 300 and 350 agreements a year that provide direct financial assistance to individuals with disabilities to obtain skills for employment, to establish a new business or to obtain the necessary supports and services to become employed.

About 400 to 450 agreements a year with employers and non-governmental organizations, including seven to nine projects a year delivered under the Opportunities Fund National Projects option.

On average, about 4,800 clients have been served each year since the program was established in 1997. This number has increased over the last two years and it is expected that over 5,000 clients will be served in 2006. Approximately 33% of clients served have gained employment. The remainder of the clients continue to work with service providers on their return-to-work action plans. Some clients return to school, some are referred to a more appropriate resource, and some drop out for health reasons.

Evaluations

The results from the 2001 Summative Evaluation indicated that the program offers a broad and flexible variety of interventions for clients who are not job-ready; participants improved their employability, self-esteem and overall quality of life; and employers accessed skilled employees and increased their understanding of barriers faced by people with disabilities. Key findings suggested a more comprehensive and cohesive labour market strategy for people with disabilities was needed.

The Opportunities Fund is now subject to a second summative evaluation of the program for 2003. The first phase of this evaluation is now complete. It involved interviews with key informants, surveys of employers, service providers, community coordinators and program participants, case studies, and a literature review. Six technical reports were produced, with each report representing a separate line of evidence. Key findings from the technical reports will be summarized and reported in the Phase I Final Evaluation Report, which will be released in December 2006.

Preliminary findings based on the first phase of this evaluation suggest positive impacts. Overall, 71% of clients surveyed were satisfied and only 14% were dissatisfied with the programs and services received. Most notable is that the objectives of the Opportunities Fund continue to be relevant, and that the program fills a service gap in helping people with disabilities who are not well served by other federal or provincial government programs. In general, flexibility has emerged as one of the strongest characteristics of the program. The program also continues to forge strong partnerships and provide holistic/comprehensive approaches to assisting people with disabilities.

The second phase of this evaluation will involve comparing Opportunities Fund client data with provincial data to determine whether the Fund's clients were also served by programming under the former Employment Assistance Programs for Persons with Disabilities. Information-sharing

agreements must be secured with each province/territory in order to proceed. These agreements are currently being negotiated with five provinces that will serve as the sample group for this phase of the evaluation. The goal is for the agreements to be in place early in 2007 and then begin the process of preparing for the data matching. This phase of the evaluation will address the issue of overlap and duplication in services for people with disabilities, although preliminary findings suggest that the Opportunities Fund fills a service gap in this area. The final report of the evaluation is expected in late fall of 2007.

International recognition of the Opportunities Fund

The Australian Human Rights and Equal Opportunity Commission published its final report, *Workability II: Solutions – People with Disabilities in the Open Workplace* in December 2005. The report identifies practical ways of improving the employment of people with disabilities and, therefore, focuses on ways of addressing barriers (the first report, *Workability I*, focused on identifying barriers to employment). Recommendation 4 of the report said there were only two international programs to emulate: one was the Opportunities Fund.

Total expenditures under the Opportunities Fund for Persons with Disabilities

The Opportunities Fund is a $30-million-a-year contribution program. Contribution agreements designed to assist people with disabilities prepare for, find, and maintain employment account for $26.7 million. About $21.5 million (80%) of the contribution budget is delivered through regional Service Canada Centres and the remaining 20% ($5.2 million) is reserved for of the program's national projects. The remaining $3.3 million is for the operating costs of the program. Funds come from the Consolidated Revenue Fund.

c. Rehabilitation and Vocational Assistance Services

The new Veterans Charter Rehabilitation Program aims to help Canadian Forces Veterans who have been recently released from medical care, and those with disabilities who need support to re-enter civilian life. Rehabilitation and vocational assistance services at Veterans Affairs Canada will support independence and wellness and are designed to ensure that Veterans participate to the best of their ability at home, at work, and in their community. These services include:
- Medical – health care experts will work to stabilize and restore health, make it easier to cope with health problems, and help body and mind functioning.
- Psycho-social – will help restore independence and facilitate the adjustment to a Veteran's current situation.
- Vocational – will help with learning if it is possible to transfer skills and education from a military job to a similar civilian job. If not, the Veteran may qualify for training for another kind of job.

d. Self-employment

Western Economic Diversification assists individuals with disabilities through a targeted program, as well as by funding projects within each of the Department's strategic priorities.
  • The Entrepreneurs with Disabilities Program provides business services and access to capital to entrepreneurs with disabilities in rural and urban areas.
  • Support is also available for individual economic development projects that benefit people with disabilities.

In 2005-06, the Agency spent more than $1.5 million on projects and activities aimed at supporting individuals with disabilities.

Entrepreneurs with Disabilities Program

Western Economic Diversification's Entrepreneurs with Disabilities Program (EDP)[59] provides a range of services to entrepreneurs in western Canadian urban and rural communities who are seeking to start up or expand small and medium-sized businesses. Some of the services include:
  • assistance with developing business plans;
  • mentoring and counselling services;
  • training in business management;
  • access to business loans; and
  • referral to other government resources.

Delivery channels

The EDP is delivered through the four provincial Community Futures Associations (cumulative funding of $250,000 for operations in 2005-06) and seven urban partners located in key urban centres (cumulative funding of $525,000 in 2005-06).

Loan provisions

The rural EDP loan funds initially totalled $18 million and, as of March 31, 2005, the net value of the fund was $14.5 million. The $3.5 million decline results from loan write-offs and approved transfers to provide additional operating funding to the delivering organizations. The urban EDP loan funds initially totalled $2.3 million and as of March 31, 2005, the net value of the funds was approximately $1.1 million. The decline is due to a combination of loan write-offs (approximately $600,000) and approved transfers to provide additional operating funding to the deliver organizations.

Background

The EDP and the former Urban Entrepreneurs Disabilities Initiative were created in 1997-98 in response to the Access to Business Opportunities project and the 1996 report of the Federal Task

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59   In April 2006, Western Economic Diversification consolidated its Entrepreneurs with Disabilities Program with the former Urban Entrepreneurs Disabilities Initiative and undertook a five-year commitment to provide funding of up to $1.5 million every two years. Previous funding for the two programs was $775,000 per year. Funding increases are based on delivery partners submitting an acceptable business plan.

Force on Disabilities, which identified employment as a major element that can alleviate the high incidence of poverty among people with disabilities.

Since inception:

- 765 loans totalling $16.2 million have been issued to clients under both programs.
- 65% of the clients are currently operating businesses, up 54% before approaching the programs.
- Among the 89% of clients who were not in business, 69% subsequently started up operations and, of those, 55% are still operating.

Over a five-year period, the loan program resulted in:

- 3,400 person-years of incremental employment, and
- $145 million in incremental revenues ($9.16 for every dollar in loans).

Support through other initiatives that align with Western Economic Diversification's strategic priorities

The Department also supports individual projects that benefit people with disabilities by enhancing economic well-being through activities that assist entrepreneurial growth, improve quality of life through research and development, increase access to community facilities, and enhance the capacity or organizations that serve the disability community. Since April 1, 2004, some $7 million has been provided to 38 such projects under various programs.

The funding has generated additional investments of $16 million from other sources. Examples of these projects include the First Nations Disability Association of Manitoba. As part of the Urban Aboriginal Strategy, Western Economic Diversification has committed $50,000 toward a $346,316 project to expand this organization's services. This project will establish three positions within the First Nations Disability Association to enhance the its capacity to provide peer support, advocacy, and referral services designed to improve the quality of life for Aboriginal persons living with disabilities in Winnipeg. The Department also committed $400,000 under the Western Economic Diversification Program toward a $1,451,088 magnetoencephalography neurological research facility in Vancouver. The research facility is expected to result in increased health research and clinical capacity and activities, retain and attract leading researchers, enhance linkages among innovation organizations, develop suppliers in the West, and will ultimately benefit people with Down Syndrome and other developmental disabilities.

e. Aboriginal people with disabilities

Since April 1999, the Aboriginal Human Resources Development Strategy (AHRDS) has been helping Aboriginal communities strengthen the ability of Aboriginal people to compete in the Canadian job market. Delivered through 80 Aboriginal Human Resources Development Agreement holders, the Strategy has been designed with flexibility to meet the needs of individual Aboriginal communities and to respect the wide-ranging cultural diversity of those communities while ensuring accountability measures are in place. The Strategy is aimed at helping Aboriginal people increase self-sufficiency, build stronger communities, and develop long-term employment. The largest share of the total funding goes to creating employment programs and services.

There is a disability component in the Strategy. Moreover, wherever possible, HRSDC encourages Agreement holders, national Aboriginal organizations, and other labour market partners to include people with disabilities in all services and activities, including the AHRDS. To that end, the collective challenge is to ensure that Aboriginal people with disabilities benefit fully from all aspects of the Strategy, including funds under other components of the Strategy (labour market, urban, and youth).

Key issues on disability data and knowledge

Statistics are poor overall because of different definitions and a highly varied population. Depending on the source, definition of disability, and variables used, Aboriginal rates of disability typically run between 1.7 and 3 times that of the Canadian population. Given that nearly one million (976,000) Canadians identified themselves as Aboriginal in the 2001 Census and it is estimated that some 31% of Aboriginal people have a disability, there could be about 300,000 Aboriginal people with disabilities in Canada.

f. Employment within the Public Service

The Public Service Commission (PSC) is dedicated to building a public service that strives for excellence. We protect merit, non-partisanship, representativeness, and the use of both official languages. The PSC safeguards the integrity of staffing in the Public Service and the political impartiality of public servants. It develops policies and guidance for public service managers and holds them accountable for their staffing decisions. It conducts audits and investigations to confirm the effectiveness of the staffing system and to make improvements. As an independent agency, the PSC reports its results to Parliament.

Programs and initiatives of the PSC

In preparation for the coming-into-force of the *Public Service Employment Act* on December 31, 2005, the PSC developed and established an appointment policy framework that included an overarching policy on employment equity. In addition, the PSC developed tools to provide guidance and support to departments in applying the new provisions in the Act, including how to integrate employment equity into the appointment process.[60]

To this end, the PSC has integrated the duty-to-accommodate requirements pertaining to staffing into the Commission's Appointment Framework policies, guides, and tools developed under the new Act.[61] The PSC also provided guidance to sensitize public service managers to the complex issues surrounding the recruitment and self-identification of people with disabilities.[62]

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60   The PSC published guidelines for making decisions about the kinds of modifications to assessment tools and procedures that are appropriate to accommodate candidates with a variety of disabilities. The guidelines are available at www.psc-cfp.gc.ca/centres/priority_e.htm.

61   More information on the Public Service Employment Act and the Appointment Framework can be found at www.psc-cfp.gc.ca/psea-lefp/index_e.htm.

62   Employment equity information for human resources professionals and employees with disabilities can be found at www.psc-cfp.gc.ca/ee/tools_resources_e.htm.

Although the Government of Canada is interested in advancing the inclusion of all people with disabilities, it recognizes that some sub-groups tend to experience more difficulties in participating in society. People with high school education or less, poor health, women, and Aboriginal people have been identified as facing more barriers than other groups of people with disabilities.

For example, in 2005, the First Nations Centre published the result of the First Nations Regional Longitudinal Health Survey (RHS), conducted in 2002-03 and funded by Health Canada. Conducted from an Indigenous cultural perspective, the RHS analysis provides insight into the situation of people with disabilities among First Nations adults, youth, and children. The RHS shows that the rate of disability among First Nations adults is 28.5% (25.7% among men and 31.5% among women). The research also shows that First Nations adults with disabilities are less likely to be employed than their non-disabled counterparts (37.3% compared to 52.2%).[63] This low level of employment is also reflected in lower income. Some 58.7% of First Nations people with disabilities had personal incomes of less than $15,000 or no income in 2001. The study covers a wide range of issues related to health and disability on the First Nations communities.

With respect to women, various disability-specific surveys have shown that, because of the intersection with gender, women with disabilities experience issues differently and face more problems than their male counterparts in many areas, including violence, employment, housing, and problems in the home. For example, an initiative of the Association for Community Living Manitoba, funded by Status of Women Canada and entitled "Manitoba Women in Harm's Way – Identifying the Silent Abuse," determines the prevalence of abuse suffered by women with intellectual disabilities in their family homes, group homes, care institutions, and communities. Recommendations to address this abuse will be proposed.[64]

Women make up the majority (55%) of adults with disabilities. For people with disabilities over 75, women represent 61% of the population, largely because of women's longer lifespan and their higher rate of chronic conditions.

Women with disabilities have comparatively low levels of income and are less likely to be employed. The average income for women with disabilities is $15,500, compared to $28,157 for men with disabilities. Women without disabilities earn income of $20,000 on average, whereas men without disabilities earn $31,500. Only 40.3% of working age women with disabilities (aged 15-64) are employed, compared to 47.6% of working age men with disabilities, 72.8% of women without disabilities, and 84.1% of men without disabilities. - Source: PALS 2001

The obstacles that people with disabilities face are not always related to their impairment or health condition. Obstacles are often the product of the interplay between impairment or health problems and socio-economic and cultural environments, including attitudes. Research is therefore useful to identify the sources of stigma and negative attitudes and the means of addressing them.

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63   First Nations Regional Longitudinal Health Survey 2002-03 (2005). *Results for Adults, Youth and Children Living in First Nations Communities*, p. 55.

64   Other studies include *Women with Disabilities: Accessing Trade*, which can be consulted at www.swc-cfc.gc.ca/pubs/pubspr/0662367391/index_e.html

Canada Revenue Agency's Indeterminate Recruitment Program for Persons with Disabilities

Although they are not part of the Public Service, many crown agencies also have programs aimed at encouraging inclusion. One such program is Canada Revenue Agency's Indeterminate Recruitment Program for Persons with Disabilities.[65] This project broke new ground for recruiting employees with disabilities as indeterminate staff in the Canada Revenue Agency's tax services offices and tax centres across Canada. The project also established a positive environment within the CRA by giving people with disabilities meaningful, permanent jobs. In addition, the project helped managers, recruits, and other employees become more aware and supportive of people with disabilities.

Public Service Employee Survey

The Public Service Employee Survey is a government-wide survey that asks employees for their opinions on such issues as service delivery, organizational effectiveness, well-being, and overall climate across the public service. Statistics Canada administered the survey on behalf of the departments and agencies and the Public Service Human Resources Management Agency of Canada. The 2005 survey was the third such survey. It is possible to measure progress on the areas that were examined in the earlier (1999 and 2002) surveys. As one of the questions asks people with disabilities to self-identify, it has been possible to look at the results for people with disabilities.[66] Unless otherwise noted, figures refer to the 2005 survey.

Overall, employees' perceptions of equality in the workplace have remained stable since the previous survey. As in 2002, a large majority of respondents (90%) believed that every individual in their work unit was accepted as an equal member of the team, regardless of race, colour, gender, or disability. Nonetheless, there were some areas in which the responses of people with disabilities differed from those without disabilities. Following a pattern consistent throughout the surveys, people with disabilities were less likely to strongly agree with the statement: "In my work unit, every individual, regardless of race, colour, gender or disability would be / is accepted as an equal member of the team" (54% vs. 65%). However, the percentage of respondents who strongly agreed increased significantly between the 1999 survey and the 2005 survey (44% of people with disabilities and 51% of people without disabilities).[67]

People with disabilities were much more likely to strongly disagree with the statement "I am classified fairly (my current group and level) compared with others doing similar work in my organization or elsewhere in the Public Service" (32% vs. 24%). This pattern was consistent throughout all three surveys.

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65   More information on the Indeterminate Recruitment Program for Persons with Disabilities can be found at www.psc-cfp.gc.ca/ee/best_practices/docs/nar-19_e.htm

66   Results for people with disabilities are available at www.hrma-agrh.gc.ca/survey-sondage/2005/results-resultats/00/disabl-e.htm

67   The percentage that mostly agreed decreased in the same period. The total percentage that either mostly disagreed or strongly disagreed was 18% in both 1999 and 2005.

As a group, people with disabilities report a less favourable environment in terms of supports that can help them to succeed in their present job and that can make it possible to advance. They were less likely to strongly agree with the statement "I have the material and equipment I need to do my job" than those without disabilities (24% vs. 32%). People with disabilities were also less likely to strongly agree or mostly agree that they get the training needed to do their job, that they get on-the job coaching to help improve the way work is done, that they have opportunities to develop and apply the skills they need to enhance their career, that their immediate supervisor does a good job of helping them develop their career, and that they have opportunities for promotion within their department or agency, given their education, skills, and experience.

In a question aimed specifically at people with disabilities, respondents were asked whether they are provided with the supports or alternative media resources that are critical in performing their work. Forty-nine percent said yes and 31% said it was not applicable.

The survey provides valuable information about how to make the federal public service a better place to work. While it shows a reduced gap in some areas related to the accommodation of disabilities in the workplace, it also identifies areas for improvement.

All departments within the federal government work to build an inclusive work environment. The measures one department took are described below. Other examples are included in Appendix C.

Environment Canada: Using computer-assisted technology

In May 2006, Environment Canada adopted a "strategy of inclusivity" to develop and support an inclusive culture that thrives on the diverse skills and abilities of its employees. The key elements of this strategy are:

- updating strategies and key practices related to personnel management;
- ensuring representation;
- instituting national methods of financing for the ministerial priorities;
- re-examining how to build good relations; and
- undertaking an overhaul of our reporting system.

An initial allowance of $100,000 was allotted to this central fund to ensure the adaptation needs of employees are met in the staffing process and for employees who return to work after a work-related injury or illness.

Environment Canada also set up a Computer Adapted Technology (CAT) program. The program's mandate is to support the workplace integration of Environment Canada employees with disabilities who need to use a computer.

Environment Canada provides its CAT services to other departments. Among the services offered:

- A permanent CAT centre located at Terrasses de la Chaudière in Gatineau;
- Advice and orientation on computer products adapted to meet the needs of employees with disabilities;
- A CAT needs assessment for employees, including the need to route work so that employees are matched with the adapted software and hardware they need;
- An evaluation of the technological compatibility of software and hardware;
- Installing and incorporating adapted software and equipment on employees' office computers;
- Training employees with disabilities on the use of adapted software and equipment installed on their computers;
- Technical and training support on the use of adapted software, equipment, and computer systems;
- Training first-level technicians to support CAT;
- Training software developers and web designers on creating accessible products; and
- Awareness sessions, demonstrations, and consultations for managers and personnel.

g. The National Council of Federal Employees with Disabilities

The National Council of Federal Employees with Disabilities (NCFED) represents the interests of federal public servants with any type of physical or mental disability by raising awareness and getting involved in all employment processes, from recruitment and retention to training, career development, accommodation, and accessibility. The NCFED provides information, advice, analysis, and recommendations on relevant issues, as well as the actions required to address them, to federal public service management and other key players. The ultimate goal is to ensure a respectful and inclusive work environment.

Easy access to appropriate accommodations is only the most obvious component of inclusiveness for employees with disabilities. The NCFED's vision also focuses on subtler and more profound changes to the corporate culture of federal departments and agencies. The work environment is much more than a workplace. As the workplace must be accessible, so too must be the work environment, which includes the rapport of NCFED constituents with co-workers, supervisors, line managers, and senior managers.

The NCFED is made up of nine federal public servants with disabilities, three from the National Capital Region, six from the regions, and two full-time office workers. The NCFED Board members are all people with disabilities who have been elected by federal public servants and their voluntary work through the Council is in addition to their everyday job.[68]

Review of the *Employment Equity Act*

The year 2006 is the tenth anniversary of the coming into effect of the amended *Employment Equity Act*. As the legislation requires a Parliamentary review every five years, it is expected that the Standing Committee on Human Resources, Social Development and the Status of Persons with Disabilities will initiate a second review of the current Act in 2006. Should the Committee decide to review the Act, it would likely focus on examining its impact on members of designated groups as well as on employers and workplaces.

To assist in developing its report for the Minister of Labour to present to the Committee, the Labour Program sought the views of individual Canadians, employment equity specialists, employers, employer associations, unions, as well as organizations representing designated groups, including people with disabilities. An issue paper, *Ten Years of Experience*, was prepared to assist in the discussion.[69]

Over the spring and summer of 2006, representatives of the Labour Program met with a number of organizations representing both designated groups and employers, sent letters requesting written comments, and placed an announcement on the HRSDC website inviting written responses.

The following pages describe the employment situation of people with disabilities and the progress that employers made toward achieving employment equity from 1987 to 2004.

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68   Further information about the NCFED and its sub-committees is available at: www.hrma-agrh.gc.ca/ee/ncfpsd-cnehfpf/index_e.asp

69   This document can be consulted at www.hrsdc.gc.ca/en/lp/lo/lswe/we/review/2006/issues-paper.doc

Examples of the NCFED key activities and achievements

The Council was instrumental in ensuring that the 2005 Public Service Employee Survey (launched November 2, 2005) was carried out using paper questionnaires only, in a manner that was more fully accessible than the previously intended online survey mechanism that was under development. Other achievements include:

- Establishing collaborative discussions with its counterparts, the National Council of Aboriginal Federal Employees and the National Council of Visible Minorities to discuss common issues. For example, career advancement is one issue that concerns all three groups. A joint meeting is planned to discuss a collaborative approach to address this question more strategically, as well as other shared issues to be identified.
- Encouraging the Department of National Defence and the Canadian Forces to adopt a new Universal Design code. This code will be presented for adoption by other departments and agencies at the earliest opportunity.
- Enhancing membership and outreach by enlarging its news letter distribution list to over 300 individuals.
- Organizing a yearly Deputy Ministers' Breakfast hosted by the Council's Champion Michael Wernick to gain senior management support and to keep them abreast of current events.
- Participating actively in the annual celebration of the International Day of People with Disabilities (December 3).

The group's current achievements also include the development of seven sub-committees: Career Progression, Disability Management and Insurance Issues, the Infocentre, Management Awareness, Mental Health Issues, Training and Awareness for Persons with Disabilities, and Communications and Membership Drive. These subcommittees and working groups are at various stages of development; sponsorship is now being sought and implementation is forthcoming. For information concerning the sub-committees' future developments, please visit the following website (www.hrma-agrh.gc.ca/ee/ncfpsd-cnehfpf/index_e.asp).

Overall Workforce

In 2004, at the collective workforce level for all employers covered under the *Employment Equity Act* (data are not available for the federal contractors), people with disabilities were under-represented at 3.1%. When compared to labour market availability of 5.0%, based on the 2001 Participation and Activity Limitation Survey (PALS),[70] the representation of people with disabilities was 61.8% of their availability.

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70 To measure the progress of people with disabilities covered by the Act, representation is compared to availability in the workforce population. Availability data are obtained from surveys conducted by Statistics Canada which are gathered every five or ten years. There is therefore a time lag in measuring representation gaps, as for example, 2004 representation is being compared to 2001 PALS availability data.

Table 5: Employers covered by the *Employment Equity Act* (2004)*

Employers	All Employees	People with Disabilities	
		Representation	Availability**
Federally regulated private sector and Crown corporations	650,987	16,554	2.5%	5.3%
Federal public service	165,976	9,452	5.7%	3.6%
Separate	67,259	3,195	4.8%	5.3%
Other public sector	130,136	2,282	1.8%	5.3%
Total	1,014,358	31,483	3.1%	5.0%

* Data on people with disabilities are not available for federal contractors.

** Source: Statistics Canada, 2001 PALS.

Federally Regulated Private Sector and Crown Corporations Workforce

In the federally regulated private sector and Crown corporations workforce the number and representation of people with disabilities increased from 9,440 (1.6%) in 1987 to 16,554 (2.5%) in 2004, but remained significantly below their availability of 5.3% based on the 2001 PALS. The representation rate of people with disabilities was 29.6% of their labour market availability in 1987 and increased to 48.0% in 2004.

Figure 7 illustrates the little progress that people with disabilities made in private workplaces under federal jurisdiction over the 18 years from 1987 to 2004.

Figure 7: Representation and Availability (1987-2004)

Legend:
- Federally regulated private sector workforce
- Canadian about market availability
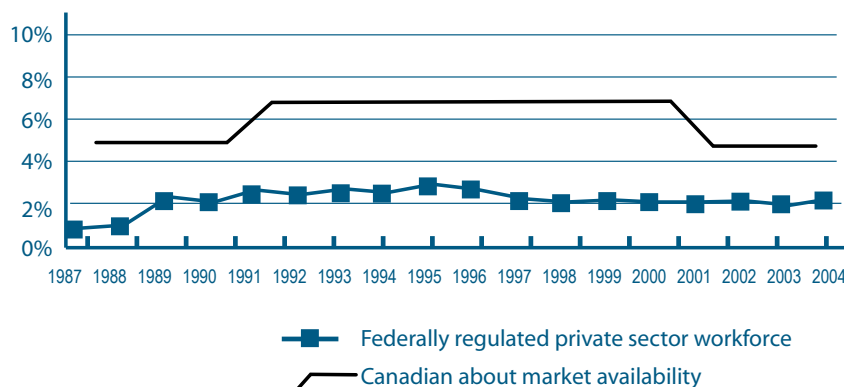
* The data on Canadian labour market availability of people with disabilities are obtained from surveys conducted by Statistics Canada. Note that since 1987, only two surveys were conducted. The Health and Activity Limitation Survey was conducted in 1991, followed by the PALS in 2001.

Table 6: Summary statistics – Representation in federally regulated private sector and Crown rorporations workforce

Summary Statistics	1987	2003	2004
Total	9,440	14,425	16,554
Representation	1.6%	2.3%	2.5%
Labour market availability	5.4%	5.3%	5.3%
Utilization rate	29.6%	43.4%	48.0%

Sectors

The number and representation of people with disabilities increased in all sectors from 1987 to 2004, except in the "Other" sector, where representation remained relatively constant. In 2004, their highest representation was in the banking sector, followed by communications, transportation, and other.

Table 7: Representation of people with disabilities in private sectors

Sector	1987		2003		2004	
Banking	3,053	1.8%	3,978	2.2%	5,250	2.8%
Communications	2,512	1.4%	4,854	2.3%	5,553	2.5%
Transportation	2,892	1.4%	4,366	2.4%	4,448	2.4%
Other	983	2.3%	1,227	2.6%	1,303	2.2%
Total	9,440	1.6%	14,425	2.3%	16,554	2.5%

Occupational Groups[71]

In 1987, the highest concentration of people with disabilities in the workforce was in clerical then manual and trade occupations (39.6% and 28.3% respectively). In 2004, their highest numbers were still in clerical (41.9%), followed by manual and trade (22.4%) and professional occupations (16.2%). In terms of their distribution, the most significant increase was among the professionals and semi-professionals.

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71   To facilitate and allow occupational comparisons, the Employment Equity Occupational Groups have been combined into six groups (e.g., the Upper-level/Senior Managers have been combined with Middle and Other Managers to form the Managers occupational group).

Table 8: Distribution by occupational group

Occupational Group	1987		2003		2004	
Managers	1,220	12.9%	1,427	9.9%	1,539	9.3%
Professionals and semi-professionals	909	9.6%	2,222	15.4%	2,688	16.2%
Supervisors	634	6.7%	715	5.0%	878	5.3%
Clerical occupations	3,734	39.6%	5,606	38.9%	6,941	41.9%
Sales and service personnel	271	2.9%	791	5.5%	808	4.9%
Manual and trade workers	2,672	28.3%	3,664	25.4%	3,700	22.4%
Total	9,440	100.0%	14,425	100.0%	16,554	100.0%

Geographical Regions

Figure 8 shows how, in each of the provinces in 2004, the representation of people with disabilities was below their respective availability.

Figure 8: Representation and Availability (1987-2004)

■ Federally regulated private sector workforce

☐ Labour market availability*

YT
■ 3.7%
☐ (n/a)

NT
■ 2.2%
☐ (n/a)

NU
■ n/a
☐ (n/a)

NL
■ 1.9%
☐ (4.6%)

BC
■ 3.0%
☐ (6.3%)

AB
■ 3.2%
☐ (5.9%)

SK
■ 3.4%
☐ (6.1%)

MB
■ 3.7%
☐ (6.4%)

ON
■ 2.6%
☐ (5.5%)

QC
■ 1.4%
☐ (3.6%)

PE
■ 2.3%
☐ (5.9%)

NB
■ 2.9%
☐ (5.3%)

NS
■ 3.8%
☐ (6.9%)

Source: Statistics Canda, 2001 PALS
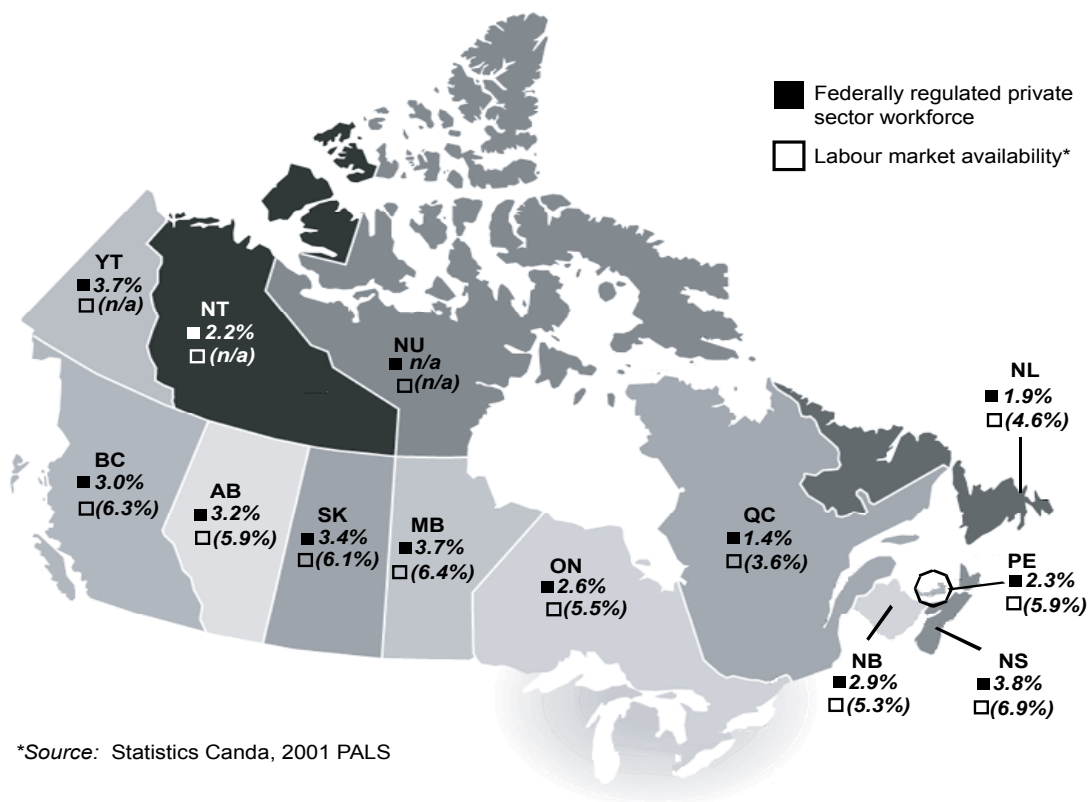
Workforce Mobility

Although the number and share of people with disabilities hired into the combined workforce increased from 442 (0.6%) in 1987 to 1,102 (1.1%) in 2004, they were significantly below availability of 5.3%.

The number of people with disabilities promoted dropped from 981 in 1987 to 816 in 2004. However, their share of promotions rose from 1.4% to 2.0% and was below their availability within the workforce.

The number and share of people with disabilities whose employment terminated increased from 767 (1.0%) in 1987 to 1,636 (1.9%) in 2004. However, this designated group's share of terminations was below their availability within the workforce.

In 1987, 2003, and 2004, the number of people with disabilities who left the workforce exceeded the number hired, leading to serious erosion of this designated group. The problem may be related to the retention of people with disabilities and the unmet need for work-related accommodations.

Table 9: Workforce mobility

Mobility	1987		2003		2004	
Hires	442	0.6%	840	1.1%	1,102	1.1%
Promotions	981	1.4%	784	1.9%	816	2.0%
Terminations	767	1.0%	1,569	1.9%	1,636	1.9%
Net effect of hires and terminations	-325		-729		-534	

These data and others from national surveys presented earlier in this chapter are clear indications that much remains to be done if working-age adults with disabilities are to participate to their fullest potential in the Canadian labour market.

Chapter Four: Income, Income Support, and Tax Measures

Canadians with disabilities have a lower average income and rely more on government programs for income support.

People with a disability are not always able to earn an adequate income through employment. While the average earnings of people with disabilities increased by 3.7% between 1999 and 2004 (vs. 5.3% for people without disabilities), they remained substantially lower than the average earnings of those without disabilities (SLID 1999-2004).

Table 10: Average earnings for people with and without disabilities, and earnings of people with disabilities as a percentage of the earnings of those without, 1999-2004

Year	PWD	PwoD	%
1999	29,600	34,000	87.1
2000	30,400	35,400	85.9
2001	29,400	35,700	82.4
2002	30,100	35,900	83.8
2003	30,600	35,300	86.7
2004	30,700	35,800	85.8

PWD: people with disabilities
PwoD: people without disabilities
Source: Survey of Labour and Income Dynamics, 2004, Table R25468VT.

People with disabilities were more likely to have low earnings. About 17.1% of people with disabilities have earnings of less than $5,000 in contrast to 12.4% of people without disabilities. In addition, people with disabilities are less likely to have high earnings. About 18.4% of people with disabilities have incomes of $50,000 or more, compared to 23.4% of those without disabilities. There are significant differences between men and women. For both sexes, people with disabilities are more likely to have lower earnings and less likely to have higher earnings. However, women with disabilities are much more likely to have very low earnings (19.6% have earnings of under $5,000, in contrast to 14.6% of men with disabilities), and much less likely to have high earnings (10.9% earn $50,000 or more, in contrast to 25.6% of men with disabilities).

Table 11: Distribution of earnings of individuals aged 16-64 by sex, disability status, 2004

Salary	All			Men			Women		
	All	PWD	PwoD	All	PWD	PwoD	All	PWD	PwoD
$1–4,999	13.2	17.1	12.4	10.6	14.6	9.7	16.2	19.6	15.5
$5,000–19,999	27.6	28.6	27.3	22.6	24.0	22.2	33.3	33.4	33.1
$20,000–29,999	14.4	14.6	14.2	12.6	13.3	12.1	16.6	16.1	16.5
$30,000–39,999	12.5	12.4	12.6	12.6	12.4	12.5	12.5	12.4	12.6
$40,000–49,999	9.9	8.9	10.1	11.1	10.1	11.4	8.5	7.6	8.7
$50,000–59,999	6.7	5.9	6.9	8.4	7.5	8.6	4.8	4.2	5.0
$60,000 and over	15.6	12.5	16.5	22.2	18.1	23.5	8.1	6.7	8.6

Source: Survey of Labour and Income Dynamics, 2004, Table R25468VT.

Although many people with disabilities can become self-sufficient if given the opportunity, some are unable to be in the labour market, and rely on governments to provide the financial resources to meet their basic needs (shelter, food, and clothing). People with disabilities are three times more likely to have income from government sources as their major source of income: 27% vs. 9% (SLID 2003). However, this reliance on government sources decreased over the years, from 32% in 1999. Moreover, in 2003, wages and salaries were the main source of income for 54% of adults with disabilities, while 74% of those without disabilities relied on wages and salaries. For people with disabilities, this represents an increase of four percentage points, up from 50% in 1999.

Table 12: Major source of income for working-age adults with disabilities, 1999-2003

	Wages and salaries	Self-employment income	Government sources	Investment income; private insurance pensions	Other income
1999	49.7%	5.2%	31.7%	7.8%	2.0%
2000	51.1%	5.6%	31.3%	6.7%	1.5%
2001	51.2%	5.6%	30.6%	7.0%	2.1%
2002	53.0%	6.2%	28.2%	7.0%	2.6%
2003	54.2%	6.1%	26.8%	7.3%	2.6%
Total	52.0%	5.7%	29.5%	7.2%	2.2%

Source: SLID, 1999-2003

Recognizing all of these factors, the Government of Canada uses its fiscal policy to support people with disabilities and their caretakers through a variety of income support measures. It also provides tax measures so that people with disabilities and those who care for them are treated more fairly. In addition, the *Income Tax Act* offers tax privileges to registered charities, which can contribute to building the capacity of the disability community.

1. Tax Measures for People with Disabilities

Two departments play a key role in developing and administering the income tax system. The Department of Finance is responsible for formulating tax policy and introducing new tax legislation, and the Canada Revenue Agency (CRA) administers the tax laws. In addition, the Department of Justice provides legal advice and litigation services to both the CRA and Finance Canada. The role of the Department of Justice is described in Chapter One, Section 2, of this report, "Promoting Human Rights and a Culture of Inclusiveness."

This section further describes the roles of Finance Canada and the CRA. It also contains a description of the programs HRSDC undertakes to provide income support.

Finance Canada is actively involved in the Government's policy and legislative agenda, helping to develop and implement fiscal, economic, social, and financial policies and programs. Its responsibilities include preparing the federal budget, developing tax and tariff policy and legislation, managing federal borrowing on financial markets, administering major transfers of funds to provinces and territories, developing regulatory policy for the country's financial sector, and representing Canada in international financial institutions and fora.

Finance Canada is responsible for developing tax policy. The personal income tax system provides a number of tax credits and deductions for people with disabilities and their caregivers, including:

- the disability tax credit;
- the disability tax credit supplement for children;
- the medical expense tax credit;
- the caregiver credit;
- the infirm dependant credit;
- the disability supports deduction; and
- the refundable medical expense supplement.

These tax measures recognize that people with disabilities and their caregivers face extra disability-related expenses that reduce their ability to pay tax. This function of recognizing costs in the tax system helps to level the playing field for people with disabilities and their caregivers.

In addition to these tax measures, the Government of Canada offers a benefit delivered through the tax system to families caring for children with disabilities, the Child Disability Benefit.

Technical Advisory Committee on Tax Measures for Persons with Disabilities

In 2003, the Technical Advisory Committee on Tax Measures for Persons with Disabilities was established to provide advice on how to address tax issues affecting people with disabilities. The Committee's final report, submitted in December 2004, contains 25 recommendations.

Budget 2006 completed the implementation of the committee's policy recommendations and went beyond by:

- Increasing the maximum annual Child Disability Benefit to $2,300 from $2,044 effective July 2006. The Child Disability Benefit is a supplement of the Canada Child Tax Benefit payable in respect of children in low- and modest-income families that are eligible for the DTC.
- Extending eligibility for the Child Disability Benefit to middle- and higher-income families caring for a child who is eligible for the DTC, including virtually all families that are currently eligible for the Canada Child Tax Benefit base benefit, effective July 2006.
- Increasing the maximum amount of the refundable medical expense supplement to $1,000 from $767 for the 2006 tax year. The refundable medical expense supplement improves work incentives for Canadians with disabilities by helping to offset the loss of coverage for medical and disability-related expenses under social assistance when recipients move into the labour force.

Other

An expert panel was appointed in July 2006 by the Minister of Finance to examine ways to help parents save for the long-term financial security of a child with a severe disability, and was asked to report its recommendations to the Minister of Finance in the fall. The Minister of Finance expects to receive the report of the expert panel shortly.

The **Canada Revenue Agency** administers:

- tax laws for the Government of Canada and for most provinces and territories; and
- various benefit and credit programs delivered through the tax system.

The CRA has taken significant steps during the past year to enhance tax fairness for people with disabilities. Many of these changes were prompted by the report of the Technical Advisory Committee on Tax measures for Persons with Disabilities, entitled *Disability Tax Fairness*. Several of these initiatives are ongoing, such as a review of Form T2201 (Disability Tax Credit Certificate), yearly consultations with external partners, and increasing awareness of the various tax measures available to people with disabilities, to name a few.

Information on tax expenditures for measures directed at individuals is available in Appendix B.

The Office of the Auditor General of Canada regularly audits the CRA. The administration of the disability tax credit has been exempt from an in-depth audit because the CRA does an up-front review of Form T2201 when it is initially received, unlike post-assessing reviews of other credits and allowable expenses that taxpayers claim.

The CRA regularly conducts internal evaluations and audits in the form of monitoring trips to tax centres and offices in Canada and focus testing of existing and new forms, policies, procedures, and compliance programs. As well, the CRA has established a Centre of Expertise in Sudbury where a team of qualified personnel will review, on request, disability tax credit claims that have been disallowed.

Surveys and service evaluation

Based on one of the recommendations made in the *Disability Tax Fairness* report concerning awareness of the disability tax credit, a telephone survey has been developed and will be completed by the end of 2006. Selected taxpayers who receive a Canada Pension Plan Disability benefit are going to be surveyed about their awareness of the disability tax credit and other tax measures that the CRA offers to people with disabilities.

Since 2004, the CRA has held consultations with external partners, including lawyers, physicians, and representatives of various health organizations. These consultative sessions resulted in some very positive changes to letters from the CRA to the public, and to Form T2201.

In an effort to increase awareness of the tax measures available to people with disabilities, the CRA attended a number of conferences in 2006, both as an exhibitor and presenter. Although initially surprising to some audiences, the CRA's attendance at these conferences was felt to be very worthwhile and it is anticipated that this practice will be continued.

2. Registered Charities

Many organizations that work with people with disabilities qualify as registered charities. This contributes to building the capacity of the disability community by providing tax benefits to registered charities and people who donate to these organizations. A charity that is registered with the CRA[72] has two privileges associated with its registration:
- It is exempt from paying income tax, and
- Individuals who make donations to the charity can claim a non-refundable tax credit in respect of the donation, and corporate donors can claim a charitable deduction.

An organization may also benefit from the special rules that apply to charities with regard to the Goods and Services Tax and other federal taxes. Provincial, territorial, and many municipal governments provide favourable treatment to registered charities. For example, like the federal government, all provinces and territories provide charitable donation credits or deductions in respect of charitable donations.

When filing annual information returns with the CRA, charities must indicate the fields in which they operate and the relative importance of each activity for the organization. Of the 77,496 registered charities that filed a 2004 return, 1,955, or 2.5%, listed "services for the physically or mentally challenged" as their most important field. An additional 1.1% listed this as the second (585) or third (267) most important field.

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72 The Charities Directorate of the CRA registers qualifying organizations as charities, gives technical advice on operating a charity, and handles audit and compliance activities. To qualify for registration, an organization must be established and operated exclusively for charitable purposes, and it must devote all of its resources to charitable activities. These charitable purposes and activities are defined through common law. The courts have recognized as charitable those organizations that have been established to prevent and relieve sickness and disability (both physical and mental). For example, this includes hospitals, clinics, nursing and convalescent homes, and home care services. More information on registered charities is available on the CRA website at www.cra.gc.ca/charities

3. Other Programs that Provide Income Support to People with Disabilities

Canada Pension Plan (Disability)

In 2005-06, almost 296,000 individuals with severe and prolonged disabilities, along with 89,000 of their dependent children, received $3.3 billion in Canada Pension Plan Disability (CPPD) monthly benefits. The 2006 maximum monthly benefit is $1,031, and the average is $775 per month. The children's monthly benefit in 2006 is $200.47 for each eligible child.

Since January 31, 2005, beneficiaries who stop receiving CPPD benefits because they return to work are entitled to have their benefits automatically restarted if their disability returns and prevents them from working. During 2005-06, 161 CPPD clients were able to have their benefits quickly restarted using these provisions. While the new provision has only been in effect for a relatively short time, early feedback is positive.

In January 2006, Human Resources and Social Development Canada concluded a new agreement with long-term disability insurers that provides increased protection for CPP Disability children's benefits. The agreement improves transparency and accountability with respect to the reimbursement of retroactive CPPD payments. Specifically, insurers cannot seek reimbursements in cases when CPP children's benefits are offset by the insurer.

Human Resources and Social Development Canada partnered with the United States Social Security Administration to host a second international seminar on disability income policy. The seminar focused on measures and supports that facilitate successful and long-term employment experiences for recipients of disability income programs. Conference participants included government officials and non-government experts in the field of disability from several countries that are members of the Organisation for Economic Co-operation and Development.

Employment Insurance sickness benefits

Employment Insurance provides up to 15 weeks of sickness benefits to help people who cannot work due to short-term illness, injury, or quarantine. Sickness benefits are intended to complement a range of other supports that are available for longer-term illness and disability, including benefits offered through employer-sponsored group insurance plans, private coverage held by individuals, and long-term disability benefits available under the Canada Pension Plan.

Expenditure

Annual spending for EI Sickness Benefits in 2004-05 was $813.2 million.

New Horizons for Seniors Program

The New Horizons for Seniors Program provides funding for community-based projects that encourage seniors to contribute to their communities through their social participation and active living. Although not targeted directly to seniors with disabilities, projects funded under this program have both a direct and indirect impact on seniors with disabilities. Among the projects that the New Horizons for Seniors Program funded in 2005-06, 15 involved organizations that deal with people with disabilities. These projects received a total of $319,825 in funding.

4. First Nations

Indian and Northern Affairs Canada is responsible for supporting First Nations and Inuit in developing healthy, sustainable communities and in achieving their economic and social aspirations, in part through its Assisted Living Program,[73] and through special needs assistance provided through the Income Assistance Program.

The Assisted Living Program was part of the federal government's general policy to provide First Nations on reserves with access to services reasonably comparable to those provided by the provinces and territories to other Canadians. It came into existence in 1981-82.

The Assisted Living Program supports First Nations people who have functional limitations due to age, health problems, or disability to maintain their independence, to maximize their level of functioning, and to live in conditions of health and safety.

The program is divided into three components:
- In-Home Care – provides financial assistance for non-medical personal care services such as attendant care, housekeeping, and meal preparation;
- Institutional Care – reimburses some expenses for social care in designated facilities; and
- Foster Care – provides funding for supervision and care in a family-like setting to individuals who do not require 24-hour care but are unable to live on their own.
- Disabilities Initiatives – provides funding for projects to improve the coordination and accessibility of existing disability programs and services on reserves. These may include such things as advocacy, public awareness, or regional workshops.

Program objectives and services

The objective of the Assisted Living Program is to provide social support services, based on an assessed need, that meet the special needs of individuals with functional limitations due to age, chronic illness, or disability, at a standard that is comparable to the reference province or territory of residence, regardless of age.

The program provides individuals with social support services and assistance with their daily activities, allowing them to remain at home and in their communities whenever possible. When providing services at home is not feasible and institutional care is required, the Assisted Living Program may fund non-medical care for people in designated provincial or territorial facilities (up to federal level Type II).

The Disabilities Initiative provides funding for projects to improve the coordination and accessibility of existing disability programs and services on reserves. These projects may include advocacy, public awareness, and regional workshops.

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73   More information on the Assisted Living Program can be found at www.ainc-inac.gc.ca/ps/mnl/alp/alp_e.html

Program impact and results

The anticipated results of the program are to:

- alleviate hardship;
- support individuals in maintaining functional independence in their homes or in supportive housing environments or foster placements that are in or close to their communities. This support is provided through social support services that are comparable to those that the reference province or territory provides to the general population; and
- encourage greater self-sufficiency for First Nation individuals and communities.

National allocation

The 2006-07 national allocation for the Assisted Living Program is $94.5 million.

Indian and Northern Affairs' Income Assistance program[74] provides funding for First Nations communities to administer income assistance activities with the objective of providing all eligible individuals and families on reserve with the means to meet the basic needs of food, clothing, and shelter. Indian and Northern Affairs must adopt the rates and eligibility requirements of the host provincial or territorial income assistance program and, following those criteria, may also fund special needs, such as dietary requirements, personal incidentals, household items, guide dogs, transportation, accommodation, and equipment which are essential to the physical or social well-being of a final recipient, but may not be included as items of basic needs. The financial need is determined through an income test and other eligibility requirements.

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74   Further information regarding Indian and Northern Affairs Canada's Income Assistance Program can be found at www.ainc-inac.gc.ca/ps/mnl/afv/afv_e.html

Chapter Five: Health and Well-Being

1. Disability and Health

Health is commonly understood as a total state of well-being and not only an absence of illness. Health therefore interacts with multiple and complex factors, including education, age, gender, culture, life habits, the availability or lack of adequate supports and services, and the overall state of the socio-economic environment.

Any serious discussion of the relationship between disability and health has to address the implications of two somewhat conflicting views. On the one hand, the medical model, which dominated the discourse on disability issues for decades, tends to define disability in terms of defect and sickness to which medical intervention is the right answer. Contrary to this view, others propose a social model, which views disability as a social construct—in other words, society's failure to recognize and accommodate the needs of people with disabilities. Michel Delcey summarizes the difference this way: *"The medical model tries to adapt the individual to society whereas the social model tries to adapt society to the diversity of individuals that comprise it."*[75]

Since the medical model sees disability as a personal condition, a direct result of illness or other health condition, treatment and rehabilitation are perceived as a solution. The social model, on the other hand, seeing disability as a state created by society, proposes a solution based on developing strategies to overcome the barriers to participation that society has created.

From a more integrative perspective, which takes into account the complex and multidimensional nature of disability, the World Health Organization proposed a bio-psycho-social approach to defining disability. The International Classification of Function, Disability and Health (ICF) is the product of many years of international collaborative efforts to overcome the limitations of existing definitions and to establish common language and understanding of disability issues across disciplines, interests, and nations. The ICF is an evolving conceptual model, still being revised and improved by multidisciplinary research teams in many parts of the world. Canada is one of the leading countries on advancing and refining the development of the ICF.

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75   Delcey, Michel. "Déficiences motrices et situation de handicaps"- ed. AFP- 2002.

Figure 9: ICF: An Interactive Model (WHO, 2001)
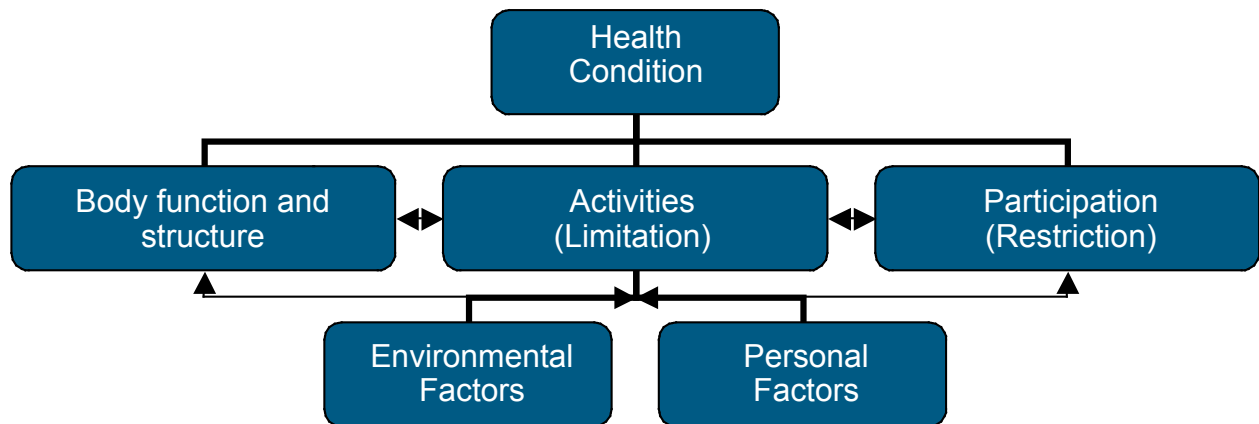
As illustrated in Figure 9, the ICF recognizes the set of factors that contribute to disability issues and attempts to clarify how they interact. The ICF takes into account all the relevant environmental and personal factors (e.g., socio-economic and political system, gender, race, education, etc.) and shows how they can restrict participation when combined with certain health conditions.

A number of programs that the Government of Canada initiates through Health Canada and the Public Health Agency of Canada implicitly operate from a similar understanding of the complexity of the relationships between health and disability and strive to remove the barriers to well-being.

2. Health Care Programs

Health Canada is the federal department responsible for helping Canadians maintain and improve their health, while respecting individual choices and circumstances. Health Canada is committed to improving the lives of all Canadians and to making this country's population among the healthiest in the world as measured by longevity, lifestyle, and effective use of the public health care system.

Health Canada continues to provide national leadership to develop health policy and enforce health regulations and is also responsible for administering the *Canada Health Act*. In the areas of disease prevention and healthy living, Health Canada works closely with the Public Health Agency to adapt programs to the needs of First Nations and Inuit communities as part of its responsibility to ensure that health services are available and accessible to them.

By working with partners at the provincial, federal, and international levels, Health Canada strives to:

• Prevent and reduce risks to individual health and the overall environment;
• Promote healthier lifestyles;
• Ensure high-quality health services that are efficient and accessible;

- Integrate renewal of the health care system with longer-term plans in the areas of prevention, health promotion, and protection;
- Reduce health inequalities in Canadian society; and
- Provide health information to help Canadians make informed decisions.

a. First Nations and Inuit Health

The First Nations and Inuit Health Branch (FNIHB) and the Home and Continuing Care Unit within Health Canada are two branches of particular interest to people concerned with how health and disability issues interact.[76]

The FNIHB works with other branches and departments to address disability issues for Aboriginal peoples. This population has three times the national average rate for disabilities such as diabetes and fetal alcohol spectrum disorder. The FNIHB's programs include:

- First Nations and Inuit Home and Community Care Program, funded by Health Canada, provides basic home and community care services that meet the unique health and social needs of First Nations people and Inuit. The program's coordinated services allow people with disabilities, people with chronic or acute illnesses, and elders to receive care in their own home or community. The support services offered depend on the availability of resources to respond to the needs identified in the planning phase. For communities that already have certain services, the program offers to augment them by building on existing investments in health and community-based services. Funding for the program was $90 million in both 2003-04 and 2004-05.
- Aboriginal Diabetes Initiative – $58 million has been allocated from the Canadian Diabetes Strategy for this program to begin to address the widespread rate of diabetes in Aboriginal communities.
- National Native Alcohol and Drug Abuse Program – helps First Nations and Inuit people and their communities to establish and operate programs aimed at reducing the level of alcohol and drug abuse among people living on reserve. Coordinates a network of 53 treatment centres offering about 700 beds for in-patient treatment. There are also more than 500 community-based alcohol and drug abuse prevention programs, with the First Nations and Inuit Health Branch (FNIHB) funding a total of 729 field worker positions.
- Solvent Abuse Program – provides community-based prevention, intervention, and in-patient treatment to youth solvent abusers.
- FAS/FAE Initiative and FAS/FAE Information Service – In 1999 the federal government increased funding for the expansion of the existing Canada Prenatal Nutrition Program, to allow for a sustained focus on FAS/FAE and to further improve the health of pregnant women at risk and their babies. Funding of $11 million over three years is allocated to enhance activities related to public awareness and education, FAS/FAE training and capacity development, early identification and diagnosis, coordination, integration of services, surveillance, and a strategic project fund.

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76   More information on the First Nations and Inuit Health Branch can be found at www.hc-sc.gc.ca/fnih-spni/index_e.html.   More information on the Home and Continuing Care Unit can be found at www.hc-sc.gc.ca/hcs-sss/home-domicile/index_e.html

Health Canada has other programs, involved in disability-related activities, that are directed at the Canadian public at large. These include the Workplace Health and Public Safety Program and Home and Continuing Care services.

b. Workplace Health and Public Safety

The Workplace Health and Public Safety Program is responsible for helping Canadian private and public sector employers maintain and improve the health of their workers. The program provides national leadership to develop health policy and best practices in the workplace, and enhance healthy living for all working Canadians.

c. Home and Continuing Care

Health Canada's Home and Continuing Care unit is responsible for policy advice on long-term care in Canada that is based in the home, community, and in facilities. The unit has funded reports that address the ability of home and continuing care services to meet the needs of clients, including people with disabilities and their informal or family caregivers. The unit collaborates with stakeholders, including the provinces and territories, to advance the federal goal of achieving comparable levels of access to home and continuing care services across Canada. Trainers with expertise in planning, building, and design were selected from the Canada Mortgage and Housing Corporation. Four trainers were involved from the Health Care Sector, the Canadian Home Care Association, and the Universal Design Institute.

The **Public Health Agency of Canada**[77] focuses on emergency preparedness and response, infectious and chronic disease prevention and control, and injury prevention, supported by a collaborative, national network. This structure supports a rapid response to public health threats and greater national collaboration on health issues. Moreover, chronic diseases are the leading cause of death and disability for Canadians. Collaboration between federal and provincial and territorial governments is the key to prevention.

Several of the Agency's divisions and units have programs that directly affect people with disabilities.

As well as being responsible for developing and disseminating publications and disseminating videos, the National Clearinghouse on Family Violence coordinates disability issues for the Department and chairs the Disability Working Group of the Public Health Agency of Canada.[78]

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77 More information on the Public Health Agency of Canada can be found at www.phac-aspc.gc.ca/new_e.html
78 More information on Family Violence and Violence Prevention can be found at www.phac-aspc.gc.ca/ncfv-cnivf/familyviolence/famvio_e.html

The Canadian Diabetes Strategy[79]

The 2005 budget announced an increase in funding of $90 million over five years and $18 million per year ongoing to renew and enhance the Canadian Diabetes Strategy.

The Government recognizes the heavy burden of diabetes among Aboriginal peoples and allocated more than half of the funding from this strategy to the **Aboriginal Diabetes Initiative** to begin to address this urgent health concern. Rates of diabetes among Aboriginal people in Canada are three to five times higher than those of the general Canadian population. The Aboriginal Diabetes Initiative provides $58 million to help address diabetes in Aboriginal communities.

Partners of the Canadian Diabetes Strategy include:
- Canadian National Institute for the Blind
- Juvenile Diabetes Research Foundation
- Kidney Foundation of Canada
- Canadian Institute of Child Health
- Canadian Nurses Association
- Assembly of First Nations
- Métis National Council
- Inuit Tapiristat Canada
- National Aboriginal Diabetes Association

d. Seniors

The Division of Aging and Seniors of the Public Health Agency of Canada is responsible for programs and activities directed at seniors with disabilities, and for preventing injuries and disabilities.[80] In addition, Health Canada and the Agency support and participate in many intergovernmental and intra-governmental bodies that affect seniors with disabilities in various ways.

e. Children

The Agency administers a wide range of programs aimed at children, adolescents, and their families in general, which benefit those with disabilities. For example, the Community Action Program for Children is designed to provide long-term funding to community groups to establish and deliver services that address the health and social development needs of children living in conditions of risk from birth to age six. This program targets groups at risk of poor health and development (e.g., low-income and teenage parent groups) but does not directly target people with disabilities. However, many parents served by the Community Action Program for Children have developmental disabilities.[81]

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79   More information on Family Violence and Violence Prevention can be found at www.phac-aspc.gc.ca/ncfv-cnivf/familyviolence/famvio_e.html

80   More information on Aging and Seniors health can be found at www.phac-aspc.gc.ca/seniors-aines/index_pages/whatsnew_e.htm

81   More information on Children and Adolescent health can be found at www.phac-aspc.gc.ca/dca-dea/main_e.html

The Agency also developed a national joint statement on Shaken Baby Syndrome to create a common understanding of its definition, cause, outcomes, and consequences for the family and community; stimulate the development of effective ongoing local and national prevention strategies; and encourage the provision of support for affected children and families.[82]

f. Injury Prevention

Injury is an important public health concern. The Public Health Agency of Canada conducts a range of programs and proposes initiatives to reduce injury rates in Canada. It also formally collaborates with other federal departments and jurisdictions on the issue.

Health Canada manages product safety by administering the *Hazardous Products Act*, and manages a variety of programs and initiatives in safety promotion, public education, surveillance, and injury prevention. The Public Health Agency of Canada works in a multi-disciplinary manner with others involved in road safety, water and fire safety, mental health, and suicide and violence prevention. And the scope of these initiatives starts with primary prevention and extends to enhancing health and opportunities for Canadians living with impairments or disabilities.

The **Canadian Hospitals Injury Reporting and Prevention Program** is administered by the Centre for Health Promotion. Through this program, the Agency collects and analyzes data on injuries that are treated in the emergency departments of 15 paediatric and general hospitals across the country. Injury prevention stakeholders use the resulting information on the nature of injuries and the circumstances in which they occur to develop programs and policies. The estimated cost of this program is $700,000 per year.

g. HIV/AIDS

The HIV/AIDS Policy of the Public Health Agency of Canada runs a number of programs to help prevent the spread of HIV/AIDS and help people living with HIV/AIDS.

The Canadian Working Group on HIV and Rehabilitation was founded in 1998 to facilitate a coordinated response to the emerging needs of people living with HIV/AIDS. The group is innovative, multi-sectoral, and represents a diverse range of stakeholders including people living with HIV, AIDS service organizations, HIV care providers, private industry, and government. The group undertakes work in a coordination and advisory capacity, and funds short projects in rehabilitation, disability, income maintenance, and work and workplace issues. It also has a partnership with other stakeholders in these areas, and is supported by public and private sector funds. The group, which serves as a national focus and catalyst for action, is ideally placed to identify new and emerging trends in HIV-related disabilities and to develop and promote innovative programs and services.

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82   It has a budget of $15,000. Partners include the Saskatchewan Prevention Institute, Canadian Institute of Child Health, Canadian Paediatric Society and other NGOs, Family Violence Prevention Unit and Child Maltreatment Unit (Health Canada).

The **Canadian Strategy on HIV/AIDS** aims to prevent the spread of HIV infection in Canada and minimize the impact of social and economic factors that increase individual and collective risk for HIV. The strategy also seeks to ensure care, treatment, and support for Canadians living with HIV/AIDS and their families, friends, and caregivers.

National HIV/AIDS Capacity-Building Fund[83]

The goal of the National HIV/AIDS Capacity-Building Fund is to strengthen the capacity of staff and volunteers working in areas related to HIV/AIDS across Canada. To be funded, projects have to prove that their initiatives are national in scope and that they have national availability. By supporting staff and volunteers working in areas related to HIV/AIDS, communities across Canada can better respond to the HIV/AIDS epidemic. The Canadian Working Group on HIV and Rehabilitation, a national charitable non-profit organization that promotes innovation and excellence in rehabilitation in the context of HIV disease, is an example of funded initiatives under the National HIV/AIDS Capacity-Building Fund.

Aboriginal health and HIV/AIDS

Aboriginal people are among the most HIV-vulnerable groups in Canada, and are over-represented in this epidemic. Estimates for 2005 show that they represent 6–9% of people currently living with HIV infection and 6–12% of new HIV infections, despite representing only 3.3% of the total population. HIV is having a significant impact on Aboriginal people and they are being infected at a younger age than non-Aboriginal people. Factors such as poverty, substance use (including injecting drugs), sexually transmitted infections, and limited access to health services have made many Aboriginal Canadians more vulnerable to HIV.

The Federal Initiative to Address HIV/AIDS in Canada has two Aboriginal-specific funding programs supporting community effort:
- Health Canada's First Nations and Inuit Health Branch's supports on-reserve First Nations people.
- The Public Health Agency of Canada manages the Non-Reserve First Nations, Inuit and Métis Communities HIV/AIDS Project Fund.

This fiscal year, Health Canada committed $5.07 million, representing an increase of $750,000 over last year. In addition to its contribution agreement funding, Health Canada now has dedicated HIV/AIDS staff in each region. The Public Health Agency's Non-Reserve First Nations, Inuit and Métis Communities HIV/AIDS Project Fund budget totals $1.7 million this fiscal year. All projects funded by the Non-Reserve Fund benefit non-reserve Aboriginal communities. The total allocation in 2006-07 for Aboriginal-specific community program funding at Health Canada and the Public Health Agency of Canada is $6.77 million. This total represents an increase of $880,000 over last year.

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83   More information on the National HIV/AIDS Capacity-Building Fund can be found at www.phac-aspc.gc.ca/aids-sida/funding/rfp/capacity_building_e.html

h. Veterans

The mission of Veterans Affairs Canada (VAC) is to provide exemplary, client-centred services and benefits that respond to the needs of Veterans, other clients, and their families, in recognition of their services to Canada.[84]

The veteran population includes Canada's traditional war Veterans—the men and women who served during the First World War, the Second World War, and the Korean War—and also incorporates former Canadian Forces members in recognition of their service to Canada in modern-day operations, such as international peacekeeping missions. Clients also include Canadian Forces members, past and present members of the RCMP, their survivors, and dependants, as well as certain allied Veterans and eligible civilians. The Department also serves Canadians more broadly through Remembrance activities, both in Canada and overseas.

Disability Benefits

VAC administers the *Pension Act*, which provides a monthly disability pension designed to compensate Veterans and their dependants if the Veteran becomes permanently disabled or dies as a result of military service. Effective in April 2006, VAC also administers the *Canadian Forces Members and Veterans Re-establishment and Compensation Act*, which provides a lump-sum disability award to compensate members and Veterans of the Canadian Forces, and in some cases surviving spouses or common-law partners and surviving dependent children, for the non-economic effects of a service-related disability.

Disability award

The New Veterans Charter disability award compensates members and Veterans of the Canadian Forces and, in some cases, surviving spouses or common-law partners and surviving dependent children, for the non-economic effects of a service-related disability. These effects can include pain and suffering, functional loss, and the diminished enjoyment of life attributable to a permanent impairment and the resulting impact on the member's or Veteran's ability to contribute to the family household. The award will be a tax-free lump-sum payment, based on the extent of the disability.

Treatment Benefits Program

The objective of the Treatment Benefits Program is to ensure that eligible clients are provided with reasonable and timely treatment benefits that the Department considers to be an appropriate response to their health needs. Many of these benefits are available through "Programs of Choice," where clients with specific health needs can obtain benefits from the health professional or provider of their choice.[85]

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84   More information on VAC and its mandate and services can be found at www.vac-acc.gc.ca/general

85   Treatment benefits include any medical, surgical, or dental examination or treatment provided by a health professional; any surgical or prosthetic device or any aid approved by the Minister and the maintenance of the device or aid and any home adaptation that is necessary to accommodate or facilitate its use; preventive health care approved by the Minister; and pharmaceuticals prescribed by a physician, dentist, or other person authorized to prescribe pharmaceuticals under the laws in force in the province or country where the pharmaceuticals are provided.

Veterans with a disability pension are the primary clients of the Treatment Benefits Program. Other clients must first access provincial health care programs. Clients include:

- Wartime pensioners who are severely disabled (pensioned at 78% or higher) or moderately disabled (pensioned between 48% and 77%);
- Prisoners of War who are totally disabled and are eligible for the Veterans Independence Program.

Veterans Independence Program

The purpose of the Veterans Independence Program (VIP) is to help clients remain healthy and independent in their homes and communities. Qualified clients use the program services in addition to their own resources to achieve as much independence as possible.[86] Services include home care, such as grounds maintenance, housekeeping, personal care, and health and support services. They also include ambulatory health care service, transportation costs, nursing home care, and home adaptations to assist with basic, everyday activities such as personal hygiene and preparing food. The VIP is available to recipients of a VAC disability award who have needs related to the condition for which they receive the disability award.[87]

Long-term care

Veterans Affairs provides assistance to over 3,000 Veterans who reside in 172 facilities with contract beds across the country and another 7,500 Veterans who reside in more than 1,500 community care facilities. Eligible war service Veterans and some civilians may qualify for long-term care at Ste. Anne's Hospital, which VAC administers, at facilities with beds under contract with VAC, and at community facilities of their choice. Canadian Forces pensioners may qualify for residential care assistance in a community facility if the need for the care is related to a service-related pensioned condition.[88]

Mental health services

The first step in modernizing programs and services for Canadian Forces clients living with mental health conditions was to develop mental health services and supports for clients who suffer from operational stress injuries as a result of their service. Set in the context that mental illness is as serious as physical illness and that people with mental health conditions deserve to be treated in the same way as people with physical health conditions, Veterans Affairs has developed and is implementing a Mental Health Strategy as one of the key elements of the New Veterans Charter.

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86 More information on the Veterans Independence Program (VIP) can be found at www.vac-acc.gc.ca/clients/sub.cfm?source=services/vip

87 Moderately and seriously disabled pensioners, as well as those who have multiple health conditions that, when combined with their pensioned condition, place them at risk due to frailty may receive VIP services for any health need. The benefit is also available to non-pensioned prisoners of war who have extensive disabilities and other eligible pensioners (who may not have disabilities).

88 More information on long-term care can be found at www.vac-acc.gc.ca/clients/sub.cfm?source=salute/summer2002/long_term_care

During the reporting period, Veterans Affairs is focusing on:
- implementing a comprehensive range of mental health services and policies that include promotion, early intervention, treatment, rehabilitation, and ongoing care;
- building capacity across the country that will provide specialized care to Veterans Affairs clients with mental health conditions arising from service;
- strengthening our role as a leader in the field of mental health; and
- developing collaborative partnerships with other organizations that share the goal of responding effectively to the needs of clients living with mental health conditions.

Veterans Affairs is committed to addressing the needs of clients living with mental health conditions as a result of military service. Building on the solid experience in the services and benefits that help traditional war-service Veterans live with dignity and independence, the New Veterans Charter uses the principles of sound disability management by providing Canadian Forces Veterans and their families access to services and programs that are tailor-made for them, increasing their chances of making a successful transition from military to civilian life. The focus is on health and wellness over the client's lifespan, which is of paramount importance to those with mental health conditions striving to live productive and satisfying lives in our Canadian society.

Financial benefits

Financial benefits are various forms of compensation for the economic loss resulting from a service-related or career-ending impact of a condition. Benefits include temporary support for lost earnings while a Veteran is undergoing rehabilitation, as well as longer-term support to Veterans who can no longer work because their disability is permanent.[89]

Job placement assistance

Job placement assistance provides practical help in finding a civilian job. This program is available to all members on release from Regular Force service.

Group health insurance program

The Health Benefits Program under the New Veterans Charter ensures that Canadian Forces Veterans and their families have access to health coverage, so that health needs do not act as a barrier to successful transition into civilian life. This is accomplished by offering eligible Veterans the opportunity to voluntarily purchase lifetime, post-release health coverage for themselves and their families through the Public Service Health Care Plan (PSHCP).[90]

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89   The New Veterans Charter means that Veterans who have a service-related or career-ending condition may qualify for Earnings Loss Benefits, Permanent Impairment Allowance, Supplementary Retirement Benefit, and Canadian Forces Income Support.

90   The Health Benefits Program intends to fill gaps in post-release health coverage by ensuring that eligible medically released Canadian Forces Veterans, Veterans with a rehabilitation need, and some survivors have access to group family health insurance through the PSHCP. More information on the Health Benefits Program and the PSHCP can be found at www.vac-acc.gc.ca/clients/sub.cfm?source=forces/nvc/programs/ghi&CFID=5467333&CFTOKEN=69962369

Effective April 1, 2006, eligibility to participate in the PSHCP was expanded to include:
- Former members of the Canadian Forces who have been approved for benefits under Service Income Security Insurance Long-Term Disability and who are not otherwise eligible for the PSHCP;
- Veterans of the Canadian Forces with a rehabilitation need that is service-related, identified by VAC, who are not otherwise eligible for post-release PSHCP; and survivors of Veterans and of members of the Canadian Forces who have died as a result of military service when the survivors are not otherwise eligible for the PSHCP.

Health Care Review

In support of its goal of continuously improving programs and services, VAC has launched a health care review of its programs and services to ensure that the health care needs of this aging clientele are met in the most appropriate care setting. In its review, VAC will consult with Veterans, Veterans' organizations, other stakeholders, and experts.

VAC National Client Satisfaction Surveys

In May and June 2005, VAC conducted its third National Client Satisfaction Survey; previous surveys were conducted in 2001 and 2003. The 2005 survey examined client satisfaction levels on 23 to 26 separate service elements, which fell into the three broad categories: accessibility of service; communications; and services offered by staff.[91]

The following table provides the global results for the respective surveys:

Table 13: Global results from VAC's third National Client Satisfaction Survey (2001-05)

Client	2001	2003	2005
War Veterans	89%	90%	88%
Canadian Forces Veterans/clients	72%	80%	77%
Survivors	84%	86%	84%
RCMP	--	--	83%
Overall Level of Satisfaction	85%	87%	84%

Audits and Evaluations

At VAC, internal audits are objective examinations of evidence in order to provide an independent assessment of the soundness of risk management strategies and practices, management control frameworks and practices, and information used for decision-making and reporting. Evaluations are conducted with a view to improving the effectiveness and delivery of VAC's programs.

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91   More information on National Client Satisfaction Survey can be found at www.vac-acc.gc.ca/clients/sub.cfm?source=department/reports/sii/ncsspres

Program areas are invited to and do respond to all recommendations and observations raised in audit and evaluations through Management Responses and Management Action Plans. A further follow-up is completed where documentation and other evidence provided are examined to ensure actions within these program areas fully satisfy the recommendations raised. These steps are fulfilled before closing off the report.[92]

Redress Mechanisms

The **Veterans Review and Appeal Board** is a quasi-judicial tribunal that operates independently of VAC, and provides avenues of redress for applicants dissatisfied with service-related disability compensation decisions. The Board ensures that each individual is treated fairly, efficiently, and in accordance with the appropriate legislation. The main priority for the Board is to carry out its mandate to render well-reasoned disability pension, disability award, and War Veterans Allowance decisions while working toward implementing priorities identified in its strategic plan. Table 14 summarizes the number of decisions the Board finalized over the last four years.

Table 14: Veterans Review and Appeal Board, Summary of finalized decisions 2002-06

Finalized Decisions	2002-03	2003-04	2004-05	2005-06
Reviews	5,213	5,015	4,911	4,870
Appeals	1,363	1,755	1,756	1,532
Reconsiderations	120	258	194	222
War Veterans Allowance	56	26	23	21
Total	6,752	7,054	6,884	6,645

The Bureau of Pensions Advocates within VAC provides free advice, assistance, and representation for individuals dissatisfied with decisions VAC renders about their claims for entitlement to disability benefits, or any assessment awarded for their pensioned conditions.[93]

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92   For example, in March 2006, VAC conducted the Veterans Independence Program Baseline Evaluation (Phase II) in order to take a snapshot of the VIP payment processing following the changeover to the Federal Health Claims Processing System and to make a comparison to the initial VIP Baseline Study results of June 2004. In July 2005, VAC released Volume II of the Disability Pension Program Evaluation, which provided an analysis of process issues that were raised in Volume I (2004), introduced some peripheral issues that nevertheless had pension program implications, dealt summarily with future directions for the program, and provided viewpoints received from client focus groups.

93   More information on The Bureau of Pensions Advocates can be found at www.vac-acc.gc.ca/clients/sub. cfm?source=department/organization/bpa1

APPENDIX A – Profile of Disability in Canada: An Overview (2001)

A1. Socio-demographic profile

A1.1 Adults with disabilities by age groups, by sex, Canada, 2001 (1)						
Age Groups	Total (2)	% of total population	Men	% of total population	Women	% of total population
Total-Aged 15 and over	3,420,340	14.6%	1,526,900	13.4%	1,893,440	15.7%
15-64	1,968,490	9.9%	921,020	9.4%	1,047,470	10.4%
15-24	151,030	3.9%	74,500	3.8%	76,530	4.0%
25-54	1,206,660	9.2%	555,420	8.6%	651,240	9.7%
55-64	610,800	21.8%	291,100	21.1%	319,700	22.4%
65 and over	1,451,840	40.5%	605,880	38.5%	845,970	42.0%
65-74	649,180	31.2%	296,310	30.2%	352,860	32.0%
75 and over	802,670	53.3%	309,570	52.1%	493,100	54.1%

Source: Statistics Canada. *Participation and Activity Limitation Survey, 2001.*

Notes:
(1) The Canada total excludes the Yukon, Northwest Territories and Nunavut.
(2) The sum of the values for each category may differ from the total due to rounding.

A1.2 Severity of disability for adults with disabilities by age groups, by sex, Canada, 2001 (1)									
		Severity of disability							
		Mild		**Moderate**		**Severe**		**Very Severe**	
	Total (2)	**Total**	**%**	**Total**	**%**	**Total**	**%**	**Total**	**%**
Age Groups									
Total-Aged 15 and over	3,420,340	1,165,470	34.1%	855,330	25.0%	919,310	26.9%	480,220	14.0%
15-64	1,968,490	647,380	32.9%	494,580	25.1%	548,060	27.8%	278,470	14.1%
65 and over	1,451,840	518,090	35.7%	360,750	24.8%	371,260	25.6%	201,750	13.9%
Men									
Total-Aged 15 and over	1,526,900	555,110	36.4%	375,380	24.6%	383,570	25.1%	212,830	13.9%
15-64	921,020	316,760	34.4%	228,800	24.8%	245,040	26.6%	130,420	14.2%
65 and over	605,880	238,350	39.3%	146,580	24.2%	138,530	22.9%	82,410	13.6%
Women									
Total-Aged 15 and over	1,893,440	610,360	32.2%	479,950	25.3%	535,740	28.3%	267,390	14.1%
15-64	1,047,470	330,620	31.6%	265,780	25.4%	303,020	28.9%	148,050	14.1%
65 and over	845,970	279,740	33.1%	214,170	25.3%	232,730	27.5%	119,340	14.1%

Source: Statistics Canada. *Participation and Activity Limitation Survey, 2001.*

Notes:
(1)   The Canada total excludes the Yukon, Northwest Territories and Nunavut.
(2)   The sum of the values for each category may differ from the total due to rounding.

A2. Education: People with disabilities and those without disabilities

A2.1 Highest level of educational attainment for adults with disabilities, by age groups, by sex, Canada (1)						
Aged 15 to 64						
	Total (2)	**%**	**Men**	**%**	**Women**	**%**
Total	1,968,490		921,020		1,047,470	
Less than high school	728,560	37.0%	356,050	38.7%	372,510	35.6%
High school (3)	453,030	23.0%	198,190	21.5%	254,840	24.3%
Trades certificate or diploma	248,180	12.6%	150,750	16.4%	97,420	9.3%
College (4)	310,900	15.8%	121,960	13.2%	188,940	18.0%
University	224,040	11.4%	91,340	9.9%	132,700	12.7%
Total PSE	783,120	39.8%	364,050	39.5%	419,060	40.0%
Not specified	3,790 E	0.2%	2,730 E	0.3%	1,060 E	0.1%
Aged 15 to 24						
	Total (2)	**%**	**Men**	**%**	**Women**	**%**
Total	151,030		74,500		76,530	
Less than high school	76,950	51.0%	40,510	54.4%	36,450	47.6%
High school (3)	51,780	34.3%	25,590	34.3%	26,190	34.2%
Trades certificate or diploma	6,350	4.2%	3,080 E	4.1%	3,270 E	4.3%
College (4)	10,250	6.8%	3,580 E	4.8%	6,670	8.7%
University	4,800	3.2%	1,270 E	1.7%	3,530 E	4.6%
Not specified	890 E	0.6%	X	…	X	…
Aged 25 to 54						
	Total (2)	**%**	**Men**	**%**	**Women**	**%**
Total	1,206,660		555,430		651,230	
Less than high school	356,020	29.5%	178,150	32.1%	177,870	27.3%
High school (3)	296,340	24.6%	134,890	24.3%	161,460	24.8%
Trades certificate or diploma	153,700	12.7%	90,370	16.3%	63,330	9.7%
College (4)	231,630	19.2%	87,980	15.8%	143,650	22.1%
University	167,350	13.9%	62,940	11.3%	104,410	16.0%
Not specified	1,610 E	0.1%	1,100	0.2%	X	…

Aged 55 to 64						
	Total (2)	%	Men	%	Women	%
Total	610,800		291,100		319,700	
Less than high school	295,580	48.4%	137,390	47.2%	158,190	49.5%
High school (3)	104,900	17.2%	37,710	13.0%	67,200	21.0%
Trades certificate or diploma	88,120	14.4%	57,300	19.7%	30,820	9.6%
College (4)	69,020	11.3%	30,400	10.4%	38,620	12.1%
University	51,890	8.5%	27,130	9.3%	24,760	7.7%
Not specified	X	…	X	…	X	…

Source: Statistics Canada. *Participation and Activity Limitation Survey, 2001.*

A2.2 Highest level of educational attainment for adults without disabilities, by age groups, by sex, Canada, 2001 (1)						
Aged 15 to 64						
	Total (2)	**%**	**Men**	**%**	**Women**	**%**
Total	17,889,850		8,900,690		8,989,160	
Less than high school	4,517,530	25.3%	2,366,640	26.6%	2,150,890	23.9%
High school (3)	4,800,570	26.8%	2,274,300	25.6%	2,526,260	28.1%
Trades certificate or diploma	1,971,840	11.0%	1,233,200	13.9%	738,640	8.2%
College (4)	2,958,180	16.5%	1,239,840	13.9%	1,718,340	19.1%
University	3,641,430	20.4%	1,786,480	20.1%	1,854,950	20.6%
Total PSE	8,571,450	47.9%	4,259,520	47.9%	4,311,930	48.0%
Aged 15 to 24						
	Total (2)	**%**	**Men**	**%**	**Women**	**%**
Total	3,732,670		1,905,520		1,827,140	
Less than high school	1,575,470	42.2%	851,330	44.7%	724,150	39.6%
High school (3)	1,355,360	36.3%	691,210	36.3%	664,140	36.3%
Trades certificate or diploma	172,290	4.6%	98,220	5.2%	74,070	4.1%
College (4)	373,760	10.0%	163,060	8.6%	210,700	11.5%
University	255,680	6.8%	101,670	5.3%	154,000	8.4%
Aged 25 to 54						
	Total (2)	**%**	**Men**	**%**	**Women**	**%**
Total	11,961,090		5,907,720		6,053,370	
Less than high school	2,178,260	18.2%	1,154,830	19.5%	1,023,430	16.9%
High school (3)	2,981,270	24.9%	1,393,230	23.6%	1,588,040	26.2%
Trades certificate or diploma	1,535,150	12.8%	959,580	16.2%	575,570	9.5%
College (4)	2,299,670	19.2%	958,250	16.2%	1,341,420	22.2%
University	2,966,530	24.8%	1,441,620	24.4%	1,524,910	25.2%

Aged 55 to 64						
	Total (2)	%	Men	%	Women	%
Total	2,196,100		1,087,450		1,108,650	
Less than high school	763,790	34.8%	360,480	33.1%	403,310	36.4%
High school (3)	463,940	21.1%	189,860	17.5%	274,080	24.7%
Trades certificate or diploma	264,400	12.0%	175,400	16.1%	89,000	8.0%
College (4)	284,750	13.0%	118,520	10.9%	166,220	15.0%
University	419,220	19.1%	243,180	22.4%	176,030	15.9%

Source: Statistics Canada. *Participation and Activity Limitation Survey, 2001.*

Notes:

(1) The population excludes persons living in institutions, on Indian reserves, and in the Yukon, Northwest Territories and Nunavut.

(2) The sum of the values for each category may differ from the total due to rounding.

(3) Includes persons who have attended courses at postsecondary institutions and who may or may not have a high school graduation certificate. Excludes persons with a postsecondary certificate, diploma or degree. Examples of postsecondary institutions include community colleges, institutes of technology, CEGEPs, private trade schools, private business colleges and schools of nursing.

(4) This sector includes non-degree-granting institutions such as community colleges, CEGEPs, private business colleges and technical institutes.

A3. Labour Market

A3.1 Labour force activity by disability status, by age groups, by sex, Canada, 2001							
All (Men and Women)		**Total adults**		**Adults with disabilities**		**Adults without disabilities**	
		Count	%	Count	%	Count	%
Total 15-64	**Total**	**17,135,540**		**1,832,250**		**15,303,290**	
	Employed	12,764,420	74.5%	765,510	41.8%	11,998,900	78.4%
	Unemployed	1,249,810	7.3%	468,120	25.5%	781,690	5.1%
	Not in labour force	3,048,200	17.8%	525,830	28.7%	2,522,380	16.5%
	Not specified	73,110	0.4%	72,790	4.0%	0	0.0%
15-24	**Total**	**1,661,670**		**67,010**		**1,594,660**	
	Employed	1,186,150	71.4%	33,220	49.6%	1,152,930	72.3%
	Unemployed	164,910	9.9%	19,910	29.7%	145,000	9.1%
	Not in labour force	306,940	18.5%	10,320	15.4%	296,630	18.6%
	Not specified	3,670	0.2%	3,560	5.3%	0	0.0%
25-54	**Total**	**12,677,460**		**1,156,630**		**11,520,830**	
	Employed	10,192,120	80.4%	575,190	49.7%	9,616,940	83.5%
	Unemployed	882,270	7.0%	312,920	27.1%	569,350	4.9%
	Not in labour force	1,562,940	12.3%	228,610	19.8%	1,334,330	11.6%
	Not specified	40,130	0.3%	39,920	3.5%	0	0.0%
55-64	**Total**	**2,796,410**		**608,610**		**2,187,800**	
	Employed	1,386,150	49.6%	157,110	25.8%	1,229,040	56.2%
	Unemployed	202,630	7.2%	135,290	22.2%	67,340	3.1%
	Not in labour force	1,178,320	42.1%	286,900	47.1%	891,420	40.7%
	Not specified	29,310	1.0%	29,310	4.8%	X	X

Men		Total adults		Adults with disabilities		Adults without disabilities	
		Count	%	Count	%	Count	%
Total 15-64	**Total**	**8,489,730**		**854,270**		**7,635,460**	
	Employed	6,808,970	80.2%	389,840	45.6%	6,419,140	84.1%
	Unemployed	646,750	7.6%	202,230	23.7%	444,520	5.8%
	Not in labour force	1,003,280	11.8%	231,720	27.1%	771,560	10.1%
	Not specified	30,730	0.4%	30,490	3.6%	0	0.0%
15-24	**Total**	**884,480**		**33,340**		**851,130**	
	Employed	641,910	72.6%	14,930	44.8%	626,980	73.7%
	Unemployed	101,350	11.5%	10,530	31.6%	90,820	10.7%
	Not in labour force	139,290	15.7%	5,990	18.0%	133,310	15.7%
	Not specified	1,920	0.2%	1,900	5.7%	0	0.0%
25-54	**Total**	**6,232,330**		**530,810**		**5,701,520**	
	Employed	5,352,560	85.9%	284,730	53.6%	5,067,830	88.9%
	Unemployed	440,560	7.1%	133,210	25.1%	307,350	5.4%
	Not in labour force	423,030	6.8%	96,900	18.3%	326,130	5.7%
	Not specified	16,170	0.3%	15,960	3.0%	0	0.0%
55-64	**Total**	**1,372,930**		**290,120**		**1,082,810**	
	Employed	814,510	59.3%	90,170	31.1%	724,330	66.9%
	Unemployed	104,830	7.6%	58,490	20.2%	46,350	4.3%
	Not in labour force	440,960	32.1%	128,830	44.4%	312,130	28.8%
	Not specified	12,640	0.9%	12,640	4.4%	X	X

Women		Total adults		Adults with disabilities		Adults without disabilities	
		Count	%	Count	%	Count	%
Total 15-64	**Total**	**8,645,810**		**977,980**		**7,667,830**	
	Employed	5,955,440	68.9%	375,680	38.4%	5,579,770	72.8%
	Unemployed	603,060	7.0%	265,890	27.2%	337,170	4.4%
	Not in labour force	2,044,920	23.7%	294,110	30.1%	1,750,810	22.8%
	Not specified	42,380	0.5%	42,300	4.3%	0	0.0%
15-24	**Total**	**777,190**		**33,670**		**743,530**	
	Employed	544,240	70.0%	18,290	54.3%	525,950	70.7%
	Unemployed	63,560	8.2%	9,380	27.9%	54,170	7.3%
	Not in labour force	167,650	21.6%	4,330	12.9%	163,320	22.0%
	Not specified	1,750	0.2%	1,660	4.9%	0	0.0%
25-54	**Total**	**6,445,140**		**625,830**		**5,819,310**	
	Employed	4,839,560	75.1%	290,460	46.4%	4,549,110	78.2%
	Unemployed	441,710	6.9%	179,710	28.7%	262,000	4.5%
	Not in labour force	1,139,900	17.7%	131,700	21.0%	1,008,200	17.3%
	Not specified	23,960	0.4%	23,960	3.8%	X	X
55-64	**Total**	**1,423,480**		**318,490**		**1,104,990**	
	Employed	571,640	40.2%	66,940	21.0%	504,710	45.7%
	Unemployed	97,800	6.9%	76,800	24.1%	20,990	1.9%
	Not in labour force	737,370	51.8%	158,080	49.6%	579,290	52.4%
	Not specified	16,670	1.2%	16,670	5.2%	X	X

Source: Statistics Canada. *Participation and Activity Limitation Survey, 2001.*

Note:
Excludes full-time students.

A4. Income

A4.1 Average(1) and median(2) household Income by disability status, by age groups, by sex, Canada, 2001				
All (Men and Women)		**Total population**	**Adults with disabilities**	**Adults without disabilities**
Total adults	**Average**	**$67,027**	**$50,330**	**$69,874**
	Median	$55,949	$37,932	$59,189
15-64	Average	$70,612	$53,000	$72,548
	Median	$60,468	$44,334	$62,082
15-24	Average	$72,751	$63,815	$73,111
	Median	$62,437	$51,068	$62,872
25-54	Average	$71,109	$52,835	$72,951
	Median	$61,623	$45,000	$63,113
55-64	Average	$65,322	$50,656	$69,393
	Median	$51,561	$40,480	$54,600
65 and over	Average	$47,165	$46,708	$47,475
	Median	$33,383	$31,218	$35,098
Men		**Total population**	**Adults with disabilities**	**Adults without disabilities**
Total adults	**Average**	**$68,897**	**$50,770**	**$71,696**
	Median	$58,437	$40,408	$60,980
15-64	Average	$71,862	$53,088	$73,800
	Median	$62,000	$45,940	$63,532
15-24	Average	$74,306	$67,773	$74,561
	Median	$64,317	$55,666	$64,529
25-54	Average	$71,572	$52,446	$73,367
	Median	$62,398	$45,830	$63,971
55-64	Average	$69,712	$50,552	$74,821
	Median	$56,600	$44,604	$59,902
65 and over	Average	$50,390	$47,250	$52,353
	Median	$37,597	$34,306	$39,153

Women		Total population	Adults with disabilities	Adults without disabilities
Total adults	Average	$65,259	$49,976	$68,103
	Median	$53,418	$35,984	$57,000
15-64	Average	$69,389	$52,923	$71,307
	Median	$58,926	$42,934	$60,698
15-24	Average	$71,134	$59,955	$71,600
	Median	$60,402	$48,000	$60,811
25-54	Average	$70,663	$53,166	$72,544
	Median	$60,936	$44,294	$62,521
55-64	Average	$61,088	$50,751	$64,069
	Median	$47,340	$37,962	$50,000
65 and over	Average	$44,642	$46,318	$43,431
	Median	$30,207	$28,310	$31,312

Source: Statistics Canada. *Participation and Activity Limitation Survey, 2001.*

Notes:
(1)   Arithmetic average of all household incomes.
(2)   The value found in the middle of a group of values that have been ranked from lowest to highest.

A4.2 Average(1) and median(2) individual earnings by disabilities status, by age groups, by sex, Canada, 2001					
Canada			**Total population**	**Adults with disabilities**	**Adults without disabilities**
All (Men and Women)	**Total Aged 15 and over**	**Average**	**$31,731**	**$26,760**	**$32,085**
		Median	$25,082	$21,657	$25,992
	15-24	Average	$10,169	$9,082	$10,203
		Median	$6,700	$6,200	$6,715
	25-54	Average	$36,317	$28,804	$36,837
		Median	$30,000	$25,000	$30,597
	55-64	Average	$36,509	$26,672	$38,128
		Median	$27,230	$20,000	$28,500
Men	**Total Aged 15 and over**	**Average**	**$38,267**	**$32,385**	**$38,677**
		Median	$31,041	$28,157	$31,500
	15-24	Average	$11,373	$9,381	$11,431
		Median	$7,314	$6,000	$7,400
	25-54	Average	$43,715	$34,536	$44,312
		Median	$38,000	$31,000	$38,000
	55-64	Average	$45,086	$33,475	$47,081
		Median	$34,412	$27,230	$35,000
Women	**Total Aged 15 and over**	**Average**	**$24,507**	**$20,821**	**$24,776**
		Median	$20,000	$15,500	$20,000
	15-24	Average	$8,884	$8,806	$8,886
		Median	$6,000	$6,500	$6,000
	25-54	Average	$28,326	$23,302	$28,697
		Median	$25,000	$19,136	$25,000
	55-64	Average	$24,695	$16,406	$25,977
		Median	$20,000	$13,000	$21,220

Source: Statistics Canada. *Participation and Activity Limitation Survey, 2001.*

Notes:
(1) Arithmetic average of all household incomes.
(2) The value found in the middle of a group of values that have been ranked from lowest to highest.

A5. Assistive aids and devices and help with daily activities

A5.1 Use of and need for assistive aids and devices for adults with disabilities, by age groups, by sex, Canada, 2001 (1)						
	Total men and women (2)	%	Men	%	Women	%
Total Aged 15 and over						
Total	1,604,610		709,020		895,590	
Use aids, but need more	459,930	28.7%	198,180	28.0%	261,750	29.2%
Don't use, but need some	164,600	10.3%	74,170	10.5%	90,430	10.1%
Have all aids and devices needed	980,080	61.1%	436,660	61.6%	543,420	60.7%
Aged 15 to 64						
Total	836,460		387,200		449,260	
Use aids, but need more	277,410	33.2%	125,850	32.5%	151,560	33.7%
Don't use, but need some	110,440	13.2%	52,100	13.5%	58,350	13.0%
Have all aids and devices needed	448,610	53.6%	209,260	54.0%	239,350	53.3%
Aged 65 and over						
Total	768,150		321,810		446,330	
Use aids, but need more	182,520	23.8%	72,340	22.5%	110,180	24.7%
Don't use, but need some	54,150	7.0%	22,070	6.9%	32,080	7.2%
Have all aids and devices needed	531,470	69.2%	227,400	70.7%	304,070	68.1%

Source: Statistics Canada. *Participation and Activity Limitation Survey, 2001.*

Notes:
(1) The Canada total excludes the Yukon, Northwest Territories and Nunavut.
(2) The sum of the values for each category may differ from the total due to rounding.

	Total men and women (2)	%	Men	%	Women	%
A5.2 Use of and need for help with everyday activities for adults with disabilities, by age groups, by sex, Canada, 2001 (1)						
Total Aged 15 and over						
Total	2,176,530		814,630		1,361,900	
Receive help, but need more	640,280	29.4%	224,410	27.5%	415,870	30.5%
Don't receive help, but need some	125,620	5.8%	49,390	6.1%	76,220	5.6%
Receive all the help needed	1,410,630	64.8%	540,830	66.4%	869,800	63.9%
Aged 15 to 64						
Total	1,198,440		465,170		733,260	
Receive help, but need more	355,150	29.6%	128,160	27.6%	226,980	31.0%
Don't receive help, but need some	90,630	7.6%	34,380	7.4%	56,250	7.7%
Receive all the help needed	752,660	62.8%	302,630	65.1%	450,030	61.4%
Aged 65 and over						
Total	978,090		349,460		628,630	
Receive help, but need more	285,140	29.2%	96,250	27.5%	188,890	30.0%
Don't receive help, but need some	34,990	3.6%	15020 E	4.3%	19,970	3.2%
Receive all the help needed	657,970	67.3%	238,190	68.2%	419,770	66.8%

Source: Statistics Canada. *Participation and Activity Limitation Survey, 2001.*

Notes:
(1) The Canada total excludes the Yukon, Northwest Territories and Nunavut.
(2) The sum of the values for each category may differ from the total due to rounding.

A6. Transportation

A6.1 Long distance travel by car for adults with disabilities, by age groups, by sex, Canada, 2001 (1)						
	Total Men and Women(2)	%	Men	%	Women	%
Total Aged 15 and over						
Total adults with disabilities	3,420,340		1,526,900		1,893,440	
Total adults with disabilities who travelled long distance only by car	1,216,320	35.6%	582,370	38.1%	633,950	33.5%
Travelled by car, but was a problem because of condition	387,240	11.3%	166,860	10.9%	220,390	11.6%
Travelled and not a problem because of condition	829,070	24.2%	415,510	27.2%	413,560	21.8%
Other (3)	2,204,020	64.4%	944,530	61.9%	1,259,490	66.5%
Aged 15 to 64						
Total adults with disabilities	1,968,490		921,020		1,047,470	
Total adults with disabilities who travelled long distance only by car	777,560	39.5%	377,160	41.0%	400,410	38.2%
Travelled by car, but was a problem because of condition	283,790	14.4%	124,540	13.5%	159,250	15.2%
Travelled and not a problem because of condition	493,770	25.1%	252,620	27.4%	241,150	23.0%
Other (3)	1,190,930	60.5%	543,870	59.1%	647,060	61.8%
Aged 65 and over						
Total adults with disabilities	1,451,840		605,880		845,970	
Total adults with disabilities who travelled long distance only by car	438,750	30.2%	205,210	33.9%	233,540	27.6%
Travelled by car, but was a problem because of condition	103,450	7.1%	42,320	7.0%	61,130	7.2%
Travelled and not a problem because of condition	335,300	23.1%	162,890	26.9%	172,410	20.4%
Other (3)	1,013,090	69.8%	400,670	66.1%	612,420	72.4%

Source: Statistics Canada. *Participation and Activity Limitation Survey, 2001.*

Notes:
(1) The Canada total excludes the Yukon, Northwest Territories and Nunavut.
(2) The sum of the values for each category may differ from the total due to rounding.
(3) Other includes adults with disabilities who did not travel long distance exclusively by car, and those who did not provide a response to one or more of the long distance travel questions.

A7. Children with disabilities and their families

A7.1 Children with disabilities, by age groups, by sex, Canada, 2001 (1)						
Age Groups	Total (2)	% of Total Population	Males	%of Total Population	Females	% of Total Population
Total Aged 0 to 14	180,930	3.3%	113,220	4.0%	67,710	2.5%
0-4	26,210	1.6%	16,030	1.9%	10,180	1.3%
5-14	154,720	4.0%	97,180	4.9%	57,530	3.0%

Source: Statistics Canada. *Participation and Activity Limitation Survey, 2001.*

Notes:
(1) The Canada total excludes the Yukon, Northwest Territories and Nunavut.
(2) The sum of the values for each category may differ from the total due to rounding.

A7.2 Help with everyday activities received by children with disabilities by severity of disability, Canada, 2001 (1)							
	Severity of disability						
	Total (2)	%	Mild to moderate	%	Severe to very severe	%
Total children with disabilities aged 5 to 14	154,720		88,690		66,030	
Children receiving help with everyday activities (3)	39,160	25.3%	7,640	8.6%	31,520	47.7%
Received help because of child's condition:						
Yes, help received due to condition	34,920	22.6%	5,270	5.9%	29,660	44.9%
No, help not received due to condition	3450 E	2.2%	2010 E	2.3%	1440 E	2.2%
Not specified whether help received or not due to condition (4)	780 E	0.5%	X	X	420 E	0.6%

Source: Statistics Canada. *Participation and Activity Limitation Survey, 2001.*

Notes:
(1) The population excludes persons living in institutions, on Indian reserves, and in the Yukon, Northwest Territories and Nunavut.
(2) The sum of the values of each category may differ from the total due to rounding.
(3) "Help with everyday activities" refers to the help the child receives with personal care (i.e. bathing, dressing or feeding) and moving about within the home.
(4) Respondents either did not provide an answer, refused to answer, or did not know the answer to one or more of the questions related to the help with everyday activities.
E: Use with caution.
X: Suppressed to meet the confidentiality requirements of the *Statistics Act.*

A7.3 Household income of children, by disability status, by age groups, Canada, 2001 (1)						
Total Aged 0 to 14	**Total population**	**%**	**Disabled**	**%**	**Non-disabled**	**%**
Total households (2)	5,546,010		180,930		5,365,090	
Less than $5,000 - $19,999(3)	656,300	11.8%	25,450	14.1%	630,860	11.8%
$20,000 - $59,999	2,174,710	39.2%	78,040	43.1%	2,096,660	39.1%
$60,000 - more	2,713,950	48.9%	76,400	42.2%	2,637,550	49.2%
Not specified	920 E	…	920 E	…	920 E	…
Aged 0 to 4	**Total population**	**%**	**Disabled**	**%**	**Non-disabled**	**%**
Total households (2)	1,641,680		26,210		1,615,480	
Less than $5,000 - $19,999(3)	226,320	13.8%	3,750	14.3%	222,570	13.8%
$20,000 - $59,999	662,650	40.4%	12,500	47.7%	650,150	40.2%
$60,000 - more	752,570	45.8%	9,820	37.5%	742,750	46.0%
Not specified	X	X	X	X	X	X
Aged 5 to 14	**Total population**	**%**	**Disabled**	**%**	**Non-disabled**	**%**
Total households (2)	3,904,330		154,720		3,749,610	
Less than $5,000 - $19,999(3)	429,980	11.0%	21,700	14.0%	408,290	10.9%
$20,000 - $59,999	1,512,060	38.7%	65,540	42.4%	1,446,510	38.6%
$60,000 - more	1,961,380	50.2%	66,580	43.0%	1,894,800	50.5%
Not specified	920 E	…	920 E	…	…	…

Notes:
X represents the data suppressed to meet the confidentiality requirements of the Statistics Act.
And symbol "…" represents "Not applicable".

A7.4 Average and Median Household income of children, by disability status, by age groups, Canada, 2001 (1)	All	People with Disabilities	People without Disabilities
Aged 0 to 4			
Average household income	$65,956	$54,660	$66,138
Median household income	$55,937	$49,180	$56,082
Aged 5 to 9			
Average household income	$69,993	$60,607	$70,348
Median household income	$58,901	$50,288	$59,237
Aged 10 to 14			
Average household income	$73,393	$65,658	$73,734
Median household income	$61,245	$55,685	$61,430

Source: Statistics Canada. *Participation and Activity Limitation Survey, 2001.*

Notes:

(1)   The population excludes persons living in institutions, on Indian reserves, and in the Yukon, Northwest Territories and Nunavut.

(2)   Refers to total households of children with disabilities.

(3)   Less than $5,000: Includes no income or loss.

The sum of the values for each category may differ from the total due to rounding.

APPENDIX B – Government of Canada – Principal Disability-Related Benefits and Programs 2005-2006*

PROGRAM / INITIATIVE	AMOUNT ($millions/year 2005-2006)
Accessibility and Disability Supports	
CTA programs	2.1
CMHC programs (RRAP-D, RRAP-Secondary/Garden Suite, HASI) 1	40.4
Funding for Special Olympics and Deaflympics sports (Canadian Heritage)	0.9
Paralympics sports funding (Canadian Heritage)	9.8
Sport participation funding (Canadian Heritage)	0.3
Sport Canada's Grants and Contributions (Canadian Heritage)	130.0
Social Development Partnerships Program – Disability (HRSDC)	13.6
Subtotal	197.1
Learning, Skills, and Employment	
Canada Study Grant for the Accommodation of Students with Permanent Disabilities (HRSDC) 2	Data not available
Canada Access Grant for Students with Permanent Disabilities (HRSDC) 3	18.1
National Literacy Program (HRSDC)	0.9
Office of Learning Technologies Program (disability-specific projects) (HRSDC)	1.6
Special Education Program (INAC)	106.0
Labour Market Agreements for Persons with Disabilities (HRSDC)	219.9
Opportunities Fund (HRSDC)	23.6
Entrepreneurs with Disabilities Program (WD)	0.8
Aboriginal Human Resources Development Strategy – Disability component (HRSDC)	3.0
Subtotal	373.9
Health and Well-being	
Population Health Fund and other health-related grants and contributions	5.8
Active Living Alliance for Canadians with a Disability (PHAC)	0.6
FAS/FAE Initiative (HC)	1.2
Canadian Hospitals Injury Reporting and Prevention Program (PHAC)	0.7
Federal Initiative to Address HIV/AIDS in Canada (PHAC)	55.2
Veterans Disability Pension Programs (VAC)	1,656.0
Veterans Independence Program (VAC)	273.6
Veterans treatment benefits program (VAC) 4	293.2
War Veterans Allowance (VAC)	20.6

Veterans Affairs Canada Mental Health Initiative (VAC)	0.2
Subtotal	2,307.1
Income Support Benefits	
Canada Pension Plan Disability (CPP-D) (HRSDC)	3,300.0
Canada Pension Plan Disability, vocational rehabilitation program (HRSDC)	2.8
Federal workers compensation benefits (HRSDC) 5	155.1
Employment Insurance sickness benefits (HRSDC) 6	813.2
Assisted Living Program (INAC)	682.3
Child Disability Benefit (FC and CRA) 7	90.0
Subtotal	5,043.4
Total Program Expenditures	7,921.5
Tax Measures (FC and CRA) 8	
Disability Tax Credit (including supplement for children)	440.0
Medical Expense Tax Credit 9	825.0
Caregiver Credit	81.0
Infirm Dependant Credit	6.0
Disability Supports Deduction	8.0
Refundable Medical Expense Supplement 9	100.0
Total Tax Measures	1,460.0
TOTAL	**9,381.5**

* Please note that the figures in this table are based on departmental estimates. Note also that a number of programs that benefit people with disabilities indirectly are not included in the 2005-06 expenditures. For example, the New Horizons for Seniors Program, within HRSDC, provided about $10.8 million in 2005-06, Non-Insured Health Benefits Program (Health Canada), provided $817.9 million, and First Nations and Inuit Home and Community Care Program also in Health Canada, provided about $90.0 million.

(1)   RRAP-D and RRAP-Secondary/Garden Suite HASI commitment amounts are for the 2005 calendar year.

(2)   Since August 1, 2005, this grant replaced the Canada Study Grant for Students with Permanent Disabilities. New program data are not completed.

(3)   Since August 1, 2005, this grant replaced the Canada Study Grant for High Need Students with Permanent Disabilities.

(4)   While most clients of the Veterans Treatment Benefits Program are people with disabilities, the program provides general health-related benefits not necessarily related to disability.

(5)   This benefit is administered under the *Government Employees Compensation Act.* The $155.1 million includes:
   a) Compensation Benefits (includes wage replacement, medical, pension and other benefits): $107.7 Million;
   b) Workers Compensation Boards Administration costs (includes adjudication, monitoring of files, return to work, etc.): $26.4 Million; and
   c) Injury on-duty leave (paid by departments and Crown corporations covered under GECA): $21 Million (The estimated $21 million is the portion equivalent to what was awarded by the WCBs).

(6)   EI Sickness amount is for 2004-05 as expenditures for 2005-06 are not yet available.

(7)   Department of Finance estimate.

(8)   Tax expenditure amounts are estimates for the 2006 tax years rather than fiscal years 2005-06.Source: Department of Finance, Tax Expenditures and Evaluations, 2006.

(9)   The tax expenditures for the medical expense tax credit and the refundable medical expense supplement include the tax relief offered to all taxpayers.

APPENDIX C – Further examples of supporting employees with disabilities within the federal public service

Supporting employees at Service Canada

The Adaptive Computer Technology (ACT) Centre provides information, tools, and equipment to Service Canada employees with disabilities to help them create more accessible and effective work stations and spaces. In 2005-06, the ACT Centre processed 464 client service requests, 121 information requests, and took part in 17 promotional events. The Centre also offers guidance and advice on various adaptive technologies that can be used to create documents, web pages, and programs to ensure increased accessibility for people with disabilities. Solutions are targeted to individual employees' needs. Service Canada is striving to be a world leader in providing accessible government services. To reach this objective, the ACT Centre will take on an expanded mandate: to provide accessible services through Service Canada for people with disabilities.

In keeping with the *Employment Equity Act* and its Regulations to create an equitable workplace, Service Canada established an Employment Equity and Diversity Union Management Consultative Committee in December 2005. This committee provides a national forum for meaningful consultation on employment equity and diversity issues.

Internal initiatives provided to people with disabilities at the Canadian Radio-television and Telecommunications Commission

As of June 2006, 35 of the CRTC's approximately 420 employees have self-identified as having a disability. The CRTC has implemented various job accommodations.
The Commission has an active Diversity and Equity Committee. Its mandate is to create a welcoming environment and an accessible career path, to undertake measures to correct historic employment disadvantages for designated employment equity groups (women, aboriginal peoples, people with disabilities, and members of visible minorities), and to promote their employment within the work force. The Committee has carried out several initiatives this year related directly to people with disabilities.

Steering Committee for Employees with Intellectual Disabilities

For the past 15 years, the CRTC has been offering an employment program for people with intellectual disabilities. The program currently employs five people, and the goal is to ensure that they continue to have a fulfilling and inclusive work experience.

Information Sessions

Throughout the year, the Diversity and Equity Committee presents information sessions on topics of interest to the four designated groups. Two of this year's sessions related to disability issues.

APPENDIX D – Abbreviations used in this report

ADIO Assistive Devices Industry Office

ACPD Advisory Committee of Persons with Disabilities

ACT Adaptive Computer Technology

AMD Age-related macular degeneration

CAB Canadian Association of Broadcasters

CAT Computer Adapted Technology

CIDA Canadian International Development Agency

CNIB Canadian National Institute for the Blind

CRA Canada Revenue Agency

CRTC Canadian Radio-television and Telecommunications Commission

CSLP Canada Student Loans Program

CHIRPP Canadian Hospitals Injury Reporting and Prevention Program

CHRC Canadian Human Rights Commission

CMHC Canada Mortgage and Housing Corporation

CNIB Canadian National Institute for the Blind

CPP Canada Pension Plan

CPPD Canada Pension Plan – Disability component

CRA Canada Revenue Agency

CTA Canadian Transportation Agency

DTC Disability Tax Credit

EDP Entrepreneurs with Disabilities Program

EI Employment Insurance

FAS/FAE Fetal Alcohol Syndrome/Fetal Alcohol Effects

FC Finance Canada

FNIHB First Nations and Inuit Health Branch

HASI Home Adaptations for Seniors Independence Program

HC Health Canada

HIV/AIDS Human Immunodeficiency Virus / Acquired Immuno-Deficiency Syndrome

HRSDC Human Resources and Social Development Canada

ICF	International Classification of Functioning, Disability and Health
INAC	Indian and Northern Affairs Canada
LAC	Library and Archives Canada
LMAPD	Labour Market Agreements for Persons with Disabilities
NRCan	Natural Resources Canada
PALS	Participation and Activity Limitation Survey
PHAC	Public Health Agency of Canada
PSC	Public Service Commission of Canada
PSHCP	Public Service Health Care Plan
RCMP	Royal Canadian Mounted Police
RRAP-D	Residential Rehabilitation Assistance Program for Persons with Disabilities
SAP	Secondary Audio Program
SDPP	Social Development Partnerships Program
SDPP-D	Social Development Partnerships Program's disability component
SEP	Shelter Enhancement Program
SLID	Survey of Labour and Income Dynamics
TAC	Technology Accessibility Centre
TDD	Telecommunications Device for the Deaf
TTY	Teletypewriter
UN	United Nations
VAC	Veterans Affairs Canada
VIP	Veterans Independence Program
WD	Western Economic Diversification Canada
WHO	World Health Organization

APPENDIX E – Contributing Departments and Agencies

The departments and agencies listed below contributed information to this report and assisted with reviews and comments. Their participation is gratefully acknowledged.

Canada Mortgage and Housing Corporation

Canada Revenue Agency

Canadian Heritage

Canadian Human Rights Commission

Canadian International Development Agency

Canadian Radio-Television and Telecommunications Commission

Canadian Transportation Agency

Correctional Service Canada

Elections Canada

Environment Canada

Finance Canada

Health Canada and the Public Health Agency of Canada

Human Resources and Social Development Canada

Indian and Northern Affairs Canada

Industry Canada

National Council of Federal Employees with Disabilities

National Library and Archives Canada

Natural Resources Canada

Public Service Commission of Canada

Service Canada

Status of Women Canada

Transport Canada

Treasury Board of Canada Secretariat

Veterans Affairs Canada

Western Economic Diversification Canada