

# PROGRESS REPORT

MARCH, 2017



Canadian Access and Inclusion Project  Projet canadien sur l'accès et l'inclusion

An Initiative Led By:



Spinal Cord Injury Canada

Lesions Médullaires Canada

## Did you know?

**32** organizations have partnered with the Canadian Access and Inclusion Project to help make Canada more accessible

**62** access and inclusion consultations have been held across our country

**10** workshops were held within First Nations communities

**660** people participated in the consultations and workshops

### Canadian Access and Inclusion Project (CAIP) Year 1 Report

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*“I am excited to start hearing from Canadians on how we can better address accessibility issues. This is a big step in helping to ensure our communities become more inclusive for all Canadians. From the beginning, it has been our goal to do things differently; to involve Canadians in the matters that affect them. The feedback we hear through this process will help shape the new legislation.”*

**– The Honourable Carla Qualtrough, Minister of Sport and Persons with Disabilities**

# BACKGROUND

## DISABILITY, ACCESSIBILITY AND INCLUSION IN CANADA

People with disabilities form a significant and growing portion of Canada's population. Statistics Canada's 2012 Canadian Survey on Disability revealed the following:

- An estimated 3.8 million adult (15 + years) Canadians, or 13.7 percent of the adult population, have a disability
- 2.3 million working age (15 to 64 years) Canadians have a disability
- Additionally, many older adults may not necessarily identify themselves as having a disability, yet face many of the same challenges faced by Canadians with disabilities
- The most common types of disability are pain (9.7 percent), flexibility (7.6 percent) and mobility (7.2 percent)
- Three out of every four adult Canadians with disabilities have more than one type of disability
- 81.3 percent of adult Canadians with disabilities use aids and assistive devices
- Adult Canadians with disabilities have significantly lower levels of education, employment and income than those without disabilities

There is a clear and direct link between a society's accessibility and inclusiveness and its ability to provide people with disabilities opportunities for education, employment, income, quality of life, and overall wellbeing at levels on par with those enjoyed by people without disabilities. Accessibility and inclusiveness, in turn, are achieved with the removal of barriers that prevent people with disabilities from participating in every one of the same opportunities available to people without disabilities.

Barriers take several forms. Many barriers are physical—for example, public transportation, buildings, facilities and businesses that lack basic access for people with disabilities. Barriers can also be in the form of attitudes, such as misconceptions of the abilities of workers with disabilities or income support programs that discourage people with disabilities from safely exploring education and employment options. Other barriers can be in the form of lack of disability knowledge or expertise (informational), and failures by institutions and organizations to adequately address and account for disability (systemic).

The governments of many countries and jurisdictions around the globe have recognized the critical role they can play to remove these barriers through the successful enactment of legislation that promotes accessibility and inclusiveness. Perhaps the most well-known example of this is the Americans with Disabilities Act (ADA), the groundbreaking US law enacted in 1990 that prohibits discrimination based on disability. Related legislation exists in many European countries, most notably France and the Scandinavian countries. Here in Canada, although people with disabilities have long benefitted from the overarching Canadian Charter of Rights and Freedoms enacted in 1982, along with several tightly-focused provincial laws, we do not have any federal, country-wide, disability-specific legislation intended to remove barriers to participation.

## A NEW COMMITMENT FROM THE GOVERNMENT OF CANADA

Leading up to the last federal election, the Right Honourable Justin Trudeau and the federal Liberals made this campaign promise: "To eliminate systemic barriers and deliver equality of opportunity to all Canadians living with disabilities, we will consult with provinces, territories, and other stakeholders to introduce a National Disabilities Act. After assuming power, Prime Minister Trudeau delivered a mandate letter to the newly appointed Minister of Sport and Persons with Disabilities, the Honourable Carla Qualtrough, in which he listed the Ministry's priorities. At the top of the list was, "Lead an engagement process with provinces, territories, municipalities, and stakeholders that will lead to the passage of a Canadians with Disabilities Act." (Note that, since this letter was written, the government began using the term "new federal accessibility legislation" instead of "Canadians with Disabilities Act".

In 2016, Minister Qualtrough began the process through which Canadians with disabilities would be consulted. The approach is multi-pronged:

- The Ministry of Sport and Persons with Disabilities began its own Canada-wide consultation with individuals and organizations invited to provide feedback from July 2016 to February 2017 through an online questionnaire, in-person public sessions, and a national youth forum.
- The Ministry of Sport and Persons with Disabilities invited proposals from disability organizations and consortiums of disability organizations to lead their own consultations within their constituencies with the specific intent of reaching as wide a range of people with disabilities as possible, and creating cross-disability cooperation that endures well beyond the life of the consultation.

## FORMATION OF CAIP

In response to the call for proposals, Spinal Cord Injury Canada quickly mobilized 28 well-known organizations of and for people with disabilities to form the Canadian Access and Inclusion Project (CAIP) in order to take advantage of this unprecedented opportunity to provide input for this critically-needed accessibility and inclusion legislation. Together, we submitted a proposal to conduct a community-based consultation that would reflect a wide range of disabilities, provide methods for all of our diverse constituents to offer their input, and work in a concerted, organized and professional manner to provide Minister Qualtrough with an accurate snapshot of the barriers preventing full participation of our respective memberships, along with suggestions for new federal accessibility legislation.

In September, we were informed by the Ministry of Sport and Persons with Disabilities that the CAIP proposal was one of five approved for funding.

CAIP's Project Host is Spinal Cord Injury Canada (formerly the Canadian Paraplegic Association), which is serving as the principle applicant and the recipient and steward of the funding, and has assumed overall responsibility and accountability for the project.

Although Spinal Cord Injury Canada is the Project Host, CAIP is fulfilling its mandate through a governance structure that facilitates transparent, collaborative decision-making processes and provides clear lines of accountability and communication. Our governance, leadership and operational arrangements were deliberately chosen to provide a broad spectrum of representation and shared leadership from different disability organizations and networks/alliances (including those that do not normally collaborate or partner together) and the people with disabilities they represent. We have also engaged academic and non-academic experts in the social sciences and disability policy research fields.

These arrangements are vital to ensure a balance of power and influence through shared decision-making, development of community-driven questions, co-learning, mutual contributions of expertise, and co-ownership of the process and its products.

## CAIP STRUCTURE

CAIP initially consisted of 28 well-established Canadian disability organizations, and four more organizations have since joined. These organizations represent people with a wide variety of disabilities, including physical and mobility disabilities, sensory disabilities, and intellectual disabilities. Canadians who are older adults/senior citizens are also represented within CAIP—these Canadians do not necessarily consider themselves as having a disability, but do have many of the same limitations and challenges preventing them from fully participating in our society. For a full list of CAIP members, please see Appendix I on page 40.

## CAIP PHILOSOPHY

Canadians with disabilities comprise a broad spectrum of individuals who face an equally broad array of unique challenges and opportunities presented by their disabilities. Although the concept of a single, cohesive Canadian disability community is convenient, in reality, it doesn't exist. Instead, there are a vast number of communities of people with disabilities throughout Canada, which are often represented and/or supported through services provided by not-for-profit organizations that they trust and which understand their collective challenges, needs, and opportunities.

Despite the vast differences amongst Canadians with disabilities, there are common challenges of accessibility, inclusion, and opportunity to participate in Canadian society that can be addressed through effective federal legislation. With the opportunity to inform the development of much anticipated and needed federal accessibility legislation, now is the time for Canada's communities of people with disabilities to come together to identify the priority areas of common interest and help craft legislation to enhance access, inclusion, and participation of all Canadians.

With this in mind, the overarching goal of CAIP is to improve the participation and integration of people with disabilities in all aspects of Canadian society. We aim to do this by bringing together a diverse representation of relevant disability stakeholders to co-create key elements that will inform the development of relevant and behaviour changing federal accessibility legislation.

## CAIP OBJECTIVES

Consistent with the requirements set forth in the initial call for proposals and our subsequent proposal, CAIP objectives are:

1. To synthesize and utilize existing knowledge to develop the necessary tools, processes and consultation questions to ensure an accessible, inclusive, and transparent national consultation process that engages disability communities (including a broad range of people with disabilities, disability-focused not-for-profit organizations, academic behaviour change and disability policy researchers, and other private and public sector stakeholders) in all regions across Canada.
2. Through academic and non-academic literature/evidence and the shared wisdom and experience of stakeholders in all regions throughout Canada, to identify consensus priority considerations of and for federal accessibility legislation and the impact they will have in communities (geographic and communities of interest) where individuals with disabilities live, work and play.
3. To establish and retain post project, new cross-disability sector partnerships and achieve greater collaboration and consensus-building amongst disability communities and the organizations that represent and/or support these communities.

## CAIP PRINCIPLES

The following guiding principles were developed and agreed to by all Project Council Partners.

- There is no single disability community. Rather, there are many communities (which can be brought together through this process), and hearing from Canadians with a broad range of disabilities will enrich content of new federal disability legislation.
- Organizations representing different disability communities know best how to communicate with their memberships and are trusted by them; using these networks will increase engagement of Canadians who are often overlooked.
- Increased inclusion of Canadians with disabilities improves the quality of life for all Canadians and contributes benefits socially and economically to all of Canada.
- Increased collaboration among organizations representing Canadians living with disabilities will advance success for shared outcomes.
- The Project Chair will coordinate project activities with other not-for-profit consultation leaders funded by ODI to promote coordination, cooperation and collaboration.

- Our academic and non-academic partners have generated a tremendous body of knowledge on disability policy and barriers faced by people with disability in pursuing full citizenship participation and contribution. Project activities will build upon this existing knowledge and use that knowledge to help inform the consultation process. For instance, creation of the *Discussion Guide* was informed by documents such as Barrier Free Canada's 14 principles for Canadian accessibility legislation, the Canadian Disability Policy Alliance's *A Review of Disability Policy In Canada*, the Canadian Disability Participation Project's Six Criteria of Quality Participation, and the First Report of Canada to the UN Convention on the Rights of Persons With Disabilities.
- CAIP activities create a safe and open milieu that will ensure the voices of marginalized Canadians with disabilities are heard and that we engage those who are hard to reach or infrequently heard. Diverse groups from different regions and geographies (e.g., urban vs. rural), socioeconomic, cultural, age, sexual orientation groups, etc., will be given an opportunity to participate (either directly or through organizations they belong to or that represent their interests).

## CAIP ACTIVITY TIMELINE

Our project activities are broken down into five primary phases.

### Phase 1 (September to October, 2016)

- Production of a consultation discussion guide and toolkit
- Meeting and training workshop for CAIP partners
- Advertising of upcoming consultations to all partner constituents and stakeholders

### Phase 2 (October 2016 to February 2017)

- Consultations held in three Service Canada regions across the country
- Qualitative and quantitative data collected and analyzed

### Phase 3 (February 2017 to May 2017)

- Synthesis of qualitative and quantitative data collected during consultations
- Synthesis of existing disability policy and legislation resources
- Completion and broad dissemination of Year 1 Consultation Report (this document) to Minister Qualtrough and all stakeholders

### Phase 4 (June 2017 to November 2017)

- Second round of consultations with CAIP partner constituents and other identified external stakeholders to refine consensus-based priorities and policy recommendations

### Phase 5 (December 2017 to March 2018)

- Synthesis of input from second round of consultations into a final report that will describe the cumulative findings of all consultations and the priority recommendations for Canadian accessibility legislation
- Wide dissemination of the final report through multiple channels

## CAIP CONSULTATION METHODS

- Through a collaborative decision-making process, each Project Council Partners agreed to host a minimum of one consultation with members of their respective constituencies, and would make special efforts to engage people with disabilities who are hard to reach or who infrequently contribute to consultations such as this.
- To support the consultation process, Project Council partners contributed to the creation of a participant discussion guide and consultation facilitator toolkit. The information resources, guides and toolkits built upon existing academic and non-academic informational resources, evidence, and consensus on priority areas for discussion in the consultations.

- The website <http://include-me.ca> was created to provide online access to information resources related to the project, the consultations, and the partner organizations, including an introductory video that provided an overview and context for the consultations and why participation by Canadians with disabilities and other stakeholders was vital to the consultation process and the legislative and social changes it was intended to foster.
- Awareness of and invitations to participate in the consultations was the responsibility of each Project Council Partner, who used multiple communications channels to connect with their constituents.
- Participation in the consultations was offered through two primary ways: in-person consultations hosted by Project Council partner organizations, and an online survey hosted by research partners at the University of British Columbia (UBC) Okanagan.
- For those unable to participate in the in-person consultations or online, an option to conduct one-to-one phone interview consultations was provided by researchers at UBC Okanagan.
- A Rant, Rave & Recommend form was created on SCI Canada's include-me.ca website to allow participants to express their views, experience, ideas and opinions on barriers to and opportunities to improve accessibility and inclusion.
- Facebook (@CanadianAccess) and Twitter (@IncludeMe2017) social media channels were created for the platform. Although the initial focus of the CAIP project was on receiving input through the structured formats of the in-person consultations and online CAIP consultation survey, social media will form a more integrated role in year two of the consultation.

## CAIP CONSULTATION DETAILS

CAIP Council Partner organizations held consultations amongst their constituencies using the consultation discussion guide/toolkit to structure the proceedings. (For the ten First Nations communities, the consultations were held in the form of workshops.) Partner organizations had the flexibility to host the consultations in ways that best suited the needs of their respective constituents and stakeholders, including panel and/or roundtable discussions, online forums, written submissions, tele- or web conferences, and other ways identified by Project Council Partners in Phase I.

Consultations followed a standardized two to three hour agenda. Participants were provided background information on the project, basic information on how the Government of Canada can make new legislation and influence change in other ways, the agenda for the consultation, information on how the results of this consultation will be used to present recommendations to the Government of Canada, and the goals of the consultation session. They then sequentially provided their input on the following three questions:

- Based on your experience, what stops Canada from being a fully accessible and inclusive society?
- What needs to be changed to make Canada more accessible and inclusive?
- If you could ask The Honourable Carla Qualtrough, Minister of Sport and Persons with Disabilities, to include one thing in the new legislation to improve accessibility and inclusion, what would it be?

With the help of a facilitator, each participant was given the opportunity to contribute their thoughts and ideas. The group then came to consensus on the top five issues, ideas or themes for each question. All responses were recorded and sent to the academic partner responsible for analysis of the consultation input.

The online survey followed the same format as in-person consultations.

## CAIP CONSULTATION ANALYSIS

Qualitative data analyzed for the initial report included “Top Five responses” for questions one to three from consultation reports, and open-ended questions one to three from the online survey. This data was imported to a qualitative software program for analysis.

Analysis consisted of labelling and linking each textual response over two stages, in a process called coding.

The first stage consisted of the researcher reading each response in its entirety and labelling the data based on topic (i.e., what the text is about). Topic coding such as this entails creating a category and labelling the text to that category. Depending on the response, a text could be coded multiple times if it contained several responses (and therefore meanings) to the respective question. For example, if a response was to “invest in accessible transportation and infrastructure for cities and rural districts”, this response was coded to the ‘transportation’ theme and the ‘infrastructure’ theme. As this process continued, the researcher determined where each new text belonged, either creating new categories or coding data to previously developed categories.

During the second stage, as more categories were created, topic coding became more analytical. Analytic coding moves beyond the simple categorizing of data and involves questioning the data about new concepts and ideas to develop themes. At this stage, some categories were divided further and new, more general categories were developed. In addition, the researcher recorded notes to describe each theme. This process created a hierarchical structure of themes and related subthemes, which have been reported in the tables. Themes and their descriptions were reported in tables in descending order, with the themes with the most codes placed at the top of the tables and the themes with the least amount of codes placed at the bottom of the tables.

# CONSULTATION RESULTS

The focus of the first year of this project was to learn from Canadians with disabilities (and older adult Canadians) about the barriers that prevent Canada from being a fully accessible and inclusive society and what needs to change to make our country more accessible and inclusive to all.

## RESULTS AT A GLANCE

Following is a summary of the top five consultation themes for each of the three primary questions, as identified in our four primary consultation groups: total partner organization consultations (660 participants), First Nations community workshops (164 participants), youth consultations (eight participants), and our online survey consultations (335 participants).

Note that these capture the broad themes of the consultation; specific issues are presented in the subsequent sections beginning on page 12, and full results for each consultation/workshop will be posted on the include-me.ca website.

### Question 1: Based on your experience, what stops Canada from being a fully accessible and inclusive society?

Theme Rank	Total Partner Organization Consultations	First Nations Community Workshops	Youth Consultations	Online Survey Consultation
1	Lack of public awareness, knowledge, education, training	Lack of and/or poor services	Lack of and/or poor services, resources, programs	Lack of and/or poor infrastructure
2	Lack of and/or poor infrastructure	Lack of funding	Lack of and/or poor infrastructure	Lack of public awareness, knowledge, education, training
3	Lack of and/or poor services	Lack of and/or poor infrastructure	Lack of public awareness, knowledge, education, training	Lack of and/or poor services, resources, programs
4	Lack of and/or poor legislation	Lack of housing	Transitional barriers	Lack of and/or poor legislation
5	Lack of funding	Lack of public awareness, knowledge, education, training		Lack of funding

**Question 2: What needs to be changed to make Canada more accessible and inclusive?**

Theme Rank	Total Partner Organization Consultations	First Nations Community Workshops	Youth Consultations	Online Survey Consultation
1	Public education and awareness	Services	Funding to support accessibility changes	Changes to infrastructure
2	Legislation	Legislation	Legislation	Funding to support accessibility changes
3	Funding to support accessibility changes	Funding to support accessibility changes		Public education and awareness
4	Services, resources, and programs	Public education and awareness		Legislation
5	Changes to infrastructure	Participation opportunities		Services, resources, and programs

**Question 3: If you could ask The Honourable Carla Qualtrough, Minister of Sport and Persons with Disabilities, to include one thing in the new law/policies to improve accessibility and inclusion, what would it be?**

Theme Rank	Total Partner Organization Consultations	First Nations Community Workshops	Youth Consultations	Online Survey Consultation
1	Legislation considerations	Legislation considerations	Processes	Improve infrastructure
2	Increase funding	Increase funding	Legislation considerations	Legislation considerations
3	Representation of persons with disabilities	Processes	Increase research funding	Improve services, programs, and resources
4	Increase public education and awareness	Improve services	Increase funding	Increase funding
5	Improve infrastructure	Improve infrastructure	Employment	Increase public education and awareness

## CAIP PARTNER ORGANIZATION CONSULTATIONS IN DETAIL

In total, 62 separate consultations took place across 26 organizations/hosting groups. A total of 660 individuals participated in the consultations. The average number of individuals participating at each consultation was 11. With respect to efforts to engage those who are hard to reach or whose input is infrequently captured, 24% of the CAIP partner organization hosts reached new people. The majority of consultations (58.1%) included people who were previously part of the group or organization hosting the consultation, and 17.7% of organizations did not provide this information. Persons with a wide range of disabilities were represented in the consultations. The range of disabilities included:

- Physical (spina bifida, spinal cord injuries falling under the categories of paraplegia and quadriplegia, amputation, multiple sclerosis, Parkinson’s disease, diabetes-related mobility loss, age-related mobility loss, cerebral palsy, stroke)
- Sensory (impaired vision/blindness, hearing impaired/deaf)
- Developmental (autism spectrum disorder, fetal alcohol syndrome)
- Psychological/Mental (eating disorder, mental health issues-unspecified)
- Learning
- Memory Loss (brain injury, dementia)

The following four sets of tables capture the specific discussion points by group (CAIP Partners, First Nations, Youth, and Online Surveys) for each of the broad themes discussed on pages 10 and 11.

### Important Notes:

- In the interest of brevity, we have used the acronym PWDs for “persons with disabilities” in the tables.
- In all tables, the themes are presented in the order of frequency such that the most frequently cited themes are at the top of the list and less frequently cited themes are at the bottom.
- Full results for each individual consultation/workshop will be posted on the include-me.ca website.

## CAIP Partner Organization Consultations

Note: sub-analyses of workshops held within First Nations communities and a youth consultation are provided in separate sections, which follow.

### Question 1: Based on your experience, what stops Canada from being a fully accessible and inclusive society?

Theme • subtheme	Description	Example Quote(s)
<b>Lack of public awareness, knowledge, education, training</b>		
• Public attitudes	Includes: stigma, fear, ignorance, negative perceptions	“Lack of social and economic value for involving people with disabilities perpetuates barriers and lack of awareness of how to provide an inclusive environment and the benefits of doing so.” “Ignorance. Too many people equate the word ‘disability’ or ‘disabled’ with sickness and illness. They are two completely different things.”
• Professional-specific education and training	Includes: government and health service providers, employers	“More education amongst medical profession, service providers, health care supports, and amongst government.”
• PWDs knowledge about own value	PWDs lack the knowledge about their own self worth	“PWD don’t have knowledge about their own value and asset.”

**Lack of or poor infrastructure**

<ul style="list-style-type: none"> <li>• Barrier-free, universal design and codes</li> </ul>	<p>Existing building standards are not accessible to all, need for consistent building codes across provinces with regulation and enforcement of these standards (for old and new buildings)</p>	<p>“Federal government owned buildings all need to be wheelchair accessible and up to the most current building codes for all design elements, specifically ramps, elevators and washrooms; people with disabilities need to be able to manage independently throughout all buildings; this needs to apply to buildings in both rural and urban locations.”</p>
<ul style="list-style-type: none"> <li>• Buildings and businesses</li> </ul>	<p>Building access (stairs, no elevators heavy doors, poor maintenance of snow and bumps at entry), narrow hallways, inaccessible bathrooms</p> <p>Includes: hotels, emergency shelters and other lodging facilities (no transfer lifts, space under beds), Common services (customer service counters, bank machines, and gas stations)</p>	<p>“Buildings are inaccessible (bumps, too narrow hallways).”</p> <p>“Lodging. Many hotels have accessible rooms with heavy doors, beds which are incompatible with many transfer lifts, and a lack of space around the bed.”</p>
<ul style="list-style-type: none"> <li>• Public spaces</li> </ul>	<p>Poor maintenance of sidewalks (snow removal), no curb cuts, no street lighting, inaccessible parks</p>	<p>“Snow removal particularly when piled over curbs or into curb cuts it becomes a major problem, even dangerous.”</p> <p>“Lack of wheelchair accessibility of accommodation in national parks.”</p>
<ul style="list-style-type: none"> <li>• Parking</li> </ul>	<p>Not enough stalls, stalls too narrow, abuse of parking placards</p>	<p>“There are not enough stalls. Or abuse of parking placards.”</p>

**Lack of or poor services**

<ul style="list-style-type: none"> <li>• Transportation</li> </ul>	<p>Includes: public transit (buses, taxis, rail), air travel, vehicle modifications, poor maintenance of sidewalks and roads</p>	<p>“Public and private transportation needs to be accessible—readily available at a reasonable cost.”</p>
<ul style="list-style-type: none"> <li>• Healthcare</li> </ul>	<p>Includes: home care and nursing staff shortages, lack of physician training on different disabilities, rehabilitation, therapies and medically-related travel, poor customer service in healthcare</p>	<p>“More health care dollars associated with therapies and medically related travel.”</p>

• Centralization and coordination	Includes: no consistency in service provisions between provinces, difficulties in navigating system, lack of centralized services and resources	“There are no consistent approaches to the provision of social supports and services for people with disabilities that encourages and supports their inclusion.”  “Difficult to navigate the system and very reactive.”
• Support services	Services on the ground to support with daily living	“No community based support.”
• Education for PWDs	Vocational training	“Vocational funding and incentives.”
<b>Lack of or poor legislation</b>		
• Consistent national/federal standards	Standards differ across provinces, no consistency in programming and services	“Provinces want to be too independent, and are not using global vision.”  “Lack of political will and standards across all three levels of government provides an inconsistent environment where people with disabilities are forced to navigate through a myriad of barriers as they strive for inclusion.”
• Regulation and enforcement of existing legislation	No regulation and enforcement of existing legislation (e.g., consequences and penalties to non-compliance), lack of justice  Includes: building codes, parking	“Lack of enforced compliance perpetuates barriers, strong legislation is required, including incentives and penalties, to create meaningful change.”
• Representation of PWDs in decision-making	PWDs do not have a place at the table or a voice to influence decisions that affect them	“People with no experience living with a disability are intricately involved in setting standards and approving plans which perpetuates barriers because people with experiential expertise in living with a disability are not involved.”
• Government ignorance and priorities	Lack of political will and government ignorance to the needs of PWDs; not prioritizing solutions to overcome barriers	“Too many levels of government pulling in different directions because of differing priorities.”  “Government officials need to be more aware of disability and have a clear understanding of the needs of person with disabilities.”
• Standardized definitions and terminology	No global definition of disability, inclusion and accessibility; no clear and consistent language used	“Language -> plain, layman’s needed vs clinical/academic.”  “Definitions of inclusion/guidelines -> for organizations, facilities.”

Lack of funding		
Poverty and income replacement	The financial burden and risks of being in poverty living with a disability, income supports are not sufficient to cover basic costs of living with a disability  Includes: personal and disability assistance, CPP	“Not enough personal disability funding to live a meaningful life: even when basic food and shelter is paid for, quality of life is reduced and therefore inclusivity in society due to a lack of monetary funds which the system at time encourages due to different funding stream requirements.”  “Income supports for persons with disabilities below poverty numbers – to increase (overall) to \$24,000 per year.”
• Infrastructure upgrades	Includes: washroom and facility upgrades and housing upgrades	“Lack of efficient funding for accessibility upgrades and/or accommodation.”
• Taxation	Limited tax incentives, qualifying process for disability tax credit is difficult	“Revamp Disability Tax Credit to including housing, transportation and employment.”
• Medical services and equipment	High costs of accessing medical services and equipment	“Funding for mobility equipment should be a 50% federal 50% provincial cost share; increase flexibility with cost share equipment programs; increase federal funding.”
• Research	Limited funding for research	“Lack of funding for eating disorder research.”
Lack of employment		
• Opportunities or incentives for PWDs	Limited opportunities (due to misunderstandings) that prevent job entry and return to work for PWDs	“All federal government departments need to diversify workforce of people with disabilities.”  “Individuals receiving CPPD should not be penalized for making extra money.”
• Employer incentives, resources and training	Employers need disability awareness training and financial incentives to hire PWDs	“Create (or bring back) wage subsidy for employers to hire people with disabilities.”
• Hiring standards and practices	No employment policies and hiring practices for companies/employers	“Lack of employment policy.”
Lack of housing		
• Funding	Includes: investment in social housing, subsidies to purchase/rent and upgrade homes	“Subsidies to address housing shortfalls.”
• Assisted living options	Assisted living and long term housing needs to be accessible	“Assisted living facilities are not all currently fully wheelchair accessible.”

Poor communication, technology		
	Includes: captioning of all communication and information to be accessible online	“Federal government funded communication (i.e., Canadian Radio – Television and Telecommunications Commission) all need to be captioned.”
Lack of research		
	Includes: correlates of disabilities, statistics	“Increase the collection of statistics on people with disabilities.”
Lack of caregiver support		
	Includes: education, resources, respite	“Lack of respite and support services for families/parents/caregivers with children/adults with autism.”
Disability-specific considerations		
	Consideration of all disabilities is lacking	“Not addressing each disability as unique – one system does not fit all.”
No participation opportunities		
• Recreation	Includes: recreation and sport programs/services/equipment and support (personal care aids, transportation)	“Make recreation and sport program and services and equipment affordable for people with disabilities.”
• Civic participation	Voting processes	“People with disabilities find the voting process too difficult.”
Transitional barriers		
	Barriers specific to different stages of life and community involvement	“Barriers transitioning to life and to community (e.g., university to work, high school to community, childhood to adulthood, high school to university).”

## Question 2: What needs to be changed to make Canada more accessible and inclusive?

Theme • subtheme	Description	Example Quote(s)
Public education and awareness		
• Public’s attitudes and perceptions	Society’s image of PWDs needs to change, whereby the public realizes their potential and contribution to society	<p>“What needs to change is the ideology of disability.”</p> <p>“There needs to be a change in the attitude of the general population towards welcoming and valuing the inclusion of people living with disabilities in their communities and places of work.”</p>

• Advocacy	Capacity to advocate for PWDs	“There need to be a culture shift, advocacy to emphasize the needs to value people with disability.”
• Equitable portrayal of PWDs	Positive and fair portrayal of PWDs and their lived experiences (in media)	“PWDs need to be portrayed as people.”
<b>Legislation</b>		
• Enforcement and regulation	<p>Legislation assuring an inclusive environment for persons with a broad range of disabilities must be consistent and enforced across all three levels of government</p> <p>Includes: penalties and fines to ensure compliance across different sectors such as employment, building codes, transportation</p>	<p>“Standardized ‘enforceable’ federal legislation with real punitive mechanisms.”</p> <p>“Updated legislation and enforcement of all relevant codes and regulations.”</p>
• National standards and coordination in change	Need to develop nation-wide legislation to address all issues of accessibility and inclusiveness across all sectors; standards should be uniform and coordinated across the country	“Inclusive legislation needs to be mandated across all provinces and level of governments to ensure consistency across the country.”
• Research and planning	Take the time to research all barriers to accessibility and inclusion and develop a plan to overcome them.	“Look to other nations (e.g., Scandinavia) for physical accessibility standards.”
• Standardized definitions and terminology	Recognition and protection of all disabilities in legislation	“Include mental illness as a disability.”
<b>Funding to support accessibility changes</b>		
• Income replacement	<p>Need for funding was discussed broadly, with specific need of funding to improve personal income for PWDs</p> <p>Includes: personal financial and disability assistance and tax deductions</p>	<p>“Alleviation of poverty.”</p> <p>“Money and support for those with a disability.”</p>

• Updating infrastructure	Need funding to update infrastructure  Includes: tax credits and incentives to businesses to make their operations accessible	“Need to provide funding supports across country to make businesses and services accessible and inclusive.”  “Increase funding incentives for universal design.”
• Housing	Provide affordable housing options for PWDs	“Affordable, safe, accessible housing, supportive housing options.”
• Healthcare	Need funding to improve healthcare services, including medical equipment and staffing issues	“Funding need to be available for persons with disabilities to have equipment needs met.”
• Funding management	Contrasting need to monitor government spending while still allowing flexibility in spending	“Require that all transfer of funding to provinces and municipalities are accompanied by requirements that lower-level governments comply with specific access and inclusion standards.”  “Greater flexibility/less restrictions on how funding can be spent.”

### Services, resources and programs

• Healthcare	Healthcare services should be based on needs, not diagnosis  Includes: improved access to equipment, rehabilitation services, secondary disease prevention and management, caregiver support	“Access to appropriate healthcare and services.”
• Transportation	Need accessible transportation (public transit, air travel, electric wheelchairs) that is not costly (e.g., dismissed or discounted fees based on income)	“Transit integration – improve wait areas, and system integration, between accessibility transit services (e.g., TTC and Viva).”
• Education and training for PWDs	Includes: access to training programs for independent living, educational policies for student assistance in the classroom	“Improved access to education and employment.”
• Centralized service coordination	Coordination and alignment of services and programs	“Better synchronization of programs between provinces and federal.”  “One stop service coordination.”

Changes to infrastructure		
• Establish building codes	There is a need for federally regulated building codes that apply to all public accessed spaces to ensure barrier free design	“All three levels of government must commit to consistently applying National building code standards.”
• Buildings and businesses	Need to upgrade/retrofit all buildings to make accessible	“Incorporating accessibility throughout an entire organization and not just restricted to a small space (e.g., just the first floor of a building).”
• Parking	Need for more accessible parking spaces	“Parking spaces: people need to understand the actual purpose of accessible parking spaces. They are meant for extra space in order to get out of the vehicle with enough room, not necessarily for a shorter walking distance.”
Representation of Persons with Disabilities		
	There is a need to consult PWDs in all areas of decision-making, including: legislation making and enforcement, education and infrastructure approvals	<p>“More opportunities for people with disabilities to be involved in reviewing the planning and construction of accessible facilities.”</p> <p>“Establishing a central authority/ombudsman to monitor progress and enforce compliance with standards is essential, abundant involvement of people with disabilities in its operations is mandatory.”</p>
Housing		
	Need for affordable and accessible housing, including long term care options	“Affordable and accessible housing.”
Participation		
	Need social, cultural and recreational opportunities to participate in society and decrease isolation	“Increased recreational opportunities.”
Processes		
	There is a need to simplify processes for PWDs so access services, programs and resources, including access to justice	“Access to justice through advocacy and navigation of disability rights, supports and services, access to rights, protection and resources for intellectually vulnerable adults, and denial of supports and services.”

Note: First Nations and rural-specific changes were indicated within the themes of “Changes to infrastructure”, “Healthcare”, “Representation of PWDs”, “Funding to support accessibility changes (infrastructure)”, “Legislation (standards, enforcement and regulation)”.

**Question 3: If you could ask The Honourable Carla Qualtrough, Minister of Sport and Persons with Disabilities, to include one thing in the new law/policies to improve accessibility and inclusions, what would it be?**

Theme • subtheme	Description	Example Quote(s)
<b>Legislation considerations</b>		
<ul style="list-style-type: none"> <li>Regulations and enforcements</li> </ul>	<p>Include a mechanism of accountability and enforcement to ensure adherence to old and new legislation</p> <p>Includes: independent body or counsel to monitor and enforce legislation, effective penalties for non-compliance</p>	<p>“How will the new legislation be protected from changing governments? How will you police/ ensure that legislation requirements are being met? What will the penalties be for not adhering to the legislation?”</p> <p>“Holding people accountable for not following legislation put in place. – Ex: a fine or even criminal.”</p>
<ul style="list-style-type: none"> <li>Create a national, cross-sector approach to inclusion</li> </ul>	<p>The Federal government is to set guidelines for standards across the country; legislation should be similar and consistent across all provinces and all sectors (i.e., education, health, etc.)</p>	<p>“Set the guidelines for standards across the country.”</p>
<ul style="list-style-type: none"> <li>Develop and implement best practices and evaluate progress</li> </ul>	<p>Research best practices of accessibility and inclusion from other nations; develop specific goals and timelines to measure progress</p>	<p>“Are you looking to other provinces (e.g., BC) and countries (e.g., United Kingdom, United States, Scandinavian) to look at best practices re: accessibility so we don’t reinvent the wheel?”</p> <p>“Make ‘reasonable and prudent’ timelines a mandatory component of any new legislation.”</p>
<ul style="list-style-type: none"> <li>Representation of PWDs in decision-making</li> </ul>	<p>Increase participation of PWDs in decision making</p> <p>Includes: ombudsman representatives, advisory committees/counsel, and a Chief Accessibility Commissioner for Canada</p>	<p>“Assure the active involvement of people with disabilities in setting standards for achieving an inclusive and barrier free society through policies, legislation and regulations. Assure the active involvement of people with disabilities in developing plans for implementation, supporting implementation strategies and holding senior leadership roles.”</p>
<ul style="list-style-type: none"> <li>Standardize definitions and terminology</li> </ul>	<p>Includes: adding definitions for all disabilities in legislation (e.g., Acquired brain injuries, Fetal Alcohol Syndrome)</p>	<p>“Create consistent and concise definition and standards for accessibility that hold pride for everyone at a local, provincial and national level.”</p>

Increase funding		
• Income replacement	Consider all costs (physical and emotional) of living with a disability  Includes: personal assistance and tax incentives for PWDs	“Increase funding/allocate funding to help PWDs thrive not just survive.”  “Raise people with disabilities out of poverty.”
• Housing	Increase affordable housing options for PWDs  Includes: grants and tax incentives	“Upgrade grants for special needs housing – washrooms, kitchens, doorways, ramps.”
• Research	Funding for research on all types of disabilities and research into inclusion barriers	“Funding for research on women with disabilities, women with acquired brain injuries.”
• Healthcare	Includes funding of medications and assistive devices	“Everyone’s medical needs should be met federally or provincially as a standard that all provinces must meet. Prescription coverage needs to be offered.”
• Caregiver and service providers	Adequate funding for parents and service providers of PWDs	“Tax credits for caregivers/parents/guardians. Tax credits for alternate programming for adult caregivers/parents such as treatment, education, support groups (not just sports; but skill training and education).”
• Business and frontline services	Increased support for businesses and frontline services to be more accessible and inclusive	“Tax rebates for companies who are helping the handicapped.”
Representation of PWDs		
• In politics/advocacy	Increase participation of PWDs in decision making  Includes: personal advocates	“Increase disability representation in political setting.”
• In infrastructure	Includes: infrastructure upgrades and building code establishment	“Create and consistently implement new national building code standards, informed by people with disabilities working in collaboration with engineers, architects, and design experts.”
• In media	Equitable representation of PWDs in media	“CBC to highlight coverage of people with disabilities, including in sport.”

Increase public education and awareness		
	<p>Change culture of accessibility (Disability lens) through education on disabilities and sensitivity training, including early education in schools</p> <p>Includes: general public, government and service providers</p>	<p>“What needs to change is the ideology of disability. Assessing disability by what you see and excluding those who are visibly ‘disables.’ This is no different than excluding people by race or gender.”</p> <p>“Focus needs to be on education/awareness: If people truly believe that persons with disabilities should have the same rights as every other Canadian citizen, all barriers will begin to fall.”</p>
Improve infrastructure		
	<p>Upgrades to all old infrastructure and creation of universal building codes for new infrastructure</p> <p>Includes: public spaces (roads, sidewalks paths, parking), public and private buildings/ businesses, accommodations</p>	<p>“An enforced mandate to follow accessibility rules/ guidelines/standards when building accessible houses and public buildings.”</p> <p>“National building code minimum standards brought closer to best practices (entrances, washrooms).”</p>
Improve services		
• Transportation	Includes: taxi, bus, air, train	“Improvements to transportation in rural or First Nations communities.”
• Healthcare	<p>Improve access to healthcare services and improve quality of these services</p> <p>Includes: assessments, services for dual diagnosis, provision of equipment</p>	“Do not use medical model – societal inclusion – Person centered.”
• Public services	<p>Limit privatization and gutting of services</p> <p>Includes: door-to-door postal service</p>	“Stop the gutting of services, making vulnerable persons more vulnerable.”
• Education and training for PWDs	Provide vocational training opportunities	“Vocational Programs: Educational price cuts to \$0 for individuals with disabilities (i.e. Australia).”
• Employment	Includes: opportunities and incentives for PWDs (new employment and return to work programs) and standards for employers to ensure fair hiring practices	<p>“More incentives for people with disabilities to enter or return to work.”</p> <p>“Set clear goals and targets for employment rate of persons with disabilities.”</p>

Processes		
<ul style="list-style-type: none"> <li>Streamline administrative processes</li> </ul>	<p>Increase ease of access for all services and improve assistance to access grants</p> <p>Includes: redefining criteria for support/services so more than just PWDs can access them (e.g., parents, caregivers, etc.)</p>	<p>“Reduce governmental administration and bureaucracy/processes.”</p> <p>“Eliminate the bureaucracy by streamlining funding and services for First Nations.”</p>
<ul style="list-style-type: none"> <li>Flexibility and choice in needs</li> </ul>	<p>Autonomy and voice given to PWDs to decide what their unique needs are</p>	<p>“Let PWDs choose what they need.”</p>
<ul style="list-style-type: none"> <li>Transitional service provision</li> </ul>	<p>Improve consistency in service provision at different stages of life</p>	<p>“Transitional services from youth to adult: huge lack and gaps, need better support for transitions to adult services.”</p>
Participation		
	<p>Provide equal opportunities for social inclusion in all aspects of life</p>	<p>“Look beyond changing only the physical environment by providing opportunities and activities for PWDs to participate in the space.”</p>

Note: First Nations and rural-specific changes were indicated within the themes of “Healthcare funding”, “Transportation services”, and “Representation of PWDs in decision-making”

## CAIP First Nations Workshops

Of the 62 consultations conducted, 10 were conducted with First Nations communities in the form of workshops. The following is analysis of these workshops.

A total of 164 individuals participated in the First Nations community workshops, with the number of individuals attending each workshop ranging from nine to 25 and an average of 17 people per workshop. The age of participants ranged from seven to 92 years old. The majority of workshops (80%) included people who were previously part of the group or organization hosting the workshop. One workshop included a group of nurses, health care workers, home aids and RCMP that serve the First Nations community.

Aboriginal persons with a wide range of disabilities were represented in the workshops. Disabilities included:

- Physical (spinal cord injuries, muscular dystrophy, Diabetes-related mobility loss, Age-related mobility loss, Cerebral Palsy)
- Developmental
- Psychological/Mental (anxiety, addictions)
- Memory Loss (acquired brain injuries)

**Question 1: Based on your experience, what stops Canada from being a fully accessible and inclusive society?**

Theme • subtheme	Description
<b>Lack of, poor services</b>	
• Healthcare	Extended healthcare services, including home care, nursing staff, community rehabilitation and equipment is lacking
• Transportation	Lack of accessible transportation (on reserve)
• Education and training for PWDs/First Nations	Lack of education and training for PWDs/First Nations
<b>Lack of funding</b>	
	An overall lack of funding was reported, with specific mention of lack of housing subsidies to upgrade housing
<b>Lack of or poor infrastructure</b>	
	Public spaces, building and facilities are not accessible and not built to code
<b>Lack of housing</b>	
	An overall lack of housing was reported
<b>Lack of public education and awareness</b>	
	Lack of public education and awareness about PWDs, including discrimination
<b>No representation of First Nations people</b>	
	First Nations voice is not represented
<b>Processes</b>	
	Access of services, programs and resources, including access to justice, is complicated
<b>Lack of employment</b>	
	There are employment disadvantages

## Question 2: What needs to be changed to make Canada more accessible and inclusive?

Theme • subtheme	Description
<b>Services</b>	
• Healthcare	Need appropriate access to healthcare services (treatment and management, personal care attendants), particularly through provision of a local holistic healing center
• Transportation	Need accessible transportation
• Education for PWDs	Need educational assistance and adult education options
<b>Legislation</b>	
• Representation of First Nations	Need First Nations representation in the development of legislation
• Regulation and enforcement	Need regulation and enforcement mechanisms in place
<b>Funding to support accessibility changes</b>	
	Need more funding to make accessibility changes, including funding/grants/initiatives for infrastructure upgrades, staffing of health service providers, and income replacement to prevent poverty
<b>Public education and awareness</b>	
	Need education and advocacy to improve awareness for and opinions of PWDs
<b>Participation opportunities</b>	
	Need activities to support social, cultural and recreational participation
<b>Housing</b>	
	Need accessible housing and long term care in communities
<b>Changes to infrastructure</b>	
	Improve infrastructure in rural and reserve communities and provide building inspections
<b>Processes</b>	
	Need to eliminate the bureaucratic processes by streamlining navigation of funding and services, including access to justice

**Question 3: If you could ask The Honourable Carla Qualtrough, Minister of Sport and Persons with Disabilities, to include one thing in the new law/policies to improve accessibility and inclusions, what would it be?**

Theme • subtheme	Description
<b>Legislation considerations</b>	
• Equitable legislation	Legislation mandating care, services, funding and programming to the general population should also be available to First Nations living on or off reserve
• Representation of First Nations in decision-making	Create a person to work with all the Ministers on behalf of First Nations with the power and authority to create accountability and ensure the voiced concerns of Indigenous persons are being heard
• Regulation and enforcement	Accessibility standards should be enforced
<b>Increase funding</b>	
• Healthcare	Funding for extended healthcare, including physiotherapy and weekend support services
• Housing	Grants to upgrade housing for PWDs
<b>Processes</b>	
	Minimize bureaucratic processes by streamlining application for accessing funding/ grants and services (e.g., provide an ID number for those with disabilities, appoint an executive level Indigenous Rights Officer to assist with this process)
<b>Improve services</b>	
• Transportation	Improve transportation in rural and First Nations communities
• Education for First Nations	Better support the alternative learning needs of First Nations children with learning and behavioural issues
<b>Improve infrastructure</b>	
	Improve infrastructure to accommodate those with disabilities (e.g., sidewalks, paved road, paths, lighting)
<b>Increase public education and awareness</b>	
	Provide education, awareness and training to the general public

## CAIP Youth Consultations

One of the 62 consultations was dedicated specifically for youth with disabilities. Here we provide the results of this youth consultation.

Eight individuals with disabilities aged 16 to 28 years old participated in the consultation. Their disabilities included:

- hard of hearing
- visually impaired
- learning disability
- physical disability
- invisible (undiagnosed) disability

Youth responses and themes to three consultation questions:

Question	Top 5 Responses	Theme (subtheme)
Question 1: Based on your experience, what stops Canada from being a fully accessible and inclusive society?	1. Equity of resources between communities, different disability groups, different levels of development/ages	Lack of, poor services, resources, programs (Centralization and coordination)
	2. Not engaging PWD when creating disability legislation/programming	Lack of, poor legislation (Representation of PWDs in decision-making)
	3. Negative social stigma around disability	Lack of public awareness, knowledge, education, training (Public attitudes)
	4. Services/support is based on medical diagnosis not on the needs of the person	Lack of, poor services, resources, programs
	5. Barriers transitioning to life and to community (e.g., university to work, high school to community, childhood to adulthood, high school to university).	Transitional barriers
Question 2: What needs to be changed to make Canada more accessible and inclusive?	1. Greater flexibility/less restrictions on how funding can be spent	Funding to support accessibility changes (Funding management)
	2. Healthcare and access to services needs to be Federally Controlled	Legislation (National standards and coordination in change)
	3. Funding/support needs to shift to a needs based system, rather than diagnosis based system	Funding to support accessibility changes
	4. Funding for PWD to raise awareness ourselves to address stigma	Funding to support accessibility changes
	5. Funding available for accessible universal design of Transportation/ Schools/Places of employment	Funding to support accessibility changes

Question 3: If you could ask The Honourable Carla Qualtrough, Minister of Sport and Persons with Disabilities, to include one thing in the new law/policies to improve accessibility and inclusions, what would it be?	1. Redefine criteria for support/ services so more than just PWD can access them (e.g., parents, caregivers, etc.)	Processes (Streamline administrative processes)
	2. Create a counsel to reinforce policies and new legislation	Legislation imperatives (Representation of PWDs in decision-making)
	3. Support for comprehensive assessment/research into attitudinal barriers	Increase funding (Research)
	4. Increase funding/allocate funding to help PWD thrive not just survive	Increase funding (Income replacement)
	5. Change government assistance policies for PWD entering workforce	Employment

## CAIP Online Survey Data

A total of 504 English surveys and 19 French surveys were filled out (total N = 523). Of these, 188 respondents (173 English and 15 French) only provided demographic information and did not provide at least one answer for the three open-ended questions. The data below are based on information obtained from the 335 people who answered at least one of the three survey questions.

Of the 335 participants, 77% of survey respondents identified as having a disability. Of this 77%, the majority (86%) self-identified as having a physical disability. The table below summarizes the demographic characteristics of the 335 survey respondents.

Characteristics	% of Respondents
<b>Gender, %</b>	
Female	56.1
Male	41.8
Transgender	0.6
Other	-
Prefer not to answer	1.5
Missing	-
<b>Age, %</b>	
Under 18	-
18 to 24	2.7
25 to 39	19.4
40 to 54	29.9

55 to 69	35.8
70+	10.7
Prefer not to answer	1.5
Missing	-
<b>Location, %</b>	
Alberta	13.7
British Columbia	20.9
Manitoba	0.6
New Brunswick	2.4
Newfoundland and Labrador	0.9
Nova Scotia	5.7
Ontario	23.3
Prince Edward Island	0.6
Quebec	2.1
Saskatchewan	1.2
Yukon Territory	-
Other	1.8
Missing	26.9
<b>Disability, % Yes (77.0 %)</b>	
Physical disability	86.0
Sensory disability	16.3
Developmental disability	1.9
Psychological/Mental disability	11.6
Learning disability	5.8
Memory loss	10.1
Other	8.1
Prefer not to answer	1.2
Missing	-
<b>Disability, % No (23 %)</b>	
Parent of a child with a disability	19.5
Spouse/partner of a person with a disability	14.3

Family member with a disability	28.6
Caregiver of a person with a disability	14.3
Friend of a person with a disability	31.2
Work for/volunteer with an organization that supports persons with disabilities	54.5
Health service provider for persons with disabilities	19.5
Public sector employee involved with persons with disabilities	13.0
Private sector employee involved with persons with disabilities	9.1
Other	16.9
Prefer not to answer	-
Missing	-

Note: Persons with/without disability were asked to choose all that apply, therefore percentages do not add up to 100 percent.

### Question 1: Based on your experience, what stops Canada from being a fully accessible and inclusive society?

Theme • subtheme	Description
<b>Lack of, poor infrastructure</b>	
• Buildings and businesses	Inaccessible building access (stairs, no elevators, heavy narrow doors, narrow entryways), narrow hallways, inaccessible washrooms Includes: retail stores, sports venues, restaurants, hotels, heritage buildings
• Barrier-free, universal design and codes	Existing building standards are not accessible to all, need for consistent building codes across provinces with regulation and enforcement of these standards (for old and new buildings)
• Parking	Not enough stalls, poor design and maintenance, abuse of parking placards
• Public spaces	Poor maintenance of sidewalks (snow removal), no curb cuts, no street lighting, inaccessible parks
• Weather and topography	Weather conditions (e.g., snow, rain) and rugged terrain minimize mobility.
<b>Lack of public awareness, knowledge, education, training</b>	
	Lack of public awareness and education of the value of PWDs, and what accessibility and inclusion mean in all areas of society; added misunderstanding of those with less visible disabilities

Public attitudes	
	<p>Societal attitudinal barriers limit full community participation of PWDs</p> <p>Includes: stigma, fear, ignorance, discrimination, bias and prejudice, negative perceptions and stereotypes</p>
Lack of or poor services/programs/resources	
• General	In general, services, programs and resources are limited and when available, often unaffordable for PWDs
• Transportation	<p>Transportation options for PWDs are limited and unaffordable. There are also lengthy wait times for accessible public transportation</p> <p>Includes: public transit (buses, taxis, rail), air travel, vehicle modifications, poor maintenance of sidewalks and roads</p>
• Extended healthcare	Poor or limited access to healthcare services, including medical treatment, rehabilitation, and social support (home care, day programs); medical equipment often not included (e.g., assisted mobility devices, hearing aids)
• Education for PWDs	<p>Limited educational opportunities (programs, resources and funding) for PWDs</p> <p>Includes: independent living skills training and vocational training</p>
• Privatization of services	Important services are privatized and driven by profit, making cost of medical and recreational equipment unaffordable
• Centralization and coordination	Information of disability-related services and resources are not coordinated or centralized
• Staff and volunteer shortages	Lack of available professionals and volunteers to support PWDs
• No interpreters	No interpreters provided during elections or natural disasters
Lack of or poor legislation	
• Political issues and priorities	Lack of political will and motivation/willingness to address barriers that exist. Policies that exist are narrow in scope; too many levels of governance make it more challenging because of competing priorities
• Regulation and enforcement of existing legislation	<p>No regulation and enforcement of existing legislation (e.g., consequences and penalties to non-compliance), lack of justice</p> <p>Includes: building codes, parking</p>
• National/federal standards	Standards differ across provinces, no consistency in legislation mandating programming and services
• Standardized definitions and terminology	Unclear definitions and inclusion of disabilities
• Representation of PWDs in decision-making	PWDs are not included in decision-making processes for creating access

Lack of funding	
• Poverty and income replacement	Increased financial burden and risk of being in poverty if living with a disability; income supports are not sufficient to cover basic costs of living with a disability Includes: personal and disability assistance, CPP
• Infrastructure upgrades	Insufficient funding and incentives for renovating infrastructure Includes: buildings, businesses and public spaces
• Management of available funding	Poor management and handling of available funding; municipalities not notified when funding is available Includes: healthcare budgets, organizations misusing donations
• Programs and services	Lack of funding for programs and services, including home support
• Organizations that serve PWDs	Limited funding for agencies and organizations that care for and meet the needs of PWDs
Lack of employment	
Opportunities or incentives for PWDs	Limited opportunities that prevent job entry for PWDs; disability insurance plans that discourage return to work
Employer attitudes and training	Misconceptions, negative attitudes and lack of knowledge of employers regarding value of hiring PWDs
Hiring standards and practices	No employment policies and hiring practices for companies/employers and discriminatory hiring practices of employers Includes: lack of employment quotas for PWDs, subsidies
Lack of housing	
	Lack of accessible and affordable housing options. Includes limited funding to modify homes
Lack of recreation opportunities	
	Community-based sport opportunities are limited and specialized equipment is too costly. Lack of accessible beaches
Isolation	
	Lack of social and economic support to help PWDs integrate into the larger community
Lack of personal advocacy	
	Fractured disability community that does not speak with one voice
Poor communication, technology	
	Lack of comprehensive and universally assistive technology
Complicated processes	
	Administrative processes to access services and resources are challenging to navigate; access to justice is also complicated

## Question 2: What needs to be changed to make Canada more accessible and inclusive?

Theme • subtheme	Description
<b>Changes to infrastructure</b>	
• Establish building codes	Need for revised and enforced building codes to require all old and new buildings to be accessible
• Buildings and businesses	Need all buildings and businesses to be accessible, including installation of ramps, automatic doors, (voice command, brail) elevators, wider hallways, hand rails, accessible washrooms, roll in showers (for hotels and other lodging)
• Public spaces	Need for all public places and spaces to be accessible, including proper maintenance of sidewalks, paths, curb cuts
• Parking	Need more accessible and enforced parking at all recreational and service facilities
<b>Increased funding to support accessibility changes</b>	
• Income replacement	Better income support is required for those living with a disability because basic costs of living is more expensive  Includes: personal financial and disability assistance and tax deductions
• Healthcare	More funding for healthcare services, including pharmaceutical coverage, occupational/physiotherapy/exercise programs, home care support, trained service animals, medical/mobility equipment
• Infrastructure upgrades	Provide support through funding, incentives and tax relief to encourage building and business owners to make infrastructure accessible
• Organizations that serve PWDs	Increase funding (for services resources and programs) to organizations that support PWDs
• Transportation	Additional funding for accessible transportation, including public transit and vehicle modification programs
• Cost-sharing	All levels of government should share costs of making accessibility changes
• Research	Funding of research for technology development, advancing medical treatment and social participation
<b>Increase public education and awareness</b>	
• Public attitudes and perceptions	There is a need to change society's negative and biased mindsets, attitudes and opinions of PWDs.
• Education in schools	Provide early education in schools on disabilities and accessibility issues
• PWDs in media	There is a need for positive and accurate portrayal of PWDs in media, including successful sport and accessibility stories in news coverage
<b>Legislation</b>	
• National standards	The Federal government needs to establish a national disabilities act to ensure the same standards across the country

• Regulation and enforcement	Need enforcement of legislation and policy, with penalties for those who do not comply
• Representation of PWDs in decision-making	Need much closer consultation with people with all disabilities in the decision-making process for all sectors
• Standardized definitions and terminology	Legislation should have detailed guidelines for what disability and inclusion is, with specific inclusion of invisible disabilities
<b>Improved services, resources and programs</b>	
• Transportation	Need more accessible transportation options (e.g., public buses, cabs, modified vehicles, air travel) in every community, including accessible transit spots
• Education and training for PWDs	Need equal opportunities for education, including financial and learning support
• Healthcare	Need improved service and delivery of healthcare, including home care, targeted spending, educated providers
• Centralized service coordination	Need easy access to information about disability-related services, programs and resources Includes: information sharing through websites and directories
• Support persons	Need more people to help support PWDs Includes: healthcare providers, educational staff, caregivers, support groups
• Competitive pricing for equipment providers	Need more companies to offer competitive pricing on medical and mobility aids
<b>Employment</b>	
• Employer hiring practices and standards	Need laws to ensure hiring of PWDs (including incentives/subsidies to do so) and to prevent discrimination
• Opportunities for PWDs	Require more flexible job opportunities for PWDs, including incentives for PWDs to work
• Vocational programs	Need vocational programs to support PWDs in the workplace, including social safety nets and advocacy
<b>Improved housing</b>	
	Need more affordable, accessible housing options (including rental options) for PWDs, including incentives, tax breaks and strict laws for building accessible housing
<b>Improved use of technology and communication</b>	
	Need to make technology and communications (media coverage, social media, TV, online streaming, websites) more accessible to PWDs (e.g., use of closed captions)

Participation	
	Need more opportunities for PWDs to engage in all recreational activities of life, including sports/fitness, art, music
Advocacy	
	Need for increased activism and advocacy by PWDs to engage government in more conversations and actions

**Question 3: If you could ask The Honourable Carla Qualtrough, Minister of Sport and Persons with Disabilities, to include one thing in the new law/policies to improve accessibility and inclusions, what would it be?**

Theme • subtheme	Description
Improve infrastructure	
• Buildings and businesses	Require all buildings and places of business be accessible to PWDs, including entryways (ramps), automatic doors, wider doorways, elevators, washrooms Includes: hotels, sports arenas
• Building codes	Change minimum building code requirements for buildings, businesses and housing to allow for physical, visual, tactile and auditory accessibility and enforce these laws
• Parking	Increase and enforce accessible parking, and differentiate spots between ambulant disability and wheelchair users with aging population
• Public spaces	Ensure all public spaces (beaches, parks, paths, sidewalks, curb cuts) are accessible
Legislation considerations	
• Regulation and enforcement	Create accountability for existing and new legislation with enforcement mechanisms (e.g., penalties for non-compliance) Includes: enforcement of parking, buildings and housing
• Create a national standard	Develop federal legislation to ensure that the same accessibility standards such as access to medical, equipment, housing, home care, housing and income are the same in every province and territory
• Representation of PWDs in decision-making	Mandatory inclusion of PWDs in decision processes
• Standardize definitions and terminology	Includes: adding definitions for all disabilities in legislation (e.g., cognitive and mental health disabilities)
Improve service, program and resource provision	
• Healthcare	Improve access and provision of healthcare services, including medical equipment, nursing and home care support, rehabilitation, pharmaceuticals

• Transportation	Better transportation options for PWDs, including public transit (taxi, bus), vehicle modification program and air travel funding
• Education and training for PWDs	Improve education system to meet the needs of PWDs, including increase educational staffs in classrooms from elementary to high school, education options for seniors with disabilities, independent living skills training and vocational training
• Service animals	Include access to service dogs for the invisibly disabled
<b>Increase funding</b>	
• Income replacement	Include financial plans to help reduce poverty such as basic income and tax incentives (e.g., increase assistance)
• Healthcare	Provide more funding to access assistive devices/equipment and specialized doctors
• Infrastructure	Provide financial incentive for building and business owners to make their establishments accessible and enforce regulations that prevent access to federal funding if they do not meet building codes
<b>Increase public education and awareness</b>	
	Mandate disability education and awareness to improve tolerance and acceptance of PWDs; education should start with youth in schools and through an awareness campaign
<b>Improve employment</b>	
	Establish laws and policies that ensure employment levels for PWDs are equal to employment levels for the general public (e.g., hiring quotas and incentives for employers); provide ongoing support and advocacy for PWDs in the workplace
<b>Improve housing</b>	
	Increase number and types of accessible, affordable housing for PWDs
<b>Recreational participation</b>	
	Provide funding for recreation and sport programs for PWDs and improve access to places to participate in activities (e.g., sport venues, beaches)
<b>Communication and technology</b>	
	Require that all forms of information (media, public announcements, receipts, mail) be in a format accessible to each individual (e.g., closed captions, Braille, large print, enhanced colour, in plain language)
<b>Processes</b>	
	Streamline application processes for PWDs and organizations serving PWDs to receive government funding

# ADDITIONAL RESULTS

As outlined in detail beginning on page 28 of this progress report, a portion of our consultation results were arrived at through the offering an online survey. The method of hosting this survey was the <http://include-me.ca> website, launched in the fall of 2016. Also online, Facebook and Twitter accounts were set up to promote the consultations, both online and in-person.

In addition to being the home of the survey, our website also served to provide background information (including a video produced for the site and consultation), information resources, links to the federal government's consultation, information on CAIP partner organizations and networks with links to their websites, and a Rant, Rave & Recommend form for people to share their thoughts and opinions on making Canada more accessible and inclusive.

The following table summarizes engagement related to CAIP's online engagement (November 3, 2016 to February 28, 2017):

	Visitors	Views	Average Length of Visit	Submissions
Include-me.ca website	1,274	1,678	1:31	
Rant, Rave & Recommend	448	638	1:58	60
Online Survey	1190	1,469	4:48	523 (335 complete)

Once again, the 335 completed online surveys were analyzed, and this analysis can be found beginning on page 28.

Additional consultations were held subsequent to the development of this report and will be analyzed and included in the development of CAIP's year two plan.

Full summaries of all individual consultations and workshops will be posted on the <http://include-me.ca> website.

## RANT, RAVE & RECOMMEND

In analyzing the online surveys, we also found the Rant, Rave & Recommend comments, of which 60 were submitted, to be insightful (albeit anecdotal and not empirical). Following is a sampling of those comments (note: for the purposes of this document, we have edited these comments for grammar and spelling):

- “Canada needs consistency in terms of legislation and building codes across the country. One of the biggest things that needs to change is attitude towards those with disabilities and that starts with our leaders in government. More education and training needs to be given, not just in the healthcare field but to the public in general. More information needs to be given to the public. Most importantly, any federal legislation that is enacted regarding accessibility and inclusiveness MUST be enforced at all times, regardless of which political party is in power.”
- “With an aging population we are going to face some very serious issues regarding mobility and accessibility. Universal design techniques will be essential to cope with these issues.”
- “What I recommend: A fair living wage for persons with disabilities if they cannot work or find work. CPP or Provincial Disability amounts are not enough to provide basic essentials of life (food, shelter, medicine), let alone the actual reasons for living (the financial means to access transportation to participate in the community, choose recreation, visit family and friends, buy some new clothes, get a hair cut, see a movie, buy a card/gift for loved ones). We need to feel acknowledged and have dignity.”
- “Please make all existing buildings under federal jurisdiction welcoming and barrier free. Please have the Government of Canada model outstanding employment practices so that employees reflect persons with a broad range of

disabilities at the same percentage as represented in Canada's population. Please allow family members to receive tax breaks to provide essential services to persons with disabilities. Please provide point of purchase tax refunds/exemptions for supplies man equipment necessary to enhance independence for persons with disabilities.”

- “In medical school, I had been taught that patients with disabilities often receive substandard healthcare because of barriers with respect to access. I did not fully understand how this could be possible until I experienced it myself after the accident and became wheelchair bound. There were many specialists that I could not see because the medical offices were not accessible (i.e., stairs and no elevator) and so I needed to travel further to get the care I needed.”
- “I recommend that the new federal accessibility legislation mandates that all existing infrastructure under federal jurisdiction and all built environment facilities that receive federal funding be required to be renovated in order to achieve a high standard of accessibility for people living with a broad range of disabilities in Canada. Further I recommend that a significant financial fund be made available to adapt all existing infrastructure by the end of 2027.”

You can see all the Rant, Rave & Recommend comments in their entirety at <http://include-me.ca>.

## PRELIMINARY OBSERVATIONS

A more in-depth analysis of the Year 1 consultation results will inform the planning and direction for Year 2 of the CAIP consultation process. Preliminary observations from the consultations held to date have identified common sets of barriers and areas in which changes could overcome these barriers to make Canada more accessible and inclusive. These include:

- Lack of public awareness, knowledge, and training were consistently identified as barriers, and were also identified as areas where more funding is required to support making Canada fully accessible and inclusive—these are areas that need to be changed.
- Insufficient infrastructure and services were also consistently identified as barriers—these areas require more funding was required to support changes to make Canada accessible and inclusive.
- Several legislation-related issues and considerations were identified through the consultations. Common sub-themes included the need for national standards and equity, accountability, transparency, and representation by people with disabilities and indigenous people to be in the legislative processes.
- Lack of housing and transitional barriers (as youth age into adulthood) were brought to the for in the First Nations community workshops and the youth consultation, respectively. Although employment was brought forward as an issue and area requiring improvement, the youth consultation included it as one of the top priorities for the Minister to include in new legislation and/or policies.

## ONGOING COLLABORATION

One of the secondary objectives of CAIP is to establish and retain post-project, new cross-disability sector partnerships and achieve greater collaboration and consensus-building amongst disability communities and the organizations that represent and/or support these communities.

- To date, the number of organizations participating CAIP has expanded from 28 to 32 (see Appendix I on page 40).
- As project host and leader of CAIP, SCI Canada has actively engaged in the Ministry of Sport and Persons with Disabilities accessibility legislation consultation process, taking a leadership role in bringing together the leaders of the five SDPP-D-funded consultation projects to coordinate activities, share information, and establish a framework for ongoing communication and collaboration.

## NEXT STEPS

The focus of the of the first year of this project was to learn from Canadians with disabilities about the barriers that prevent Canada from being a fully accessible and inclusive society and what needs to change to make our country more accessible and inclusive to all. The input received and its subsequent analysis by the project's academic partners will then inform the consultation plan for year two, which will focus on how the priority issues faced by Canadians with disabilities can be addressed and how the federal government can employ its policy and legislative tools to create a Canada that is accessible and inclusive of all Canadians.

- Year two consultations will include private and public sector stakeholders with expertise in the priority areas identified in this report, and with expertise in fields such as legislation and policy development.
- Through SCI Canada's leadership, the CAIP project will continue its leadership role in bringing together the eight not-for-profit organizations leading ODI-funded accessibility consultations to share ideas and enhance collaboration in our collective efforts to inform the federal government about how it can improve accessibility and inclusion for Canadians with disabilities.
- To that end, we are planning to convene a think tank of CAIP Council Partners to explore bold and innovative ways of changing attitudes to improve access and inclusion in Canada. The CAIP Innovation Think Tank – Changing Attitudes To Increase Meaningful Inclusion of persons with Disabilities In Canadian Society will be a one and a half day gathering to describe bold and creative ideas/actions (beyond policy, legislation and regulations) that cause a shift in Canada's culture whereby more people passionately value and actively include persons with a broad range of disabilities in communities across the country.

# APPENDIX I: CAIP MEMBERSHIP

CAIP initially consisted of 28 well-established Canadian disability organizations, and four more organizations have since joined. These organizations represent people with a wide variety of disabilities, including physical and mobility disabilities, sensory disabilities, intellectual disabilities. Please note that, if you are viewing this document as a PDF on a computer or portable device connected to the internet, you can click on the organization's name in the list below to be directed to its website.

- [Ability New Brunswick](#)
- [Active Living Alliance for Canadians with a Disability](#)
- [Active Living Coalition for Older Adults](#)
- [Barrier Free Canada](#)
- [Canadian Disability Policy Alliance](#)
- [Canadian Disability Participation Project](#)
- [Canadian National Institute for the Blind](#)
- [Canadian Paralympic Committee](#)
- [Canadian Spinal Research Organization](#)
- [Mental Health Commission of Canada](#)
- [Neil Squire Society](#)
- [Nunavummi Disabilities Makinnasuaqtit Society](#)
- [Ontario Disability Employment Network \(ODEN\)](#)
- [Ontario Neurotrauma Foundation](#)
- [Prospect Human Services](#)
- [Reach Canada](#)
- [Rick Hansen Foundation](#)
- [Rick Hansen Institute](#)
- [Sam Sullivan Disability Foundation](#)
- [Spinal Cord Injury Canada](#) (and eight provincial counterparts):
- [Canadian Paraplegic Association Manitoba](#)
- [Spinal Cord Injury Ontario](#)
- [Spinal Cord Injury Alberta](#)
- [Spinal Cord Injury Newfoundland and Labrador](#)
- [Spinal Cord Injury Prince Edward Island](#)
- [Spinal Cord Injury British Columbia](#)
- [Canadian Paraplegic Association Nova Scotia](#)
- [Spinal Cord Injury Saskatchewan](#)

Since inception, four more organizations have joined CAIP:

- [Ability Online](#)
- [Nokiiwin Tribal Council](#)
- [Ontario Brain Injury Association](#)
- [West Park Healthcare Centre](#)