

increase in person-years by re-shuffling priorities. The Committee strongly believes that special needs counsellors are needed in all major centres.

(C) UNDER CONSIDERATION

Training Program: At a meeting with the Committee, the Minister of Employment and Immigration said that his department has undertaken a training program for employment counsellors. It is a competency-based program using training modules. The long-term schedule calls for nine modules, approximately three of which have been developed at this point. Training which is related to special needs will be covered in later modules. This would include the special needs of disabled persons. The proposed directorate for disabled persons would have responsibility at that time for ad hoc short-term orientation workshops for the staff who will operate the training modules.

Information Package: The Canadian Rehabilitation Council for the Disabled (CRCD) has offered to help develop an information package for the training of these counsellors. The Canadian Association for the Mentally Retarded emphasized the need to consult with relevant disabled groups in developing the training package.

Aware Of Needs: The Committee regrets that the training module on special needs will not be developed in the near future. The Committee urges CEIC to take interim steps to provide small orientation sessions and workshops so that all CEIC staff

are aware of the special needs of disabled persons. The Committee further emphasizes that CEIC should consult with interested groups in the preparation of such sessions.

(D) IMPLEMENTED

More Time: CEIC has recognized that the placement of disabled persons does take more time. Therefore, special consideration is given to this in the evaluation of special needs counsellors. The Committee is pleased that CEIC has taken this step.

(E) NOT IMPLEMENTED

Limited Action: There has been very limited action by CEIC in making Canada Employment Centres more accessible to visually-and-hearing-impaired persons. The provision of TDDs (Visual Ears), for example, are a budget item to be decided upon by the region. Headquarters does not require installation of such equipment, despite the fact that Treasury Board has sent out a directive that all Government departments must install the Visual Ear equipment at each major source of public information.

Principles And Practices: CEIC has sent to the regional offices a document, "Principles and Practices For Delivery of Services to Handicapped Persons". Under section #7, "Special Equipment", the following directive is made: "Each region will develop a plan

for installing, over time, as resources permit, of appropriate technical aids required to ensure suitable treatment of handicapped clients with communications problems".

There is some indication from this that the regions in the future will install the Visual Ear equipment.

Appointment Service: The document cited above also includes section #8, "Appointments", with the following copy: "Each region will ensure that Canada Employment Centres (CEC) offer appointment service for its clientele". Basically, this means that a handicapped person can obtain appointments for service at a specified time and special arrangements can be made to facilitate the interview. For example:

- Reading of information to a blind client.
- Holding the interview at an alternative site if the CEC is not accessible to the client.
- Providing interpreter services for a hearing-impaired client.

Special Training: The Canadian Co-ordinating Council on Deafness strongly supported this recommendation, and stressed the need for special training for the CEC staff, especially sign language training for the special needs counsellors. The Council also noted that the CEC's must be accessible by Visual Ear equipment. The Canadian Hearing Society also stressed that CEC's should be accessible and that interpretation services be available.

No Indication: The Committee is not convinced that CEIC has