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**IMPROVE SERVICES TO DISABLED PERSONS
AT EMPLOYMENT CENTRES**

RECOMMENDATION: That the Federal Government increase the effectiveness of its services to disabled persons by implementing the following measures;

- (A) Accelerate the current program to make all Canada Employment Centres (CEC) accessible by December 31, 1983.
- (B) Increase substantially the number of Special Needs Counsellors across the country; however, disabled persons should not be obliged to use these counsellors exclusively, but may use the full range of regular services.
- (C) Ensure that all CEC personnel are exposed to orientation or training sessions.
- (D) Ensure that in the personnel evaluation process special recognition be given to counsellors placing disabled persons in jobs.
- (E) Ensure that the services provided by the major CECs are available to the visually and hearing impaired.

(A) COMMITTED

900 Points: The Canada Employment and Immigration Commission (CEIC) reports that one-third of its 900 points of service are fully accessible. CEIC, together with the Department of Public Works, is developing a full access plan. It

will be ready by March 1983. At that time a Cabinet submission will be prepared, calling for all new construction to be designed within full access standards, and that all leased accommodation be accessible within 3 to 4 years.

More Quickly: While the Committee is pleased that one-third of all CEIC's facilities are accessible at this point, it feels that the Commission must move more quickly to demonstrate its commitment to the principle of accessibility of service. The Committee reiterates its original position that CEIC accelerate its program.

(B) UNDER CONSIDERATION

Special Needs: CEIC currently has 130 special needs counsellors in its 400 Canada Employment Centres. CEIC has proposed a work plan for the establishment of a number of special employment groups which would provide a full range of employment services to disabled persons, plus extended services such as marketing the services of particular clients.

Interim: These special groups are seen only as an interim measure. CEIC feels that separate groups are necessary in the short term because of the possibility of staff reallocation under the regular system. Currently, regular staff

may be reassigned tasks if the work flow changes. For example, there may be a sudden influx of unemployment insurance applicants. In order to allow the staff to concentrate their efforts on employment services for disabled persons, the working group must be a separate one.

Diagnostic: During the past year, CEIC has increased its funding for diagnostic services for disabled persons. Funds are paid to consultants to provide a comprehensive assessment of the training needs of disabled persons. This has been a successful program and CEIC plans to continue it as part of its employment services. There has been a managerial directive that disabled persons may choose to use either the regular services or a special needs counsellor.

Caution: The Committee is concerned about CEIC pursuing a program which involves segregated activities, and urges CEIC to proceed with caution. The Commission should consult with disabled consumers and their organizations before embarking upon this proposal. While the use of separate employment groups may be necessary because of current administrative operations, the Committee is not convinced that this is the most effective way to deliver services to disabled persons.

The Committee believes that this recommendation can be implemented without significant