House of Commons
Canada

PROFITABLE CHOICES FOR EVERYONE

REPORT OF THE STANDING COMMITTEE ON HUMAN RIGHTS AND THE STATUS OF DISABLED PERSONS

Bruce Halliday, M.P.
Chairman

June 1993

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Minutes of Proceedings and Evidence of the Standing Committee on

Human Rights and the Status of Disabled Persons

Procès-verbaux et témoignages du Comité permanent des

Droits de la personne et de la condition des Personnes handicapées

RESPECTING:

Pursuant to Standing Order 108(3)(b), consideration of the Economic Integration o Disabled Persons

INCLUDING:

The Seventh Report to the House

CONCERNANT:

Conformément à l'article 108(3)b) du Règlement, étude concernant l'intégration économique des personnes handicapées

Y COMPRIS:

Le Septième rapport à la Chambre

WITNESS:

(See back cover)

TÉMOIN:

(Voir à l'endos)

Third Session of the Thirty-fourth Parliament, 1991-92-93

Troisième session de la trente-quatrième législature, 1991-1992-1993

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THE STANDING COMMITTEE ON HUMAN RIGHTS AND THE STATUS OF DISABLED PERSONS

has the honour to present its

SEVENTH REPORT

In accordance with its mandate under Standing Order 108(3)(*b*), your Committee examined the questions relating to the Economic Integration of Disabled Persons, and has agreed to report the following:

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PROFITABLE CHOICES FOR EVERYONE

INTRODUCTION

Since the beginning of the thirty-fourth Parliament, the Standing Committee on Human Rights and the Status of Disabled Persons has been studying the economic integration of people with disabilities. From coast to coast, we have travelled across Canada and heard the voices of people with disabilities from all walks of life, as well as their non-disabled friends, families, employers and service providers. During the course of the current Parliament, all of these people have provided insights that should become signposts for everyone.

As we held our hearings on economic integration, we were constantly made aware of the great number of individuals and organizations with totally diverse interests who said the same thing, about the same issue at the same time. More astonishing still, was the fact that many of these witnesses view themselves as lonely voices without allies, colleagues or support, alone in arguing for certain actions. Basically, what many of them were saying can be boiled down to the following statement: Canadians have collectively failed to give critical attention to myths about the costs of change. As a corollary, our witnesses have argued that Canadians have not recognized the rising economic and human costs that result from the failure to adapt laws, policies and practices.

The members of this Standing Committee of the Parliament of Canada, individually and collectively, have come to confront the truth that permanent and positive changes are not driven by the decrees and laws passed by government — they are driven by the reality of the marketplace in tandem with the needs of society. In a country like ours, where social activity revolves around the production and consumption of goods and services, those who are denied participation in the marketplace are fundamentally marginalized.

The conclusion that this Committee has drawn is basic. We stated it in our first report to the House of Commons, *A Consensus for Action*: people with disabilities — like other Canadians — need an adequate standard of living in order to have an acceptable quality of life.

Another ongoing observation that the Committee has made during our study is that disability issues are inextricably interconnected. Employment levels, for example, are directly affected by the structure of taxation and by the accessibility of education and training. These depend in turn on aspects of life such as the availability of transportation, housing or assistive devices. Access to all of these requires an adequate source of income.

When Canadians consider the implications of ensuring an adequate income to people with disabilities, we must recognize the need to escape from the traps that confront people with disabilities who seek to earn income. We talked about these earlier in our report, *As True as Taxes,* where we commented that "people with disabilities who benefit from income supports and who then accept a job, likely lose a range of services that are non-negotiable aids to daily living- support services, drugs, technical devices. These are not luxuries. People with disabilities who accept a job need to know that it is for the long-term, that it will exceed the cost of the services required to deal with their disability, and that it will leave them some money to live on (p. 11)".

Obviously, as we then pointed out, "the issues that confront people with disabilities are more complicated than most social and economic questions that our society currently faces. Unlike many other social issues or problems . . . disability involves permanent costs that are not recognized. Solutions to disability-related issues demand greater cross-sector, cross-jurisdictional and cross-departmental collaboration than exists at the present time (p. 2)".

Public pressure must contribute to political will if we are to tackle such a complex task. The members of this Committee believe that Canadians will support proposals for action once they are made aware of the magnitude of the issue. Statistics Canada has released 1986 data that shows that:

1. Disabled people are less likely to participate in the workforce

Seven out of ten persons with disabilities, aged 15 to 64 (1,255,000 in 1986) reported a limitation in their capacity to work. Of these, 38 per cent said that they were working or looking for work.

The 62 per cent who were not participating in the labour force represent a large group who, under the right conditions, might be able to find or to hold a job. In a profile of non-participants, Statistics Canada found that they are more likely to be women than men (71 per cent compared to 52 per cent); they also have a lower educational level (those with a primary education are twice as likely not to participate in the workforce as those with a higher educational level). Not surprisingly, they had a lower level of income ($8,300 compared with $16,000 for those who work).

2. Disabled people are more likely to earn less or to be unemployed than non-disabled people.

The employed disabled adults who work full-time, earned less than workers without disabilities ($18,000 versus $19,500 for females and $27,000 versus $30,500 for males). Forty per cent (712,000) of disabled adults living in private households were employed compared to 70 per cent of their non-disabled colleagues. Over 50 per cent of those with jobs indicated that they experienced some limitation at work and 25,000 of these said that they needed some special arrangements that were not yet provided.

Preliminary results from the 1991 post-censal survey of people with disabilities show that the number of Canadians who identify themselves as disabled has risen from 3.3 million or 13.2 per cent of the population to 4.2 million people who form 15.5 per cent of all Canadians. Undoubtedly, further results from this survey will show that, if anything, the people with disabilities who are unemployed or underemployed are also more numerous.

The desire for change, the current status of the economy and the statistics have led us to conclude that in the 1990s, success requires careful and focused attention in order to ensure the efficient use of scarce resources. Canadians must weigh the costs of employment programs or accommodation initiatives against the savings that are achieved when people with disabilities are allowed to make a contribution to the economy. Our study has convinced us that the latter will more than compensate for the former.

Far too often, this Committee has noticed, partnerships between business, government and labour exclude the concerns of people with disabilities. When this group of Canadians is considered at all, it is always later on in the process. More often than not, economic and social partnerships that include people with disabilities are put together on a case by case basis without any overall plan or strategy.

Our desire to change this is the reason that this Committee decided to use our unique mandate from the House of Commons — to propose, monitor and assess initiatives aimed at the integration and equality of people with disabilities — and to undertake an unorthodox initiative. With the support and assistance of the Speaker of the House of Commons, we held a parliamentary forum on the place of disabled persons in the economy of the country. On 29-30 March 1992, parliamentarians, business people, labour leaders and disabled persons came together on Parliament Hill to participate in a forum called "Profitable Choices for Everyone".

Many of these potential partners met for the first time when they gathered under the auspices of the Speaker and the Committee. They spent a full day discussing practical and concrete ways that all their respective sectors could contribute to integrating people with disabilities into the economic life of our country. During the morning, the participants divided up into four executive sessions and in the afternoon, the experts and the chairs of each session presented their conclusions at a public meeting of the Standing Committee.

Rarely, if ever, has a Committee of Parliament had the opportunity of bringing together, in one place and at one time, such a talented group of individuals. A year later, the Standing Committee invited several experts from business, labour and the disability community to assess the impact of the Forum and to suggest further on-going measures that would aid in the economic integration of people with disabilities. The voices of those who attended these gatherings, therefore, make up the body of this report. We are grateful for their insightful analysis and have used their observations as the basis for our recommendations to Parliament. We hope that our work provides proof, not only that we listened, but also that we understood a very complicated set of questions, and dealt with them by issuing appropriate calls for action.

CHAPTER 1

PEOPLE: THE COMPETITIVE EDGE

THE ISSUE

In today's global economy, a highly skilled labour force is a key ingredient of production. Such a labour force, moreover, is one aspect over which advanced industrial countries can take control. The ability to create and retain a competitive advantage is clearly within our grasp — if we choose to make it so.

Work itself, is far less physical than in the past. New technologies — from faxes to personal computers, interactive videos, satellite transmissions and take-home video discs — have altered our daily lives.

Adjusting to current realities is a challenge for all Canadians, not just for people with disabilities. Nonetheless, persons with disabilities make up the largest single block of under-utilized workers in Canada. There are 1.8 million adult Canadians with disabilities, of whom more than 80 per cent are unemployed or underemployed. Such statistics indicate that people with disabilities are a very large source of untapped potential. They can fill the gaps in the labour force that are being left as older people retire. As the "baby bust" reduces the number of young people entering the labour market during the 1990s, Canadians with disabilities are one group with the potential to meet employment needs.

THE QUESTIONS

1. How are we going to invest in and develop the labour force potential of people with disabilities?

2. Given the changing nature of the labour market, the growing emphasis on life-long learning and the need for an adaptable and flexible labour force, how do we change the work environment to encourage people with disabilities to achieve their full employment potential?

THE EXPERTS

Mr. Jacques Garon (Director of Socio-economic Research, Conseil du patronat du Québec): With regard to the labour supply, demographic data indicate that the labour force will be increasing slowly in the next few years, and that the number of young people entering the labour force will decrease significantly, in view of the low birth rate and population growth projected.

The labour force is aging as a result of an increase in the proportion of workers aged between 35 and 54. Increasingly, it is primarily those workers who will have to adjust to new labour market conditions brought about by technical advances, growth and the demand for new products and services and increasing global competition.

Moreover, the number of women in the labour force is increasing. By the year 2000, women will represent some 45 per cent of the labour force, and 60 per cent of women will be working. Furthermore, the proportion of women in traditionally male occupations is growing, particularly those occupations requiring higher education.

And even though the general education level is rising, in the 1990s there will still be many people on the labour market with no post-secondary education. There'll even be people without high school diplomas. However, jobs will require increasing levels of basic education. In the coming years, we will see more and more jobs requiring 12 to 14 years of study, frequently with specialization. This will make it easier for employees to continuously adjust to new work structures and new technologies.

Since the Southam report [on literacy] of 1987, many organizations have conducted studies on illiteracy and brought very alarming facts to light. According to the Southam study, 8 per cent of adult Canadians are illiterate and 16 per cent are functionally illiterate. This gives a combined illiteracy rate of 24 per cent, or approximately 4.5 million adult Canadians.

Given the demographic pressures, aging labour force and need for ongoing employee training, as well as the limits of the welfare state, in the next few years individuals will have to draw increasingly on personal resources to stay in the race for jobs offering a reasonable quality of life.

As for labour demand, we can as of next year expect a slight drop in the unemployment rate, leaving us with an average unemployment rate of 7 per cent to 8 per cent by the year 2000. Obviously, this projection cannot take Canadian immigration policies into account, anymore than it can anticipate unexpected economic shocks — something that could always occur over a long period.

For expansion, Canadian manufacturing businesses will increasingly rely on specialized products with a high value-added factor. This new direction will require a more skilled and specialized workforce, as well as new production techniques. Half the manufacturers with a high level of performance or performance superior to the average will be classified as being in the leading-edge technology group. Since by the late 1990s the services sector will represent some 75 per cent of all production, it is the services sector that will generate most of the demand for labour.

In general, both in the manufacturing and services sector, the demand for educational requirements will grow and the number of unskilled jobs available will decrease. A large number of the jobs showing strong growth will have high educational and professional requirements. Sixty per cent of all jobs created by the year 2000 will require some post-secondary education; 11 per cent of those jobs will require a university degree.

We will continue to have moderate economic growth in the next few years, although unemployment rates will remain high throughout the decade. Demographic changes will transform the labour adjustement process. The decreasing number of young people entering the labour force will make it more difficult for the labour force in general to adjust during periods of economic growth or slowdown. Mature or older workers will have to do most of the adjustment. Adult women will constitute an increasingly important source of skills. The structural shift of jobs towards the services sector will continue, as well as the increase in the numbers of professionals and managers. Technological advances will continue to have strong repercussions on the labour force. There will continue to be shortages of specialized skills, and a high unemployment rate will persist — although unequally distributed — throughout the regions.

Increasingly global competition and the concomitant changes in our economic sectors make it increasingly obvious that skills must be improved. Workers in poorly paid positions, who want to improve their lot, will put increasing pressure on educational systems.

These are the major trends I see in my crystal ball. If they prove to be accurate, we can imagine the problems that physically or mentally disabled people will face. They will need urgent measures to help them integrate more easily into the labour market.

Ms. Mona Katawne (Director of Corporate Equity, Manitoba Telephone System): It is extremely important to understand the role that women, aboriginals, visible minorities and people with disabilities in an increasingly aging population. I'm one of the boomers, and I can see the effect already in terms of age and disability that we're going to have in terms of consumerism and the economy. It's major. I have yet to see a clear statement around that or an educational program around that.

Perhaps by way of incentive, we can encourage industry in Canada to engage in research and development such that it does include the changing ergonomics necessary as the population ages and as disabilities become more and more dominant in our society.

OUR RECOMMENDATION

The Standing Committee on Human Rights and the Status of Disabled Persons recommends that:

RECOMMENDATION 1

The government should take further urgent measures to integrate persons with disabilities into the evolving labour market. These measures should take into account demographic trends, the shift of jobs to the services sector, and the anticipated shortages of specialized skills.

Ms. Ruth Warick (Director, Disability Resource Centre, University of British Columbia): For many persons who are disabled it means the three "U"s: unemployed, underemployed, underutilized. Eighty percent of disabled persons are either unemployed or underemployed, and most of them are out of the labour force for other than health reasons.

Those who are employed experience not the glass ceiling, which has been referred to for another equity group, but the cement ceiling. Half of disabled persons feel that there is no opportunity for advancement for them in the labour force.

Several myths abound. One of them is that the severity of the disability determines employment. In fact, the severity of the disability is not the determining factor. Communications skills, social skills, and educational levels are more critical factors.

Another myth is that job accommodation costs a lot. In fact, 80 per cent of job accommodations cost less than $1,000. For those that do cost more, there are some supports and there should be more.

The third myth is that one strategy will work for all disabled persons. As we all know, persons with disabilities are not a homogeneous group; they vary. They vary according to type of disability — physical, and there are a variety of different disabilities there, and mental disabilities. They vary in terms of other characteristics: some are women; some are native persons; and some are members of minority groups and therefore they experience the double whammy. They vary according to the age of onset of the disability: some are born with or have a disability early in life;

some become disabled during their adulthood, and this includes injured workers, and others become disabled at an older age. There is no one strategy that will work for all persons with disabilities. Also, it is recognized that not all persons are necessarily seeking full-time employment in the labour force, but what we need are alternative options and choices.

One of the keys to employment is education and training. There we know the picture is abysmal. According to a 1983-84 Statistics Canada survey, 56 per cent of disabled persons had high school or less. This compares to 83 per cent of the non-disabled population. Of those who have some form of post-secondary education, 15 per cent of disabled persons do, compared to 32 per cent of the non-disabled. We need to recognize that if persons with disabilities are to be competitive, then there must be further education — and not only just once, but if we're talking about the need for career changes, then we're talking about the need for ongoing, continuing further education and retraining.

There also needs to be some emphasis on focusing on the non-traditional areas: the sciences, the technologies. Support programs such as vocational rehabilitation programs need to take this into account and to take a look at the funding structures so that they will fund people who need to make career changes as well as those who need to pursue advanced degrees.

Another issue to which we must give a lot of attention is the issue of illiteracy. Over half of the persons with disabilities are illiterate, and the implications of this for the workforce are staggering.

When we approach the issue of employment, we must do so from a holistic and integrated perspective. We must address the issues of physical access to buildings, to public transportation, and to housing. We must address the issue of the need for support services, attendant care services, interpreter services; these are all essential if economic integration is to take place. Also, we must take a look at the issue of disincentives to work. Frequently persons who have disabilities must suffer the consequences of leaving the security of their pension or their social security benefits in order to take a job, without knowing if that job will be continuous. We should not force them to leave the safety net and to play Russian roulette with their lives.

The last point I want to make is that we must work together as partners in this process; we must build on the resources that now exist in the community; and we must make more efforts to co-ordinate with those efforts. Business, labour, government, consumer groups, the community, and others — we are all partners in this together, and we must ensure that this topic becomes a part of the political agenda. The issue is a large one, and we are facing tough economic times. We are facing a time of globalization of the economy, and we cannot afford to see whatever gains we have made fall back . . . We must make sure we set in place strategies so we can carry on and see further progress for now and the future.

Ms. Katawne: Until Canada comes to grips with the notion of education equity as being a companion to employment equity, we in business are not going to see rapid movement. It's very difficult to talk about a business environment including a lifelong learning agenda when in fact you have students coming through the school system who are denied access to alternate media for textbooks, deaf-translating services or personal care in the school system. It's pretty hard for the employer at the end of the day to talk about integrating people with disabilities into the lifelong learning agenda of industry in Canada when those kids have been streamed out from square one.

Mr. Randy Dickinson (Executive Director, Premier's Council on Health Strategies, Province of New Brunswick): We need to see a concrete action-oriented plan in terms of the university system, the community college system, so that we have barrier-free access, with

budgets and timetables to ensure that a greater number of students with disabilities not only get to community colleges and universities but complete the program so that they have marketable skills . . .

We talk about training persons with disabilities, and all of a sudden we are going to give every disabled person a computer and the world will be right. But we also have to recognize that not all disabled persons will participate in the labour force at the same level, or at the same level of academic performance. Certain types of disabilities do not lend themselves to that type of immediate high-level skill development.

Along with training disabled persons to the level that they wish to attain, we also have to train vocational counsellors, employment counsellors, the guidance counsellors in the school systems, the human resource people, the shop stewards, and others, not only to speak the language of employment equity and participation and equality, but to develop the strategies and the accommodations that make it work and put it into practice.

OUR RECOMMENDATION

The Standing Committee on Human Rights and the Status of Disabled Persons recommends that:

RECOMMENDATION 2

The federal government should enhance and encourage appropriate education and training for people with disabilities. Efforts should focus on raising their overall educational level and eradicating illiteracy. For education at the post-secondary level, these efforts should involve the National Educational Association of Disabled Students and the Association of Universities and Colleges of Canada. Training programs should be marketed and delivered at the regional level with the input of the local community.

Ms. Shirley Carr (President, Canadian Labour Congress): Our topic was "People: the Competitive Edge". Can we compete? I think we can. Yes, we certainly can, if we have the will and the guts to do it . . .

It's wonderful to get together. It's wonderful to share ideas and thoughts. But it's now time for some action. This is 1992 — we are almost half-way through it — and it's time we started to do something other than just say very nice things and "gee, it's good to see you" and "I'm sorry you don't look like you did when I last saw you". If we really want to be frank about it, I think that's what we should be looking for: some very positive, strong initiatives . . . Then we will see if the governments have the guts to do anything about them.

In our session we heard from representatives from several sectors of Canadian society: from disabled individuals and advocates for people with disabilities, from unions, from business, and certainly from politicians. Despite this diversity, there was a common theme in the interventions; and on this point there was indeed consensus within our group. Canada and Canadians are committed to social equality, both as a matter of law and as a matter of shared values.

My understanding of section 15 of the *Charter of Rights and Freedoms* guarantees equality to every single Canadian. It does not matter what your skin colour is, whether you're handicapped, whether you speak English or French, whether you speak any other language. It guarantees full equality to you as an individual. But we're not practising it. We're not practising it when it comes to people who are disadvantaged and disabled.

More importantly, Canadians across this country both value and expect equal and equitable treatment for all. Moreover, the evidence suggests Canadians are willing to shoulder the burden with a commitment to equality. I think we have to be very sure we make this statement very positively and in fact we have the equality question . . . and also have to make sure provisions are there for governments and ourselves to implement it.

Given this, the least that can be expected and demanded is that people with disabilities enjoy social equality. Because their voice in the past has not been heard, or if heard not appreciated, issues and problems of people with disabilities should become a permanent feature of the Canadian government's considerations of all economic and social questions. They cannot be put on the side any more. Equality demands, in short, that people with disabilities be accepted and included in Canadian society as full partners, with equality.

Besides this vital point, the starting point for all further discussions, we have also come to the conclusion that, first, the time has come for all levels of government to act, and to act positively. I ask the government representatives . . . , do you have the courage to do something about it now? The disabled must have the opportunity, for instance, to have a place on the agenda for a first ministers conference. That is a recommendation our committee would like to put forward. They have the right to be heard by all first ministers of our land. That should be a priority.

The second point is that it should be acknowledged that equality in the workplace is of central importance, and equality in the workplace goes for the employer, the employees, and the unions. We have to make sure we together work on this question and try to implement as much as possible in areas where we know we can do it. Accessibility and accommodation follow when the commitment to real equality is made.

The third point is that employment equality will only come about when existing programs, supports and other initiatives are co-ordinated and integrated. You can't have 16 places to go to find out that you have to have a wheelchair. You don't need to have 15 other places to go to find out that there is something there that you should be able to access to. You don't need to be told 14 times that there's a ramp down the street and around the corner to get into our building. You don't have to talk any more about climbing or getting someone to carry you up 15 flights of stairs to get where you're at. There has to be accessibility, also in your homes or in the residences in which you may live.

Our fourth point is attitudes. I said in our group, wouldn't it be wonderful to have the CBC news read every single night by somebody either in the wheelchair or reading Braille. If you want to change the attitudes of Canadians about the handicapped, the disabled and the disadvantaged, put it in front of people so they can see and start to learn and understand that these are human beings, and are part of Canadian society with all the rights to vote but not the rights to live as equals.

Attitudes, misconceptions and myths about people with disabilities must be changed as early as possible in the child's life. We, as parents, create those attitudes, my friends. Children don't discriminate. Babies don't discriminate, but we as parents create the discrimination in our communities. You only have to live and grow up poor to find out what all that is about, never mind having a disability.

We have to change the attitudes in Canada. We are a strong nation, a young nation, and one that now, according to our Constitution, believes in equality. If we believe in that, then we as parents, as grandparents, as parents, and as young teenagers have to start changing our attitudes. Yes, it is starting to change — and we're all grateful for that — but not fast enough yet.

My final point is that equality for people with disabilities must be understood by all sectors not to be a matter of charity or special privilege, but the right thing to do. For those of you who are born with a disadvantage or a handicap, for those of you who are injured on the job or hurt by accidents, as already has been said today, your life is turned upside down and so is the whole family that's with you. As Canadians, we are the extended family. As employers, you are the employers of this great nation to help make the wealth. As workers, we are prepared to work to help you make the wealth. As governments, we're prepared to help you get elected, whatever party you are. But the priority is to make sure that every Canadian — no matter what is the problem with you — is a Canadian and is equal.

I love this new word that is coming out: "empowerment". That's how women are now considered almost equal. It's through legislation that we were able to come forward with the kinds of things that the disadvantaged and the disabled have to have.

There are about four areas in which you have to have changes in the federal and provincial legislation in this country. We are not governed like the United States, with one labour law. We have 12 distinct labour laws in this country on almost every subject-matter. It has to be in every single law that everyone is equal no matter what your handicap is, no matter what your disability is, no matter what your colour is, and no matter whether you're male or female. You're all equal in this country, which is great, Canada.

Mr. Dickinson: The Vocational Rehabilitation of Disabled Persons legislation which is the only disability-specific piece of legislation in Canada, has not been substantially altered since 1961 when it was introduced. Believe you me, there have been a lot of changes in Canada, in the workplace and in the education system since 1961 . . . The situation has changed and it's time to make the support system change with it.

OUR RECOMMENDATION

The Standing Committee on Human Rights and the Status of Disabled Persons recommends that:

RECOMMENDATION 3

The federal government should complete its comprehensive review of all its policies, programs and legislation and prepare a plan of action:

a. to ensure that disincentives to education, training and employment are removed.

b. to bring all its activities into line with the *Canadian Charter of Rights and Freedoms*.

This plan of action should be made public no later than 1 December 1994.

CHAPTER 2

WORKING THE MARKETPLACE

THE ISSUE

Currently, 48 per cent of private sector employment in Canada is in firms with fewer than 50 employees. Small business made up 97 per cent of all new business created between 1978 and 1985.

International business trends point to an even greater reliance on micro-enterprises as large operations have begun to contract out work to individuals or small specialized firms.

As much or more than any other group, small businesses represent one of the best opportunities for accommodating the abilities of disabled people — technology, for example, permits people to work at home.

Tapping into this reservoir of human initiative and ingenuity could give Canada an opportunity to become a world leader in providing the tools and services required for people with disabilities to run their own businesses.

THE QUESTIONS

1. How can people with disabilities gain access to the infrastructure that is needed to start and maintain a successful small business?

2. What can be done to increase the access of entrepreneurs with disabilities to capital, business development expertise, marketing support, markets and business networks?

3. What must happen for small business to capitalize on the skills and abilities of Canadians with disabilities?

THE EXPERTS

Mr. Ken Thomas (Chairman, Aboriginal Economic Development Board): The Canadian Aboriginal Economic Development Strategy . . .assist[s] aboriginal business people to get into the race. Then after they are in the race they are kind of on their own and pretty much play by the rules of business other business people do.

But there is some front-end assistance that recognizes that aboriginal people have some difficulties in getting into business. For example, they have some difficulties in access to capital, they often don't have prior experience in business, and they have difficulties in putting down their

ideas on paper into a neat business plan that bankers will understand and have confidence in. We have tried to structure some assistance programs that deal very directly with those two barriers: access to capital and entrepreneurship skills. However, once we get them into business, they are pretty much on their own.

We have found that aboriginal people have been coming forward in droves. We have backlogs of applications.

One of the myths is that aboriginal people are not good business people. We have found that aboriginal people have entrepreneurial characteristics in about the same proportion as other Canadians, other Americans, or other people in any country or in any society in the world. A certain percentage of them have the personal entrepreneurial characteristics that make them eligible or make them very suitable to becoming successful entrepreneurs. What we found is that when there's a little bit of assistance, that little bit of front-end help, those aboriginal people will indeed come forward and compete with any other business in Canada and anywhere in the world. So what we've done is provide that little bit of extra help to get them started.

I think there were two most significant happenings with respect to aboriginal people that really got us under way. One was a major government policy decision, jointly agreed to between aboriginal people and the government, that said there will be a government policy that supports the self-sufficiency of aboriginal people through business. After that, there was some financing approved, [and] there were some initiatives by private enterprise itself, for example, by the Canadian Council for Native Business . . . The Canadian Bankers' Association, for example, had several meetings discussing how it can contribute to the issue of aboriginal economic development . . .

The second major thing that happened was another government policy shift, which was [to accept] that aboriginal people are best able to identify the solutions to their own problems. This was an approach that had not been tried to any significant extent in the past . . . They said, let's try something different here. If, indeed, these people aspire to self-government, let's see how they do in terms of running their major economic programs. They need to have an economy to support their self-government. So they tried it with us.

They gave us a major opportunity for decision-making and for policy recommendations, they listened to us, and we made the program work. They did an evaluation on us a couple of years ago and the evaluation proved that our success rate with the aboriginal economic programming was equal to or more successful than any other government support program for business. It was based upon this that the government finally renewed its commitment to aboriginal economic development.

We have a new five-year program. It's a base program within the Department of Industry, Science and Technology. We report to the Minister of State for Small Businesses and Tourism. I believe perhaps ...we learned some lessons that may be applicable to our disadvantaged or disabled Canadians.

I want to share with you one final native American saying, and that is: Tell me and I'll forget, show me and I may not remember, involve me and I'll understand . . . It's the people who are directly involved who need to have a say over their own destiny.

OUR RECOMMENDATION

The Standing Committee on Human Rights and the Status of Disabled Persons recommends that:

RECOMMENDATION 4

The federal government should use the Canadian Aboriginal Economic Development Strategy as a model to develop a Canadian Disability Economic Development Strategy that will foster access to capital and encourage the development of entrepreneurship and economic self-sufficiency by people with disabilities. This program should be accompanied by an educational and management training initiative for people with disabilities that will broaden access to skills necessary to establish and to run small businesses.

Mr. Alvin Law (Consultant): I was born without arms. I was, as we call it, a victim of thalidomide. People hate that expression, but that's indeed what started the difficulties of those of us who have survived the cause of the drug. I was a survivor as well, but I was brought up by adopted parents . . . I guess they spoiled me, but they were the kind of people, especially my father, who taught me: son, there are two things — no free rides, and if you're going to make a success of your life, then you're going to have to do it twice as well as anybody else because there's only half of you there. That was a rather interesting comment, because that is really the way it has been.

I chose to quit a good-paying job to go off on my own . . . I did it all on my own, and I am very proud of what I have accomplished, but that's not my point. My point is that had I been given a fair start, I would not have had to make the mistakes that I did to try to get on equal ground. I was very fortunate to be able to survive the tough years, and I'm not suggesting that people shouldn't be put in that position. Testing is a very important way to find out what you're made out of. But I think society, as we've already discussed many times so far today, was indeed the problem. It wasn't my physical ability, it wasn't the need I had for technology; it was the attitude that, well, obviously you have no other option for work.

I think people with disabilities have a lot of options for work. Why is it, then, that when they choose to be entrepreneurs and work for themselves, they are looked at as people with a dream that will never come true? I think I had the right direction at the beginning, be it financial direction, accounting direction, tax guidance — the things all small business people need. I probably would have changed the way I looked at my business procedures.

It's ironic to look now, three and a half years later, and see I am a success. I started speaking in church basements, but now my average audience is well over 1,000 people at conventions that I attend and address.

Success is not a BMW. It's not a penthouse apartment. Success is being able to look at yourself in the mirror and be satisfied that you are making a contribution to society. People with disabilities are tired of being looked at as the people who need help. They want to be looked at as people who can provide something back to the community. They are a resource. They have knowledge. They have the ability to fit into our society.

As entrepreneurs, they can show their stuff . . . One of the things most disabled people have in common is their amazing ability to be creative, to look at other ways to function, to look at an obstacle from every different direction they can in order to overcome it. Is that not what small business people do every day?

We talk about empowerment. Empowerment is the choice to be what you want to be. We should all be allowed the choice to compete in the race, but we need to be allowed on the same track or the starting blocks are simply pieces of wood.

Mr. Brien Gray (Executive Vice-President, Canadian Federation of Independent Business): A lot of the problems with regard to getting into business, or being entrepreneurial, for people with disabilities are not all that dissimilar from those of people who have a dream of starting up small businesses in the economy in general.

We touched on matters ranging from problems of financing, problems of taxation, problems of networking, where you get your business information and advice, how you seek that, how you find it. Does anybody know where to find it in the government? Do you go to a one-stop shop or do you go to a multi-shop stop, or whatever you want to call it? Frankly, in the business I am in, I am representing people who have those kinds of problems every day, and it was interesting to hear others who are in business, and many other people from the community of the disabled, talk in those kinds of terms.

We tried to come to grips with some recommendations that dealt with issues of education and access to information, role models. Role models are very, very important in terms of the dream of being an entrepreneur, of having your own business and running it successfully. There are too few role models in the economy generally, and specifically in the disabled community there are even fewer.

We discussed access to financing and the role of banks. The banks treat people differently. Other topics were network sources of information and the taxation equation in terms of disincentives to get out and start your own business. Is there a point at which it makes it a lot tougher for people with disabilities than for the average person?

With all that in mind, I think it is important to stress that people with disabilities are very used to having to face problems, having to face obstacles, and they are problem solvers. They know how to face these things, and the trick is that we have to provide means to assist them to overcome those difficulties as best we can. I think we all have a part to play in that.

There was a strong and recurrent theme in our session, and it was that the issue is attitudes; attitudes have to change. Whether it has to do with approaching an officer of the government for financing assistance, approaching a banker, approaching anybody in the business community, people want to be treated the same; they want to be treated as mainstream. That was a strong and recurrent theme.

We generated seven recommendations:

A public policy decision that special assistance will be given to help people with disabilities achieve economic self-sufficiency.

Disabled people must be directly involved in identifying problems inherent in economic self-sufficiency. They must be part of the consultation process and, part of the process to develop solutions.

Persons qualified under the tax act as being disabled should qualify for government-guaranteed business start-up loans.

Governments should provide a forum that would bring together successful business people who have disabilities to share their experiences and knowledge of business problems and to give solutions; and finally, and importantly, to act as role models and educators for the public at large.

Create an awareness within the business community of the barriers and potential solutions to full integration of people with disabilities in Canadian life.

Broaden access to education and management training. Government and business initiatives in this area should be marketed and delivered on a community level.

Finally, industry must factor the needs of the disabled constituency into their business approaches to all markets by talking to disabled people about their needs.

Mr. Henry Enns (Executive Director of Disabled Peoples' International): In our experience at Disabled Peoples' International, our member organizations in many countries have actually . . .developed businesses run by disabled people. In Jamaica there is a woodworking factory where over 100 disabled people are employed. It is not only disabled people; non-disabled people work there too. In Africa there are co-operatives run by disabled people, including agricultural co-operatives. All of these have been fostered and developed through the organizations of disabled people.

Ms. Lynda White (Manager, Employment Equity, Royal Bank of Canada and President, Canadian Council on Rehabilitation and Work): As anybody is developing a product or a service, for instance, in a banking environment, which I might come from, you should be looking to disabled people to give you information on how you should best do it and best serve their needs, as you should be doing with all your potential clients.

Ms. Warick: We have seen a lot of work going on at the provincial level where provinces are setting up labour force development boards and persons with disabilities are extremely active on the ground floor. That's a very positive sign that participation is taking place as the developments are moving forward and it is extremely necessary because of course the policies are being made at this point in time and being involved is essential so that our concerns are addressed when that happens.

Mr. Ray Cohen (Publisher and Editor of *Abilities* Magazine): In my view, there is at the moment, a sense of emancipation that exists amongst people with disabilities in Canada, particularly amongst consumer-based organizations. We're living in a historic time, in the sense that this is a time of emancipation. We're only a generation away from when people with disabilities were institutionalized. The thinking and expectations that have gone into the present time breed a high level of expectation among people with disabilities and employers and organizations to see results and real integration.

OUR RECOMMENDATIONS

The Standing Committee on Human Rights and the Status of Disabled Persons recommends that:

RECOMMENDATION 5

The federal government should actively involve people with disabilities as members of its economic advisory commissions, and committees that deal with economic issues. People with disabilities must be part of the process of devising general solutions to economic issues as well as to any proposals that deal specifically with themselves.

RECOMMENDATION 6

Drawing on the success of its targeted initiatives for women, aboriginal people and youth, the Federal Business Development Bank should establish the same financial services, business management counselling, planning services and training programs to assist people with disabilities who want to establish their own businesses. This targeted program should be in place no later than 1 December 1993.

RECOMMENDATION 7

The federal Department of Industry, Science and Technology should sponsor an ongoing forum to bring together successful business people to share their knowledge of business problems with people with disabilities and to work together on solutions. A mentoring and coaching program should form an ongoing part of the Department's activities in this area. The Department should also co-operate with the Department of the Secretary of State to develop a program that would create awareness within the business community of the barriers and potential solutions to full economic integration of people with disabilities.

CHAPTER 3

MARKETING TO MILLIONS

THE ISSUE

Most consumer products for people with disabilities are treated as "special" and outside the mainstream of consumer demand.

But times are changing. The 4.2 million Canadians who are disabled, together with 5.4 million people aged 55 and over, want products that allow an independent lifestyle and an improved quality of life.

These two market segments — disabled persons and seniors — will continue to grow at over 11 times the rate of the general population.

For most products, it is not, and will not be, necessary to develop a segregated inventory for disabled persons or seniors. Products that benefit disabled people or seniors can be integrated into overall product development and marketing.

Advertisers should follow the lead of leaders in the industry who are recognizing that seniors and people with disabilities are members of mainstream society. Marketers also know that one of the best ways to sell products is to use peers.

THE QUESTIONS

1. How can product and packaging evolve to capture the market of the future?

2. What can be done to make marketers and advertisers aware of the competitive edge that they can gain by targeting seniors and people with disabilities?

THE EXPERTS

Mr. Robert Pitfield (Senior Vice-President, Bank of Nova Scotia): When you look at 3.3 million disabled in Canada and . . . and you also look at the aging population in Canada, which will see the 50-plus generation grow from approximately 14 per cent to double that in 20 to 30 years, this is a market that banks, financial institutions, and service industries cannot afford to ignore. From the Bank of Nova Scotia perspective, this is a market we want to capture and we want to serve well.

Looking at the baby-boomer generation, as that generation matures it is going to need services, it is going to need products, it is going to need a way of accessing its banking we're just starting to see today.

When you go into bank branches, those bank branches are configured so you can be accommodated properly and fully. You might have a dedicated branch, as the Royal Bank does, for instance, where it's a seniors-designated branch, and where they will also cater to the disabled.

We're looking at telephone banking as a way for people who are very convenience-oriented and who also have difficulty getting out of their houses simply to make a telephone call and do most of their banking. We're also looking at dedicated sales forces and dedicated service forces that can go to individuals' homes and that can be located in nursing homes, located really where the critical mass of people needed to make that unit economically viable is. Increasingly, banks are able to do that.

What you're seeing in the service industry, from a banking perspective, is the ability to accommodate the way we deliver our services and the services themselves, the products. Again, from a service perspective and a banking perspective, this is a huge opportunity for us, one we cannot ignore. We want to do it from a social perspective — and legislation is increasingly demanding it, and rightfully so — but it also makes good business sense. And I urge businesses out there to do the same thing the banks are trying to do very aggressively, for all those reasons.

Mr. Alfred Ayotte (General Manager, ARCOR): A few years ago an initiative was created by the Province of Manitoba and the federal government, who both realized there was a need and there was an opportunity to develop products for seniors and persons with disabilities. Thus ARCOR was formed. With its group of professionals, it is trying to make the market more proactive to changes in products. There are many characteristics in the aging population . . . Even though they're healthier, more active, and aging better, etc., there are some things that happen in the aging process, such as loss of strength, the ability to bend at the knees, a greater reliance on arm strength, that products need to address this.

Because of this and other characteristics in the demand for goods and services in this market, we found that industry should be taking note of this potentially huge market. [Companies] should be looking at things like recognizing the diversity of the population and allowing for independence and increased quality of life when they are designing these products. They should be safe, functional and reflect good quality. They should provide options and choices because the people buying these products don't want to be distinguished, they want to have the same choices as the general population.

My in-laws a little while back bought a VCR because they saw their kids using it, and they brought it home and they wanted to tape programs. They couldn't identify the buttons. The writing was too small. It was a black-on-black contrast. They got rid of it. They just could never use it and sent it back. We must make our products more user-friendly and we must transfer the operational burden of these products to the product themselves and not the user.

We found, though, as we were going through this product development cycle, that in order for this to change, the players themselves must change in this equation. Researchers, designers, and engineers must produce more universally designed products, and this includes things such as accessibility — I'm thinking of housing. They must include human factors engineering. They must consider the aging in developing products. Manufacturers must take a more market-driven approach to research and development, especially on lifestyle products.

Retailers must develop marketing plans that take into account how a product is going to be used beyond the manufacturing point. They must develop effective sales strategies. They must educate staff so they can maintain an awareness of the consumer needs and services. There are people like ourselves and other centres that must help society push for change, and facilitate this change, and provide education to the user, and the manufacturer and the retailer.

To summarize it, we have found in our short existence that the best approach works well when the end user and industry work together, when the end user is consulted on the product development cycle. If the two don't come together, often new and innovative products that are useful will never come to market.

Mr. Steven Little (Director, Community Initiatives, Office for Disabilities Issues): First of all, we included seniors in terms of our discussion as an integral part of the market that both seniors and persons with disabilities comprise. It was recognized by everybody there that these two groups make up a huge market in Canada . . . If you were to group the seniors and persons with disabilities, they would, in fact, form the third-largest province in Canada after Quebec and Ontario. So I think that [figure] sort of opens people's eyes, certainly the business leaders, to realize that there is a huge market out there that has yet to be adequately serviced, in the opinion of everybody who sat around the table.

Independent living is really the goal of seniors and persons with disabilities, and it's up to industry and to business to incorporate that underlying philosophy in their marketing strategies and to recognize that since seniors and persons with disabilities have independent living as a goal, [to do] what they can do to facilitate them to reach that goal and to maintain them in an independent lifestyle.

It's very easy to make new facilities accessible, barrier-free, not strictly limited to wheelchair use either, but all other aspects — those persons who have some mobility impairment apart from the wheelchair, those who have visual impairments or who are deaf or hard of hearing. It's also equally recognized that renovation after the fact and accommodation after the fact are very expensive. Any one of you who have tried to renovate after the fact will attest to that.

Therefore, to remain viable, we recognize that business and industry really had to anticipate the market needs, and to do so now and in the future, they had to recognize that seniors and persons with disabilities constitute an important part of their market.

We would urge the federal government to develop a comprehensive set of statistics and demographics that construct an accurate market profile of seniors and persons with disabilities.

There is a myth that seniors over 55 or 60 hold 70 per cent of the wealth in Canada, and that is simply not so. Therefore, to accurately understand what the market is in terms of seniors, we need to have a much better demographic breakdown.

The same is true of persons with disabilities. Not all persons with disabilities are charitable cases. The bottom line is that both seniors and disabled persons constitute a huge consumer pool that is out there and waiting.

It really is important to try to take those statistics and translate them into something that industry and business can use to help them understand the demographics of their market.

The federal government [should] bring together the chief executive officers of major business associations — and I underline the word "associations" as opposed to trying to get the president of Scotiabank or the president of Imperial Oil — and educate them about the increasing market and how to access it. I think once they realize there is a market share they are missing out on, they will be the first ones to try to jump in there and fill the void.

Efforts to recognize the need for strong co-ordination, good guidelines and really good legislation to facilitate the process of creating and marketing products and services for everyone [are needed].

The National Building Code is really the bible for a lot of businesses that generate a lot of the industry in this country . . . It should lead the way. It should not follow. You may have one province that excels in areas dealing with communicatively-impaired persons, whereas another one excels in leading the way for mobility-impaired persons. There's not one single code that actually brings the best of everything together and makes it happen. The National Building Code take a leadership role in making sure that access to services is given to seniors and persons with disabilities.

The federal government has to take some leadership in setting some strategic directions for how transportation is going to facilitate the integration of persons with disabilities and seniors and allow them to become consumers, to become part of the marketplace, to enjoy products and services that are made available.

The third recommendation was the development of a logo to identify products and services that have been designed or adapted with a conscious effort to meet the needs of persons with disabilities and seniors on a national basis . . . The development of a logo was felt to be a way in which marketing for millions could become a reality.

More importantly in this aspect, we need to really impact the industry leaders and incorporate consumers into the existing structures that develop market strategies. There's no point in setting up a strategy if you haven't consulted the people for whom the strategy is intended. Everybody around the table felt it was really important to involve the consumers and, to empower the consumers to help you identify what marketing strategies are going to best reach seniors and persons with disabilities.

Though advertisers may think having an individual in a wheelchair or having a person who uses sign language has limited appeal, I think they would find out that in fact there would be a very sympathetic resonance created throughout the entire society by seeing a positive, everyday portrayal of individuals with disabilities and seniors. Something along that line should be encouraged.

It's time to move away from the specialty awards that segregate persons with disabilities and seniors. We have to use the existing awards that are out there, that are bestowed by industry and the federal government, and incorporate criteria pertaining to disabilities and seniors into these awards so they are then recognized as part of the mainstream and not apart from it.

However, I think we should not really rely on the goodwill of society to implement these changes . . . The federal government has leverage — use that leverage. It's got to use that leverage. Existing grants that are given out by the federal government should ensure that seniors and persons with disabilities are incorporated into the grand structure that benefits whatever intention is devised by that grant.

A small illustration is the Federal Business Development Bank. Business cases and marketing strategies are presented to the Federal Business Development Bank in order to get a grant. Well, one should make sure that in fact those business and marketing strategies incorporate seniors and persons with disabilities as an integral part of receiving federal moneys.

In order to achieve the successful integration of persons with disabilities and seniors into the marketplace, partnerships must evolve if these innovations are to really be successful. It's time for the past biases and artificial barriers to be dropped and it's really up to people to begin to speak with a unified voice.

Education and awareness should be our first tools of choice; however, in some industries there may be some stronger measures required. I think the standing committee has to maintain an open mind, recognizing that it has the ability and indeed has the duty to start leveraging these kinds of things to make integration a reality, to make it happen.

Mr. Paul Thiele (Premier's Advisory Council for Persons with Disabilities, Province of British Columbia): Although we don't put all of the responsibility into the lap of the federal government, we feel, to a very large extent, that the federal government, because of its leverage and the good example it sets in several areas, particularly in initiating efforts of the employment equity program, has the potential of becoming the catalyst between persons with disabilities and the business community and the marketing sector. We feel it is very important that the federal government, in partnership with persons with disabilities, use some of its resources, to overcome the gap in order to bring these two groups of people together and promote a kind of economic equality.

It has been my experience, in my nearly 25 years of working in the disability field in British Columbia, that once the business community recognizes the market and the potential of the market, they become highly enthusiastic.

Mr. Andrew Aitkens (Director of Research, One Voice — The Canadian Seniors Network): Industry tends to be very market driven. They respond to dollars. They don't always respond to needs. We represent communities that have a lot of needs and maybe not a lot of dollars. Somehow we have to recognize a lot of the solutions are not self-financing and somehow we need to find solutions to that problem.

Ms. Katawne: From an employer's point of view, I think that we do need more research studies . . . I don't believe that we have the demographic data that we need to construct a business plan relative to people with disabilities. I 'm talking about concrete data that talks about income stratification, age, education, work experience and that kind of thing.

Why do we need it? Depending on the industrial sector you're in, whether its telecommunications, transportation, the health care industry, or whatever, you can fine-tune both your business strategy and your workforce planning, such that it meets some of the identifiable barriers or issues that have to be met.

Mr. Cohen: I think there might be a fair degree of ignorance still amongst businesses, large and small, around the competitive edge that is theirs if they begin to deal with the demographics. If the demographics in fact could be spelled out for them in fairly clear, succinct terms, it just makes good business sense to be marketing towards people with disabilities . . . Essentially, if there could be a study put into place where the inherent rewards of dealing with people with disabilities is made apparent, I think that would pay off well for all sides.

Ms. Joan Westland (Consultant and Member, Canadian Labour Force Development): If manufacturers predict that they can't sell more than 200,000 of a particular item, they don't consider it worth their while to manufacture the product. Perhaps some more precise demographics could convince them that they would, in fact, be able to sell 200,000 of the particular item if it were universally accessible in terms of reaching out into that wider market. Perhaps what we have to do is look at the standard-setting body and get them to start understanding these sorts of what we call universal designs, so that in fact these products could then be sold. It is the other catch-22 of this whole issue, that we aren't able to just stand up and say, "here is a soft-handled pair of scissors; now let's go and sell them". They have to meet certain safety standards and certain design standards.

Ms. Katawne: What we have found from our experience is that when we started looking at purchasing lighter ladders, purchasing tools for a smaller hand grip, that kind of thing, not only did it benefit females who had a smaller stature and wanted to move into the trades and construction areas, but our men were equally anxious to get hold of the lighter ladders, the smaller tools.

OUR RECOMMENDATIONS

The Standing Committee on Human Rights and the Status of Disabled Persons recommends that:

RECOMMENDATION 8

Statistics Canada, in consultation with the Departments of Industry, Science and Technology and Consumer and Corporate Affairs (or their successors), should prepare a comprehensive set of statistics and a demographic profile that can be used to construct an accurate market profile of seniors and persons with disabilities. The Departments of Industry, Science and Technology and Consumer and Corporate Affairs (or their successors) should actively market this information (for example, by means of seminars, mailings, and a hot-line) in a similar manner to the information used for developing tourism for seniors. An action plan to distribute this market profile to all Canadian manufacturers and suppliers of goods and services should be made public no later than 31 December 1993.

RECOMMENDATION 9

The federal government should establish a task force comprised of representatives from the Departments of Industry, Science and Technology as well as Consumer and Corporate Affairs (or their successors) and other relevant departments along with representatives from businesses and business associations in addition to organizations of seniors and disabled persons. This task force should be given a broad mandate to examine the increasing market represented by seniors and disabled persons and the means of accessing it. The task force should also examine the ways to apply existing product modifications for seniors and disabled persons to other products and services. It should report to the Minister of Industry, Science and Technology and the Minister of Consumer and Corporate Affairs no later than 1 December 1994.

RECOMMENDATION 10

The federal government should take action to ensure the input of seniors and disabled persons in the design, marketing and manufacturing of consumer products. The government should also promote more research and development of universally-designed accessible consumer products and promote them appropriately. In consultation with seniors' and disabled persons' organization, the government should establish a logo authorized for use in identifying accessible products, marketing and services. The Department of Industry, Science and Technology should encourage business associations to establish accessibility awards as part of their overall awards programs. This Department should set an example by immediately incorporating awards for accessible and/or universal design in its own business awards program in 1994.

RECOMMENDATION 11

As one of its priorities, the federal government, in conjunction with business associations, seniors and disabled persons, should begin an immediate review of legislation, regulations and guidelines to facilitate access to consumer goods and

services for people with disabilities. This review should begin with the National Building Code. It should be made public no later than 1 December 1994 and should present proposals for the establishment of national standards that can be applied in all jurisdictions across Canada.

CHAPTER 4

UNLIKELY PARTNERS

THE ISSUE

Real partnership involves a long and meaningful period for discussion and agreement on the best approach to solving problems. This will result in faster and better implementation of decisions and in a real sense of mutual collaboration.

In the private sector, strategic alliances are becoming the norm. They are successful when the partners agree to share tough decisions equally and are prepared to make compromises and trade offs. The best partnerships are those:

— where each partner brings something to the table that the others cannot provide

— where all stakeholders are present

— where each partner will gain more by participating than by staying aloof

Too often, partnerships among government, business and labour do not include people with disabilities. When they are considered at all, too often their participation appears as an after-thought. Their concerns are too frequently grafted on to accommodate a perception of their "special needs". As a result, people with disabilities are hesitant, reluctant or non-existent members of coalitions — undoubtedly a waste of a valuable resource.

THE QUESTIONS

1. What do partnerships mean in terms of sharing of power and what kind of partnerships work best?

2. Which institutional structures and individual attitudes need to be changed in order to nurture partnerships and help them grow?

3. What can be done to ensure that the partnership process includes disabled persons?

THE EXPERTS

Ms. Joan Westland (Consultant and Member, Canadian Labour Force Development Board): In prior years, disabled people were researched and the objects of everyone's concern: Why are they here? What can we do about them? How can we fix them? Now that we're talking about partners, I think it's a positive step.

Being partners means we have to make a commitment and rise to some challenges. That brings to my mind several questions I would like to ask my partners in this room, and probably my partners who are not in this room: How can we assure that as partners we will listen, discuss,

perhaps compromise, but ultimately implement action to everyone's mutual benefit? How can we as partners ensure that this process does not walk down that well-beaten path that so many other processes have, where disabled people were acknowledged, tolerated and ultimately dismissed to be dealt with outside the mainstream with parallel systems, structures and programs?

How can we as partners guarantee that when we review our economic, social and political policies, the issues of disabled people will move from being an appendix to the end of the chapter, into the spirit as well as the text? Which of us as partners will make sure that corporate and business policies include equity in their mainstream, daily way of operating — not because we're all a bunch of nice guys and not because we have to, but because the changing economic and human resource needs of our world have shown us that it makes good business sense?

As a partnership, are we going to demystify disability so that we can finally move on with the issues at hand, such as independent living, individual rights, human dignity? Are we prepared to bury the "yes, but" syndrome? How can we as partners ensure that there's an accountability factor in place so that people can get beyond the rhetoric and into the action?

These are a lot of questions, and they're only the beginning of a series that need to be addressed if we are, as they say, prepared to put our money where our mouth is. Progress towards universal access, upgrading of education, new approaches to rehabilitation, and universal access to goods and services are all a part of a list of what to do for and by disabled people — a list that has, as I said earlier, been presented and discussed in a variety of ways and formats, this one included.

To address the issues of disabled people and include their concerns with your concerns does not even require trying to invent something new. It requires a concerted effort to turn your energy away from finding all the reasons why things are not done and cannot be done, and to actually doing them. It means listening and demonstrating respect and appreciation for people's differences without being preoccupied with those differences. It means moving from the social welfare and medical approach to dealing with disabled people and promoting rights, independent living, quality of life, and freedom of choice. So, yes, we are probably still unlikely partners. But I would hope we can work together toward tomorrow so that we can be equal partners.

To steal a small analogy from a good friend of mine, which clearly identifies the difference between what we call contributing partners and committed partners, because I know many of us have contributed to this process by coming up with some excellent ideas, position papers, pilot projects, and really good models that we could perhaps share with our friends in making a real commitment . . . It is very simple to determine whether or not a person is committed and whether they have contributed and this is where the analogy applies. All you have to do is look at the typical breakfast that is put in front of us most mornings, i.e., bacon and eggs, for which the chicken made the contribution, but the pig made the commitment.

Mr. Charles Bradford (President, IAM Cares): I saw my role as one of trying to present the unlikely partnership of business, unions, government, and the client working together.

Most of you are unaware that for the last 40 or 50 years, using my own international union [The International Association of Machinists and Aerospace Workers] as an example, we have operated a program called International Guiding Eyes, which supplies the guide dog and training for individuals who are visually impaired at no charge and which has been operating for a long time, or that our international union established a non-profit corporation 10 years ago known as IAM Cares that has placed over 11,000 severely disabled individuals — as classified by the government — in gainful employment during that time.

So we believe we have resources, not only those kinds, but resources on the job, such as our steward system, legislative system, and health and safety committees. We have a variety of resources we can offer the client when making this partnership work.

In the programs such as I mentioned — IAM Cares, [and] IGE [International Guiding Eyes], operating here in Vancouver and in Montreal — we have brought the client in as an equal partner. We have developed advisory committees, composed of the clients, the business partner, the union, and government officials, to make the program more effective.

It is these kinds of programs that we were trying to bring out as examples of government, business, labour unions, and the client forming a natural partnership. That partnership can be successful, and it has been. One consensus we came across is there have been pilot programs, pilot programs, pilot programs; we have developed some good ones, let us dust off the good ones, fund them and stop talking and go to work.

Her Worship Mayor Jacquelin Holzman (City of Ottawa): We were looking at how to do more with less and how to recognize our common interests.

Our session had a lot of partners. They came from business, labour, disabled persons' organizations, specialists in the field of employment, a couple of elected officials, and of course people with disabilities. We worked on certain premises, that not doing anything is costing us money, that over the last 20 years people with disabilities have slowly integrated into mainstream society, that we didn't really want any more studies as there are enough studies and action/implementation of any of them would solve many problems, that people with disabilities want to join the labour force. We also recognized that there will be a labour shortage and that it makes good economic sense to work collectively at improving the employment situation of people with disabilities. We put all that into the economic climate that is facing us today and probably tomorrow.

We concluded that partnerships do work, and some examples were given. The National Access Awareness Week Committee and the National Access Awareness Week in Canada is a partnership. There were a couple of employment programs, one in Hamilton—Wentworth and one in Ottawa that I am familiar with, Line 1000, wherein you have a partnership where you have all the stakeholders, where you have clients who are employers, and you have other clients who are potential employees and you bring the two client groups together. These are examples of projects that are working.

Altogether there were five key issues we focused on. One was outreach, which was connecting, linking people from all parts of the interest areas, all of the stakeholders, linking them together.

The second was awareness training, not only of the general public but also of employers, senior employers and line managers. The third was accommodation, physical access to your place of work and having the physical tools you need, whether it's a wheelchair, a special telephone or a printer — the tools necessary for a person to be able to do his or her job.

The fourth was training and education, necessary for all people to get a job and necessary for people with disabilities to get a job. Recruitment practices was the fifth area, the systemic barriers that keep a person from even getting into the interview to be able to read the interview document and to be able to fill out the forms.

All of these systemic barriers and all of the recruitment practices had to be addressed. We also felt that we still need pilot programs to show the innovative ways of doing things and to find new solutions.

Finally, we are recommending certain things to government because this was focused at government. Barrier-free design legislation had to be implemented. The federal government should show an example . . . The federal government had to ring those bells and be the bell-ringer, be the role model as an employer.

Secondly, we wanted the federal government to abolish disincentives to employment and to provide training opportunities. We could list so many disincentives, from the benefits you get when you're on disability to what you get if you're working . . .

The system itself had so many bureaucratic nightmares that had to be streamlined... Our policies and programs had to be simplified. We had to make them more coherent and more constructive. The fifth was to facilitate the creation of partnerships across Canada and start to co-ordinate, interdepartmentally, your own programs and your own policies.

The whole reason, then, would be to develop action plans to improve and to break down barriers to employment so that more people would be able to become employed, to retain their employment. This would happen only with management, labour and rehabilitation specialists all working together to retrain and reintegrate disabled workers.

This was particularly important because we are an aging society. More people are going to become disabled because more of us are going to live longer. More people are going to be disabled on their jobs. How do we accommodate this?

We felt that groups and associations of people with disabilities should monitor governments' results. This would be a very good focus at the local level.

OUR RECOMMENDATION

The Standing Committee on Human Rights and the Status of Disabled Persons recommends that:

RECOMMENDATION 12

As part of the National Strategy for the Integration of Persons with Disabilities, an interdepartmental planning committee should sponsor an ongoing series of local, provincial and national meetings with participants from individual businesses, employee organizations and unions as well as disabled persons, with the precise aim of identifying areas where cooperative action can be taken to ensure the economic integration of persons with disabilities. Focusing on local success stories, the meetings should identify individual models that can be applied in other communities across the country.

Mr. Dickinson : My concern in participating in a forum like this is that we try to provide an opportunity for everybody to have their fair say and to discuss the problems. Once again, there is the buzzword in management circles about macro statements. These are general statements on trends and issues, and they never get down to the micro statements or the actual operational considerations where the tires hit the pavement. It is like the difference of painting a Picasso, the abstract painting that can be anything to anybody; whenever they want to change their minds about what it means, they go into the exhibit and interpret it a different way. I'm more a Norman Rockwell type of individual who likes to have something he can measure and he can see; it has a budget and it has a timetable. It has a way I can be accountable when I explain what I mean to other people.

With due respect, I think our government at all levels could learn a lesson about the art field and maybe paint a few more Norman Rockwell plans and actions and strategies, and a little less on Picasso and the abstract and the generality.

I think we should be talking about some very specific things in terms of reforming our social programs and our service systems, so that we streamline the programs. We have a country, a national agenda and yet the programs are fragmented; they are not consistent from province to province, and when you do move from the Maritimes and go to another province you don't get the same types of support, the same level of support.

It makes a difference when you apply for assistance what your address is, what your age is, what type of disability you have been labelled with and how it was caused — whether it was an accident at work or on the way home from work, or whether you were born with it or whether it was a result of illness; whether you had insurance or whether you are covered by workers' compensation.

I think there is an opportunity to reform our system, not to scare people off about finding a new source of resources and dollars, but to take what we have in the system that is managed poorly, has very little outcome effect and has not really affected the quality of life for persons with disabilities in a significant way over a long period of time. Take those resources and creatively manage them in a better way, perhaps building on the strength of provincial and federal co-operation that recent constitutional debate has generated, and perhaps set the example at all levels, and not wait for every one of the partners to come on board, but for each part of the partnership to take their own initiative in bringing this into reality.

We need to see a concrete action-oriented plan in terms of the university system, the community college system, so that we have barrier-free access, with budgets and timetables to ensure that a greater number of students with disabilities not only get to community colleges and universities but complete the program so that they have marketable skills. We want more people hired and integrated into the labour market, not because they are in an employment equity program or because there is a pilot project. They are hired despite the disability, not because of the disability, because when the special status funding runs out, in many cases the job is gone too, and that is not really integration into the labour force.

We have 13.2 per cent of the population that is not only the disabled people themselves, but look beyond that, to your friends, your family, your relatives, your neighbours. We have a big portion of the Canadian public that is directly and immediately affected by disability. They are not only a large source of potential labour force participants, they are a large consumer source and a large political force that perhaps should begin to mobilize in that direction.

We've got to allow the supports to be based not on the label of the disability that you have but on the level of support that you need to be able to compete fairly on a level playing-field, again to get the job not because of your disability but despite it. I think we also have to do better work at promoting the positive things that are happening.

I think the Canadian culture and the Canadian people are ready now. They understand more than they have in the past. If we put in place a proposal for action, a strategy for change at the political level, I think you'll see that support in the public, not only to give it support in principle but some of the surveys indicate they're even prepared to accept tax increases if that is what it takes.

If you spend that money on disabled people and the programs that enable them to improve the quality of life, and not use it for enhancing the pension plan for MPs, I think we could save a lot of money right there that might be better used.

We've been consulted to death. We've painted enough Picassos. We know the problems. We've suggested some solutions. Why wait for the next election? Why wait for the next special decade? Let's do something about it now. I hope that the report from this forum will not just talk about the issues but will talk about the solutions.

Mr. Keith Hambly (Executive Director, A-WAY Express, Toronto): I'm quite encouraged in trying to build the partnerships with unlikely partners, but I like the term equal partners better. I would encourage . . . working with organizations that have had successes in the business world in terms of consumer survivor, or organizations or businesses that have been developed and are run by people with disabilities, or consumer survivors of the mental health system.

We have a lot to learn from traditional business, if you will, on how to do marketing, and the nuts and bolts of business operations. I think they have a lot to learn from us in terms of our employment models, and certainly on the buzzword of this afternoon, employee empowerment.

Ms. Carr: A lot has been said about the role of labour, and in fact we spoke about that in our group, but we also talked about the necessity for management to make a commitment to any changes in attitudes and changes in creating employment opportunities.

I just want you to know that the level playing-field is not good enough for us. We want to have more than the level playing-field, because we know what that means. It means that you get the minimum and it stays there forever. That is not what we're looking for.

Dr. David Symington (Department of Rehabilitation Medicine, Burr Wing, Kingston General Hospital): Really, what this is all about is the need to establish a national goal, and I would suggest that the goal we are looking at is reducing the rate of unemployment among employable persons with disability to the same rate that it is for the general population.

I don't think that's an unattainable goal, and I would suggest that by trying to break down those statistics into different cities and regions of our country, we would create a challenge, a sense of competition, and the commitment . . . Surely we're not afraid to tackle that. Surely we're not afraid to set ourselves a concrete goal. Surely we're prepared to compete community with community, city with city, and province with province and find who's doing the better job, learn from them, and in that way make a better life for the persons with disabilities.

Mr. Gary McPherson (Chair, Premier's Council on the Status of Persons with Disabilities, Province of Alberta): One thing that can be done, and done soon, is to rationalize and harmonize all the policies and programs at both a federal government and a provincial level. If we don't do that, it doesn't matter what we decide in this room, we'll only be getting about 10¢ for every dollar we spend.

You know my views on the national strategy program [National Strategy for the Integration of Persons with Disabilities]. I feel that's the weakness in it; we're not getting at the root of the problem; we're trying to put a band-aid on the big toe while the patient's dying from a major illness.

Mr. Len Mitchell (Chair, National Access Awareness Week and Past President of the Canadian Association of the Deaf): We have talked about partnerships and equal partnerships. I see and believe that this is possible. And we have used the word "consensus", that we would work to achieve a consensus.

I've noticed that one issue that has recurred throughout the years is that of attitudinal change. Yes we have to change attitudes, but why are the issues still there? We have to look at why attitudes are not changing.

Mr. Gray: I represent small businesses from across the country. They are very much the communities of this nation. They are the backbone of this nation. There are disabled entrepreneurs. They employ disabled people. And I would encourage that in any approach you take to solving these problems, you keep in mind a community-based approach. That is where our people are.

Ms. Katawne: It would be instructive for everybody involved if the federal government, in the course of its economic renewal planning, were to take a look at those industrial sectors that are understood to be growing — there are a few — and the rate of growth, and then to include in those industrial sectors, discussions with people from the community of disabled people on how those sectors may be relative to their life . . . For the larger business strategizing their is an addressing that needs to be done. For the person moving into the small business arena, whether you are disabled or not, you want to know where your business opportunities are, and it is very instructive to know where we anticipate growth . . . I think there could be some direction provided in terms of studies and economic renewal and industrial growth from the federal government across the board on that matter.

Ms. Warick: And I would like to see the Prime Minister take the initiative to do so, because federal and provincial issues do overlap. We are dealing here with some holistic concerns. If we are really going to talk about making some changes, we have to approach it from a perspective that includes transportation, housing, income supports, and taxation issues. We really do need to address it on a broad scale to gain that commitment.

Ms. Westland: One of the things I consider when I look at this whole area is that we're really dealing with a game of snakes and ladders. We manage to bring the issues of disabled persons up the ladder and we move over a few paces, then all of a sudden, we slide down the snake, but sometimes not as far down as we did the last time.

I would say that what influences that gain is the continuing conflict between implementing social policy and resolving economic issues. The snakes seem to be the argument for economic issues, and we climb up that social policy ladder. Perhaps we have to be a little more creative and more flexible in trying to marry those social policies with the economic policies . . . We have to start seeing where those connect rather than identifying where they fall apart.

OUR RECOMMENDATION

The Standing Committee on Human Rights and the Status of Disabled Persons recommends that:

RECOMMENDATION 13

As a first step in the process of eliminating in different jurisdictions, duplication and overlap in disability policies, legislation and programs, the federal government should place disability issues on the agenda of the next first ministers' conference to deal with social and economic issues. The federal government should also encourage the provincial governments to join a task force comprised of governmental, business and labour representatives, as well as disabled persons, that will undertake a comprehensive review of the educational, economic and social barriers to the full integration of persons with disabilities. The mandate

of this task force shall include, but not be limited to, reviewing the *Vocational Rehabilitation of Disabled Persons Act* and the means of implementing individualized funding for disabled persons.

LIST OF RECOMMENDATIONS

RECOMMENDATION 1

The government should take further urgent measures to integrate persons with disabilities into the evolving labour market. These measures should take into account demographic trends, the shift of jobs to the services sector, and the anticipated shortages of specialized skills. (Page 7)

RECOMMENDATION 2

The federal government should enhance and encourage appropriate education and training for people with disabilities. Efforts should focus on raising their overall educational level and eradicating illiteracy. For education at the post-secondary level, these efforts should involve the National Educational Association of Disabled Students and the Association of Universities and Colleges of Canada. Training programs should be marketed and delivered at the regional level with the input of the local community. (Page 9)

RECOMMENDATION 3

The federal government should complete its comprehensive review of all its policies, programs and legislation and prepare a plan of action:

a. to ensure that disincentives to education, training and employment are removed.

b. to bring all its activities into line with the *Canadian Charter of Rights and Freedoms*.

This plan of action should be made public no later than 1 December 1994. (Page 11)

RECOMMENDATION 4

The federal government should use the Canadian Aboriginal Economic Development Strategy as a model to develop a Canadian Disability Economic Development Strategy that will foster access to capital and encourage the development of entrepreneurship and economic self-sufficiency by people with disabilities. This program should be accompanied by an educational and management training initiative for people with disabilities that will broaden access to skills necessary to establish and to run small businesses. (Page 15)

RECOMMENDATION 5

The federal government should actively involve people with disabilities as members of its economic advisory commissions, and committees that deal with economic issues. People with disabilities must be part of the process of devising general solutions to economic issues as well as to any proposals that deal specifically with themselves. (Page 17)

RECOMMENDATION 6

Drawing on the success of its targeted initiatives for women, aboriginal people and youth, the Federal Business Development Bank should establish the same financial services, business management counselling, planning services and training programs to assist people with disabilities who want to establish their own businesses. This targeted program should be in place no later than 1 December 1993. (Page 18)

RECOMMENDATION 7

The federal Department of Industry, Science and Technology should sponsor an ongoing forum to bring together successful business people to share their knowledge of business problems with people with disabilities and to work together on solutions. A mentoring and coaching program should form an ongoing part of the Department's activities in this area. The Department should also co-operate with the Department of the Secretary of State to develop a program that would create awareness within the business community of the barriers and potential solutions to full economic integration of people with disabilities. (Page 18)

RECOMMENDATION 8

Statistics Canada, in consultation with the Departments of Industry, Science and Technology and Consumer and Corporate Affairs (or their successors), should prepare a comprehensive set of statistics and a demographic profile that can be used to construct an accurate market profile of seniors and persons with disabilities. The Departments of Industry, Science and Technology and Consumer and Corporate Affairs (or their successors) should actively market this information (for example, by means of seminars, mailings, and a hot-line) in a similar manner to the information used for developing tourism for seniors. An action plan to distribute this market profile to all Canadian manufacturers and suppliers of goods and services should be made public no later than 31 December 1993. (Page 24)

RECOMMENDATION 9

The federal government should establish a task force comprised of representatives from the Departments of Industry, Science and Technology as well as Consumer and Corporate Affairs (or their successors) and other relevant departments along with representatives from businesses and business associations in addition to organizations of seniors and disabled persons. This task force should be given a broad mandate to examine the increasing market represented by seniors and disabled persons and the means of accessing it. The task force should also examine the ways to apply existing product modifications for seniors and disabled persons to other products and services. It should report to the Minister of Industry, Science and Technology and the Minister of Consumer and Corporate Affairs no later than 1 December 1994. (Page 24)

RECOMMENDATION 10

The federal government should take action to ensure the input of seniors and disabled persons in the design, marketing and manufacturing of consumer products. The government should also promote more research and development

of universally-designed accessible consumer products and promote them appropriately. In consultation with seniors' and disabled persons' organization, the government should establish a logo authorized for use in identifying accessible products, marketing and services. The Department of Industry, Science and Technology should encourage business associations to establish accessibility awards as part of their overall awards programs. This Department should set an example by immediately incorporating awards for accessible and/or universal design in its own business awards program in 1994. (Page 24)

RECOMMENDATION 11

As one of its priorities, the federal government, in conjunction with business associations, seniors and disabled persons, should begin an immediate review of legislation, regulations and guidelines to facilitate access to consumer goods and services for people with disabilities. This review should begin with the National Building Code. It should be made public no later than 1 December 1994 and should present proposals for the establishment of national standards that can be applied in all jurisdictions across Canada. (Pages 24–25)

RECOMMENDATION 12

As part of the National Strategy for the Integration of Persons with Disabilities, an interdepartmental planning committee should sponsor an ongoing series of local, provincial and national meetings with participants from individual businesses, employee organizations and unions as well as disabled persons, with the precise aim of identifying areas where cooperative action can be taken to ensure the economic integration of persons with disabilities. Focusing on local success stories, the meetings should identify individual models that can be applied in other communities across the country. (Page 30)

RECOMMENDATION 13

As a first step in the process of eliminating in different jurisdictions, duplication and overlap in disability policies, legislation and programs, the federal government should place disability issues on the agenda of the next first ministers' conference to deal with social and economic issues. The federal government should also encourage the provincial governments to join a task force comprised of governmental, business and labour representatives, as well as disabled persons, that will undertake a comprehensive review of the educational, economic and social barriers to the full integration of persons with disabilities. The mandate of this task force shall include, but not be limited to, reviewing the *Vocational Rehabilitation of Disabled Persons Act* and the means of implementing individualized funding for disabled persons. (Pages 33–34)

List of Participants to the Parliamentary Forum on March 30, 1992, *Profitable Choices for Everyone*

Aitkens, Andrew, Director of Research, One Voice — Canadian Seniors Networks Inc.

Ayotte, Alfred, General Manager, ARCOR

Barry, Jean-Denis, Canadian Chamber of Commerce

Battock, Adrian, Chairman, Crimes Compensation Board

Beaulieu, Sylvain, Director General, Keroul

Bickenbach, Gerry, Department of Philosophy, Queen's University

Bourgeois, Valérie, General Vice-President, International Association of Machinists and Aerospace Workers

Bradford, Charles E., President, IAM Cares

Carbonneau, Claudette, Vice-President, *Confédération des syndicats nationaux*

Carbonneau, Serge, Director General, *Groupe RCM Inc.*

Carr, Shirley, President, Canadian Labour Congress

Cecuttie, Dr. Albert, Director, Human Resources, TV Ontario

Chard, Penny, Vice-President, Operations, Bank of Montreal (Toronto)

Charness, Susan

Cohen, Ray, Publisher and Editor, Abilities Magazine

Coughlin, Joe, President, Simu Management

Crawford, Cameron, The Roher Institute

Desjardins, André, *Fédération des travailleurs du Québec*

Dickinson, Randy, Executive Director, Premier's Council on Health Strategies (New Brunswick)

de Laurentis, Joanne, Canadian Banker's Association

Delisle, June C.

Desormaux, Nicole, Vice-President, *Fédération des travailleurs du Québec*

Dillon, John, Senior Associate, Business Council on National Issues

Engel, Rudy, Chief Executive Officer, Rogers Cable Limited

Enns, Henry, President, Disabled Persons International

Eutenier, Laurence, Integration Employment Consulting Services

Fell, Don, Chairman, Fell-Fab International

Fudge, Derek, National Representative (Research)

Gagnon, Denise, *Fédération des travailleurs du Québec*

Gallant, Marlene, Director, Human Rights, Employment, Equity and Staffing, Bell Canada

Garon, Jacques, Director of Socio-economic Research, *Conseil du patronat du Québec*

Gray, Brien, Executive Vice-President, Canadian Federation of Independent Business

Guillemette, Jacques, Director, Group Client Control, Sunlife

Haire, Don, President, Voyageur Colonial Limited

Hambly, Keith, Executive Director, A-WAY Express

Holzman, Jacquelin, Mayor of Ottawa, City of Ottawa

Horner, Patricia, Director General, Corporate Policy and Planning

Jaeger, Judy, Director, Employment Pay Equity, Canadian Imperial Bank of Commerce

Katawne, Mona, Director of Corporate Equity, Manitoba Telephone System

Law, Alvin, Consultant

Lawson, James D., Assistant General Manager Employee Relation, Toronto Dominion Bank

Little, Steven, Director, Community Initiatives, Office for Disabilities Issues

Mitchell, Len, Chair, National Access Awareness Week; and Past President of the Canadian Association of the Deaf

Landry, Robert, Imperial Oil Ltd.

Main, Terry, Adjustment Officer, Bank of Nova Scotia

Mallett, Aznive, Executive Director, Placement Assistants to the Disabled

MacDonald, Gerry, Consultant

McKenzie, Dr. Ross, Chief Medical Officer, Sunlife Insurance Ltd.

McPherson, Gary, Premier's Council on the Status of Persons with Disabilities, Province of Alberta

Mungall, Lynda A., Vice-President, Sedwick James Consulting Group

Pitfield, Robert, Senior Vice-President, Bank of Nova Scotia

Provencher, Michel

Raskin, Carl, International Work Bureau

Symington, Dr. David, Department of Rehabilitation Medicine, Kingston General Hospital

Thiele, Paul, Premier's Advisory Council for Persons with Disabilities (British Columbia)

Thomas, Ken, Chairman, Aboriginal Economic Development Board

Trudeau, Marie, Chief, Program Delivery, Secretary of State

Warick, Ruth, Director, Disability Resource Centre, University of British Columbia

Westland, Joan, Consultant; and Member, Canadian Labour Force Development

White, Lynda, Manager, Employment Equity Program, Royal Bank of Canada; and President of the Board, Canadian Council on Rehabilitation

REQUEST FOR A GOVERNMENT RESPONSE

Your Committee requests that the Government table a comprehensive response to this Report within 150 days of its tabling, in accordance with the provisions of Standing Order 109.

A copy of the relevant Minutes of Proceedings and Evidence (*Issues Nos. 15, 32 and 39 which includes this report*) is tabled.

Respectfully submitted,

BRUCE HALLIDAY, M.P.
Chairman

MINUTES OF PROCEEDINGS

TUESDAY, JUNE 8, 1993
(65)

[*Text*]

The Standing Committee on Human Rights and the Status of Disabled Persons met at 3:43 o'clock p.m. this day, in Room 536, Wellington Bldg., the Chairman, Bruce Halliday, presiding.

Members of the Committee present: Louise Feltham, Bruce Halliday, Jean-Luc Joncas, Allan Koury and Neil Young.

Acting Member present: Jim Jordan for Beth Phinney

In attendance: From the Research Branch of the Library of Parliament: William Young, Research Officer.

Witnesses: From the Coalition of Provincial Organizations of the Handicapped (COPOH): Francine Arsenault, Chairperson; Laurie Beachell, National Coordinator. *From the National Educational Association of Disabled Students (NEADS)*: Frank Smith, Coordinator. *From the Canadian Council of the Blind*: Geraldine Braak, Chairperson. *From the Canadian Association of Independent Living Centres (CAILC)*: Tracy Walters, Executive Director. *From the Canadian Association for Community Living (CACL)*: Norma Collier, Board Member; Pierre Quenneville, Board Member. *From the Canadian Association of the Deaf*: Fern Elgar.

In accordance with its mandate under Standing Order 108(3)(b), the Committee resumed consideration of the Economic Integration of Disabled Persons (*See Minutes of Proceeding and Evidence dated Thursday, June 13, 1992, Issue No. 2*).

The Committee resumed consideration of its draft report on the 1992 Parliamentary Forum entitled: Profitable Choices for Everyone.

On the motion of Neil Young, seconded by Allan Koury, it was agreed, — That the written draft report, as amended and, its video component be adopted as the Committee's 7th Report to the House and that the Chairman present it to the House.

On motion of Jim Jordan, seconded by Neil Young, it was agreed, — That the Chairman be authorized to make such grammatical and editorial changes to the Report as may be necessary without changing the substance of the Report.

On motion of Allan Koury, seconded by Jim Jordan, it was agreed, — That, pursuant to Standing Order 109, the Committee request the Government to table a comprehensive response to the Report within 150 days.

On motion of Neil Young, seconded by Allan Koury, it was agreed, — That, in addition to the 850 copies printed by the House, the Committee print 2,150 copies of its Report.

On motion of Allan Koury, seconded by Jim Jordan, it was agreed, — That the Chairman be authorized to distribute a total of 500 copies of the video component of the Report to Business and Union Leaders.

At 5:00 o'clock p.m., the Committee adjourned to the call of the Chair.

Lise Laramée
Clerk of the Committee