



Annual Update 2015-16

**Action Plan 2015-18
For the Inclusion of Persons
with Disabilities**

Access. Inclusion. Equality.

Alternate formats available upon request

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Message from the Minister

This document is the first annual update of the 2015-18 Action Plan for the Inclusion of Persons with Disabilities. This update includes highlights of some of the actions undertaken in year one. A full list of actions and their status as of March 31, 2016 is included in Annex A. The plan reflects the Provincial Government's principles of openness, transparency and accountability so that all people in the province can see the progress that has been made in the first year of this three-year plan.

As Minister Responsible for Status of Persons with Disabilities, I work with my colleagues to make sure that people with disabilities are included in all aspects of society. We also work with advocacy groups and community stakeholders to promote and create a more inclusive Newfoundland and Labrador.

The Action Plan for Inclusion (action plan) has 43 commitments that advance the inclusion and participation of persons with disabilities. In 2015-16, we made much progress with 12 actions completed, and significant work has taken place on remaining actions.

The action plan is a credible plan, with well-defined objectives, transparent goals, practical actions and targets. Departments and agencies of government, community organizations and the business sector are working together towards our shared goals of a society that moves progressively toward the vision of equal opportunity and choice.

Through the policy framework and the driving force of the action plan, accessibility and inclusion considerations are becoming a more natural course of doing business. Such considerations are being integrated into the work of government every day. It is critical that we continue to do so.

This government will continue to enhance inclusion as it enacts a new inclusion-based Disabilities Act and furthers its commitment in "The Way Forward". Such efforts are essential in achieving a proactive, collaborative and integrated approach to living more equitably and inclusively.

A handwritten signature in black ink that reads "Sherry Gambin-Walsh".

Honourable Sherry Gambin-Walsh
Minister Responsible for the Status of Persons with Disabilities

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Framework for Inclusion

Access.Inclusion.Equality.; a broad policy framework for the inclusion of persons with disabilities was launched in 2012 to create an inclusive province where all citizens can enjoy economic, social and cultural opportunities. This framework was based on public consultations to inform the development of a long-term framework for inclusion.

Consultations to inform the framework and subsequent action plan were held in 18 locations across Newfoundland and Labrador and over 600 individuals and organizations actively took part in a process to identify solutions to barriers experienced by persons with disabilities; barriers that prevent and limit the ability to take part in the economic, social and civic life of their communities.

The ideas, solutions and areas of concern raised at the consultations were used to develop a broad policy framework for the inclusion of persons with disabilities in the province.

The Provincial Government remains committed to furthering the status of persons with disabilities within this common framework. We envision a truly inclusive society where accessibility and inclusion for all is a natural part of everyday life. This requires concerted, coordinated and collaborative actions throughout the province supporting a fundamental shift toward full equity for persons with disabilities.

Action Plan 2015-18

The first action plan of the policy framework was launched in June 2015. It is a three-year plan, with 43 actions designed to remove barriers to access. The action plan reflects the vision and directions of the framework. The actions were developed from solutions gathered from the public consultations, advice from the Provincial Advisory Council for the Inclusion of Persons with Disabilities (advisory council), a cross-governmental working group and research of best practices from around the world.

How We Are Implementing the Action Plan

Most everything that the Provincial Government does impacts persons with disabilities. Consequently, the action plan involves all government departments and agencies, and targets programs and services delivered in several areas.

A collaborative approach has been utilized to implement the action plan. The Provincial Advisory Council for the Inclusion of Persons with Disabilities is comprised of persons with disabilities with lived experience, who support implementation of the action plan through advice. The interdepartmental working group, comprised of 16 government departments and agencies, coupled with community, private and other public sector

partners work together to remove and prevent barriers to inclusion, completing the scope of work attached to the actions.

The Ministers' Committee for the Inclusion of Persons with Disabilities has the oversight of the action plan. The Deputy Ministers' Committee, chaired by the Deputy Minister of the Department of Children, Seniors, and Social Development, oversees work of Provincial Government departments and agencies which are leading those actions that fall within their respective mandates. A reporting and accountability mechanism is in place to ensure work continues in alignment with the framework.

The role of community is integral to the collaborative approach used to implement the action plan. Advice from advocacy groups and community stakeholders has informed the actions and organizations of and for persons with disabilities are contracted to implement selected actions.

The Disability Policy Office coordinates and facilitates implementation of the actions and is responsible for monitoring and reporting on progress. The office works closely with the advisory council, government committees and other stakeholders.

Many programs and services are already in place for persons with disabilities. These programs benefit from having a common policy framework that provides a coordinated and streamlined approach to services that support inclusion.

The action plan is aligned with Provincial Government commitments across departments and agencies, including increased openness, transparency and accountability, a more efficient and knowledgeable public service, healthy aging and wellness, active living, and greater collaboration and shared services.

Vision

A fully inclusive province where people with disabilities have the same opportunities and choices on an equal basis with others.

Goal

To advance inclusion throughout the province.

Objectives

There are five objectives within the action plan, each corresponding to the five directions of the framework for inclusion of persons with disabilities. Each objective has several actions.

1. Build a positive image of disability
2. Engage persons with disabilities in decision-making
3. Achieve accessibility in the built environment

4. Strengthen disability-related supports
5. Deliver services with dignity, fairness and respect

Action Plan Highlights for 2015-16

This section provides some highlights of actions undertaken during 2015-16. Please see Annex A for the full list of actions and their status as of March 31, 2016.

Objective One: Build a Positive Image of Disability

How society views disability has a big impact on how people are treated and the value that is placed on ensuring places, programs and opportunities are equally available to everyone. This objective is about changing how society views disability and aims to help people better understand barriers that prevent inclusion and to promote a positive and respectful image of disability.

Highlights of Year One

Promotion of Deaf Culture

The Deaf Community has its own history, values and shared traditions that are shaped by deafness and the culture and language of Deaf people, which is based on American Sign Language.

There is a need to preserve the cultural identity of the Deaf community as well as their use of American Sign Language, a language that embodies the thoughts and experiences of its users. The Deaf community of Newfoundland and Labrador is seeking ways to come together and share experiences, celebrate their culture, strengths and offer solutions to achieve full inclusion.

In the fall of 2015, the Deaf community held its first American Sign Language Consultation. The purpose of the consultation was to provide an opportunity to come together and share in a commitment as a community of Deaf citizens; individuals who share a common language, common values and a common way of interacting with each other and with the hearing world. The consultation provided a forum for 100 Deaf individuals from across Newfoundland and Labrador to explore wellness and address barriers to inclusion in the context of mental health services, wellness programs and community supports.

The consultation included a variety of reflections:

- Participants discussed their personal experiences in accessing primary health care and explored actions and recommendations to reduce barriers to services in the Deaf community.

- The consultation keynote speaker, Dr. Cathy Chovaz, Canada's first Deaf clinical psychologist, provided valuable resources and information with participants specifically in the area of mental health and deafness.
- The Executive Director of the Ontario Association of Deafness facilitated and presented during the three days, sharing information about services available in different regions of Ontario and the type of work their association underwent to make sure these services remain available to Deaf Ontarians.

This was the first consultation of its kind bringing the Deaf community together, engaging in their language, to share their expertise on understanding barriers that prevent inclusion and promoting a positive and respectful image of Deaf people, as well as showing the strength and ability of the Deaf community. A report from the consultation was presented to the Provincial Government.

The Newfoundland and Labrador Association of the Deaf welcomes further partnerships with government and other interested community groups to explore increased access to information and primary health care services supporting wellness and continued engagement with the Deaf community.

Positive Portrayal

A positive portrayal of disability is essential to removing stereotypes and bias, which act as barriers to employment, education, and participation in civic opportunities. Positive promotion of disability is a step forward to changing attitudes.

The Provincial Government recognized that changing attitudes is a long-term goal that will advance over time and require deliberate focus and action among all stakeholders. A primary stakeholder is the marketing and media sector due to the power that media holds in shaping beliefs and changing attitudes.

This year government collaborated with a community partner, Coalition of Persons with Disabilities – Newfoundland and Labrador (the coalition), to promote a positive image of persons with disabilities in marketing and media industries. The coalition developed a toolkit and delivered workshops for people working in the marketing and media sector, thereby forging new relationships within this sector. The coalition also created a photo contest designed to build a collection of powerful, respectful, inclusive images, taken by local photographers; real people; real images revealing the individual not the disability.

Objective Two: Engage Persons with Disabilities in Decision-Making

This direction is about including people with disabilities in decisions that affect their lives. It aims to incorporate expertise and knowledge of people with personal experience with disability into policies, programs and services, ensuring individuals have the opportunity to identify their own needs to live with dignity and choice.

Highlights of Year One

Accessible Elections

There can be no greater civil liberty than the right to vote and have your voice counted as government is formed. People with disabilities and organizations have identified numerous barriers to voting and advised government of this concern. As a result the advisory council reached out to the Office of the Chief Electoral Officer to inform and advise on changes that were required. The Disability Policy Office partnered with and engaged the Coalition of Persons with Disabilities – Newfoundland and Labrador (coalition) to work with the Office of the Chief Electoral Officer to enhance accessibility of the electoral process.



The coalition brought in other organizations including the CNIB, the Association of the Deaf, and Memorial University, and together with the Office of the Chief Electoral Officer, a number of initiatives were successfully completed:

- Training 100 employees (Office of the Chief Electoral Officer staff, Returning Officers, and polling station staff) to ensure inclusive operational processes and practices within provincial elections;
- Information tip sheet on accessibility standards, disability-related supports, communication methods and other tips to support inclusive voting;
- Information and checklists for choosing suitable and accessible district offices and voting locations;
- Translation of Elections Newfoundland and Labrador voting information into American Sign Language;

- Instructional video illustrating the voting process signed in American Sign Language, captioned and provided with an audio voice over; and
- Information in clear language with a short simulation of the voting process on the websites of Elections Newfoundland and Labrador and Newfoundland and Labrador Association of the Deaf.

This action demonstrated how partnerships and collaborative efforts produce an impact that is far more reaching and longer lasting than could be achieved when working in isolation.

New Accessibility Policies for Public Engagement and Information

Utilizing the knowledge and expertise of any group in making public policy is critical to having informed programs, services and policies. The international motto for persons with disabilities is “Nothing about us, without us”, where persons with disabilities have an active say in decisions that affect their lives. People with disabilities often experience barriers to exercising their voice, such as inaccessible communications, consultations in buildings that are not accessible, and lack of disability-related supports to attend.

Subsequently, the Disability Policy Office worked with the Office of Public Engagement and Communications Branch to develop two government-wide policies and guidelines: Inclusive Public Engagement Policy and Accessible Communications Policy. These policies will provide instructive guidance to ensure government engagement activities and public information is accessible and inclusive of everyone. These policies will serve as a resource for preparing, planning, and holding public engagement sessions that are barrier free. Accessible engagement includes locations that are accessible, and using adaptive technologies such as captioning and assistive listening devices. Accessible public information includes accessible websites that use Web Content Accessibility Guidelines (WCAG) international guidelines of accessibility, documents written in clear language, and provision of documents in alternate formats upon request.

Objective Three: Increase Accessibility of the Built Environment

The built environment includes the physical environment, infrastructure, buildings, communication systems and products. This direction aims to remove barriers in the built environment to ensure equitable access for all persons. It aims to maximize accessibility of buildings, transportation, information and communication, and increase options for accessible housing.

Highlights of Year One

Fire Alert Program

Fire alarms are an essential component of every home fire plan and are required for all homes by legislation. Visual fire alarms alert people to a possible fire through light or vibration instead of sound. These are used by people who are Deaf or hard of hearing. There are few homes with visual alarms because of the cost and perhaps lack of awareness.



The Provincial Government recognized the need to increase usage and knowledge about visual alarms and collaborated with the Canadian Hard of Hearing Association - Newfoundland and Labrador (CHHA-NL) to coordinate a provincial fire alert program for persons who are Deaf or hard of hearing. The program was successful in raising awareness of the increased risk for persons with hearing loss who may not be able to hear conventional fire detection systems and provided 68 household fire alert systems to individuals from across the province. CHHA-NL presented their project findings to Fire Emergency Services-Newfoundland and Labrador and hopes to engage further with the Alarmed and Ready Fire Safety Campaign - a partnership between Fire and Emergency Services, Insurance Bureau of Canada and the Newfoundland and Labrador Association of Fire Services. CHHA-NL has also dedicated seed funding from its budget to continue this program and are actively seeking partners.

**“Before I had this system I was all alone, I did not sleep at night, but now with this system I sleep well. I would recommend this system to anyone with hearing loss.”
(Recipient of a visual alert fire alarm from the Fire Alert Program.)**

Accessible Transportation

Transportation is essential for getting to work, school, community events and family activities. For many persons with disabilities accessible transportation options are limited or non-existent. Assisting individuals with the cost of retrofitting their vehicles for accessibility was an initiative of the Provincial Government to enhance accessible transportation and offset the cost of disability, enabling access to society on an equal basis with others.

In 2015-16, the Provincial Government provided accessible vehicle funding grants to 16 individuals throughout the province to retrofit personal vehicles for accessibility. These grants have been well received by individuals and their families and have created independence and opportunities to participate in communities that were not available before.

“The funding I received under the Accessible Vehicle Program made life so much easier for me and my family.”
Accessible Vehicle Program funding recipient

A second initiative to increase accessible transportation options is the Accessible Taxi Program which provides grants to the taxi industry to provide services that persons who use mobility devices can access. In 2015-16 three taxi companies received grants to purchase or retrofit taxi vehicles to be accessible and provide accessible taxi services in St. John's, Conception Bay North and Grand Falls-Windsor. Companies involved in this program provide disability awareness and safety training to their drivers. Additional value was experienced with one company extending the training to all drivers and also developed an app that enables texting for a taxi service. This is useful for individuals who are deaf or hard of hearing.



Work has commenced to promote accessible taxis in other regions of the province.

“I find it very handy. I can text for a taxi and in 15 minutes I have a ride. No hassle”
Taxi customer

Universal Design

Universal Design is the design of products and environments to be usable by all people, to the greatest extent possible, without adaptation or specialized design. When the built environment (i.e. buildings, communications, web pages, products) use Universal Design principles everyone benefits from a more easily accessed place or product. Access is provided upfront without additional costs of having to retrofit afterwards.

During 2015-16 the Provincial Government supported and promoted the use of Universal Design through events with multiple partners: municipalities, Memorial University and community organizations. Universal Design expert, Betty Dion, presented to industry and community, hosted by Empower, The Disability Resource Centre with accommodations for the workshop funded by government. Government staff presented on a Universal Design panel hosted by City of Mount Pearl, as well as

presented to Memorial's faculty and students in the fields of Physical Education, Kinetics and Recreation.

The Provincial Government was pleased to sponsor the Inclusive Communities Symposium, hosted by Empower, The Disability Resource Centre where Universal Design was presented and discussed along with other topics.

The Coalition of Persons with Disabilities has been engaged by the Disability Policy Office to lead an initiative that will promote the social and economic benefits of inclusion and Universal Design to municipalities, construction and design industries and community, private and public sectors across the province. The coalition will explore the use of social media and distance technology to engage community and municipal leaders and the construction industry throughout the province and create a web-based resource demonstrating Universal Design features of a house/building.

Objective Four: Increase Access to Disability-Related Supports

Disability-related supports are all supports that meet the specific disability-related requirement of an individual, enabling people to live with dignity and choice. They include personal supports and assistive technology, and represent an essential link to inclusion in education, employment, community opportunities and daily living. This direction aims to improve access to disability-related supports to reduce financial costs associated with a disability and incorporate flexibility into programs and services.

Highlights of Year One

Disability-Related Supports and Assistive Technology

People who require disability-related supports such as assistive technology can incur significant and repeated costs associated with equipment or technology. This impacts the ability to participate in society on an equal basis with others.

The Provincial Government has been working to strengthen access to disability-related supports through a working group comprised of the departments of Health and Community Services; Advanced Education, Skills and Labour; and Education and Early Childhood Development. This group is exploring concepts of disability-related supports and services; reviewing research and current trends and examining disability-related supports currently offered throughout government to identify the direction of a pilot and future program.

The Provincial Advisory Council for the Inclusion of Persons with Disabilities explored service delivery concepts and models such as Individualized Funding. Preliminary work has also been started on the research and review of existing assistive technology program offerings, with the objective to provide recommendations of a provincial Assistive Technology Program in partnership with community stakeholders.

The Newfoundland and Labrador English School District piloted an early intervention program for primary students in 13 schools in 2014-16. Conseil scolaire francophone provincial de Terre-Neuve-et-Labrador will implement the program in their five schools in 2016-17.

The Department of Advanced Education, Skills and Labour explored with post-secondary institutions the potential of providing multi-year accessibility plans to advancing inclusion in post-secondary education.

Objective Five: Deliver Services with Dignity, Fairness and Respect

Delivering services with dignity, fairness and respect is about making services accessible to everyone and making sure services meet the customer or client's needs. It is simply good customer service. Services are accessible when disability-related requirements are incorporated in how they are delivered. This includes training on how to promote and deliver accessible services and how to include accessibility when leasing equipment or space; purchasing goods; or contracting services. Services are inclusive when each person can access the service without barriers.

Highlights Year One

Public Service Training

Public consultations to inform the framework for inclusion identified the need to enhance knowledge of disability and supports for inclusion within the public service. Additionally, input from all citizens enhances the decisions of the Provincial Government, reaffirming the practice of inclusive communications and engagement. These practices increase openness, transparency and accountability. The Government's commitment to service excellence and inclusion resulted in a partnership with the Coalition of Persons with Disabilities – Newfoundland and Labrador, the Centre for Learning and Development and the Disability Policy Office to provide resources on inclusive service delivery that support learning for public service employees. Focus groups were used to identify the learning needs of public staff; and work commenced to develop and incorporate an inclusive service delivery eLearning module into public service training opportunities.

The Provincial Government is also collaborating with the coalition to develop accessibility and inclusion guidelines for public procurements. This partnership will result in research on leading practices, tools and resources, and a review of implications of procurement guidelines with existing agreements.

Accessible Websites and Documents

Technology is evolving with resources and reports being accessed online as websites are enhanced with a variety of information and services. As people use diverse software and methods to access information, how documents and websites are developed is very important. The Provincial Government adopted international standards of web accessibility to ensure public information and eservices are available to all.

The Office of the Chief Information Officer launched new resources to support inclusive service delivery, with on-line resources and toolkits for staff on making websites and electronic information and services accessible. The Disability Policy Office developed and piloted workshops on how to create accessible documents and all materials are posted for public service staff to access.

Community Partnerships and Shared Commitments

Through community partnerships, shared commitments have been accomplished in 2015-16, including an Inclusion Summit coordinated by Empower, The Disability Resource Centre, and their work in promoting Universal Design with industry and community. Partnerships with the Coalition of Persons with Disabilities, Newfoundland and Labrador led to concrete changes within the voting process, increased awareness in marketing and media industries and new materials for public service staff to support inclusive service delivery.

Partnerships continue to build and be enhanced. The visual alarms project with the Canadian Hard of Hearing Association continues to grow to enhance the availability of visual alarms for persons who are Deaf or hard of hearing. The Newfoundland and Labrador Association of the Deaf has created relationships with government that have grown into opportunities for dialogue to address barriers to primary health care. The taxi industry received three accessible taxi grants to retrofit taxi vehicles for accessibility, two more will be issued in the 2016-17 fiscal year.

National networks continue to be instrumental in sharing research, best practices and innovative solutions. The Disability Policy Office co-chaired the Network of like offices across the country; a group of provincial, territorial and federal representatives that share resources and information. Products and initiatives are better served when able to pull from good practices and work undertaken across the country where there is a shared vision of equity and inclusion.

As the action plan continues to provide opportunities to partner and collaborate with community, businesses and other public bodies, the inclusion of persons with disabilities will be strengthened and progress made towards the realization of equitable access to opportunities and choices for all citizens.



Minister Gambin-Walsh addressing the Inclusion Summit

Looking Forward

The next two years of the action plan will continue to remove barriers and support communities and services to become inclusive. Partnerships with community and other stakeholders will continue and be strengthened.

Changing attitudes, removing barriers, providing accommodations and expecting services to be delivered in an inclusive manner will lead to making inclusion a natural way of doing business. Greater representation of people with disabilities on Provincial Government agencies, boards and commissions will enrich perspectives throughout government, as will work being conducted with public and private industry employers on hiring persons with disabilities to fill labour market needs. The development of public procurement accessibility and inclusion guidelines will provide a wealth of access to public services and programs, and opportunities for increased participation in society.

These actions, as with the many others identified for completion in the next two years, will enhance and advance inclusion in the province through a progressive and collaborative approach to removal and prevention of barriers.

The action plan aligns with the government's Way Forward document and its commitment to an Individualized Funding model. The Way Forward's vision of a stronger future for all residents will be complimented by the collaborative efforts of sixteen departments working together to implement the action plan for an inclusive future.

Appendix A

Action Plan 2015-18 for the Inclusion of Persons with Disabilities Access. Inclusion. Equality.

Fiscal 2015-16

Action	Status
Build a Positive Image of Disability	
In recognition of its unique language and culture, engage the Deaf community to identify opportunities to celebrate and promote awareness about Deaf culture	<p>Commitment met – on-going opportunities</p> <ul style="list-style-type: none"> • In collaboration with the Provincial Government, Newfoundland Association of the Deaf (NLAD) held a provincial American Sign Language (ASL) Consultation on Wellness • Participants discussed personal experiences in accessing primary care, and provided recommendations regarding services and information in ASL • NLAD continues to share expertise with officials on the removal and prevention of barriers to access services by the Deaf community
Engage Persons with Disabilities in Decision-Making	
Develop and implement accessibility guidelines for government public engagement activities.	<p>Commitment in progress</p> <ul style="list-style-type: none"> • Accessibility guidelines have been developed as part of the Inclusive Public Engagement Policy • Guidelines currently being incorporated into government led public engagement activities

	<ul style="list-style-type: none"> • Workshop on inclusive public engagement developed including tools, resources and templates to assist in the incorporation of the policy • Presentation on new policies provided to practitioners within government
Enhance accessibility of electoral processes.	<p>Commitment met – on-going opportunities</p> <ul style="list-style-type: none"> • Inclusive services training integrated into Elections NL training • Resource material created • Production of a video of Elections NL information developed and placed on Provincial Government and NL Association of the Deaf websites • Project outcomes shared with the Provincial Advisory Council for the Inclusion of Persons with Disabilities
Hold an accessibility summit, in collaboration with community partners.	<p>Commitment met</p> <ul style="list-style-type: none"> • In collaboration with the Provincial Government, and supported by the Disability Policy Office, Empower, The Disability Resource Centre hosted a conference to explore best practices and innovated approaches of inclusion • Topics explored included: inclusive employment, education, recreation, legislation, mental health and universal design • A “Municipalities Challenge “ led by Major Bradley of Sarnia, Ontario was accepted by the mayors of St. John’s and Mount Pearl
Achieve Accessibility in the Built Environment	
Engage in the sharing of information and promotion of Universal Design with private and community stakeholders	<p>Commitment met – on-going opportunities</p> <ul style="list-style-type: none"> • Through partnerships with community organizations, municipalities and Memorial University, numerous Universal Design learning opportunities occurred within our community • Universal Design explored during

	<p>inclusion summit and an information flyer shared via the Provincial Government internal website</p> <ul style="list-style-type: none"> • Position assigned from NL Housing to develop Universal Design tools for community and municipal governments • Community partner engaged to develop and promote interactive web-based universal design home
Review regulations concerning accessible parking with respect to adequacy of size specifications	<p>Commitment met</p> <ul style="list-style-type: none"> • Service NL completed an analysis of size specifications for accessible parking informed by the Buildings Accessibility Advisory Board
Implement new accessibility guidelines for public information to ensure equitable access to Provincial Government information and documents	<p>Commitment in progress</p> <ul style="list-style-type: none"> • Accessibility guidelines for public information developed and cross-government implementation plan under development • Office of Chief Information Office developed new web accessibility resources for cross-government use
Strengthen Disability-Related Supports	
Develop and pilot a new program model for delivery of disability-related supports.	<p>Commitment in progress</p> <ul style="list-style-type: none"> • Initial work begun with a working group comprised of interdepartmental staff, supported by the Disability Policy Office, exploring concepts of disability-related supports and services, options and scope of work for a pilot program model
Review and provide recommendations for the development of a provincial Assistive Technology Program, in partnership with community stakeholders.	<p>Commitment was not met by March 31, 2016 – on-going commitment</p> <ul style="list-style-type: none"> • Initial discussion begun regarding research in this area and potential scope of work • Exploring external resources through student intern placement to support research

<p>Implement a transition policy for students with an exceptionality transitioning into and within the K-12 system as they prepare to transition from the K-12 system to community, work and/or post-secondary environments</p>	<p>Guidelines in place – on-going opportunities</p> <ul style="list-style-type: none"> • Transition Guidelines (policy) and supporting documents developed and available on the Provincial Government website • Guidelines to be presented to interdepartmental working group for persons with disabilities and other stakeholders
<p>Pilot, in select schools, a primary reading and writing program supporting early intervention, entitled Working Together to Support Student Achievement</p>	<p>Commitment met</p> <ul style="list-style-type: none"> • The Newfoundland and Labrador English School District (NLESD) piloted an early intervention program for primary students in 13 schools in 2014-16. Conseil scolaire francophone provincial de Terre-Neuve-et-Labrador will implement the program in their five schools in 2016-17. The guidelines support early intervention and programming for students with exceptionalities • NLESD pilot is complete • Discussion is ongoing with NLESD on implementing the guidelines
<p>Deliver Services with Dignity, Fairness and Respect</p>	
<p>Promote and provide accessibility and inclusion information within government and share new learning tools with other sectors.</p>	<p>Commitment met - ongoing opportunities</p> <ul style="list-style-type: none"> • Community partner Coalition of Persons with Disabilities NL (the coalition), with support from the Disability Policy Office, engaged with Centre for Learning and Development to develop and promote resources on inclusive service delivery for distribution on the Provincial Government internal website • New resources on accessible documents developed, piloted and being finalized for further circulation within government • Accessible websites and electronic

	information and services created and distributed by Office of the Chief Information Officer
Encourage removal of barriers experienced by persons with intellectual disabilities when opening or managing Registered Disability Savings Plans.	Commitment in progress <ul style="list-style-type: none"> • Amendments made to the Enduring Powers of Attorney Act to enable persons with intellectual disabilities to name designators to manage their savings plan. • Plain language forms and information material developed • Information regarding implementation to be shared with the banking industry to solicit feedback
Review and streamline the application and renewal process for designated accessible parking.	Commitment met– ongoing opportunities <ul style="list-style-type: none"> • Registrar of Motor Vehicles consulted with community on proposed directions • Application process streamlined and forms developed • Post implementation review ongoing with early positive response from permit holders
Review the Wild Life Regulations under the Wild Life Act regarding the Disabled Hunter and Disabled Angler Programs	Commitment met – ongoing opportunities <ul style="list-style-type: none"> • Review of the Act completed and programs expanded • Definition of disability broadened • Medical confirmation expanded to include nurse practitioners • Feedback received on amendments • Work initiated with regards to “keep in sight” regulations as per commitment in minister’s mandate letter
Fiscal 2016-17	
Action	Status
Build a Positive Image of Disability	
Consistently include a positive portrayal of persons with disabilities throughout Provincial Government publications and	Commitment in progress <ul style="list-style-type: none"> • Photo stock being developed

<p>campaigns.</p>	<p>throughout community and the Provincial Government</p> <ul style="list-style-type: none"> • Departments across government are encouraged to include positive image photo within their own materials
<p>Work with public and private industry employers to encourage hiring of persons with disabilities to fill labour market needs.</p>	<p>Commitment in progress</p> <ul style="list-style-type: none"> • Promoting, re-profiling and enhancing departmental programs and supports for persons with disabilities • A grant was provided to Empower, The Disability Resource Centre under the Labour Market Partnership Program, to conduct research with employers on the hiring of persons with disabilities, to promote inclusive workplaces through the Businesses OPEN Program, and to develop new resources and promotional material.
<p>Engage Persons with Disabilities in Decision-Making</p>	
<p>Enhance community capacity and knowledge of public engagement and collaboration with government</p>	<p>Commitment in progress</p> <ul style="list-style-type: none"> • The Provincial Advisory Council for the Inclusion of Persons with Disabilities engaged in discussion with various Provincial Government departments regarding collaborating with government, the policy cycle, and the government processes for receiving public advice • Similar session with network of organizations of and for persons with disabilities to be set
<p>Implement a process to consider disability impacts within public policy and programs</p>	<p>Commitment in progress</p> <ul style="list-style-type: none"> • With the support of the Disability Policy Office, and input of the Provincial Advisory Council, a disability lens tool was developed; the tool was reviewed by the interdepartmental working group for persons with disabilities and is currently being used by government policy staff to seek further feedback
<p>Promote representation of persons with</p>	<p>Commitment in progress</p>

disabilities on government agencies, boards and commissions	<ul style="list-style-type: none"> • Input on enhancing diversity provided to the Independent Appointments Commission
Achieve Accessibility in the Built Environment	
Study the implications of incorporating Universal Design principles to inform new Provincial Government building projects	<p>Commitment in progress</p> <ul style="list-style-type: none"> • Initial review begun of the implications of incorporating universal design and accessibility features for the concept, design and construction of new buildings
Conduct a comparative analysis of accessibility standards in other provinces, territories and countries to inform Provincial Government building projects	<p>Commitment in progress</p> <ul style="list-style-type: none"> • Initial work begun to conduct a jurisdictional scan of current building accessibility standards, legislation, regulations and codes
Enhance education for the building design and construction industries and the public about the requirements of the province's Buildings Accessibility regulations	<p>Commitment in progress</p> <ul style="list-style-type: none"> • Consultations ongoing with select stakeholders to support updating the Booklet on Buildings Accessibility Act
Increase usage of visual smoke and fire alarms in private homes	<p>Commitment met-ongoing opportunities</p> <ul style="list-style-type: none"> • With support from the Provincial Government, the Canadian Hard of Hearing Association NL (CHHA-NL) designed and promoted a program to increase the use of visual alarms and increase awareness of fire safety for Deaf/deaf and hard of hearing throughout the province • Conversations are ongoing with CHHA-NL and FES on future work
Review accessibility in provincial parks and ecological reserves	<p>Commitment in progress</p> <ul style="list-style-type: none"> • Review of existing accessibility best practices and opportunities planned in up to two of the province's keystone provincial parks

Strengthen Disability-Related Supports

<p>Evaluate the Inclusive Education Initiative and the Service Delivery Model for Students with Exceptionalities within the K-12 school system</p>	<p>Commitment in progress</p> <ul style="list-style-type: none"> • Evaluation of the Inclusive Education initiative is in its last phase • Date to be determined for Service Delivery Model evaluation
<p>Assess and implement selected recommendations made through the evaluation of the After-School Physical Activity Pilot Initiative to assist schools to address barriers to participation including access to disability-related supports</p>	<p>Commitment met</p> <ul style="list-style-type: none"> • Upon review of recommendations, funding of \$500,000 was allocated to Participation Nation, an organization which provides opportunities for non-competitive participation in sport for all school-age children
<p>Improve services through enhanced capacity at all Department of Advanced Education, Skills and Labour Employment Centres in the delivery of services to individuals and employers</p>	<p>Commitment on-going</p> <ul style="list-style-type: none"> • Exploration of adding accessibility requirements and considerations in new building lease contracts commenced • With College of the North Atlantic's (CNA) Learning Resource Facilitators, commenced the implementation of technology supports for apprentices attending training and writing exams. • Completed a review of resource materials to support the development of an inclusion training module for employees
<p>Explore with public, post-secondary institutions the potential to provide multi-year accessibility plans with annual reporting</p>	<p>Commitment met</p> <ul style="list-style-type: none"> • Reviewed with MUN and CNA, existing accessibility policies and shared established best practices on accessibility plans from other post-secondary institutions.
<p>Evaluate the Paid Family Caregiver Pilot Project to inform future directions in the delivery of supports for persons with disabilities with a focus on flexibility and choice</p>	<p>Commitment met</p> <ul style="list-style-type: none"> • Evaluation completed by Newfoundland and Labrador Centre for Health Information. The report is under review by the Department of Health and Community Services

<p>Conduct a review of the Provincial Home Support Program</p>	<p>Commitment met</p> <ul style="list-style-type: none"> • Evaluation completed by Deloitte. The report is under review by the Department of Health and Community Services
<p>Services with Dignity, Fairness and Respect</p>	
<p>Work with community and other stakeholders to develop new public procurement accessibility and inclusion guidelines</p>	<p>Commitment in progress</p> <ul style="list-style-type: none"> • Community partner, the coalition, engaged to work with the Provincial Government on advancing this commitment. Work includes: background research on implications and potential directions for accessibility and inclusion considerations for procurement processes
<p>Hold exploratory discussions with stakeholders on best practices arising from broad-based accessibility legislation</p>	<p>Commitment in progress</p> <ul style="list-style-type: none"> • Discussions on-going in community and with Provincial Advisory Council to explore the development of inclusion based legislation
<p>Encourage emergency management planning processes to be inclusive of persons with disabilities</p>	<p>Commitment met – on-going opportunities</p> <ul style="list-style-type: none"> • In partnership with community group, the coalition, training on inclusive emergency planning and response developed and presentations and training ongoing • Phase two - continue the work with municipalities and city/town planners
<p>Promote the web-based resource Inclusion NL website for information about accessibility and inclusion</p>	<p>Commitment on-going</p> <ul style="list-style-type: none"> • This web-based resource created by Empower, The Disability Resource Centre was added to the Provincial government website as a resource • Empower, working with Labour Market Development Officers in Employment Centres in St. John's and Carbonear provides accessibility training and solutions to businesses engaged with

	the Employment Centers
In partnership with Parasport NL, support the participation of persons with disabilities in sport and recreational activities	Commitment met – on-going opportunities <ul style="list-style-type: none"> • New Recreation and Sport for Persons with Disabilities project created in partnership with Recreation NL • Funding awarded to 13 groups for equipment and travel assistance as well as recreational and sport development initiatives and projects
Promote broad awareness and education regarding the Service Animal Act , with specific focus on industry, such as tourism and hospitality	Commitment on-going <ul style="list-style-type: none"> • Work ongoing in collaboration with tourism community partners Hospitality NL and Tourism Quality Assurance NL • Information flyers distributed within tourism / hospitality industry • Human Rights Commission posted guidelines on the use of service animals including information about the Service Animal Act

Fiscal 2017-18

Action	Status
Build a Positive Image of Disability	
Develop and launch a social-media campaign to shift public attitudes by challenging negative stereotypes, and building knowledge about barriers and how to remove them	Commitment on-going <ul style="list-style-type: none"> • Work will commence in 2017-18
Achieve Accessibility in the Built Environment	
Review select standards within the province’s Buildings Accessibility Act and Regulations to respond to changing needs	Commitment in progress <ul style="list-style-type: none"> • Consultation occurred with Buildings Accessibility Advisory Board on select standards in the legislation
Improve accessibility within selected Provincial Government-owned buildings	Commitment in progress <ul style="list-style-type: none"> • The accessibility improvement program continued in the Arts and Culture Centres and included new accessible

	<p>stage access at the St. John's, Stephenville and Gander locations</p> <ul style="list-style-type: none"> • Other improvements included an accessible box office service area and coat check counter in Gander Centre, and accessible snack and pool reception areas in Grand Falls-Windsor Centre
Support accessibility enhancements of community-based facilities and events	<p>Commitment on-going</p> <ul style="list-style-type: none"> • 16 community-based organizations throughout the province improved accessibility of facilities and events through Inclusion grants program. These grants support accessibility features such as installation of ramps, accessible washrooms, visual alarms and provision of ASL and closed captioning • NL Housing Corporation continues to support this work with pre and post inspections
Increase accessibility of personal vehicles and taxi/shuttle bus services	<p>Commitment on-going</p> <ul style="list-style-type: none"> • 16 individuals acquired or retrofitted vehicles for accessibility through Accessible Vehicle Funding program • 3 accessible taxis went into service through Accessible Taxi program
Deliver Services with Dignity, Fairness and Respect	
In collaboration with community partners, review and monitor the issue of supported decision-making towards supporting legal capacity on an equal basis with others	<p>Commitment/start date to be determined</p> <ul style="list-style-type: none"> • Continued commitment to develop legislation for supported decision-making as per commitment in minister's mandate letter • As a first step, Government committed to a review of the Mentally Disabled Persons Estates Act

Alternate formats available upon request

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