



Annual Update 2016-17

**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

The 2015-18 Action Plan for the Inclusion of Persons with Disabilities is designed to advance inclusion and increase access to meaningful participation in all aspects of society through the removal of and prevention of barriers.

As Minister Responsible for the Status of Persons with Disabilities, I am pleased to present this second annual update, which includes highlights of some of the actions with a full list of actions and their status in Appendix B.

The action plan is on target and we are seeing results that show greater inclusion and accessibility in our communities. As of March 31, 2017, a total of 27 actions have been completed with work on-going to complete the remaining 16 commitments. Integrating the knowledge and experience of persons with disabilities continues to be vital in the success of the action plan. The strength of the action plan comes from our collaborative approach to working with community experts, businesses, municipalities and departments and agencies throughout government.

We are excited by the enthusiasm that the implementation of the action plan has created in this province. The taxi industry continues to expand with accessible taxis; municipalities are engaged with the creation of inclusion awards to promote accessible communities; and the tourism industry is promoting inclusion through awareness initiatives regarding access with service animals.

Consumers continue to advocate and advise government on the need to continue to look at our environments to ensure barriers are identified and removed. The combined efforts of all levels can only ensure a sustained approach to inclusion that will benefit and improve communities and opportunities for everyone.

In the coming year, I look forward to our collaboration with consumers on the design of an Individualized Funding model and starting discussions on an Inclusion-based Disabilities Act.

Achieving full inclusion requires everyone to work together to bring their expertise, knowledge and abilities to continue to make inclusion a priority for this province.

As Minister Responsible for the Status of Persons with Disabilities, I am proud of our approach and commitment and commend the work being done to advance inclusion through collaborative efforts to continue to remove and prevent barriers.

A handwritten signature in black ink, appearing to read "Lisa Dempster". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Honourable Lisa Dempster
Minister Responsible for the Status of Persons with Disabilities

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Introduction

Access. Inclusion. Equality., is a broad based policy framework that provides direction on the prevention and removal of barriers to inclusion. The framework guides the Provincial Government as it works collaboratively with community, business and the private sector to advance its goal of a truly inclusive society. Information on the development of the framework and its implementation can be found in Appendix A.

A three-year Action plan, **Access.Inclusion.Equality.**, includes concrete actions that continue to remove barriers to access. This document provides an update on year two of the Action plan. A full report will be issued at the end of year three that will discuss results, highlight achievements and assess opportunities for improving inclusion.

Inclusion is becoming more evident in communities, government and businesses. While there is much more work to be done, government is pleased to report on the progress of this past year, and looks forward to upcoming opportunities to make Newfoundland and Labrador a fully inclusive province.



Action Plan 2015-18

The three-year action plan for inclusion includes 43 initiatives designed to remove and prevent barriers. These initiatives were developed from solutions gathered at 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.

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:

- Build a positive image of disability
- Engage persons with disabilities in decision-making
- Achieve accessibility in the built environment
- Strengthen disability-related supports
- Deliver services with dignity, fairness and respect

Community Partnerships and Shared Commitments

The strength of the action plan is its collaborative approach to implementing initiatives that remove and prevent barriers while enhancing knowledge of inclusion. Working with community partners and government

departments and agencies has been instrumental to the success of the action plan.

Nothing About Us Without Us

The initiatives in the plan are guided by the expertise and advice of persons with disabilities, working collaboratively with organizations of and for persons with disabilities in the design and implementation of the plan. Departments and agencies of government have partnered to provide the expertise and resources in various areas to support increased access to programs, services and buildings.

The second-year of the action plan continued to utilize a collaborative approach to advance inclusion. Partnerships with community-based organizations of and for people with disabilities have provided an opportunity to include persons with disabilities in policy decisions. This is an important part of the inclusion framework that is grounded in a grassroots approach to access (Nothing About Us Without Us).

Good public policy is informed by involving people who know what is best for them. Government works with community to ensure their knowledge and expertise is incorporated in the implementation of the action plan. These partnerships have resulted in many accomplishments, as well as additional and unexpected outcomes for many actions as discussed in the examples below.

The Coalition of Persons with Disabilities – Newfoundland and Labrador (coalition) executed a number of projects that advance the action plan for inclusion:

- Exploring Inclusive Procurement
- Promoting Universal Design
- Enhancing Public Service Excellence
- Building Community Capacity and Knowledge

Exploring Inclusive Procurement

Public procurement provides an opportunity for suppliers to compete for business opportunities, and for government to meet the needs of all citizens through the acquisition of goods and services. The work of the coalition in advancing these initiatives has been extremely beneficial as government utilizes the expertise of persons with disabilities in the policy decision-making process.

Inclusive procurement will enrich opportunities for access through recommended guidelines to enhance accessibility and inclusion. The guidelines will be informed by research into best practices in other jurisdictions, and potential implications on existing agreements and partnerships within government. Inclusive procurement is a fundamental component to enhancing access and inclusion. When practices are in place for inclusive procurement, industry responds to meet requirements by incorporating accessibility in services and products that can benefit all sectors of society, such as health care, education, and tourism. This process ultimately removes barriers within our environment, increasing economic development for all citizens.

Enhancing Inclusive Service Delivery

Partnership with the coalition continues to enhance public service delivery through an e-learning module for public service employees on service delivery that respects individuals' rights and is rooted in dignity, fairness, and respect. This work is important as it creates a positive image of persons with disabilities, and assists with removing stereotypes, biases, and negative perceptions. This work within the Centre for Learning and Development (Human Resource Secretariat) will assist to build learning, understanding and capacity of public service employees in the area of inclusive service delivery.

"Having learning tools geared toward the public service - that is informed by and developed by individuals with lived experience - is essential to making sure that services are delivered equitably and rooted in fairness and respect. Highlighting best practices in these kinds of formats both as e-learning and videos is necessary to moving past fear to a common understanding and awareness."

Emily Christy, Executive Director, Coalition of Persons with Disabilities

Supported Decision-Making

Supported decision-making is an important component of assisting people with disabilities to live independently with choice. A partnership has been formed between the Newfoundland and Labrador Association for Community Living, the Departments of Children, Seniors and Social Development and the Department of Justice and Public Safety to advance the work on legislation to enable supported decision-making. Additionally, the Institute for Research and Development on Inclusion and Society has been engaged to identify and assess implications of implementing a supported decision-making framework in NL.

Expanding the Reach of Disability-Related Supports

The expansion of disability-related supports to enhance participation in society is growing. Service animals traditionally assisted people with vision loss to live with dignity and choice. More people with disabilities such as epilepsy, diabetes, and autism are using service animals to access public spaces and services. A new Service Animal Act was developed in

collaboration with the Department of Justice and Public Safety and the Disability Policy Office to expand the scope of animals and types of disabilities that are covered under the Act. The Department of Tourism, Culture, Industry and Innovation, in partnerships with the Disability Policy Office, promoted the new Act through the Tourism Quality Assurance Access Program to ensure everyone is welcome at tourism businesses.

Accessible Environments

Inclusion affects the built environment that houses services and programs; but also affects our structures in the outdoors. Access to parks and reserves is under assessment through the development of an audit tool to review accessibility in provincial parks and ecological reserves. The Department of Fisheries and Land Resources, the Department of Tourism, Culture, Industry and Innovation, with the support of the coalition are working collaboratively to assess and recommend barrier removal so that access to facilities in natural areas is on an equal basis with others.

Service NL, in consultation with the coalition, streamlined and updated its application and renewal process for Blue Zone parking permits. The Motor Registration Division issues accessible parking permits to individuals who are not able to walk more than 50 meters without assistance. Until recently, the program was administered only from the Mount Pearl office for the entire province. In January 2017, the Motor Registration Division expanded the locations for issuance to the Government Services Centres in Grand Falls-Windsor and Corner Brook. This improvement has resulted in expedited service for individuals in these regions. The Motor Registration Division intends to expand the service to the remaining Government Service Centres in this fiscal year.

Second American Sign Language Conference

Collaborations continue to flourish with the Newfoundland and Labrador Association for the Deaf with a second American Sign Language conference held in September 2016. The three-day conference was supported by the Disability Policy Office to address province-wide services for Deaf individuals and options to reduce barriers to public services for the Deaf community. These collaborative efforts have resulted in the establishment of a working group with the Department of Health and Community Services, the Newfoundland and Labrador Association for the Deaf and the Disability Policy Office to address access to health and community services. Much knowledge and information was shared at the conference. The Newfoundland and Labrador Association for the Deaf also committed to work collaboratively with community experts to improve service delivery in health care services and improve supports for Deaf students transitioning into employment.

“I am very pleased with our presenters and the Deaf community who benefited immensely from the ASL Consultation Conference. Many thanks to the Department of Children, Seniors and Social Development and the Disability Policy Office for their support.”

Myles Murphy, Executive Director, Newfoundland Association for the Deaf



Lisa Anderson-Kellett of Vancouver, British Columbia, giving a presentation on the Deaf Mental Health Program.

Best Practice for Emergency Visual Alerts

The Canadian Hard of Hearing Association - Newfoundland and Labrador is building partnerships with industry stakeholders regarding best practices or codes for the installation of visual alarms/alerts for all residential and commercial construction. The association is continuing to work with the Disability Policy Office to provide visual alarms to consumers who are Deaf or hard of hearing.

Action Plan Highlights for 2016-17

This section highlights some actions undertaken during 2016-17. Please see Appendix B for the full list of actions and their status as of March 31, 2017.

Universal Design

Universal Design is the design of products and services that accommodates the most people possible without adaptations or specialized

design. Universal Design is an evolving concept that strives to promote principles that support access by everyone (e.g. communications, structures, goods). Utilizing Universal Design principles in the design of products, buildings or curriculum removes barriers to access that affect a person's ability to access places, information, buildings, and programs and services. It is important that the built environment follow the principles of Universal Design, producing environments that are usable by most people without adaptation. When Universal Design is integrated into the design upfront, the highest usability is ensured.

The Provincial Government collaborated with the coalition to promote the social and economic benefits of inclusion and Universal Design to community, municipal and construction industry leaders in the province.

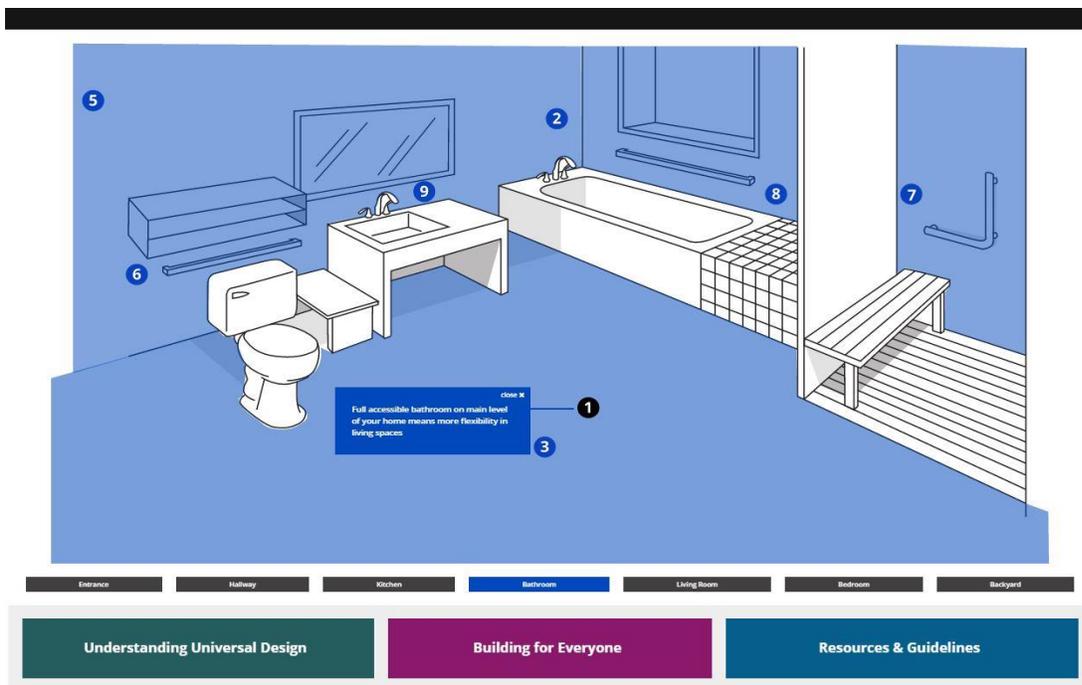
Achievements of this project included:

- The creation of a cross-disability task force in partnership with the DPO to share best practices and guide the development of an interactive website and tool. This project impacted professionals from business, industry, health care, professional and community organizations, and the Universal Design network who joined forces to educate the public on the principles and benefits of Universal Design.
- The design and launch of a Universal Design website and interactive tool benefited the participants of the Canadian Homebuilders Association's Newfoundland and Labrador's Home Show. Homebuilders and individual homeowners received information on how to incorporate Universal Design principles upfront, reducing the costs for retrofitting later. The website is available at www.universaldesignNL.ca.
- The development of Universal Design promotional materials engaged municipalities and the construction sector including the Canadian Homebuilders Association.
- Educational impacts extended through a Universal Design focus group with task force members and the Department of Transportation and Works. Participants took away practical examples and information on the importance of promoting Universal Design as a new way of viewing the built environment, impacting on-going government work in its infrastructure plan.



Rick Healey, Assistant Deputy Minister, Children, Seniors and Social Development, engages with Universal Design website while Gail Barnes of Waterworks Communications; Paul Woodruff, coalition board member; and Mary Reid, Director DPO observe interactive components.

- Additional outcomes of this project included:
 - The International Centre for Excellence in Universal Design recognized the Universal Design website (www.universaldesignNL.ca) as a useful resource. The centre is interested in presenting on Newfoundland and Labrador's Universal Design website and collaborative engagement process at their Universal Design Conference in October 2018.
 - The coalition is working with the City of St. John's to promote Universal Design principles among city planning staff and inclusive services.
 - The coalition integrated Universal Design best practices into the recommendations brought forward to Workplace NL for three building accessibility audits.



Screenshot of an interactive home bathroom from Universal Design NL webpage

Employment

Providing information on inclusion practices and building knowledge of disability and accessibility is important in the delivery of services with dignity, fairness and respect. Government has worked to increase the knowledge of the public service through e-learning on workplace accessibility, job accommodation and inclusive employment. Improved public service is a government commitment to improve barrier free access to public services.

Disability confidence means enhancing knowledge of employers and service providers to challenge attitudes about disability while increasing knowledge of how to support persons with disabilities. The Disability Policy Office collaborated with the Office of Employment Equity for Persons with Disabilities and Empower, the Disability Resource Centre. This collaboration resulted in the delivery of lectures by Susan Scott-Parker, an internationally renowned speaker on disability confidence. These lectures focused on moving the concept of disability from a charity model, to a model of mobilization of human talent, productivity and customer access.



Susan Scott-Parker speaking at the Disability Confidence session in St. John's

Lectures included:

- Panel discussion on inclusive employment: a multi-stakeholder event with business, government and community
- Senior executive of the provincial government
- Human resource professionals - Public Sector
- Human resource professionals – Memorial University of Newfoundland

Meetings were also held with human resource professionals and the Deputy Mayor the City of St. John's.

A number of additional opportunities were secured to enhance knowledge of disability confidence of the public:

- Feature article in the Telegram
- Television interview – Out of the Fog
- Radio Interviews – CBC and VOXM

“Susan Scott-Parker provided an alternate view on many ideas that gave me a fresh perspective.”

Participant, Memorial University of Newfoundland

Opportunities to participate in the labour force are important for all citizens. Employment of persons with disabilities can be enhanced through addressing attitudinal barriers that result from negative stereotypes and lack of knowledge of disability. Government has been working to improve knowledge of disability and recruitment practices within the public service and community-based employers.

Accessibility Standards

Access in the built environment is a basic element of inclusion. Through accessible buildings, communications and infrastructure, people with disabilities are able to participate in employment, education, access programs and services, and opportunities in their communities. Government recognizes this key component to inclusion through its commitment to a jurisdictional analysis of accessibility standards and improving accessibility within government-owned buildings. This commitment has resulted in the Department of Transportation and Works conducting research on six different codes/standards for building accessibility.

The Department of Transportation and Works is near the final stages of a comparative analysis of these codes/standards. As part of this process, consultations were held with key stakeholders in accessibility and inclusion to gain feedback on current design standards with recommendations for improvement. Stakeholders included members of the Provincial Advisory Council for the Inclusion of Persons with Disabilities, members of the Buildings Accessibility Advisory Board, the Disability Policy Office and community experts.

Through the on-going commitment to improve accessibility in government-owned buildings, accessible washrooms were installed in the viewing area at the Gander pool and automatic door openers were installed on various doors in the Confederation Building. At the White Hills Transportation Depot, construction began on an accessible ramp, automatic door openers and an accessible washroom.

The Department of Transportation and Works is conducting research and collecting data on the implications of incorporating Universal Design and accessibility features in government-owned buildings.

Looking Forward

The next and final year of the action plan is an exciting time for inclusion. An Individualized Funding Model is a commitment of the Provincial Government's policy document, **The Way Forward: A vision for sustainability and growth in Newfoundland and Labrador** (Way Forward).

This initiative provides an opportunity for government to develop a new model of funding clients who avail of provincial social programs and services. This new model would remove multiple applications and eligibility criteria, providing a single entry access for people to avail of services and programs. This commitment involves the collaboration of the following departments:

- Department of Children, Seniors and Social Development (lead-model development) with support from:
 - Department of Advanced Education, Skills and Labour
 - Department of Education and Early Childhood Development
 - Department of Health and Community Services
 - Newfoundland and Labrador Housing Corporation

This new model will follow the principles of flexibility, portability, utilizing an individualized approach to supporting people to live independently and with choice, and choosing supports responsive to their needs.

Secondly, government's commitment to inclusion-based disabilities legislation involves working with stakeholders to create an overarching approach to inclusion across the province and removing barriers in all aspects of participation in opportunities in this province. Government is committed to hearing from community and key stakeholders about an approach to inclusion-based disabilities legislation that will provide a cross disability framework for access. We anticipate knowledgeable discussion on this topic with a very well informed community of persons with disabilities.

Appendix A: Framework for Inclusion

The Framework for Inclusion, **Access.Inclusion.Equality.**, was launched in 2012. This provided the foundation for building an inclusive province for all citizens on an equal basis with others.

Consultations across Newfoundland and Labrador informed a policy framework and the first action plan (2015-18). Consultations were solutions focused, receiving input from individuals and organizations on the removal and prevention of barriers experienced by persons with disabilities. The Provincial Government remains committed to advancing inclusion throughout the province and making accessibility and inclusion an everyday part of business.

Government will continue to collaborate with departments and agencies toward building equitable access to society and opportunities.

Implementing the Action Plan

The action plan reflects a collaborative approach of many government departments and agencies. Groups, committees and initiatives that provide advice, guidance and support the implementation of the action plan include:

- The Provincial Advisory Council for the Inclusion of Persons with Disabilities advises on the plan.
- The interdepartmental working group, comprised of 16 government departments and agencies 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 oversees work of Provincial Government departments and agencies that are responsible for actions that fall within their respective mandates.
- A reporting and accountability mechanism is in place to ensure work continues in alignment with the framework.
- Community is integral to implementing the action plan through advice and organizations of and for persons with disabilities contracted to collaborate on selected actions.

- The Disability Policy Office coordinates implementation of the action plan and is responsible for monitoring and reporting. The Disability Policy Office works closely with the advisory council, government committees, community and other stakeholders.

There are many programs and services in place for persons with disabilities that benefit from having a common policy framework. This provides a coordinated and streamlined approach that supports inclusion.

The action plan is aligned with **The Way Forward** platform, including a more efficient public sector, better services and outcomes and greater collaboration between departments and agencies.

Appendix B

<p>Action Plan 2015-18</p> <p>for the Inclusion of Persons with Disabilities</p> <p>Access. Inclusion. Equality.</p>	
<p>Fiscal 2015-16</p>	
<p>Action</p>	<p>Status</p>
<p>Build a Positive Image of Disability</p>	
<p>In recognition of its unique language and culture, engage the Deaf community to identify opportunities to celebrate and promote awareness about Deaf culture</p>	<p>Commitment met – on-going opportunities</p> <ul style="list-style-type: none"> • Final Report of the provincial American Sign Language (ASL) Consultation on Wellness presented to Children, Seniors and Social Development (CSSD) and Health and Community Services (HCS) with recommendations to increase access to: <ul style="list-style-type: none"> ○ Primary care services in ASL ○ Public information in ASL ○ Interpreting services • On-going advice from Newfoundland and Labrador Association for the Deaf (NLAD) regarding access to mental health and delivery of interpreting services delivery and access to income services: <ul style="list-style-type: none"> ○ ASL Consultation on Health, Community and

	<p>Social Development held in September 2016. Recommendations included:</p> <ul style="list-style-type: none"> ○ Enhance access in the province for mental health services in ASL, and review ASL services available in the province ○ Develop educational seminars on service delivery sensitivity for Deaf consumers ○ Establish a Well-Being Program with a system navigator for Deaf people <ul style="list-style-type: none"> ● A working group of representatives of NLAD, representatives from HCS and CSSD (DPO) is established to address access to health and community services
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Engage Persons with Disabilities in Decision-Making

<p>Develop and implement accessibility guidelines for government public engagement activities</p>	<p>Commitment in progress</p> <ul style="list-style-type: none"> ● New guidelines for inclusive engagement being implemented across government departments. This includes consultations and public meetings
<p>Enhance accessibility of electoral processes</p>	<p>Commitment met – on-going opportunities</p>
<p>Hold an accessibility summit, in collaboration with community partners</p>	<p>Commitment met</p>

Achieve Accessibility in the Built Environment

<p>Engage in the sharing of information and promotion of Universal Design with private and community stakeholders</p>	<p>Commitment met – on-going opportunities</p> <ul style="list-style-type: none"> • Coalition convened a Task Force (Coalition, Municipalities NL, Municipal Affairs and Environment, Service NL, the Design and Construction Industry, Universal Design Network, DPO, public, private and community sectors) to increase awareness and knowledge of benefits of inclusion and Universal Design • Coalition created a web-based resource demonstrating Universal Design features of a house/building
<p>Review regulations concerning accessible parking with respect to adequacy of size specifications</p>	<p>Commitment met</p> <ul style="list-style-type: none"> • The regulations concerning accessible parking have been reviewed and potential improvements have been identified. Amendments to the Buildings Accessibility Regulations in regards to accessible parking are planned for next reporting period
<p>Implement new accessibility guidelines for public information to ensure equitable access to Provincial Government information and documents</p>	<p>Commitment in progress</p> <ul style="list-style-type: none"> • New guidelines for accessible communications being implemented across government departments on information created for the public. This includes electronic and printed information

Strengthen Disability-Related Supports

<p>Develop and pilot a new program model for delivery of disability-related supports</p>	<p>On-going commitment</p> <ul style="list-style-type: none"> • Work within this action item rolled into The Way Forward commitment to develop an Individualized Support Funding Model. Work on-going: CSSD (lead - model development) with support from AESL, HCS, EECD and NL Housing • AESL’s Director of Income Support sits on an oversight committee, led by CSSD’s DPO, which is designing an Individualized Funding model that will be piloted in 2018. Year-One of the pilot will focus on services provided by HCS. • Partner departments (CSSD, AESL, HCS, EECD and NL Housing) shared an inventory of disability-related programs and supports with Empower and InclusionNL, to use as a resource in navigating government programs
<p>Review and provide recommendations for the development of a provincial Assistive Technology Program, in partnership with community stakeholders</p>	<p>On-going commitment</p> <ul style="list-style-type: none"> • Work within this action item rolled into The Way Forward commitment to develop an Individualized Support Funding Model. Work on-going: CSSD (lead - model development) with support from AESL, HCS, EECD and NL Housing • Partner departments (CSSD, AESL, HCS, EECD and NL

	Housing) shared an inventory of disability-related programs and supports with Empower and InclusionNL, to use as a resource in navigating government programs
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	<ul style="list-style-type: none"> • K-12 Transition Planning Guidelines were revamped and the new process is online. Upcoming professional learning for Instructional Resource Teachers (IRTs) will provide in-service on the transition planning process (led by EECD) • EECD’s Inclusion Program: Policies and Procedures Manual for regulated child care was revised and is now online. It was revised for the inclusion of children with exceptionalities in child care, including policies on the transition of children into and within child care and as they transition to the K-12 system
Pilot, in select schools, a primary reading and writing program supporting early intervention, entitled Working Together to Support Student Achievement	Commitment met
Deliver Services with Dignity, Fairness and Respect	
Promote and provide accessibility and inclusion information within government and share new learning tools with other sectors	<p>Commitment met – on-going opportunities</p> <ul style="list-style-type: none"> • E-learning course – Services with Dignity, Fairness and Respect. A collaboration between the Disability Policy Office (Department of Children, Seniors and Social

	<p>Development), the Centre for Learning and Development (Human Resource Secretariat) and the Coalition for Persons with Disabilities. This e-learning module is recommended as part of the Government of Newfoundland and Labrador's on-boarding process</p> <ul style="list-style-type: none">• Resources shared with various communities of practices in the public service. Resources include workplace accessibility, job accommodation and inclusive employment• The Office of Employment Equity for Persons with Disabilities (OEEPD) via the Strategic Staffing Division-Human Resource Secretariat, partnered with Empower and DPO to help increase disability confidence in the private and public sector through lecture by an Internationally renowned speaker, Susan Scott-Parker• OEEPD is also working with Empower to arrange an accessibility review of its headquarters on Mundy Pond Road and of its recruitment website. Consideration given to coordinating a workshop on disability awareness/confidence in 2018 to potentially be delivered to management employees of the Strategic Staffing Division of the Human Resource Secretariat regarding topics of accessible and
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	inclusive recruitment best practices.
Encourage removal of barriers experienced by persons with intellectual disabilities when opening or managing Registered Disability Savings Plans (RDSP)	Commitment in progress <ul style="list-style-type: none"> In consultation with DPO, JPS has drafted the required forms for the establishment of a RDSP and engagement with financial services sector is pending
Review and streamline the application and renewal process for designated accessible parking	Commitment met– on-going opportunities <ul style="list-style-type: none"> Initiative completed in Service NL’s Motor Registration Division in Mount Pearl location The Motor Registration Division intends to extend to the other Government Service Centres in the next fiscal year
Review the Wild Life Regulations under the Wild Life Act regarding the Disabled Hunter and Disabled Angler Programs	Commitment met
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 campaigns	Commitment on-going
Work with public and private industry employers to encourage hiring of persons with disabilities to fill labour market needs	Commitment met – on-going opportunities <ul style="list-style-type: none"> Information session was held with 35 community partners and government agencies on opportunities to engage job seekers who experience barriers to labour market participation

	<ul style="list-style-type: none"> • Held a fully inclusive spring job fair hosted by Hospitality NL with 25 employers with employment opportunities for summer 2017 from the hospitality and tourism sector • AESL Employment Centre worked in partnership with Inclusion NL and Empower to promote inclusive recruitment practices with community-based employers • Supported a webinar with Hospitality NL and Empower to assist employers in accessing resources and tools to increase accessibility and inclusion within their work places
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Engage Persons with Disabilities in Decision-Making

<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"> • Information session offered by Public Engagement Division, Communications and Public Engagement Branch to the Provincial Advisory Council for the Inclusion of Persons with Disabilities. Plans on-going to hold an interactive workshop for government departments and Coalition and organizations of and for disabilities to build capacity and enhance knowledge regarding decision and policy making cycle
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<p>Implement a process to consider disability impacts within public policy and programs</p>	<p>Commitment in progress</p>
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Promote representation of persons with disabilities on government agencies, boards and commissions	Commitment in progress
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"> • Conducting research and collecting data on implications of incorporating Universal Design and accessibility features in government 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"> • Near final stages of a comparative analysis of six different codes/standards. • Consultations held with key stakeholders in accessibility to gain feedback on current design standards and recommendations for improvement
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"> • Developed materials to promote accessible parking (both use of spaces and the appropriate design) • Work on-going on updated guidance material on Buildings Accessibility Regulations • Worked with the coalition Universal Design taskforce on and provided input into the Universal Design website
Increase usage of visual smoke and fire alarms in private homes	<p>Commitment met- on-going opportunities</p> <ul style="list-style-type: none"> • The Canadian Hard of Hearing Association continues to partner with government to implement the Provincial Alert and Aware -

	<p>Fire Safety Program for people who are Deaf/deaf and hard of hearing in the province</p> <ul style="list-style-type: none"> • The association is also building partnerships with industry stakeholders to explore options regarding installation of visual alarms/alerts for all residential and commercial construction as it relates to building best practices or codes
<p>Review accessibility in provincial parks and ecological reserves</p>	<p>Commitment in progress</p> <ul style="list-style-type: none"> • Work is on-going with community partner to develop and test an audit tool to assist with the review of existing accessibility in up to two of the province's provincial parks and two ecological reserves that offer visitor services
<p>Strengthen Disability-Related Supports</p>	
<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 on-going with data being analyzed upon completion of the final phase of implementation in June 2017 • EECD is evaluating projects and initiatives, including the Service Delivery Model for Students with Exceptionalities • The Premier's Task Force on Improving Educational Outcomes is reviewing many aspects of student services as part of their mandate

<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"> • The After School Physical Activity pilot transitioned to Participation Nation, an afterschool non-competitive sport and physical activity program for school-aged children. The program provides supports to remove barriers for students with disabilities to participate in recreation sport and physical activity programs
<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 met – on-going opportunities</p> <ul style="list-style-type: none"> • Staff received training through a lecture event: Build Your Disability Confidence breakfast hosted by renowned speaker, Susan Scott Parker on promoting best practices for hiring persons with disabilities. • Staff of five employment centres completed the Business Open Program with customer service training delivered by Empower • Changed the departmental structure to increase supports and improve coordination of services to individuals, which benefited clients with complex needs • Spent over \$9.4 million in the 2016-17 year under the Employment Assistance Program for Persons with Disabilities to support individuals with finding and keeping employment

	<ul style="list-style-type: none"> • Introduced a new grant program for students with permanent disabilities to address unmet financial needs for disability-related supports. Overall, applications for this grant increased from 183 in 2015-16 to 263 in 2016-17. Expenditures increased from \$746,000 in 2015-16 to \$1.2 million in 2016-17, as a result of this change, thus providing more supports to students in need • Developed the Newfoundland and Labrador Research and Innovation Program (NLRIP) funded under the federal-provincial Labour Market Development Agreement, to test models that increase the participation rate in the provincial labour force of under-represented groups including persons with disabilities, women, Indigenous Peoples, youth, immigrants, and refugees
<p>Explore with public, post-secondary institutions the potential to provide multi-year accessibility plans with annual reporting</p>	<p>Commitment met</p>
<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 has been completed by Newfoundland and Labrador Centre for Health Information. Consideration is being given to having the paid family caregiving option as a permanent part of the service delivery continuum for home support services

<p>Conduct a review of the Provincial Home Support Program</p>	<p>Commitment met</p> <ul style="list-style-type: none"> An advisory committee has been established, including internal and external stakeholders, to guide the implementation of the 25 improvement opportunities in the review. The following has been achieved: promoting the program to increase awareness of how the home support program can support people to live in their own homes; communicating with professionals in the health care system about their role in program reform; and developing a focus on quality of care and outcomes for clients
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Services with Dignity, Fairness and Respect

<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, continued to compile research and potential directions for accessibility and inclusion considerations for procurement processes. Document is in final stages and expected in 2017. Once completed, the coalition plans to gain input from community on inclusive procurement practices
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<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"> On-going monitoring of accessibility legislation in federal and other provincial/territorial jurisdictions
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<p>Encourage emergency</p>	<p>Commitment met – on-going</p>
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<p>management planning processes to be inclusive of persons with disabilities</p>	<p>opportunities</p> <ul style="list-style-type: none"> • Continuing 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 met – on-going opportunities</p> <ul style="list-style-type: none"> • On-going promotion of InclusionNL's website and programs for persons with disabilities • AESL website has been re-organized and updated to include information on all of AESL's programs and services for persons with disabilities • The website also includes web links to outside organizations and information such as the Canadian National Institute of the Blind (CNIB) and the Spinal Cord Injury Association of NL
<p>In partnership with Parasport NL, support the participation of persons with disabilities in sport and recreational activities</p>	<p>Commitment met – on-going opportunities</p> <ul style="list-style-type: none"> • Recreation and Sport for persons with a disability initiative: <ul style="list-style-type: none"> ○ Community Awareness events have been held in 2016-17 ○ Sledge Hockey demonstration in Clarenville ○ Inclusive Recreation and Parasport Session in Gander and Grand Falls-Windsor ○ Sledge Hockey demonstration with the Avalon Sledge Association

	<p>and Easter Seals NL in the Town of Torbay</p> <ul style="list-style-type: none"> ○ Sledge Hockey demonstration with Easter Seals NL in Witless Bay with Grade 4 students from St. Bernard’s Elementary ○ Three community awareness sessions are being planned in 2017-18. One on the Avalon with the City of Mount Pearl, one on the west coast and one in Labrador <ul style="list-style-type: none"> ● Recreation and Sport for Persons with Disabilities Funding Program <ul style="list-style-type: none"> ○ Fourteen organizations were awarded funding from the Recreation and Sport for Persons With a Disability-Funding Program ○ Nine teams received travel subsidy funding to assist with travel costs to national competitions or training camps ○ Guidelines and application was developed and is available on the Recreation NL website (recreationnl.com)
<p>Promote broad awareness and education regarding the Service Animal Act, with specific focus on industry, such as tourism and hospitality</p>	<p>Commitment met – on-going opportunities</p> <ul style="list-style-type: none"> ● Awareness of the Service Animal Act is on-going with tourism community partners Hospitality NL and Tourism Quality Assurance

	<p>Access Advisor Program for tourism operators. Promotional brochures continue distribution to industry contacts</p> <ul style="list-style-type: none"> • Tourism Operator Profile Form modified for the Traveler’s Guide to highlight Service Animals are welcome
Fiscal 2017-18	
Action	Status
Build a Positive Image of Disability	
<p>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</p>	<p>Commitment on-going</p> <ul style="list-style-type: none"> • Work will commence in 2017-18
Achieve Accessibility in the Built Environment	
<p>Review select standards within the province’s Buildings Accessibility Act and Regulations to respond to changing needs</p>	<p>Commitment in progress</p> <ul style="list-style-type: none"> • The regulations have been reviewed. Service NL has commenced work to amend the regulations in relation to issues identified by the Buildings Accessibly Advisory Board, Provincial Advisory Council for the Inclusion of Persons with Disabilities, decisions of the Buildings Accessibility Tribunal, and consideration of evolving national standards
<p>Improve accessibility within selected Provincial Government-owned buildings</p>	<p>Commitment in progress</p> <ul style="list-style-type: none"> • Accessible washrooms were installed in the viewing area at the Gander pool • Installation of automatic door

	<p>openers on various doors in the Confederation Building</p> <ul style="list-style-type: none"> • Design was completed and construction started on an accessible ramp, automatic door openers and accessible washroom at the White Hills Transportation Depot
Support accessibility enhancements of community-based facilities and events	<p>Commitment on-going</p> <ul style="list-style-type: none"> • Six more 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 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"> • Eighteen individuals acquired or retrofitted vehicles for accessibility through the Accessible Vehicle Funding program • Two accessible taxis on the west coast went into service through the 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 on-going</p> <ul style="list-style-type: none"> • Partnership formed between NLACL , CSSD and JPS to advance work on a legislation to enable supported decision-making

Alternate formats available upon request

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