



Canadian Disability Participation Project



Canadian Disability Policy Alliance  
Alliance Canadienne concernant  
les politiques reliées au handicap

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# POLICY GOVERNING EMPLOYMENT SUPPORTS FOR PEOPLE WITH DISABILITIES IN CANADA

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## **Introduction**

A supportive disability policy environment is one of the factors that has been identified as essential to full participation and community integration for people with disabilities. It is therefore necessary to understand the policy context within which people with disabilities operate and attempt to carve out a life for themselves in the community.

The **Canadian Disability Policy Alliance** is a national collaboration of disability researchers, community organizations, and federal and provincial policy-makers, aimed at creating and mobilizing knowledge to enhance disability policy in Canada, to promote equity and opportunity for disabled Canadians. The Alliance is a partner in “Enhancing Community Participation in Canadians with Physical Disabilities”, funded by the Social Science and Humanities Research Council. In this project, the CDPA has undertaken to provide assistance to the three research teams (Employment, Mobility and Sport/Recreation) on policy-related aspects of their work. We begin with a national scan of legislation governing the provision of goods and services in each of these three sectors. This is the first of three, focusing on legislation governing **employment of people with disabilities** across Canada. These policy scans have grown out of the two major reports we produced by the CDPA in 2008 and 2013. These can be found on the CDPA website ([www.disabilitypolicyalliance.ca](http://www.disabilitypolicyalliance.ca)). The full reports provide a broader perspective on disability policy across sectors and across the country.

For the purposes of this report, **policy** is defined as a purposeful set of actions by government aimed at addressing identified social problems (Boyce et al., 2001). Those actions can be formal, explicit, and (to a greater or lesser degree) enforceable, such as legislation, regulations and government programs. They can be moderately formal, such as election promises, throne speeches, position papers or policy reports. These are explicit statements of government intent, but they have not been authorized as law by parliament. At the other end of the spectrum, policy declarations can be informal expressions by political actors of where government is going and what ideals or values it embraces. In this document, we focus on formal policy; that is, legislation, regulations, and government programs.

**Disability policy** is defined by Bickenbach (1993) as policy that responds to the questions:

- What does it mean to have a disability in this society?
- What is society committed to doing for those who have a disability?

Disability policy may be enacted for a number of reasons; for example:

- To voluntarily provide service to others deemed less fortunate;
- To fulfil an acknowledged need;
- To compensate for a loss;
- To invest in anticipation of a return in the form of contribution to society;
- To redistribute wealth or capital (Bickenbach, 1993).

Typically, disability policy has at least one of the following three objectives:

- Equity – to prevent discrimination and to ensure equal opportunity;
- Access – to permit entry or access to venues, goods and services;
- Support – to provide material support, such as equipment, personal care, financial supports, therapy, counselling, service (McColl & Jongbloed, 2006).

We use the term “disability policy” as if it referred to an entity that was widely recognized and acknowledged as such. In fact, disability policy is perceived by people with disabilities as being impenetrable and unnecessarily complex, with little in the way of a coherent underlying ideology or policy framework (Boyce et al., 2001; McColl & Jongbloed, 2006). Policy of interest to people with disabilities ranges across jurisdictions, across sectors within government, and across programs within ministries. It is a patchwork of legislation, regulations, programs, providers and entitlements that requires considerable probing to reveal, and considerable patience to understand. Disability policy in Canada has been described as conflicting, fragmented, incoherent, not user-friendly, a “hit-or-miss” affair (Boyce et al., 2001; Prince, 2004; Cameron & Valentine 2001). According to Lande (1998), disability policy has been the victim of vague statutory definitions and capricious judicial opinions leading to flawed case law.

The disability policy environment in Canada is dominated by several major statutes and programs at the federal level. The federal government has taken a leadership role in setting standards and providing for the necessities of people with disabilities, beginnings as a system for injured workers and veterans (Crichton & Jongbloed, 1997; Torjman, 2001). Although legislation has been referred to as a “blunt tool” with which to remedy social problems, it is the skeleton of a system of policy. In Canada, statutes like the Constitution Act, the Charter of Rights and Freedoms, the Canada Health Act, the Employment Equity Act and the Human Rights Act form the basis upon which disability programs and entitlements rely (Cameron & Valentine 2001). Layered on top of those laws are a set of programs offered by government aimed at addressing the social and economic needs of people with disabilities. For example, the Canada Pension Plan Disability program provides a disability income benefit; Revenue Canada provides a disability tax credit; the Office of Disability Issues within Resource Development Canada provides standards and ideological guidance about disability; Statistics Canada collects information about disability; Employment Insurance provides benefits to disabled workers. These are just a few examples of the web of services and programs concerning disability at the federal level.

According to the Constitution Act in Canada (and before that the British North America Act of 1867), most services to individual citizens are delivered at the provincial level. Therefore in each province and territory, there are also laws and programs that have major implications for the lives of people with disabilities. Social security, health, education, housing, transportation, child care, adaptive equipment, personal care and vocational programs are all examples of provincial jurisdiction over issues affecting people with disabilities.

The political scene in Canada has been dominated in recent years by tensions between the federal and provincial/territorial governments as to who does what and where the resources for specific commitments should come from. As far as disability policy is concerned, it has been designated as one of a small set of items over which federal-provincial tensions must be resolved (Cameron & Valentine 2001).

There is concern that a weakened position for the federal government relative to the provinces is not in the best interests of people with disabilities (Torjman, 2001). Historically, the disability community has been served well by its relationship with the federal government. Several key successes have resulted in a legacy of legislation and political culture that have advanced the cause of disabled people (Crichton & Jongbloed, 1998; Torjman, 2001). The same cannot be said, however, for the provincial governments. Recent trends toward delisting insured health services, cutting welfare rolls, decreasing commitments to home health services and to municipalities have adversely affected the social service net for provincial populations as a whole. Whenever this happens, it is a relative certainty that those who are the most disadvantaged, and thus the most dependent upon those services, suffer most. Arguably, many people with disabilities are among those most in need, and thus are disproportionately disadvantaged by such measures (Cameron & Valentine, 2001). A survey conducted by the Office of Disability Issues (Prince, 2009) shows that Canadians believe that governments ought to be responsible for the provision of supports such as health, education, transportation, housing and special needs. Whereas families, informal networks and the voluntary sector can be expected to provide general supports, these specific programs are part of what Canadians believe is the government's job.

There have been a number of suggestions in the literature that we are at a crossroads in disability policy in Canada (McColl & Jongbloed, 2006; Boyce, Boyce, & Krogh, 2006). Colleagues at various levels of government agree that the main reason for deficiencies in disability policy is the lack of a sound evidence base upon which to build disability policy. Difficult questions and ideological tensions persist about how disability policy should be framed (Prince, 2004). These issues have made it difficult for policy-makers to relate to the disability community and to achieve consensus on the needs of people with disabilities (Joiner, 2006; Prince, 2006). Furthermore, the debate is typically highly polarized, and inflamed by the rhetoric of rights (Bickenbach, 2006). A number of areas exist where there are strong disagreements about how disabled citizens should be viewed, what they need and how they can be best served by governments in Canada (McColl & Jongbloed, 2006).

Standing in the way of the development of coherent and equitable disability policy is a lack of evidence upon which to base responses to questions like the following:

- *What is the best way to provide services to people with disabilities – a minority group approach or a universalist approach?*
- *What should be the target of disability policy – disabled people themselves or the society that presents obstacles to inclusion and integration?*
- *Is the identity of the disability community sufficiently clear to evoke a clear policy response?*

- *Is there public support for disability issues, or is the majority of the electorate perceived by policy makers to be either indifferent or opposed to further disability policy initiatives?*

The Canadian Disability Policy Alliance operates on the basis of three assumptions about policy:

1. The policy environment is perfectly designed to produce the problems that people experience in their daily lives. In other words, if a particular constituency within the disability community experiences a persistent problem, it can almost certainly be traced back to a flaw, weakness, gap or inconsistency in the policy framework.
2. We need to assemble and use the evidence that has already been and continues to be created to make a strong, credible, evidence-based case for change.
3. We need people with a variety of different skill sets in order to be successful in making meaningful change in the policy environment – research, knowledge translation, advocacy, communication, evaluation, and leadership.

***The purpose of this research is to produce a comprehensive survey of policy related to employment among people with disabilities in Canada.***

## **Methodology**

The methodology for the scan was similar to a scoping review of academic literature (Arksey & O'Malley, 2005; Levac, Colquhoun, & O'Brien, 2010). The scoping review typically unfolds in five stages:

1. Identify the research question
2. Identify all relevant studies
3. Select the studies for detailed analysis
4. Chart the data according to key concepts
5. Collate and summarize the findings of the selected studies.

### 1. Identify the research question

The research question for this study was:

***What policy exists at federal and provincial levels in Canada that explicitly addresses EMPLOYMENT issues for people with disabilities?***

### 2. Identify all relevant data

Relevant data for the review were identified by searching provincial government websites using the search terms: **disability, disabled, injured, handicap, incapacity**. Beginning with each government home page, an initial attempt was made to identify a Disability Issues office or a similar department. If such an office existed, the search proceeded to identify programs, benefits and services that were available to citizens. The links at the disability office site would lead to programs offered in various departments, i.e. education, parking, housing, employment or income assistance. For this scan, the emphasis was on legislation and programs administered by the Ministry of Labour, Employment, Human Resources, or other comparable Ministry in each jurisdiction. It did not include income

replacement, social security, welfare or social assistance. It focused on employment support policy, and did not include workplace safety, injury prevention, harassment or non-disability-specific employment policy.

The purpose of the search was to identify legislation, regulations and program descriptions (including eligibility criteria) for all policies directly related to employment and disability. Often the provincial website would link directly with legislation and program descriptions. If the legislation was not available through the provincial website, two additional sources were searched:

- Canadian Legal Information Institute (CanLII; <http://www.canlii.org/en/>) -- CanLII is a non-profit organization managed by the Federation of Law Societies of Canada, with the goal to make Canadian law accessible for free on the Internet; or
- LexisNexis® Quicklaw (<http://www.lexisnexis.ca/en/quicklaw>). LexisNexis® Quicklaw is a subscription-based organization providing legal information to professionals in law firms, corporations, government, law enforcement.

### 3. Select data for detailed analysis

The next step was to begin to select information to populate tables for each of the ten provincial, three territorial, and the federal jurisdiction. All publicly-available information that was provided free-of-charge by the government was collected and archived for further analysis.

### 4. Chart the data according to key concepts

For each jurisdiction, an attempt was made to provide comprehensive information on:

- existing legislation, regulations or explicit policy statements
- bureaucracies or agencies charged with administering the policy
- a description of the service, program or entitlement
- contact information for further inquiries
- the purpose of the policy: Access, Support or Equity.

### 5. Collate and summarize the findings of the selected studies.

In order to fully exploit the data assembled for this study, the next step would be detailed policy analyses and cross-jurisdictional comparisons of the policy context in Canada.

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# The Disability Policy Lens

As a tool for policy analysis, we have derived a set of questions from “Tips for policy analysis” in McColl & Jongbloed (2006) *Disability and social policy in Canada (2<sup>nd</sup> ed.)*. This tool is called the Disability Policy Lens. The questions are intended to provide a quick, easy guide for analyzing disability policy. There are no correct or incorrect answers to these questions, but each has important implications for people with disabilities. For more information, please see [www.disabilitypolicyalliance.ca](http://www.disabilitypolicyalliance.ca).

1. Does the policy specifically mention people with disabilities? Are there provisions pertaining specifically to disabled people?
2. If so, how is disability defined? Who is included / excluded from consideration under the policy? Who decides who qualifies as disabled? Does the definition conform with a particular model of disability (eg., biomedical, social, charitable)?
3. What does the policy aim to achieve?
  - a. Equity – freedom from discrimination
  - b. Access – ability to participate
  - c. Support – resources to address special needs
4. Does the policy aim to enforce individual rights or collective responsibilities?
5. Does the policy aim to provide for a special need associated with a disability, or does it aim to provide the same thing to all citizens? Does it aim to achieve:
  - a. Outcome equity – whatever it takes to achieve equal outcomes with non-disabled;
  - b. Vertical equity – special considerations to create equal opportunity for disabled people;
  - c. Horizontal equity – equal treatment; treating disabled people the same as everyone else.
6. Does the policy view disabled people collectively as a minority group, or does it aim to structure society so as to ensure universal access / coverage?
7. How does the policy relate to other policies (legislation, regulations, programs) in the jurisdiction – in the same Ministry, in other Ministries; including both disability-specific and non-disability-specific policy? What about other jurisdictions (national, provincial, regional, municipal)? (For a review of disability policy by jurisdiction across Canada, see: <http://www.disabilitypolicyalliance.ca/resources/reports/a-scoping-review-of-disability-policy-in-canada.html>; watch this space for the 2<sup>nd</sup> ed. (2013) in September )
8. Who wins and who loses when this policy is implemented? How is the allocation of scarce resources affected by this policy? What is the impact on: other disability groups; Business / private sector; Other minority groups; Other citizens generally / taxpayers; Other?
9. How did this policy come into effect? What is the history associated with it? Who were the champions / detractors? Where might one anticipate support / opposition?

# POLICY GOVERNING EMPLOYMENT SUPPORTS FOR PEOPLE WITH DISABILITIES FEDERAL

Statute	Governing Body	Regulation/ Program	Description	Website	Objective
Canada Shipping Act, 2001 July 1, 2007	Transport Canada	Safe Working Practices Regulations	The regulations state that no person with a disability shall be assigned to any work of any kind when, owing to the nature or location of the work, the disability is likely to endanger that person or any other person.	<a href="http://canlii.ca/t/7w7p">http://canlii.ca/t/7w7p</a>	E / S
Western Development and Economic Diversification Act, RSC 1985, c. 11 (4 <sup>th</sup> supplement)	Western Economic Diversification Canada	Entrepreneurs with Disabilities Program	Western Canadians who have a disability can access a network of business professionals and a world of resources through Western Economic Diversification Canada's (WD) Entrepreneurs with Disabilities Program (EDP). The program provides business information, training and development, mentoring and one-on-one counseling service to entrepreneurs who are seeking to start up or expand a small or medium-sized business.	<a href="http://www.wd.gc.ca/eng/13643.asp">http://www.wd.gc.ca/eng/13643.asp</a>	S

Objective: A=Access, E=Equity, S=Support

<p><i>Employment Equity Act, SC 1995</i> <i>November 1, 2014</i></p>	<p>Human Resources and Skills Development Canada, Labour Program</p>	<p>NA</p>	<p>The purpose of the <i>Act</i> is to achieve equality in the workplace by removing barriers to employment for the designated groups, including persons with disabilities; correct the conditions of disadvantage in employment for the four designated groups; and give effect to the principle that employment equity means more than treating people in the same way; it also requires special measures and the accommodation of differences.</p>	<p><a href="http://www.hrsdc.gc.ca/eng/labour/equality/employment_equality/act_mandates/index.shtml">http://www.hrsdc.gc.ca/eng/labour/equality/employment_equality/act_mandates/index.shtml</a></p>	<p>E</p>
<p><i>Department of Human Resources and Skills Development Act, SC 2005</i> <i>January 2, 2015</i></p>	<p>Service Canada</p>	<p>Opportunities Fund for Persons with Disabilities</p>	<p>Through funding for organizations, the Opportunities Fund for Persons with Disabilities program helps people with disabilities prepare for, obtain, and maintain employment or self-employment. The Opportunities Fund for Persons with Disabilities program offers funding for local and regional projects to help organizations create projects involving eligible activities. Funding for national projects helps organizations provide and improve employment services and increase the labour market participation of people with disabilities across Canada.</p>	<p><a href="http://www.servicecanada.gc.ca/eng/of/index.shtml">http://www.servicecanada.gc.ca/eng/of/index.shtml</a></p>	<p>S</p>

Objective: A=Access, E=Equity, S=Support

<p><i>Canada Pension Plan, RSC 1985 Formerly Vocational Rehabilitation of Disabled Persons Act, RSC 1985, c V-3</i></p>	<p>Service Canada</p>	<p>Disability Vocational Rehabilitation Program</p>	<p>The Canada Pension Plan Disability Vocational Rehabilitation Program offers vocational counselling, financial support for training, and job search services to recipients of Canada Pension Plan (CPP) Disability Benefits to help them return to work.</p>	<p><a href="http://www.servicecanada.gc.ca/eng/sc/cpp/disability/vocational_rehabilitation.shtml">http://www.servicecanada.gc.ca/eng/sc/cpp/disability/vocational_rehabilitation.shtml</a></p>	<p>S</p>
<p><i>Employment Equity Act, SC 1995 November 1, 2014</i></p>	<p>Human Resources and Skills Development Canada, Labour Program</p>	<p>Canadian Forces Employment Equity Regulations</p>	<p>Pursuant to the <i>Employment Equity Act</i>, the Canadian Forces have been specified as a portion of the public sector employing one hundred or more employees by Order in Council. The regulations provide detailed information regarding the collection workforce information (questionnaires); workforce analysis; review of employment systems, policies and practices; contents of employment equity records; as well as processes for consultation, compliance and review.</p>	<p><a href="http://canlii.ca/t/7xvb">http://canlii.ca/t/7xvb</a></p>	<p>E</p>

Objective: A=Access, E=Equity, S=Support

## NEWFOUNDLAND AND LABRADOR

Statute	Governing Body	Regulation/ Program	Description	Website	Objective
Income and Employment Support Act C 16, S25, SNL 2002	Department of Advanced Education and Skills	Employability Assistance for Persons with Disabilities	This program is designed to assist individuals with a disability acquire the skills, experience and support necessary to successfully prepare for, enter or remain in the work force. Services include employment counseling, and assessment, employment planning, pre-employment training, post-secondary education, skills training, technical aids and other supports. This program is cost-shared with Human Resources Social Development Canada.	<a href="http://www.aes.gov.nl.ca/disabilities/services.html">http://www.aes.gov.nl.ca/disabilities/services.html</a>	S
		Supports to Employment for Persons with Disabilities	This initiative responds to the disability related support needs of adults with disabilities who wish to participate in or maintain employment. It includes work place accommodations, work place adaptation, assistive devices such as hearing aids, visual scanners, readers, technical equipment, assistive technology, computer aides or software which can be used by persons with disabilities to aid in getting and maintaining employment.	<a href="http://www.aes.gov.nl.ca/disabilities/poverty.html">http://www.aes.gov.nl.ca/disabilities/poverty.html</a>	S
		Internships to Promote Technology for Persons with Disabilities	In a partnership with the Independent Living Resource, an internship program in computer technology is available for persons with disabilities. Interns will acquire skills in the area of adaptive technology and how technology can be used to support needs of adults with disabilities who wish to prepare for, participate in or maintain employment. Interns will support individuals with disabilities in a number of locations throughout the province through the use of technology and virtual offices.	<a href="http://www.aes.gov.nl.ca/disabilities/poverty.html">http://www.aes.gov.nl.ca/disabilities/poverty.html</a>	S

Objective: A=Access, E=Equity, S=Support

		School to work transition supports for Persons with Developmental Disabilities	This program enables the provision of necessary supports to assist students with developmental disabilities in accessing summer or after school work opportunities to ease the transition from secondary school to work or post-secondary training.	<a href="http://www.aes.gov.nl.ca/disabilities/poverty.html">http://www.aes.gov.nl.ca/disabilities/poverty.html</a>	S
Department of the Human Resources Secretariat		Wage Subsidy Initiative	The Office of Employment Equity for Persons with Disabilities can provide wage subsidies to Provincial Government Departments that hire persons with disabilities in positions related to their training. These contractual work experience opportunities enhance clients' resumes, making them more competitive in the labour market. The positions may be up to a maximum of one year to provide participants with valuable work experience.	<a href="http://www.exec.gov.nl.ca/exec/hrs/disability_supports/employment_programs/wage_subsidy.html">http://www.exec.gov.nl.ca/exec/hrs/disability_supports/employment_programs/wage_subsidy.html</a>	S
		Opening Doors Program	The Opening Doors Program is The foundation program of the Office of Employment Equity for Persons with Disabilities (Human Resource Secretariat). The Opening Doors Program comprises full time, permanent Opening Doors positions throughout the Provincial Public Service in various locations of the Province. The Opening Doors Program positions have been designated for persons with disabilities and may be filled only by members of this employment equity group who have been accepted for inclusion on the Office's Client Registry.	<a href="http://www.exec.gov.nl.ca/exec/hrs/disability_supports/employment_programs/opening_doors.html">http://www.exec.gov.nl.ca/exec/hrs/disability_supports/employment_programs/opening_doors.html</a>	S
		Career Development Initiative for Agencies, Boards, Commissions and Crown Corporations	The Office of Employment Equity for Persons with Disabilities offers a career development initiative that provides wage subsidies to Agencies, Boards, Commissions and Crown Corporations that hire persons with disabilities in positions related to their education and training. The purpose of these work assignment opportunities is to provide persons with disabilities the training-related, on-the-job, mentorship work experience that will make them more competitive in the labour market.	<a href="http://www.exec.gov.nl.ca/exec/hrs/disability_supports/employment_programs/abcc.html">http://www.exec.gov.nl.ca/exec/hrs/disability_supports/employment_programs/abcc.html</a>	S

Objective: A=Access, E=Equity, S=Support

		Student Summer Employment	<p>The objective of the Summer Employment Program is to provide career-related work experience in the public service for post-secondary students with disabilities. Summer employment opportunities provide students with practical skills and knowledge to prepare them for their future entry into the labour market.</p> <p><a href="http://www.exec.gov.nl.ca/exec/hrs/disability_supports/employment_programs/student_summer_employment.html">http://www.exec.gov.nl.ca/exec/hrs/disability_supports/employment_programs/student_summer_employment.html</a></p>	S
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Objective: A=Access, E=Equity, S=Support

## PRINCE EDWARD ISLAND

Statute	Governing Body	Regulation/ Program	Description	Website	Objective
<i>Rehabilitation of Disabled Persons Act, RSPEI 1988; Social Assistance Act, RSPEI 1988</i>	Department of Community Services and Seniors	Disability Support Program	The purpose of The Disability Support Program (DSP) is to assist with personal planning and to help meet the needs related to an individual's disability. These supports are needs based, and they are not intended to provide income. Supports can take a number of different forms, including support for respite care, funding supports for intensive behavioural intervention for children with Autism Spectrum Disorder, community living and community participation supports, technical aids and other devices and family support programs.	<a href="http://www.gov.pe.ca/sss/index.php3?number=1018613">http://www.gov.pe.ca/sss/index.php3?number=1018613</a>	S

Objective: A=Access, E=Equity, S=Support

# NOVA SCOTIA

Statute	Department	Regulation/ Program	Description	Website	Objective
<p><i>Employment Support and Income Assistance Act, SNS 2000</i> January 23, 2015</p>	<p>Community Services</p>	<p>Employment Support Services (ESS): Canada-Nova Scotia Labour Market Agreement for Persons with Disabilities</p>	<p>The Labour Market Agreement for Persons with Disabilities Program offers services such as skills assessment, career counseling, job skills training, help to go to school and disability supports. The province of Nova Scotia has partnered with the Government of Canada for more than 45 years delivering cost-shared programs to assist persons with disabilities toward greater economic and financial independence through employment. The Multilateral Framework provides the basis for bilateral agreements between individual provinces and the Government of Canada.</p>	<p><a href="http://novascotia.ca/coms/employment/employment_services/LabourMarketAgreement.html">http://novascotia.ca/coms/employment/employment_services/LabourMarketAgreement.html</a></p>	<p>S</p>

Objective: A=Access, E=Equity, S=Support

## NEW BRUNSWICK

Statute	Governing Body	Regulation/ Program	Description	Website	Objective
<p>Vocational Rehabilitation of Disabled Persons Act, RSNB 2011; Employment Development Act, RSNB 2011 September 1, 2011</p>	<p>Post-Secondary Education, Training and Labour</p>	<p>Work Ability Program</p>	<p>The Work Ability Program provides work experience opportunities to unemployed individuals, including persons with disabilities, who require a job placement to overcome a barrier as identified through an individualized employment action plan. By placing an individual with an employer, they can work towards becoming job ready by establishing a career goal, developing skills, or addressing specific needs.</p>	<p><a href="http://app.infoaa.7700.gnb.ca/gnb/Pub/EServices/ListServiceDetails.asp?ServiceID1=5102&amp;ReportType1=ALL">http://app.infoaa.7700.gnb.ca/gnb/Pub/EServices/ListServiceDetails.asp?ServiceID1=5102&amp;ReportType1=ALL</a></p>	<p>S</p>
		<p>Workforce Expansion Program</p>	<p>The Employer Wage Incentive component of the Workforce Expansion Program is a collaborative effort to bring unemployed New Brunswickers together with employers. The program builds employer/employee relationships, which promote the development of our unemployed by gaining skills that ultimately result in long-term sustainable full-time employment. The component also aims at encouraging the hiring of individuals from select groups, including persons with disabilities.</p>	<p><a href="http://app.infoaa.7700.gnb.ca/gnb/Pub/EServices/ListServiceDetails.asp?ServiceID1=6935&amp;ReportType1=ALL">http://app.infoaa.7700.gnb.ca/gnb/Pub/EServices/ListServiceDetails.asp?ServiceID1=6935&amp;ReportType1=ALL</a></p>	<p>S</p>

Objective: A=Access, E=Equity, S=Support

<p>Public Service Labour Relations Act, RSNB 1973 July 1, 2014</p>	<p>Human Resources</p>	<p>Equal Employment Opportunity Program</p>	<p>The objective of the Equal Employment Opportunity (EEO) Program is to provide a more balanced representation of qualified designated group persons in the public service by helping individuals find meaningful employment with opportunities for advancement. To be eligible for the program, candidates must be residents of New Brunswick and be members of one of the designated groups set out under the program, including persons with disabilities.</p>	<p><a href="http://www.gnb.ca/servlet.do?service=/services/services_renderer.5028.Equal_Employment_Opportunity_Program_.html">http://www.gnb.ca/servlet.do?service=/services/services_renderer.5028.Equal_Employment_Opportunity_Program_.html</a></p>	<p>S</p>
		<p>Training and Employment Support Services (TESS) - Employment Services</p>	<p>Training and Employment Support Services (TESS) is directed towards individuals with physical, intellectual, psychiatric or cognitive disabilities. The purpose of these services is to offer training and employment support options to persons with permanent or long-term disabilities who need to develop marketable skills in order to assist them to enter the labour force. These services are provided in full collaboration with the person with a disability in accordance with his/her needs and capabilities.</p>	<p><a href="http://app.infoaa.700.gnb.ca/gnb/Pub/EServices/ListServiceDetails.asp?ServiceID1=17056&amp;ReportType1=ALL">http://app.infoaa.700.gnb.ca/gnb/Pub/EServices/ListServiceDetails.asp?ServiceID1=17056&amp;ReportType1=ALL</a></p>	<p>S</p>
		<p>Training and Skills Development Program</p>	<p>The training and Skills Development (TSD) program has been introduced in an effort to ensure that case managed individuals, including persons with disabilities, whose employment action plan identifies skill development as being necessary, have access to funding to assist them in achieving their goal.</p>	<p><a href="http://app.infoaa.700.gnb.ca/gnb/Pub/EServices/ListServiceDetails.asp?ServiceID1=5097&amp;ReportType1=All">http://app.infoaa.700.gnb.ca/gnb/Pub/EServices/ListServiceDetails.asp?ServiceID1=5097&amp;ReportType1=All</a></p>	<p>S</p>

Objective: A=Access, E=Equity, S=Support

# QUEBEC

Statute	Governing Body	Regulation/ Program	Description	Website	Objective
<i>Individual and Family Assistance Act</i> , RSQ, c A-13.1.1	Emploi et Solidarité	NA	The purpose of this Act is to implement measures, programs and services designed to foster the economic and social self-sufficiency of persons and families, and to encourage persons to engage in activities that promote their social integration, their entry on the labour market and their active participation in society. Within the scope of the employment-assistance measures, programs and services, the Minister may offer means to facilitate the participation of handicapped persons in employment-assistance measures, programs and services, in order to foster their entry on the labour market and their job retention, whether in a regular work environment or in an adapted enterprise.	<a href="http://canlii.ca/t/xll">http://canlii.ca/t/xll</a>	S

Objective: A=Access, E=Equity, S=Support

# ONTARIO

Statute	Governing Body	Regulation/ Program	Description	Website	Objective
Corporations Tax Act, RSO 1990 June 20, 2012	Finance	NA	As an incentive to encourage employers to hire persons with disabilities, the <i>Corporations Tax Act</i> allows employers an additional deduction for the costs of modifying buildings, structures and premises, acquiring certain equipment and providing special training in order to accommodate persons with disabilities in the workplace. The Ontario <i>Income Tax Act</i> provides a similar credit to unincorporated employers.	<a href="http://canlii.ca/t/gj">http://canlii.ca/t/gj</a>	A
Ontario Disability Support Program Act, 1997 January 7, 2015	Community and Social Services	Employment Support	The Ontario Disability Support Program Employment Supports help people who have a disability and can and want to work get ready for work and find a job, or start their own business. Employment supports such as job coaching, on-the-job training, software and mobility devices, and transportation assistance may be provided in order to remove barriers to the person's competitive employment and assist the person in attaining his or her competitive employment goal.	<a href="http://canlii.ca/t/rnz">http://canlii.ca/t/rnz</a>	S
Ontario Works Act, 1997 December 31, 2011	Community and Social Services	Ontario Works Program	The intent of the Ontario Works program is to help people in temporary financial need find sustainable employment and achieve self-reliance through the provision of effective, integrated employment services and financial assistance. Employment assistance, benefits and temporary assistance may be provided for a person eligible to receive income under the <i>Ontario Disability Support Program Act</i> .	<a href="http://www.mcass.gov.on.ca/en/mcass/programs/social/ow/index.aspx">http://www.mcass.gov.on.ca/en/mcass/programs/social/ow/index.aspx</a>	S

Objective: A=Access, E=Equity, S=Support

<p><i>Accessibility for Ontarians with Disabilities Act, 2005</i></p>	<p>Community and Social Services</p>	<p>Integrated Accessibility Standards</p>	<p>This Regulation establishes the accessibility standards for each of information and communications, employment, transportation and the design of public spaces and to the Government of Ontario, the Legislative Assembly, every designated public sector organization and to every other person or organization that provides goods, services or facilities to the public or other third parties and that has at least one employee in Ontario.</p>	<p><a href="http://canlii.ca/t/8pfx">http://canlii.ca/t/8pfx</a></p>	<p>A</p>
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Objective: A=Access, E=Equity, S=Support

# MANITOBA

Statute	Governing Body	Regulation/ Program	Description	Website	Objective
The Social Services Administration Act, CCSM c S165 July 1, 2014	Manitoba Family Services and Labour	MarketAbilities Program	The marketAbilities Program of Manitoba Family Services and Labour offers a wide range of employment focused services to assist adults with disabilities in preparing for, obtaining and maintaining employment. Services offered under the program include vocational counseling, assessment, vocational planning, vocational training, support services and direct employment services. The marketAbilities Program is cost shared by the Government of Canada under the <a href="#">Labour Market Agreement for Persons with Disabilities</a> .	<a href="http://gov.mb.ca/jec/eia/marketAbilities/index.html">http://gov.mb.ca/jec/eia/marketAbilities/index.html</a>	S
The Manitoba Assistance Act, CCSM CA150 July 1, 2014	Entrepreneurship, Training and Trade	The Employment and Income Assistance Program	The Employment and Income Assistance Program (EIA) provides financial help to Manitobans who have no other way to support themselves or their families, including a person with a physical or mental incapacity or disorder. For people who are able to work, EIA will help them go back to work by providing supports to employment. EIA provides benefits (money) to help with the costs of food, clothing, personal and household needs; shelter and utilities (e.g. water, hydro, heat); basic dental, optical and prescription drugs; health-related supplies or equipment not provided by other programs; and supports to help find and start a job.	<a href="http://www.gov.mb.ca/tce/eia/index.html">http://www.gov.mb.ca/tce/eia/index.html</a>	S

Objective: A=Access, E=Equity, S=Support

# SASKATCHEWAN

Statute	Governing Body	Regulation/ Program	Description	Website	Objective
The Rehabilitation Act, RSS 1978	Social Services	The Rehabilitation Regulations / The Vocational Rehabilitation Regulations	According to the Act and regulations, the Minister may provide for services for the rehabilitation of any disabled person or designated group including but not limited to occupational diagnosis, guidance and advice, occupational training and occupational training facilities, transportation and maintenance; occupational tools and equipment; a licence or permit authorizing the holder to engage in an occupation where required; medical or psychiatric examination, diagnosis and advice, medical, psychiatric, dental and surgical treatment and care; nursing and hospital care, foster home care, convalescent home care, drugs, medical and surgical supplies and prosthetic appliances.	<a href="http://canlii.ca/t/wn4">http://canlii.ca/t/wn4</a>	S

Objective: A=Access, E=Equity, S=Support

# ALBERTA

Statute	Governing Body	Regulation/ Program	Description	Website	Objective
<i>Income and Employment Supports Act, SA 2003 June 12, 2003</i>	Human Services	Disability-Related Employment Supports and Services	The Disability Related Employment Supports (DRES) may fund supports and/or services to assist Albertans with disabilities make successful transitions from school to work, unemployment to employment and from one career path to another. The intent of DRES is to level the playing field for persons with disabilities by providing individualized supports and/or services that address the barrier(s) to employment created by their disability; and to assist persons with disabilities participate in education/training leading to employment, access employment opportunities, and enable their full participation in the workforce.	<a href="http://humanservices.alberta.ca/AWOnline/ETS/4345.html#overview">http://humanservices.alberta.ca/AWOnline/ETS/4345.html#overview</a>	S
		Alberta Employment First Strategy	The Alberta Employment First Strategy calls on governments, employers, agencies, and Albertans to work together to welcome more people with disabilities into our workplaces. Human Services has formed an Employer Advisory Councils for both the Private Sector and the Public Sector to provide advice and solutions to help more people with disabilities get into the workforce. Human Services has also created an Employment First Innovation Fund and Employment First Internship Program to create more employment opportunities for people with disabilities.	<a href="http://www.humanservices.alberta.ca/disability-services/employment-first.html">http://www.humanservices.alberta.ca/disability-services/employment-first.html</a>	S

Objective: A=Access, E=Equity, S=Support

## BRITISH COLUMBIA

Statute	Governing Body	Regulation/ Program	Description	Website	Objective
Employment and Assistance for Persons with Disabilities Act, SBC 2002	Ministry of Social Development and Social Innovation	The British Columbia Employment and Assistance (BCEA) Program	The British Columbia Employment and Assistance (BCEA) Program promotes greater independence for people with disabilities, including income security. In addition, the BCEA program recognizes that persons with disabilities may require supplementary assistance and specialized employment supports in order to meet the challenges of daily living and move towards greater independence. Those clients who leave the BCEA program keep their Persons with Disabilities (PWD) designation and may maintain their medical assistance. They are not required to reapply for the designation if they reapply for assistance in the future.	<a href="http://www.sd.gov.bc.ca/publicat/bcea/pwd.htm">http://www.sd.gov.bc.ca/publicat/bcea/pwd.htm</a>	S

Objective: A=Access, E=Equity, S=Support

# YUKON

Statute	Governing Body	Regulation/ Program	Description	Website	Objective
Rehabilitation Services Act, RSY 2002, c 196 January 1, 2003	Yukon Health and Social Services	Adult Community Services	Provides a comprehensive range of social services and coordinates the development of these services for seniors, persons “in need” and/or with disabilities to enjoy a basic standard of living with maximum independence and dignity. Services provided are: counselling and assessments, employment counselling, income assistance, supportive outreach services and Pioneer Utility Grant.	<a href="http://www.hss.gov.yk.ca/adultservice.es.php">http://www.hss.gov.yk.ca/adultservice.es.php</a>	S

Objective: A=Access, E=Equity, S=Support

## **Disability Service Offices**

**For more information about the programs listed above, or any other disability policy, please consult the office in the jurisdiction you are interested in.**

### **FEDERAL**

Social Development for Disability Programs  
Toll-free: 1-800-622-6232  
Office for Disability Issues  
Employment and Social Development Canada  
105 Hotel de Ville Street, Gatineau, Quebec K1A 0J9

Employment and Social Development  
Phone: 1 800 O-Canada (1-800-622-6232)  
TTY: 1-800-926-9105

Honorable Pierre Poilievre, Minister of Employment and Social Development  
Rm 680, La Promenade Building  
Ottawa, Ontario K1A 0A6  
Phone: (613) 992-2772 Fax: (613) 992-1209

### **ALBERTA**

Alberta Supports Contact Centre  
Toll Free: 1-877-644-9992 Fax: (780) 422-9681  
Email: [ei.ascc.m@gov.ab.ca](mailto:ei.ascc.m@gov.ab.ca)

Provincial Disability Supports Initiatives  
10th Floor, Milner Building, 10040 104 Street  
Edmonton, Alberta T5J 0Z2  
Phone: (780) 415-0915 Fax: (780) 427-9145

Honorable Heather Klimchuk  
224 Legislature Building  
10800-97 Avenue  
Edmonton, Alberta T5K 2B6  
Phone: (780) 643-6210 Fax: (780) 643-6214

## **BRITISH COLUMBIA**

Service BC

Victoria: (250) 387-6121 Vancouver: (604) 660-2421

Elsewhere in British Columbia: 1 800 663-7867 Outside British Columbia: 1 604 660-2421

Email: [EnquiryBC@gov.bc.ca](mailto:EnquiryBC@gov.bc.ca)

Ministry of Social Development and Social Innovation

PO BOX 9933 STN PROV GOVT VICTORIA, BC V8W 9R2

Michelle Stillwell, Minister of Social Development and Social Innovation

Unit 2B-1209 Island Highway East

Parksville, BC V9P 1R5

Phone: (250) 248-2625 Fax: (250) 248-2787

Email: [Michelle.Stilwell.MLA@leg.bc.ca](mailto:Michelle.Stilwell.MLA@leg.bc.ca)

## **MANITOBA**

Manitoba Family Services

General Intake Line

Phone: (204) 945-1335 Email: [mgi@gov.mb.ca](mailto:mgi@gov.mb.ca)

Disabilities Issues Office

630 - 240 Graham Avenue

Winnipeg, Manitoba R3C 0J7

[www.gov.mb.ca/dio](http://www.gov.mb.ca/dio)

Phone: (204) 945-7613 Toll Free: 1-800-282-8069, Ext. 7613

Honorable Kerri Irvin-Ross, Minister responsible for Persons with Disabilities

Phone: (204) 945-4173 Fax: (204) 945-5149

Email: [minfs@leg.gov.mb.ca](mailto:minfs@leg.gov.mb.ca) [minhcd@leg.gov.mb.ca](mailto:minhcd@leg.gov.mb.ca)

## **NEW BRUNSWICK**

Department of Social Development

Phone: 1-866-426-5191 Toll Free: 1-866-426-5191

Fax: (506) 856-3193 E-mail: [sd-ds@gnb.ca](mailto:sd-ds@gnb.ca)

Website: [www.gnb.ca/0017/index-e.asp](http://www.gnb.ca/0017/index-e.asp)

Premier's Council on the Status of Disabled Persons

Phone: (506) 444-3000 Toll Free: 1-800-442-4412

Email: [pcsd@gnb.ca](mailto:pcsd@gnb.ca)

Honorable Cathy Rogers, Healthy and Inclusive Communities

Place 2000 250 King Street

Fredericton, New Brunswick E3B 9M9

## **NEWFOUNDLAND AND LABRADOR**

Department of Advanced Education and Skills  
P.O. Box 8700 3rd Floor, West Block, Confederation Building  
St. John's, Newfoundland and Labrador A1B 4J6  
Phone: (709) 729-2480 Email: aesweb@gov.nl.ca

Honorable Clyde Jackman, Minister of Seniors, Wellness and Social Development Minister of  
Advanced Education and Skills  
Department of Advanced Education and Skills  
Phone: (709) 729-3580 Fax: (709) 729-6996  
Email: clydejackman@gov.nl.ca

## **NORTHWEST TERRITORIES**

Department of Health and Social Services  
Government of the Northwest Territories  
P.O. Box 1320, Yellowknife, Northwest Territories X1A 2L9  
Email: hsa@gov.nt.ca.

NWT Disabilities Council  
Suite 116, 5102 50th Avenue  
Yellowknife, Northwest Territories X1A 3S8  
Phone: (867) 873-8230 Toll Free: 1-800-491-8885  
Fax: (867) 873-4124 Email: admin@nwtcdc.net

Honorable Glen Abernethy, Minister of Health & Social Services, Minister Responsible for Seniors,  
Disabilities  
P.O. Box 1320; Yellowknife, Northwest Territories X1A 2L9  
Phone: (867) 669-2388 Fax: (867) 873-0306  
Email: glen\_abernethy@gov.nt.ca

## **NOVA SCOTIA**

Department of Community Services  
Toll Free: 1-877-424-1177 Phone: (902) 424-6111

Nova Scotia Disabled Persons Commission  
MacDonald Building,  
2131 Gottingen Street, PO Box 222, CRO  
Halifax, Nova Scotia B3J 2M4  
Phone: (902) 424-8280 TTY: (902) 424-2667  
Toll free within Nova Scotia: 1-877-996-9954 Fax: (902) 424-0592

Honorable Joanne Bernard, Minister of Community Services  
Department of Community Services  
8th Floor, Nelson Place, 5675 Spring Garden Road  
Halifax, Nova Scotia B3J 1H1

Phone: 1-877-424-1177 Fax: (902) 424-3287  
Email: DCSMIN@novascotia.ca

## **NUNAVUT**

Government of Nunavut  
P.O. Box 1000 Station 200, Iqaluit, Nunavut, X0A 0H0  
Toll free: 1-877-212-6438 Tel: (867) 975-6000 Fax: (867) 975-6099  
Website: www.gov.nu.ca Email: info@gov.nu.ca

Honorable Jeannie Ugyuk, Minister of Family Services  
Phone: 975-5026 Fax: 975-5042  
Email: JeannieUgyuk@netsilikmla.ca

## **ONTARIO**

Ontario Public Works  
Ministry of Government Services  
77 Wellesley Street West  
8th Floor, Ferguson Block  
Toronto ON M7A 1N3  
Phone: (416) 326-8555 Toll-free: 1-800-268-1142

Ontario Ministry of Community and Social Services  
80 Grosvenor St, Hepburn Block, 6th Floor  
Toronto ON M7A 1E9  
Phone: 416-325-5666 Toll Free: 1-888-789-4199  
TTY Toll Free: 1-800-387-5559

Honorable Helena Jaczek, Ministry of Community and Social Services  
6th Floor, Hepburn Block, 80 Grosvenor Street  
Toronto, Ontario M7A 1E9  
Phone: (416) 325-5225 Fax: (416) 325-3347

## **PRINCE EDWARD ISLAND**

Disability Support Program  
Second Floor, Jones Building  
11 Kent Street, PO Box 2000  
Charlottetown, Prince Edward Island C1A 7N8  
Phone: (902) 620-3777 Toll-free: 1-866-594-3777  
Fax: (902) 894-0242

Disability Advisory Council  
5 Lower Malpeque Road, Unit #2, Landmark Plaza  
Charlottetown, Prince Edward Island C1E 1R4  
Phone: 902-892-9149 Toll Free: 1-888-473-4263 (1-888-4PEICOD )  
Fax: 902-566-1919  
Email: admin@peicod.pe.ca

Honorable Valerie E. Docherty, Minister of Community Services and Seniors and  
Minister Responsible for the Status of Women  
Phone: (902) 620-3777 Toll-free: 1-866-594-3777 Fax: (902) 894-0242  
Second Floor, Jones Building, 11 Kent Street, PO Box 2000  
Charlottetown, Prince Edward Island C1A 7N8

## **QUEBEC**

Office des personnes handicapées du Québec  
309, rue Brock, Drummondville, Québec J2B 1C5  
Toll Free: 1 800 567-1465 TTY: 1 800 567-1477  
Fax: (819) 475-8753

Honorable Gaétan Barrette, Minister of Health and Social Services  
Édifice Catherine-de-Longpré  
1075, chemin Sainte-Foy, 15e étage, Québec, G1S 2M1  
Website: [www.msss.gouv.qc.ca](http://www.msss.gouv.qc.ca)

## **SASKATCHEWAN**

Office of Disability Issues  
1920 Broad Street, Regina, Saskatchewan, Canada, S4P 3V6  
Phone: (306) 787-7283 Fax: (306) 798-4450  
Email: [odi@gov.sk.ca](mailto:odi@gov.sk.ca)

Hon. Donna Harpauer, Minister of Social Services  
Room 303, Legislative Building, 2405 Legislative Drive, Regina, Saskatchewan, Canada, S4S 0B3  
Phone: (306) 787-3661 Fax: (306) 787-0656  
Email: [ss.minister@gov.sk.ca](mailto:ss.minister@gov.sk.ca)

## **YUKON**

Community Adult Services Unit  
3168 3rd Avenue, Whitehorse, Yukon  
Phone: (867) 667-5674 or 1-800-661-0408 extension 5674 Fax: (867) 393-6278

Workplace Diversity Employment Office, Public Service Commission  
P.O. Box 2703, Whitehorse, Yukon, Y1A 2C6  
Email: [wdeo@gov.yk.ca](mailto:wdeo@gov.yk.ca)  
Phone: (867) 667-5898 Toll Free in Yukon: 1-800-661-0408 ext. 5898  
Fax: (867) 456-3973 TDD: (867) 667-5864

Hon. Mike Nixon, Minister of Health and Social Services  
Box 2703, Whitehorse, Yukon, Y1A 2C6  
Phone: (867) 633-7973 Fax: (867) 393-6252  
E-mail: [mike.nixon@gov.yk.ca](mailto:mike.nixon@gov.yk.ca)