Supporting Clients with Disabilities
September 13th, 2017 | 10:00 A.M. – 11:30 A.M.
Funded by:

Immigration, Refugees and Citizenship Canada

---

Financé par :

Immigration, Réfugiés et Citoyenneté Canada
Technical Support

Please contact Lucy Buchanan-Parker, at projects@amssa.org or 604-718-2784.
Housekeeping

‘Hide Control Panel’
Housekeeping

Expand Control Panel Features
Housekeeping

Sound & Audio

– Telephone
– Mic & Speakers
Housekeeping

Downloading PowerPoint and Handout Documents
Submitting Questions

• Type your questions in the Question Box
• Tweet using #AMSSAevents
• Email to events@amsssa.org
Join the Conversation on Twitter

• Use #AMSSAEvents to follow the conversation on Twitter and connect with other webinar participants.
• AMSSA can be found on Twitter @amssabc
Agenda

Getting Started
Karen Williams

Social Policy and Research Council of British Columbia (SPARC BC)
Supporting Clients with Disabilities

Wednesday, September 13th, 2017

Presented to: Affiliation of Multicultural Societies and Service Agencies of BC (AMSSA)

Presented by: Karen Williams, SPARC BC
Outline

• Webinar goals
• Defining disability
• Types of disabilities
• Disability myths
• Barriers
• Disability-friendly communication
• People First Language
• Canadian context & values
Webinar Goals

• Increase understanding of disabilities and disability issues
• Increase understanding about appropriate ways of communicating with people with disabilities
• Learn how to communicate or serve clients with disabilities more effectively
What is a disability?

• According to the *Canadian Disability Survey* (2012)
  - People have a disability if they have an activity limitation which limits the amount or kinds of activities that they can do due to a physical or mental condition or health problem.

• According to the United Nations
  - The term persons with disabilities is used to apply to all persons with disabilities including those who have physical, mental, intellectual or sensory impairments which, in interaction with various attitudinal and environmental barriers, hinders their full and effective participation in society on an equal basis with others. It is important to note that a person with a disability may be regarded as a person with a disability in one society or setting, but not in another, depending on the role that the person is assumed to take in his or her community. The perception and reality of disability also depend on technologies, assistance available, as well as on cultural considerations.
Prevalence of disability

- Across BC, 546,760 (15%) residents (age 15+) reported a disability in 2012
- Some people are born with disabilities while other disabilities are acquired later in life
- The incidence of disabilities increases with age
- According to the 2012 Canadian Survey on Disability
  - Approximately 1 in 10 (10.8%) BC residents between the age of 15 and 64 years reported a disability
  - In comparison, over 1 in 3 (34.5%) of older adults (age 65+) reported a disability
Invisible vs. Visible Disabilities

**Visible**
- People who use mobility aids such as wheelchairs and/or walkers
- Physical difference (e.g. missing limb)

**Invisible**
- Hearing disability
- Vision loss
- Mental health condition
- Cognitive and/or learning disability
<table>
<thead>
<tr>
<th>Disability type</th>
<th>Activity Limitation</th>
<th>% of Canadian Population (15+)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Physical Disabilities (e.g. arthritis, spinal cord injury)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pain</td>
<td>Pain limits amount/type of activity</td>
<td>9.7%</td>
</tr>
<tr>
<td>Flexibility</td>
<td>Difficulties bending or reaching</td>
<td>7.6%</td>
</tr>
<tr>
<td>Mobility</td>
<td>Difficulties walking/taking stairs</td>
<td>7.2%</td>
</tr>
<tr>
<td>Dexterity</td>
<td>Difficulties grasping small objects</td>
<td>3.5%</td>
</tr>
<tr>
<td><strong>Mental Illness (e.g. anxiety, depression)</strong></td>
<td></td>
<td>3.9%</td>
</tr>
<tr>
<td>Deaf or Hard of Hearing</td>
<td>Difficulties hearing</td>
<td>3.2%</td>
</tr>
<tr>
<td>Blind or Partially Sighted</td>
<td>Difficulties seeing</td>
<td>2.7%</td>
</tr>
<tr>
<td><strong>Intellectual/Cognitive Disabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Memory</td>
<td>Memory difficulties</td>
<td>2.3%</td>
</tr>
<tr>
<td>Learning disabilities</td>
<td>Difficulties learning</td>
<td>2.3%</td>
</tr>
<tr>
<td>Developmental disabilities</td>
<td>Varies</td>
<td>0.6%</td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td></td>
<td>0.3%</td>
</tr>
</tbody>
</table>
Overcoming myths or fears

• Our beliefs guide how we view and treat people with disabilities
• Important to recognize that we may have inaccurate or insufficient information about people with disabilities
• Myths and misconceptions can perpetuate inappropriate actions and interactions
• We may fear what we do not know or understand
Myths about People with Disabilities

1. PWD are brave, inspirational and courageous
2. PWD need help all the time
3. PWD are special and should be treated differently
4. PWD need sympathy
5. People with a physical disability also have an intellectual disability
Myths about People with Disabilities

6. All disabilities are obvious
7. All people with disabilities are the same
8. A person’s disability defines who they are as an individual
9. People with disabilities cannot lead full & productive lives
10. There is nothing one person can do to help eliminate barriers confronting people with disabilities
Barriers

- Attitudinal
- Physical Barriers
Remember

• People with disabilities are people first, who happen to have a disability
• We are all different and need to be recognized first for which we are capable of doing, not for what we may require assistance to accomplish
• Focus on the person, not his or her disability
Disability-Friendly Communication

Why does it matter?

• The words we use to describe someone who has a disability are very important
• It can cause harm to a person’s self-esteem or self-image or it can enhance it
• It is not just a matter of being politically correct – the language we use reflects how we see and feel about people with disabilities
Communication tips

Avoid language that:

• Reinforces stereotypes or negative images
  • E.g. insane, invalid, suffers from…

• Uses phrases and/or words that are demeaning
  • E.g. handicapped, cripple

• Focuses on the disability not the person
  • E.g. disabled person

• Portrays people with disabilities as a homogenous group that lacks diversity
  • E.g. the disabled
# Examples of People First Language

<table>
<thead>
<tr>
<th>Words to Avoid</th>
<th>Instead say…</th>
</tr>
</thead>
<tbody>
<tr>
<td>The handicapped, the disabled, invalids, patients, crippled, deformed, defective</td>
<td>People with Disabilities, person with a disability, has a disability</td>
</tr>
<tr>
<td>Handicapped parking, hotel room</td>
<td>Accessible parking, hotel room</td>
</tr>
<tr>
<td>Normal, healthy</td>
<td>People without disabilities</td>
</tr>
<tr>
<td>Wheelchair bound/Confined to wheelchair</td>
<td>Uses a wheelchair/mobility aid</td>
</tr>
<tr>
<td>He’s mentally retarded</td>
<td>He has a cognitive disability</td>
</tr>
<tr>
<td>He’s Downs, a mongoloid</td>
<td>He has Down Syndrome</td>
</tr>
<tr>
<td>She’s learning disabled</td>
<td>She has a learning disability</td>
</tr>
<tr>
<td>He is quadriplegic/is crippled</td>
<td>He has a physical disability</td>
</tr>
<tr>
<td>He is emotionally disturbed/mentally ill</td>
<td>He has a mental health condition</td>
</tr>
<tr>
<td>Brain damaged</td>
<td>Has a brain injury</td>
</tr>
</tbody>
</table>
General Tips for Interacting with Clients with Disabilities

1. Respect people’s dignity and independence
2. Speak and act normally
3. Be patient
4. Be understanding and open to each person’s needs
5. Speak directly to the person
6. Avoid touching the person’s assistive aids
7. Ask if they need help and what is the best way to help them

(Note: Refer to handout for disability-specific information)
The Canadian Context

Canadian Values

• Welcoming, inclusive, equality

• Values are reflected in various pieces of federal and provincial legislation which protect the rights of people with disabilities

• Federally
  • The *Canadian Human Rights Act* (1977) prohibits discrimination of people with disabilities
  • *Canadian Charter of Rights and Freedoms* (1982) – Sets out that people with disabilities have the right to equal protection and equal benefit of the law without discrimination
The BC Context

• *BC Human Rights Code*

• Employers, landlords, people who provide a service to the public must try to accommodate the needs of people with disabilities up to the point of undue hardship. This is called the **duty to accommodate**

• Sometimes a facility or service cannot accommodate a person’s need. In that case, the service provider must prove that it would be an **undue hardship** to be required to do so
For more information about Human Rights

• Where can your clients go to for help or for more information about Human Rights?

- BC Human Rights Clinic: http://www.bchrc.net
- BC Human Rights Tribunal: http://www.bchrt.bc.ca/
Thank you!

If you have any further questions, please contact:

Karen Williams
Manager of Accessibility Initiatives
SPARC BC
kwilliams@sparc.bc.ca
604-718-7734

Cartoons from Crippen / Dave Lupton Cartoons: www.crippencartoons.co.uk
Sam Turcott

Disability Alliance BC
Supports for Adults with Disabilities in BC

Updated August 24, 2017
Advocacy Access at Disability Alliance BC

- Advocates help access benefits such as
  - Persons with Disabilities Designation
  - Canada Pension Plan Disability Benefits
  - Disability Tax Credit
  - Registered Disability Savings Plan
- Toll-free telephone line:
  - 1-800-663-1278;
  - 604-872-1278
  - Request an appointment
  - Information and Referrals
- Publications
  - DABC Helpsheet Series
Persons with Disabilities
Designation

PWD Designation
Persons With Disabilities Benefit
Overview

• This BC government program provides monthly income and access to some additional supports for people with disabilities to eligible people in BC

• This benefit is income and asset tested

• To be determined eligible a person must be found to:
  • Have a severe physical or mental impairment likely to last two or more years
  • Have significant restrictions performing daily living activities
  • Require help from another person, assistive device, or assistance animal

• Monthly income for a single person is $1133 effective October 2017.
PWD Health Supplements
(Additional Criteria May Apply)

- Medical Services Plan (MSP) Coverage
- Extended Medical Therapy
- Fair Pharmacare
- Diet Supplements
- Nutritional Supplements
- Dental Coverage
- Glasses (lenses and frames every 3 years)
- Eye exams (every two years)
- Certain medical supplies
- Certain medical equipment and devices
- Medical Transportation
- Alcohol and Drug Treatment Counselling
PWD General Supplements and Programs
(Additional Criteria May Apply)

- Bus Pass Program
- Single Parent Employment Initiative
- Moving Expenses (only in certain situations)
- Crisis Supplements
- Natal Allowance
- Guide Animal Supplement
Federal Programs
Canada Pension Plan Disability Benefits

• Must have contributed enough to Canada Pension Plan to qualify for benefits

• People under 65 with a disability that is:
  • Severe: incapable of regularly pursuing any substantially gainful occupation
  • Prolonged: severe disability is likely to be long continued and of indefinite duration or is likely to result in death

may qualify

• Benefit amounts can range from less than $500/month to almost $1300 per month depending on past contributions.
Disability Tax Credit

• Non-refundable tax credit that is used to reduce taxes and determine eligibility for some other tax related benefits and supports

• May qualify if disability restricts an activity of daily life such as:
  • Vision
  • Hearing
  • Speaking
  • Feeding
  • Dressing
  • Elimination
  • Mental Functions
Registered Disability Savings Plan

• Long-term savings plan for people with disabilities that is supplemented by government contributions

• To be eligible, applicants must:
  • Be a Canadian resident
  • Have a Social Insurance Number
  • Be approved for the DTC

• Age Criteria
  • Must open your RDSP by December 31 of the year you turn 59
  • Must open your RDSP by December 31 of the year you turn 49
  • to qualify for grants and bonds

Possible to receive up to $90,000 in matching grants and bonds over a 20 year period.
Julie Ship and Sabrina Ziegler

AMSSA
IRCC Recipient Guidelines

- Provisions for Disability are eligible to allow a client with a physical or learning disability to participate in IRCC-funded Settlement programming.
IRCC Recipient Guidelines

Costs may include:

- Provisions for equipment up to $1,000
- Provisions for arrangements for people with a disability (e.g., Braille material and large print material)
- Interpretation costs to support communication
- Provisions and arrangements for items over $1,000 are considered capital expenditures.
IRCC Recipient Guidelines

Article 5.11
“Where special training needs of clients with disabilities have been identified, the Recipient shall submit to the Department for consideration a rationale and a budget for the cost of such enhancements.”
Supporting LINC Clients

CLBPT  Classroom  PBLA
Clients are provided with benchmarks for the skill areas of the assessment that they are able to complete.
Classrooms & childminding spaces

- BC Centre for Ability: Supported Child Development Program (SCD)
- Ministry of Education: Individualized Education Plans (IEPs)
- Canadian National Institute for the Blind (CNIB): Screen Readers & audio resources
- Universal Design: classroom lighting
Classrooms & childminding spaces

- Speech to Text transcribing services
- Specialized courses
- Programming for Seniors
- The BC Association of Speech-Language Pathologists and Audiologists: hearing aids
- Assistive Technology British Columbia
- Neil Squire Society: Computer-assisted tech
Previously known as *PBLA Guide for Teachers and Programs (2014)*, *PBLA Emerging Practices Guidelines 2017* incorporates new information and relevant content from CCLB updates and handouts, organized in four sections:

- PBLA Background
- PBLA in my Classroom
- PBLA Programming
- PBLA Emerging Topics

This version will now guide PBLA Implementation, and will only be available in electronic format. An annual review and revisions schedule will ensure that *PBLA Emerging Practices Guidelines* remains current.

[http://pblaepg.language.ca/](http://pblaepg.language.ca/)
Video

Refugees With Disabilities
Key Ideas & Principle Supports

• Disabilities Committees
• Request Professional Development
• Hire staff and instructors with disabilities
• Providing supports for instructors and assistants
Referrals and Resources

- IRCC Recipient Guidelines
- TCET Procedures for Assessing Clients with Disabilities
- SPARC BC Handout
- AMSSA Handout
Submitting Questions

- Type your questions in the Question Box
- Tweet using #AMSSAevents
- Email to events@amsssa.org
Closing Remarks

• Please Fill Out the Online Evaluation Form

• Sign up for SetNet: http://www.amssa.org/settlement-net/

Thank you!