

PROGRAM BOOK



October 18 - 19, 2010

**Toronto Board of Trade
First Canadian Place
77 Adelaide Street, West
Toronto, ON M5X 1C1**



CCRW | CCRT
Canadian Council on Rehabilitation and Work | Le Conseil Canadien de la
Réadaptation et du Travail

Strategies for Inclusive Employment Supporting Changing Labour Market Trends Real Issues, Real Solutions

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Welcome

MESSAGE FROM
THE HONOURABLE DIANE FINLEY,
MINISTER OF HUMAN RESOURCES AND SKILLS DEVELOPMENT

On behalf of the Government of Canada, I would like to extend greetings and best wishes to all delegates and participants at this year's Canadian Council on Rehabilitation and Work National Conference.



The goal of your conference is to create better access to employment, education, and services for people with disabilities across all sectors. The Government of Canada shares this goal. We look forward to working with all of you so that people with disabilities can participate fully in the workforce, in lifelong learning, and in the community.

Through the Enabling Accessibility Fund, we're funding projects that break down barriers for Canadians with disabilities and provide increased opportunities for them to participate, work, and play in their communities.

We're also helping parents and families of people with severe disabilities save toward the long-term security of their loved ones. Our government introduced the Registered Disability Savings Plan (RDSP) as well as the Canada Disability Savings Grant and the Canada Disability Savings Bond.

What's more, on March 11, 2010, Canada ratified the United Nations Convention on the Rights of Persons with Disabilities. The Convention contains specific provisions on Work and Employment and Habilitation and Rehabilitation, which provide guidance to better achieve the inclusion of people with disabilities in these sectors. The Convention will help to guide future development of policies, programs and services that support opportunities for all Canadians, including people with disabilities, to participate fully in society.

For my part, as Minister of Human Resources and Skills Development, I can assure you that my department will continue to make improvements to programs and services which support the employment, education and training of people with disabilities.

I look forward to learning the results of this year's conference, as well as how you plan to continue supporting the employment of people with disabilities.

Thank you, and best wishes for a successful conference.

Yours sincerely,

The Hon. Diane Finley, P.C., M.P.
Minister of Human Resources and Skills Development

Welcome

MESSAGE FROM THE MAYOR

It gives me great pleasure to extend greetings and a warm welcome to everyone attending the Canadian Council on Rehabilitation and Work (CCRW) 2010 National Conference.

The Canadian Council on Rehabilitation and Work is a non-profit, cross disability organization that supports persons with disabilities, employers and community agencies in advancing employment. It is their mission to help, promote and support individuals with disabilities to find meaningful and equitable employment.

This conference is an opportunity for Canada to discuss a range of employment issues impacting persons with disabilities in the world of work today. The goal of this conference is to create better access to employment, education and service for persons with disabilities across all sectors. It also provides an excellent opportunity for attendees to share information, meet with industry professionals and organizations, network and discuss matters of mutual interest.



For everyone visiting Toronto for the first time, I encourage you to enjoy the various attractions and entertainment that our city offers, as well as the diverse neighbourhoods and restaurants that showcase Toronto's vibrant multicultural population.

On behalf of Toronto City Council, I thank the organizers who made this event possible. Please accept my best wishes for an informative conference and continued success.

Yours truly,

A handwritten signature in black ink that reads "David Miller". The signature is written in a cursive, flowing style.

Mayor David Miller

Message from...

CHAIR, CCRW BOARD

Jacki Challenger

On behalf of the board of National Directors and staff of CCRW, I would like to welcome you to the bi-annual CCRW National Conference where the focus is on “Strategies for Inclusive Employment Supporting Changing Labour Market Trends, Real Issues, Real Solutions”. It is our hope you will engage with your peers and colleagues from across the country who have gathered here in Toronto for this important conference.

What each of us learns, takes away and shares with others will in ways, both large and small, help to move the employment of persons with disabilities forward. We are privileged to be joined by the Honourable Diane Finley, Minister, Human Resources and Skills Development Canada as well as the Honourable David Onley, Lieutenant Governor of Ontario, and by everyone who is taking their time to invest in this important issue.

How will you define success for yourself both at the conference and as you return to your homes and work? What can each of us do to effect real change for persons with disabilities? Hopefully, as the conference comes to a close, you have formulated your answers and with that, an action plan to make a difference.



Message from...

PRESIDENT & CEO

Carole J. Barron



Welcome to the 2010 CCRW National Conference!

The CCRW is the only Canadian, non-profit, cross-disability organization supporting persons with disabilities, employers and community agencies in advancing employment.

It is our hope the sessions you have selected will be thought provoking, bring opportunities to examine “Real Issues” and provide “Real Solutions” while supporting your “Strategies for Inclusive Employment”.

We hope our Conference will bring added focus as we recognize and address the “Changing Labour Market Trends” occurring in our workplace environments thereby creating better access to employment, education and service for persons with disabilities.

CONFERENCE CHAIR

Monica Winkler

On behalf of the CCRW Conference Committee, it is my pleasure to welcome you to our 2010 National Conference! We are delighted that you are able to join in this exciting opportunity for Canada to discuss a wide range of employment issues impacting persons with disabilities.

As we move further into the 21st Century, we continue to develop successful strategies and technologies to allow persons with disabilities to work with more equality and contribute their knowledge and expertise to those employers who recognize the value in creating an inclusive work environment. With today’s increased awareness of Inclusive Employment, it is important to remember that “Diversity includes disability”.

We hope you enjoy the next two days and come away with new strategies and best practices to use in achieving your inclusion goals.



Keynote Presentation

MONDAY, OCTOBER 18TH

MESSAGE FROM
THE HONORABLE DAVID C. ONLEY

When David C. Onley was appointed The Queen's representative in Ontario, his concern for people with disabilities became front page news. And when he took office on 5 September 2007, Ontario's 28th Lieutenant Governor became the nation's most highly placed advocate for accessibility.

The Honourable David C. Onley has championed disability issues on many fronts and for many years. Having lived with polio and post-polio syndrome since the age of three, he has broken through social barriers and become a role model.

In his 22-year career with Citytv, he was Canada's first senior newscaster with a visible disability. A popular news anchor, host/producer, science and technology specialist, and weatherman, he showed that ability outshines disability.

His Honour has worked tirelessly to improve accessibility for all. He has chaired the Government of Ontario's Accessibility Standards Advisory Council, and served on the SkyDome Accessibility Council and the Air Canada Centre Accessibility Committee. He has assisted the Muki Baum Association for Multiple Disabilities, the Ontario March of Dimes, Variety Village, the Canadian Foundation for Physically Disabled Persons, and the Centre for Independent Living in Toronto.

For his public service, His Honour has been honoured with the King Clancy Award for Disabled Persons, the Courage to Come Back Award, and the Positive Impact Award. He was inducted into the Terry Fox Hall of Fame and the Scarborough Walk of Fame, and has received eight honorary degrees. His best-selling novel Shuttle was nominated as Book of the Year in 1982 by the Periodical Distributor's Association, and he has contributed to television, radio and publications, often with a focus on science, technology, and faith. He co-founded and was president of the Aerospace Heritage Foundation.

Born on 12 June 1950 in Midland, Ontario, His Honour attended local schools then graduated from the University of Toronto in 1975 with an Honours B.A. in Political Science. He worked as an intern at Queen's Park and attended the University of Windsor Law School.



SESSION DESCRIPTIONS

CONCURRENT SESSIONS
10:00 AM TO 11:00 AM

Impact of the Ontarians with Disabilities Act (2005) and proposed employment standards on the future of the workplace

Earl Black, Special Needs Office, Laurentian University

Since 1962, the Ontario Human Rights Code (OHRC) has provided persons with disabilities with the right to access goods, services, employment, etc. without discrimination. The Code requires employers and others to accommodate persons with disabilities to the point of undue hardship.

The goal of the Accessibility for Ontarians with Disabilities Act (2005) is to make Ontario accessible by 2025 through the development and implementation of accessibility standards in the following key areas: information and communications, built environment, employment, and transportation.

This presentation will focus on the changes that will need to occur in the workplace to comply with the new standards and how this will benefit the employer and the employee.

An overview of the province's labour market development strategy activities for persons with disabilities in Nova Scotia

Leo Deveau, The Nova Scotia Persons with Disabilities Employability Table

This presentation will provide an overview on the current work, research activities and future initiatives of the Nova Scotia Persons with Disabilities Employability Table, a twenty-four member body, representing fourteen organizations serving the disability community in Nova Scotia, as well as seven ex-officio government departments.

Innovations Supporting People with Disabilities in Self Employment: Introduction to the Global Network of Entrepreneurs with Disabilities

Laurie Alphonse, Access Infinity Management

The Global Network for Entrepreneurs with Disabilities is a newly formed organization which recognizes that it is within our capabilities to initiate a call to action – to challenge and change international policy, practice and participation of persons with disabilities in developing and building their own successful businesses. This is an innovative initiative aimed at supporting people with disabilities in employment. The Network has members in the US, UK, Australia, Spain & Holland.

LUNCHEON & KEYNOTE PRESENTATION
11:45 AM

The Honourable David C. Onley
Lieutenant Governor of Ontario

Employment of Persons with Disabilities: Have you Ever Spoken with the Union?"

John Rae, Alliance for Equality of Blind Canadians (AEBC)

"I would like to hire your candidate, but the union won't let me." This is a frequent comment I have heard from placement staffing community based organizations, but have these placement staff ever spoken with the local union?

When I joined the OPS in 1980, being a disability rights advocate in a union was a rather lonely place. Since then, many unions have gone from focusing on their own injured members to much broader work supporting the employment and retention of workers with disabilities.

This session will explore this transition, and discuss the role of unions in expanding employment opportunities for persons with disabilities.

"Today's Youth ... Tomorrow's Future" Reaching communities both urban & rural, building partnerships and paving the way for youth with disabilities to compete in today's Labour Market

Norma Ricker, Canadian Council on Rehabilitation and Work

Youth with disabilities remain an untapped labour pool even though business is frantically trying to fill positions to work in their companies. Norma Ricker will showcase CCRW's "Youth the Future" (YTF) program demonstrating how it has made a difference in the lives of youth with disabilities across Canada by building partnerships and developing the right skills. Since 2006 over 200 youth participated in YTF programs with above average results... including a unique partnership with Elsipogtog, a First Nations community, in South Eastern New Brunswick.

This session promises: Opportunities to develop partnerships, share ideas, successes, take away resources to support meaningful and equitable employment for youth with disabilities.

Inclusive Policies - Simplified

Alice Lam, York University

At the heart of successful business practices includes well thought out programs and policies. With this in mind, ensuring inclusive workplaces requires implementation of effective policies that enable all employees to succeed. It is the employers' responsibility to ensure they address the needs of all employees while allowing their business to thrive. This workshop looks at policies employers should include in their business practices and procedures that will ensure success.

ROUNDTALE DISCUSSION
2:30 PM TO 3:45 PM

"Real Issues, Real Solutions"

WESP Graduates, College Representatives and Employers will discuss from their own perspective the challenges and solutions that job seekers with disabilities face when seeking employment.

Workplace Essentials Skills Partnership (WESP) - *Clients and Participants*

NETWORKING RECEPTION
3:45 PM TO 5:00 PM

TUESDAY, OCTOBER 19, 2010

8:30 AM REGISTRATION OPENS

PLENARY SESSION
9:00 AM TO 9:30 AM

The Job Accommodation Service (JAS)[®], enhancing your organization's ability to employ, retain, and accommodate employees with disabilities.

Nayla Farah, Director, Job Accommodation Service[®]

Our objective is to facilitate the employment and retention of persons with disabilities by assisting employers in the process of workplace accommodation in a manner that is fair and free from discrimination. JAS[®] has a long history of supporting persons with disabilities in Canada, and is the leader in understanding the challenges and issues related to employment and accommodation at a national level across all types of disabilities.

SPECIAL PRESENTATION TO SCOTIABANK
9:30 AM

CONCURRENT SESSIONS
10:15 AM TO 11:15 AM

An Inclusive Approach to Retaining and Motivating Mature Workers with Disabilities

Kaye Leslie, Scotiabank

The demographics of the Canadian workforce are changing rapidly. We are now dealing with an aging workforce, some of whom have existing disabilities, while others will acquire disabilities as they age. Employers need to develop strategies in order to retain mature workers. This will be necessary to adjust to the fast-approaching labour shortage occurring as many Baby Boomers exit the workforce in the next decade. This presentation will also include best practices for the recruitment of employees with disabilities across various lines of business at Scotiabank.

AODA and the Customer Service Standard

Linda Markowsky, Accessibility Directorate of Ontario

According to the Royal Bank of Canada, people with disabilities have an estimated spending power of about \$25 billion each year in Canada. That's a market no business can afford to overlook. People with disabilities travel, shop and do business with their friends and families in our communities, just like everyone else. By learning how to serve people with disabilities, businesses may attract more customers, build customer loyalty and improve their services for everyone.

The Government of Ontario is striving to become a leader in accessibility by 2025 and introduced the Accessibility for Ontarians with Disabilities Act (AODA) in 2005 to achieve this goal. In 2008, the first of five standards under this Act, came into force, the Accessibility Standards for Customer Service. All businesses or organizations that provide goods or services to the public or to other third parties in Ontario and have one or more employee are legally required to comply with the requirements of the standard. Organizations in the broader public sector were required to comply by January 1, 2010. Businesses and non-profit organizations must comply by January 1, 2012.

Transitioning Youth With a Disability to Employment

David Wareng, Independent Living Nova Scotia (ILNS)

Denise Davis, Independent Living Nova Scotia (ILNS)

This session will examine the Access to Community Education and Employment Program (ACEE). ACEE is a successful transition program for youth living with a disability. The program is offered by Independent Living Nova Scotia (ILNS). ACEE uses a collaborative partnership model to increase employment and educational success for its participants. A 15 minute video about the ACEE program will be presented. A facilitated discussion using a case will follow. The discussion will focus on practical strategies and the importance of developing partnerships to achieve independence, employment and educational goals.

The presentation will cover the successful transition of youth living with a disability as they move from high school to employment and further education. The presentation will use the ILNS ACEE program as an example. ACEE develops and uses unique partnerships, strategies and best practices to provide youth living with a disability with increased opportunities and retention in the workplace.

CONCURRENT SESSIONS

11:30 AM TO 12:30 PM

A Practical Perspective on Understanding Episodic Disabilities and Employment

Martine Mangion, Canadian Working Group on HIV and Rehabilitation

Melissa Popiel, Canadian Working Group on HIV and Rehabilitation

As an increasing number of Canadians are living with episodic disabilities, many organizations are becoming familiar with the impacts of episodic disabilities on the workplace. However, many challenges continue to exist to support accommodate, effectively integrate and retain employees living with episodic disabilities.

- What should employers know about developing accommodation plans?
- What can be done to effectively foster an inclusive workplace culture?
- What do coworkers need to know?

This presentation will deliver a framework for understanding the impact of episodic disabilities on the work environment and highlight accommodation best practices to support employees living with episodic disabilities.

Inclusion Through Collaboration: A Viable Approach

Barry Trischuk, Viable Calgary, A Prospect Project

Alexi Davis, Viable Calgary, A Prospect Project

Viable Calgary, A Prospect Human Services Project, has developed and implemented an industry-focused service program aimed to increase the inclusion of persons with disabilities in the workforce by changing employer attitudes. Viable Calgary will provide details of the methodologies used to achieve this outcome, including:

- Partnerships with industry associations to increase inclusion strategies amongst employer members
 - Facilitation of employer best practice discussions and fully accessible Career and Job Fairs
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- A web site providing access to employment resources and best practices
 - Delivery of a multi-media Advertising Campaign to market the abilities of Job Seekers

Connecting Employees: Accessible and Usable Systems at RBC

Michon Williams, IT Accessibility and Usability, RBC

Richard Aubrey, IT Accessibility and Usability, RBC

This presentation will cover what tools IT Accessibility and Usability support in order to increase the accessibility of systems for employees and clients, what challenges we face as an organization in order to meet those needs, what the regulatory requirements are, and what our plans are in order to engage employees and user groups in the enhancement of resources. From a systems perspective, our focus is primarily on addressing accessibility for individuals with low vision or other visual impairments.

BUFFET LUNCHEON
12:30 PM

Screening of “A Hire Awareness”

Bob Santos - Founder, NDEAM Canada

“A Hire Awareness” is a 16-minute video about the long-term contribution that persons with disabilities make to the workplace in Canada. It is a tool to help launch Canada’s National Disability Employment Awareness Month (NDEAM) campaign. The video is designed to inspire CEOs and decision makers to open their eyes to the value of a largely overlooked labour force—persons with visible and invisible disabilities—who can be the solution to their employment challenges.

CONCURRENT SESSIONS
1:30 PM TO 2:30 PM

Building Employment Partnership Project

Elizabeth Smith, Canadian Council on Rehabilitation and Work

Skills Training Partnership (STP)[®] is a trademarked recognized ‘effective practices’ model that has integrated over 400 persons with disabilities into the workplace with a success rate of 83% employment retention. STP[®] is an employment model designed to assist employers in recruiting, hiring, and training skilled employees with disabilities.

This interactive presentation will pose the question: What can STP[®] mean for my business?

WERC Opportunities in the Advanced Wood Manufacturing Industry

Carrie Morgan, Wood Manufacturing Council

The wood products industry (windows and doors, millwork, cabinets and pre-fabricated building components) is a dynamic industry with an environmental conscience and opportunities for all people; new Canadians, women, First Nations and persons with disabilities. In response to industry, we have created WERC (Wood Employee Readiness Curriculum Program), a pre-employment program for equity groups to facilitate their transition into careers in the wood industry. We will highlight the program and the successes of our pilot sites as we prepare to roll out the WERC program across Canada.

Inclusion is Everybody's Business

Amy Ross, Independent Living Centre of Waterloo Region

Dan LaJoie, Independent Living Centre of Waterloo Region

Gain practical insights from employees with disabilities about inclusion in the workplace. A multi-media presentation will highlight pre-employment misconceptions. A panel discussion will deliver practical approaches, effective tips and guidelines to meeting physical accommodation needs in the workplace. Presenters will touch on relevant aspects of the Accessibility for Ontarians Act (AODA), 2005.

GROUP DISCUSSION
2:30 PM TO 3:30 PM

Strategies for Inclusive Employment - Real Issues, Real Solutions

Facilitated by Chris Hornberger, Halifax Global Inc.

CLOSING REMARKS
3:30 PM

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