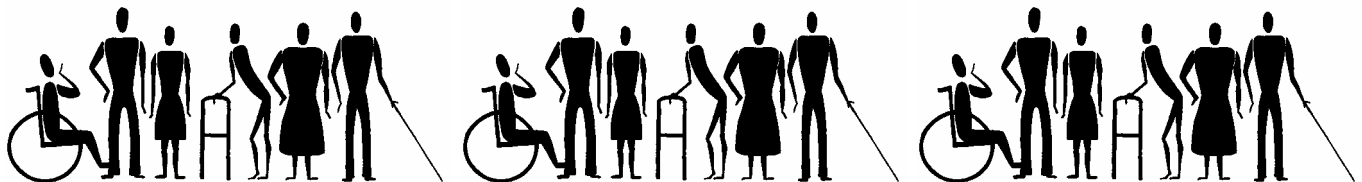


Maximizing Our Assets: Partnering For Participation And Inclusion

A report on the experience of citizens living with a disability in the new City of Ottawa.

November 2002.



Special thanks to the City of Ottawa and the United Way / Centraide Ottawa for their financial support.

This report was prepared with the support and under the direction of a community based Steering Committee.

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Table of Contents

	Acknowledgements
1	Executive Summary Statement of Need Mandate Guiding Principles Key Findings Recommendation Categories Next Steps
4	Foreword
6	Methodology
8	Respondent Profile
11	Respondent Perspective
28	Conclusions
30	Program Inventory
35	Recommendations
40	Appendices
	Appendix I - Project Steering Committee and Community Coalition membership
	Appendix II - Consumer Questionnaire
	Appendix III - Data Tables

Acknowledgements

The Community Coalition is a positive outflow from the cooperative efforts of agencies, volunteer groups and individuals that worked together to support the urgent needs of people with disabilities who were affected by the 2001 Para Transpo strike. The Coalition comprises more than 25 community-based organizations of/for people with physical disabilities, hearing and vision loss. The Coalition also includes representation from funding agencies, the voluntary sector and a number of consumers from our community. The catchment area for the Community Coalition encompasses the region now defined in the newly amalgamated City of Ottawa.

This report represents the preliminary findings of the Community Coalition's "Partnering for Participation and Inclusion" Project. This project was funded by United Way / Centraide and the City of Ottawa, with the intent of developing a baseline, which would define the community life experience of people with physical disabilities, hearing and vision loss living in the new City of Ottawa. The project also was designed to produce an inventory of the services and programs that agencies are providing to this segment of our community's population.

This project is the beginning of a process that will allow our community, and its leaders, to work together to improve the participation of all our citizens. The information in this study will allow the City of Ottawa, funding agencies and service providers to identify service gaps, address participation barriers and target decision-making, in an effort to enhance the opportunities for people with physical disabilities, hearing and vision loss living in our community.

The Community Coalition wishes to acknowledge the more than 1,000 people who responded to the Consumer Survey. We thank each person for taking the time and the risk to share their experiences with us. We thank also the service-providing agencies for their assistance in reaching the client groups that they serve and for their support in developing an inventory of the services that they are providing to people in our community.

The Coalition is grateful to United Way / Centraide and the City Of Ottawa for the funding that made this project possible and to DPCR (Disabled Persons Community Resources) for staff supervision, office space, and other services in support of this project. We thank OC Para-Transpo for access to their mailing list, which allowed us to structure and target a core sample group for the project.

It must be said that the Project Steering Committee and the Project Coordinator played a pivotal role in the development and execution of the project. However, it is worth noting that, the entire Community Coalition was engaged in the process every step of the way including the development of conclusions and recommendations that will lead our community to the ongoing process that flows from this report.

As we strive to build a new and dynamic city for the 21st Century, it is vital that we include all of our citizens. Thanks to the hard work and cooperation of many, this project

should continue to be an important road map, guiding our community on that journey and ensuring that people with physical disabilities, hearing and vision loss are included in the “opportunity culture” that we are trying to generate.

Cathy Kerr, Chair,
Project Steering Committee

I would like to personally thank all the members of the Steering Committee for the hours of time given enthusiastically to this project. Their dedication and obvious interest made the process all the more enjoyable and the wealth of experience and knowledge they brought to the table greatly enhanced the end product. A special thank you goes to Cathy Kerr for the many helpful words of wisdom and making herself available for long conversations on the phone or in person as I wrestled with various challenges during the process. I also want to thank Réjeanne Lalonde who graciously accepted my request to be our research advisor and gave of her time despite being extremely busy over the course of the project. During the later stages of the process when we were all having difficulty seeing the forest for the trees, Dianne Urquhart of the Social Planning Council provided us with some much-needed clarity of thought. Teena Tomlinson deserves credit for injecting some well-timed humour and creating a supportive work environment. And finally I would like to thank my colleagues in the office, Stacey Norris, Kim Kruk, Danielle Vincent and Lisa Huras for your constant support and valuable contribution.

Terry Gilhen
Project Coordinator

Executive Summary

Statement of Need

Members of the Community Coalition recognize that many people living with a disability in the City of Ottawa are prevented from participating fully in community life and are determined to identify and eliminate the barriers responsible. This project was conceived as a first step in a process to create a community that enables citizens living with a disability to participate in and contribute to the life that Ottawa offers.

Mandate

- Support the coming together in “partnership” to better provide service and opportunities for persons with physical, visual, and hearing disabilities including those with multiple disabilities.
- For purposes of this project, the target age group has been determined as 16 years of age plus.
- Strengthen existing informal networks to increase the community’s capacity to respond to unmet needs and barriers faced by persons living with physical, visual, and hearing disabilities in the City of Ottawa.
- Conduct research to develop a comprehensive report. Consisting of an inventory of existing resources and/or services available to persons with physical, visual, and hearing disabilities and the identification of gaps requiring attention, this report would establish a credible baseline for the newly amalgamated City of Ottawa

Guiding Principles

The Project Steering Committee adopted the following guiding principles:

- ❖ That the survey be marketed in mainstream media and be made available online in order to reach the many individuals who are not currently connected to a service and therefore would not be reached through agency client lists.
- ❖ That every effort would be taken to design an accessible consultation process and survey tool enabling everyone to participate by using plain language, alternative formats and/or assistance when required.
- ❖ That the process be inclusive, that is, that all members of the Community Coalition be actively engaged in the project.

Key Findings

- 60% of the people responding to the question “Are you prevented from doing things that interest you or participating in activities happening in our community?” answered yes.
- 52% of the people responding to the question “How much money do you have to live on?” said that they live on less than \$15,000 a year and 21% said less than \$9,600 per year.
- 32% of those individuals who said they are prevented from participating said that it was because “the cost of participating is too high.”
- 48% of survey respondents said they do need help with such things as washing, bathing, transferring, dressing and toileting.
- Survey respondents told us that family or friends were providing 33% or one third of their personal care.
- 70% of survey respondents indicated that they do need help with such things as cooking, cleaning, grocery shopping and yard work.
- Family or friends are providing 41% of the needed homemaking help and 9% of survey respondents are unable to get homemaking help at all.
- The survey suggests that where respondents are indicating a particular need for independent living supports such as personal care and homemaking, there is a substantial reliance on family and friends.
- 20% of respondents who have a permanent place to live indicated that they weren’t living where they want to live and 42% selected “a house or apartment that I can afford is not available” as one reason (the single response chosen by the most people).
- It appears that there is a significant need for more independent living supports that would allow survey respondents to stay where they currently live.
- 71% responded that they do not use the regular OC Transpo buses and the reasons chosen indicate that this is due to poor access and concerns about safety.
- 77% of respondents indicated that they are not working or volunteering citing lack of access, training opportunities and employer sensitivity as the major reasons.
- Access barriers were identified by the majority of survey respondents as they replied to questions covering the various aspects of their daily lives.

Recommendation Categories

Recommendations are categorized under:

- ✓ Accountability
- ✓ Community Infrastructure
- ✓ Resources
- ✓ Services
- ✓ Further Study

Next Steps

The Community Coalition will:

1. Present the findings of the consultation to the City of Ottawa and the United Way/Centraide of Ottawa;
2. Develop a workplan for 2002/2003 based on the findings;
3. Act as an advisor and partner with the City of Ottawa and the United Way/Centraide to implement the recommendations from this report.

Foreword

What is the Community Coalition?

We are a group of individuals and agencies here in the City of Ottawa. Our shared goal is to enable citizens of our city who live with a disability or use such things as sign language or a guide dog to fully participate in community life. Our members are listed in Appendix I.

What is the Community Coalition's perspective?

Experience tells us that many people living with a disability are prevented from participating fully in community life by a multiplicity of barriers. The Coalition defines full participation as active involvement meaning that an individual contributes their personal resources (time, energy, intellect, money) and benefits from the rewards provided by the activity or program. Survey respondents clearly are prevented from fully participating and therefore are not contributing to or benefiting from the resources available. They are, in affect, excluded and consequently live on the fringe of society. The community in turn is missing out on a wealth of resources.

While progress has been noted it has been slow and relates mostly to the elimination of barriers that are concrete and visible, the type of thing that one generally thinks of when accessibility is being addressed. Wheelchair ramps are more evident today, as are auditory signals for people who are blind and visible alarm systems for the deaf. However other barriers less visible to the layperson and not understood by decision makers continue to block opportunities for many people. Public policies and institutionalized procedures or practices with built in barriers are still very prevalent. As well, the perception by many people that individuals living with a disability are simply unable to participate continues to relegate many individuals to a life without the same benefits enjoyed by the general population. In order to effectively dismantle these barriers it is necessary to clearly identify them and understand how they often are intertwined or layered one on top of another.

What is the Partnering For Participation And Inclusion Project?

The Partnering For Participation and Inclusion Project was conceived by the Coalition as a necessary first step towards identifying and understanding the barriers that people encounter. Members determined that they needed to hear directly from individuals about their experiences as they go about their day-to-day lives. For practical reasons it was decided that in this initial phase, individuals who are living with a physical disability or a

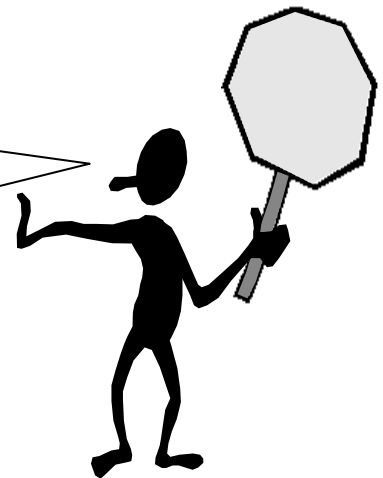
sensory impairment would be consulted first and this circle would be expanded in a subsequent phase.

The information gathered through this consultation would serve as a baseline from which to monitor the community's progress towards the elimination of participation barriers. It was also decided that information about the services that are currently provided to people living with a disability would help complete the picture. The United Way /Centraide Ottawa and the City of Ottawa agreed to fund this effort which allowed the Coalition to develop a consumer survey (see Appendix II). This report summarizes the response that the Coalition received from the people who responded to the consumer survey and includes an inventory of the services available to them from community-based agencies.

What factors may have influenced people as they completed the questionnaire?

When considering the responses people gave it is helpful to remember the particular moment in time when the questionnaire was distributed. Respondents were completing their surveys in April 2002. Several events could have been on their minds as they answered the questions and in fact many respondents referred to these. The Para Transpo strike in the spring of 2001 and the decision in March 2002 by the City of Ottawa to award the contract for providing Para Transpo services to a different provider were events that definitely influenced responses. Having fairly recently experienced the loss of this essential service and now being faced with a change of provider, Para Transpo users were understandably unsettled. Another significant event that may have influenced responses was the decision by the Community Care Access Centre to reduce homecare services. This decision was being communicated to clients at the same time as the survey was being distributed however the actual impact of the decision had not been felt.

The body of the report highlights key findings from the consumer survey illustrated primarily in pie charts and graphs. You will notice that the pie charts only show actual responses and do not include those people who chose not to respond to a particular question. The complete dataset (all the responses including non-responses for each question) are in the tables provided in Appendix 4.



Methodology

A Project Steering Committee (See Appendix I) was created by the Community Coalition and given the mandate to guide the process and direct a project co-ordinator. A Project Coordinator was hired to carry out the work involved.

In the initial stage of the project, the Project Steering Committee adopted a workplan guided by one overriding principle, the consultation process must be accessible and every effort would be made to eliminate barriers that prevent people from participating. Surveys are typically not very accessible for the target population identified for the project and the Steering Committee fully understood this challenge. The integrity of the project rested squarely on following through with this commitment.

Addressing this challenge, the Steering Committee developed survey design criteria. Firstly, the questionnaire would be written in plain language that would be easily understood by everyone. Avoiding the use of terms that are familiar to service providers only was key to achieving this objective. Service providers in the group discovered that even they didn't all understand some terms commonly used by their colleagues. Secondly the survey would be made easy to complete using a check off design whereby respondents would be presented with choices that they would select with a mark rather than be asked to provide narrative responses. Conscious of the fact that some respondents may prefer to describe their situations in their own words, Project Steering Committee members decided that the questionnaire should also provide this opportunity.

With these criteria in mind a draft questionnaire was developed. The survey was then taken out to several community agencies and tested. Participants in the testing included a client of Disabled Persons Community Resources, the Consumer Advisory Committee of Citizen Advocacy, the Consumer Advisory Committee of the Rehabilitation Centre, clients of the Ottawa-Carleton Independent Living Centre, staff members at the Canadian Hearing Society and the Canadian National Institute for the Blind. The provided feedback was invaluable and greatly improved the original draft.

Though the language and layout of the survey was an important accessibility concern, providing alternatives to respondents for whom any printed questionnaire would present problems was even more critical. Coalition members agreed to share the responsibility for providing the supports or alternative methods required for individuals to receive and complete the questionnaire. Individuals were offered the opportunity to be personally interviewed, to receive the questionnaire in Braille or to respond via the Internet to an online version of the questionnaire.

How to distribute the questionnaire to the people who the Coalition wanted to hear from was the next challenge. Distributing the printed version of the questionnaire to clients of the service providers around the table would mean missing the unknown people whose stories are often not heard. Therefore a random sample of 4,000 registered users of Para Transpo was mailed a copy of the printed questionnaire (Please note that the Coalition

was not given access to the database or any of the information it contains). In addition to these 4000, steering committee members distributed questionnaires to clients who would not be captured by this distribution because they would not be eligible for Para Transpo or for whom the printed questionnaire would not be an appropriate tool (ie. CNIB took responsibility for outreach to their clients). Eliminating the questionnaires returned by the post office due to addresses not being current and including those that were distributed by members, the approximate total distribution was 4000.

With the help of the United Way / Centraide, the Coalition also developed and implemented a mass media campaign to market the survey. An ad was purchased in the Ottawa Sun and public service announcements distributed to local media. The questionnaire was also made available on line and the address advertised on the City of Ottawa and the United Way /Centraide websites.

One thousand and thirty-three completed questionnaires were returned for a response rate of approximately 29%. Of these 164 were completed online and the remaining 869 were printed copies. The Steering Committee decided to separate the responses by age, 15 to 64 and 65 + on the basis that their perspectives would be significantly different. Given that 55 respondents did not reveal their age their responses were not included in the analysis. The results of the survey are deemed to be accurate within +/- 3% or in other words, 19 times out of ten.

Current demographic data for people living with disabilities in the City of Ottawa are unavailable making it impossible to compare the specific characteristics of the sample to the larger population. Data obtained by Statistics Canada in the 1991 Health and Activity Limitation Survey¹ indicate that in the Census Metropolitan Area of Ottawa there were 62,685 people aged 15 to 64 living with disabilities in households. As more current data becomes available the Coalition will compare this to the survey respondent profile.

¹ Statistics Canada: Selected Characteristics of Persons with Disabilities Residing in Households, 1991 Health and Activity Limitation Survey. Catalogue 82-555

Respondent Profile

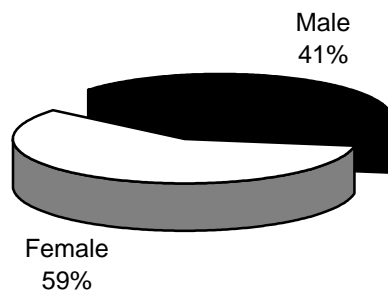
Who spoke?

One thousand and thirty three citizens of the new City of Ottawa told the Coalition their stories. Before telling us about their experiences with such things as transportation, housing and participation in community life, they told us a little bit about who they are. This is what we discovered.

What did we find out about them?

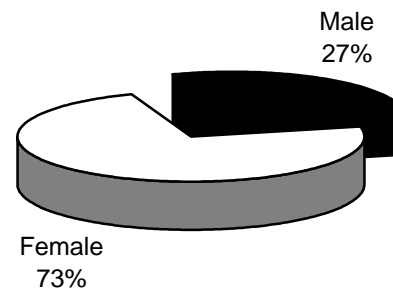
Of the 1033 people responding, 544 were between the age of 15 and 64 and 434 were 65 years of age or older. The remaining 55 did not reveal their age.

Gender (ages 15 to 64)



As the pie chart on the left illustrates, 59% of the younger group of respondents were female and 41% were male.

Gender (Age 65 and over)



On the right we can see that there were proportionately more females (73%) than males who made up only 27% of this group

We were also interested in knowing what respondents used as their first language. Respondents had five options to choose from including English, French, American Sign Language (ASL), Langue des signes du Québec (LSQ) and Other.

Table 1. First Language

Language	15 to 64	%	65+	%	Total	%
English	357	65.63%	295	67.97%	652	66.67%
French	111	20.40%	97	22.35%	208	21.27%
ASL	38	6.99%	1	0.23%	39	3.99%
LSQ	2	0.37%	1	0.23%	3	0.31%
Other	34	6.25%	37	8.53%	71	7.26%
No Response	2	0.37%	3	0.69%	5	0.51%
Total People	544	100.00%	434	100.00%	978	100.00%

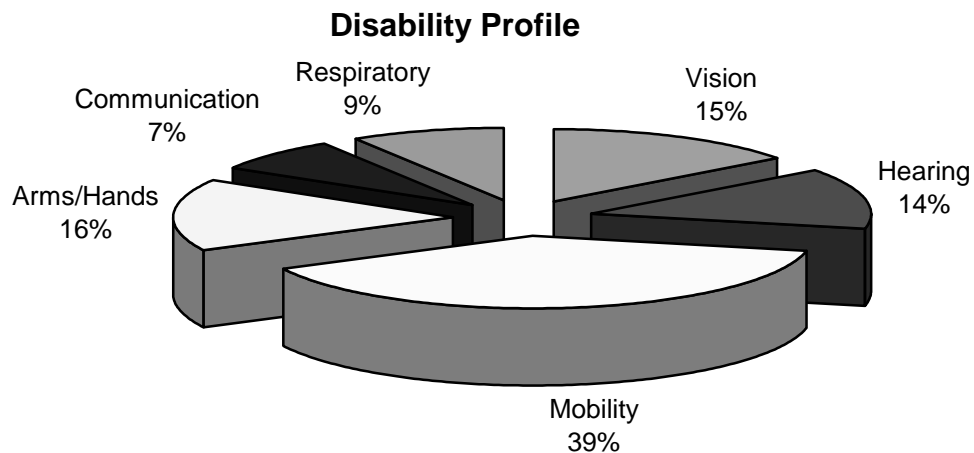
The Coalition learned that of the 973 people who answered this question, 67 % use English while 21% use French as a their first language. The remaining 12% of people said that they use a first language other than English or French.

Where people were living was the next question asked and the response is illustrated in the following table.

Location	15 to 64	%	65+	%	Total	%
Cumberland	22	4.04%	14	3.23%	36	3.68%
Gloucester	59	10.85%	53	12.21%	112	11.45%
Goulbourn	2	0.37%	4	0.92%	6	0.61%
Kanata	21	3.86%	24	5.53%	45	4.60%
Nepean	82	15.07%	68	15.67%	150	15.34%
Osgoode	4	0.74%	1	0.23%	5	0.51%
Former City	289	53.13%	218	50.23%	507	51.84%
Rideau	11	2.02%	10	2.30%	21	2.15%
Rockcliffe	2	0.37%	1	0.23%	3	0.31%
Vanier	22	4.04%	18	4.15%	40	4.09%
West Carleton	6	1.10%	18	4.15%	24	2.45%
No Response	24	4.41%	5	1.15%	29	2.97%
Total People	544	100.00%	434	100.00%	978	100.00%

Table 2. Location

In this case individuals selected from the list of municipalities that existed before the amalgamation of the new City of Ottawa. The majority (52%) of people responded that they are living in what was the former City of Ottawa. A subsequent question asked whether respondents were living in a downtown, suburban or rural setting. Approximately 29% told us that they were living in a downtown core area while 65% said they were living in suburban or rural areas.



Having found out something about the age, gender, language of respondents and where they lived, the Coalition also wanted to know about the nature of their disability. Individuals were presented with a list of statements grouped under the following headings: Visual Impairment, Deaf / Deafened / Hard of Hearing, Mobility, Limited use of arms and / or hands, Communication Difficulties and Respiratory Difficulties. They were asked to check all that apply. The pie chart above illustrates the results.

To review a detailed picture please refer to Appendix III. The following Table captures the highlights.

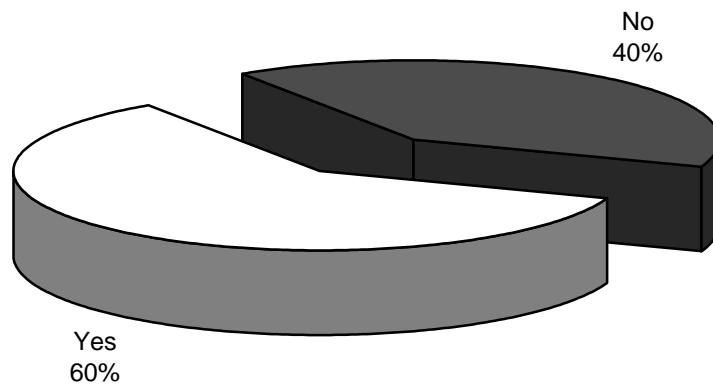


Why are the pie chart %'s (previous page) different from those in the table below? The answer is that the pie chart is based on number of responses while the table is based on the number of people responding. For this question, each respondent had the option of checking off more than one answer.

Age 15 to 64	Disability	Age 65+
<ul style="list-style-type: none"> ➤ 139 people ➤ 26% of the group 	<p style="text-align: center;">Vision</p> <p style="text-align: center;">(Responses indicate some loss of vision or blindness)</p>	<ul style="list-style-type: none"> ➤ 165 people ➤ 38% of the group
304 people or 31% of survey respondents		
<ul style="list-style-type: none"> ➤ 109 people ➤ 20% of the group 	<p style="text-align: center;">Hearing</p> <p style="text-align: center;">(Responses indicate some loss of hearing or deafness)</p>	<ul style="list-style-type: none"> ➤ 174 people ➤ 40% of the group
283 people or 29% of survey respondents		
<ul style="list-style-type: none"> ➤ 426 people ➤ 78% of the group 	<p style="text-align: center;">Mobility</p> <p style="text-align: center;">(Responses indicate some loss of mobility)</p>	<ul style="list-style-type: none"> ➤ 388 people ➤ 89% of the group
814 people or 83% of survey respondents		
<ul style="list-style-type: none"> ➤ 220 people ➤ 20% of the group 	<p style="text-align: center;">Use of Arms and / or Hands</p> <p style="text-align: center;">(Responses indicate involvement of arms or hands)</p>	<ul style="list-style-type: none"> ➤ 114 people ➤ 26% of the group
334 people or 34% of survey respondents		
<ul style="list-style-type: none"> ➤ 115 people ➤ 21% of the group 	<p style="text-align: center;">Communication</p> <p style="text-align: center;">(Responses indicate some level of difficulty with speech)</p>	<ul style="list-style-type: none"> ➤ 38 people ➤ 9% of the group
153 people or 16% of survey respondents		
<ul style="list-style-type: none"> ➤ 74 people ➤ 14% of the group 	<p style="text-align: center;">Respiratory</p> <p style="text-align: center;">(Responses indicate respiratory difficulties)</p>	<ul style="list-style-type: none"> ➤ 110 people ➤ 25% of the group
184 people or 19% of survey respondents		

Respondent Perspective

60% of the people responding to the question “are you prevented from doing things that interest you or participating in activities happening in our community?” answered yes.



The reasons were clearly identified. Respondents described a myriad of challenges they face in their day-to-day lives and it became readily apparent why they are prevented from participating fully in community life. The answer can be stated simply, survey respondents are denied access. For a detailed look at how this happens read on.

About covering basic needs

Taking care of basic needs is the first concern that any one of us has. Regardless of individual circumstances, our absolute priority is putting a roof over our heads, food on the table and clothes on our backs. These needs are met by securing an income that at minimum covers these costs and ideally also covers other needs that contribute to our quality of life. Individuals who live with a disability may also require some form of assistance to meet basic needs. These independent living supports include such things as personal care, specialized care, homemaking and life skills training.

Easy access to health care also contributes to our feeling of security and is an essential ingredient of a comfortable life of living.

For people needing an accessible home, putting a roof over their heads can be a bigger challenge than others face. Accommodation may need to be modified or designed in such a way so that it enables individuals to function independently in their own homes.

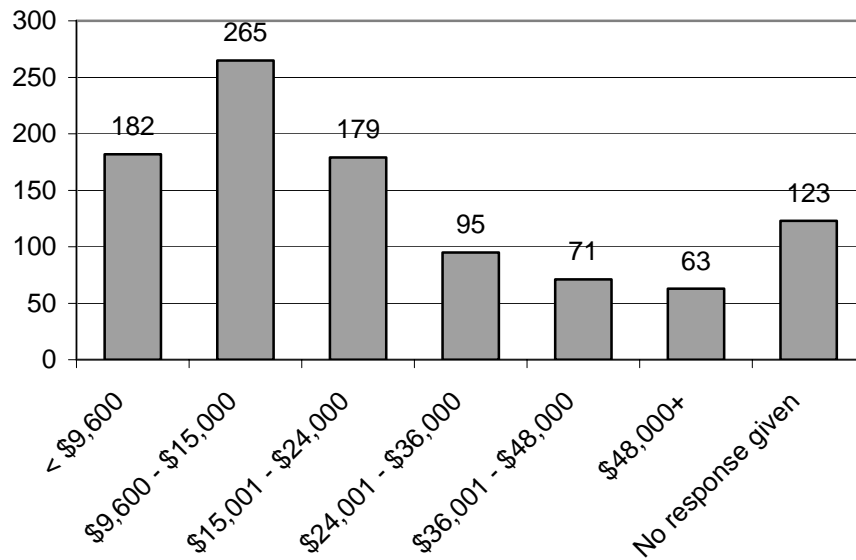
Let’s look at what survey respondents had to say about: income, accessing independent living supports, accessing other forms of support and housing.

Income

52% of the 855 people in the survey who responded to this question indicated that they live on less than \$15,000 a year and 182 or 21% said less than \$9,600 per year. To put this in perspective, Statistics Canada² reported that in the year 2000, the median employment income reported by citizens of Ottawa - Hull was 29,500 and the Low Income Cut-Offs³ (one measure of poverty) for a family of one in Ottawa was \$18, 371.

The following table shows the total response information to the income question.

How much money do you have to live on?



Going back to the community participation question, 170 of the individuals (32%) who said they are prevented from participating said that it was because “the cost of participating is too high.” This was the single reason chosen by the second highest number of people, “I cannot stand very cold or very hot weather” being the reason chosen by 238 respondents. Cost or affordability surfaces as a major theme throughout the survey response. It is a factor affecting housing, transportation, support services and even accessing employment.

The Coalition looked at a variety of ways that income sources could be categorized and the following bullets summarize what was learned.

² Statistics Canada: The Daily, Wednesday, July 10, 2002

³ Statistics Canada: Low income cut-offs from 1991 to 2000, Catalogue # 75F0002MIE-01007, November 2001.

Publicly funded income support programs take up 59.9% of the response:

- “Ontario Disability Support Program” - 14.01%;
- “Ontario Works” - 0.19%;
- “Canada Pension Plan” - 21.97%
- “Old Age Security Pension” - 22.68%
- “Employment Insurance” - 1.08%

A current or prior connection to the labour force is reflected in 45.7% of the response:

- “Job” - 8.15%;
- “Working for yourself” - 1.27%;
- “Workers Compensation Benefits” - 1.27%;
- “Canada Pension Plan” - 21.97%;
- “Employment Insurance” - 1.08%;
- “Employment Pension” - 11.91%

Sources of income that are non-contributing, publicly funded, income support programs are responsible for 36.9% of the response.

- “Ontario Disability Support Program” - 14.01%;
- “Ontario Works” - 0.19%;
- “Old Age Security Pension” - 22.68%;

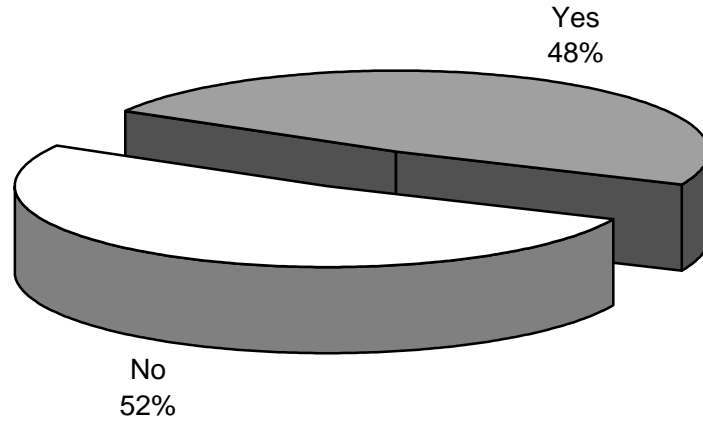
Private funding sources such as “family” and “inheritance” make up 17.5% of the response.

One hundred and twenty eight people told us that at least a part of their income came from a job. According to Statistics Canada⁴, in 1998 31% of people with disabilities in Ottawa had a job (either part time or full time). Twenty of our survey respondents said that part of their income came from self-employment. The combined “job” and “working for yourself” responses account for 9.4% of the 1570 total responses given to the source of income question.

⁴ Statistics Canada, Survey of Labour & Income Dynamics, 1998

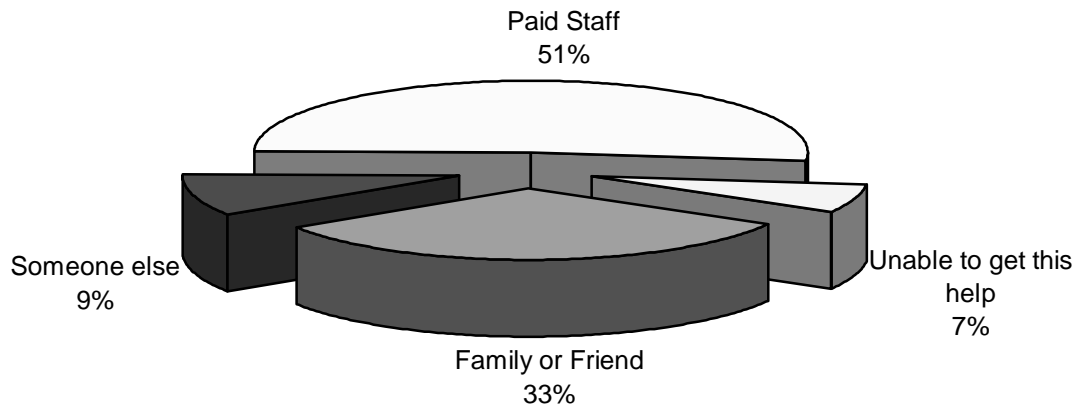
- Accessing independent living supports

Do you need personal care?



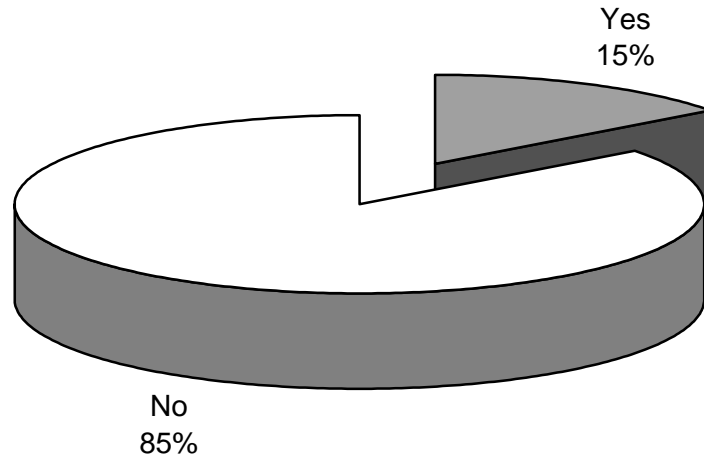
48% of survey respondents or almost half said they do need help with such things as washing, bathing, transferring, dressing and toileting.

Who is providing personal care?



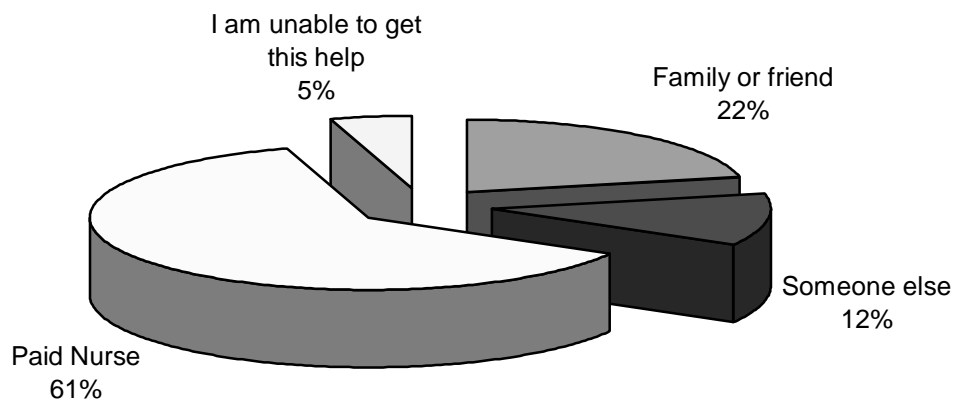
Survey respondents told us that family or friends were providing 33% or one third of their personal care. Looking at who was identified by respondents who explained their selection of the “someone else” category reveals that these included an even mix of other volunteers and paid employees (spouses, and partners, group home and residence staff). Note that 7% of the individuals who need personal care told us that they are unable to get this help. It should be noted that these results are before the cutbacks announced by the Community Care Access Centre.

Do you need specialized care?



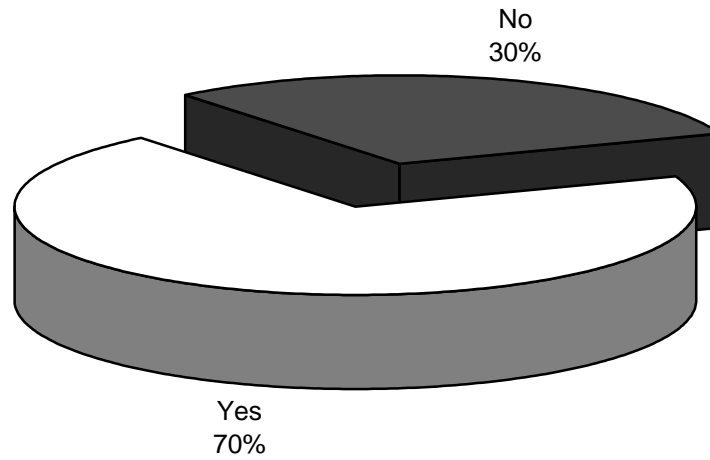
A relatively small number, 134 of the 978 or 15% of respondents indicated that they do need help with such things as regular intermittent bladder catheterization or controlled insulin injections. This kind of help is usually provided by a regulated health care professional such as a nurse.

Who is providing specialized care?



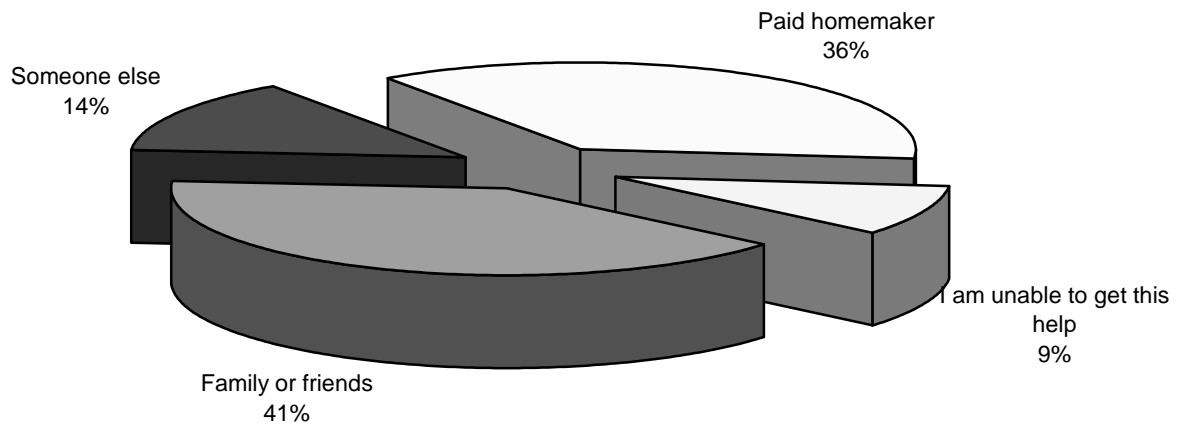
Family or friends are providing 22% of the specialized care required by survey respondents. Under “someone else” group most people who explained this choice identified group home or residence staff as the provider. Again note that 5 % of the required care is not being provided.

Do you need homemaking help?



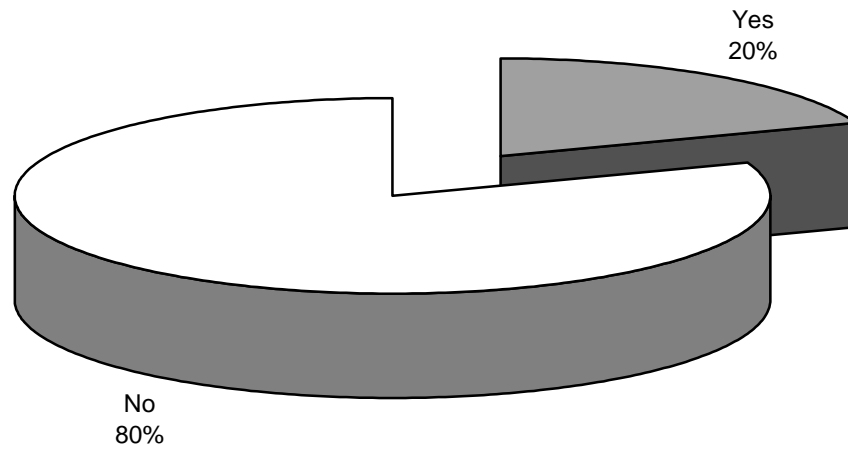
70% of question respondents indicated that they do need help with such things as cooking, cleaning, grocery shopping and yard work.

Who is providing the needed homemaking help?



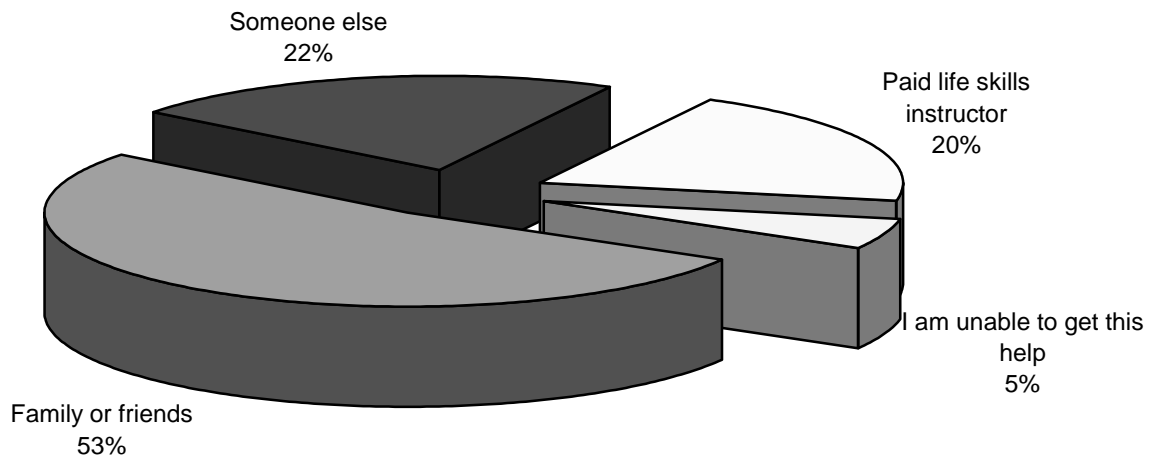
Family or friends are providing 41% of the needed homemaking help and 9% of survey respondents are unable to get homemaking help all. The “someone else” identified by those who selected this option include personal care staff as well as family and friends. Once again we note that 9% of this need is not being met.

Do you now or did you need life skills training?



Most of the question respondents (80%) indicated that they do not need life skills training.

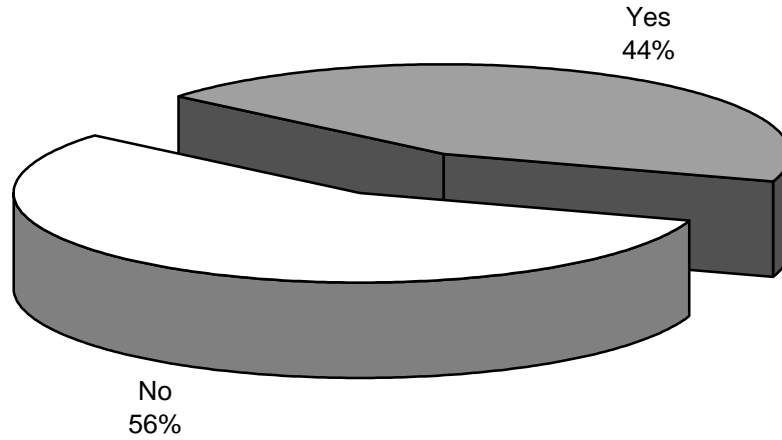
Who is providing the needed life skills training?



Those who do need life skills training indicated that 53% of their training is provided by family or friends and only 20% by a paid life skills instructor. Counted among the “someone else” category are group home staff, schoolteachers and interveners.

Accessing other forms of support

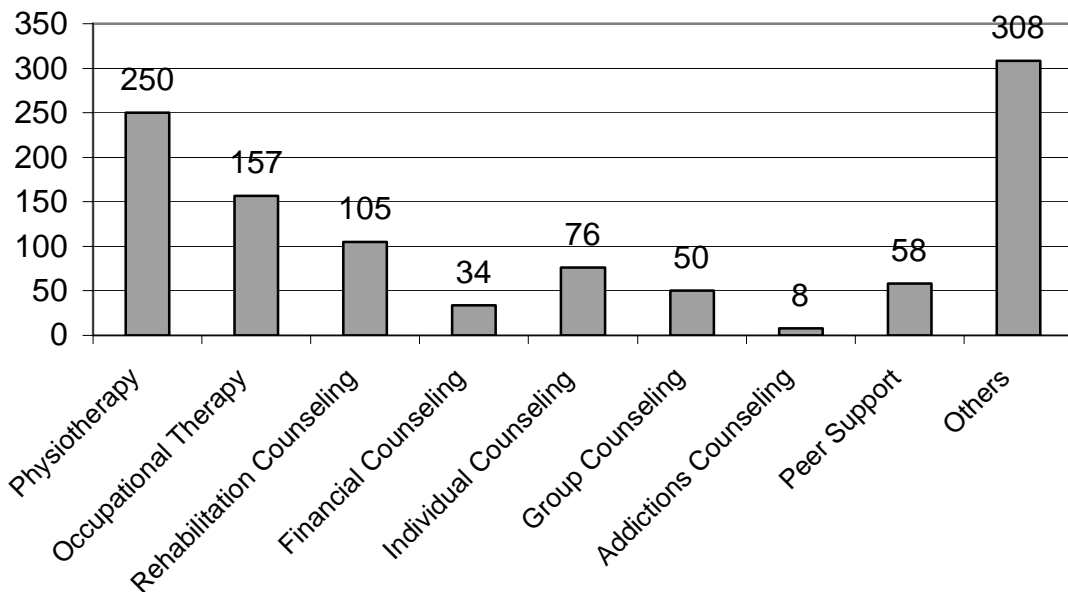
Are there other forms of support that you have tried to get?



44% of the question respondents indicated that they have tried to get other forms of support.

What are these other forms?

The table indicates the number of people who selected each form of support (i.e. 250 people indicated that they tried to get physiotherapy).



A closer look at what people identified under “others” reveals such things as financial assistance, speech therapy and homemaking help or volunteers.

What kinds of problems were encountered?

The comments made in response to this question describe a service system that is inadequate to meet the needs that exist characterized by long waiting lists and confusing information. Respondents identify government funding cutbacks and affordability as issues. It is evident that information about the service system is not sensitive to or accessible for many people. This results in added stress and confusion.

Here are some quotes that illustrate the type of comments that were made:

“We continue to suffer from the lack of capacity to provide in the home nursing, homemaking and attendant care programs in our community. As with all others in our community, we experience increasing difficulty in accessing normal health services.”

“Well, I have had no success getting a homemaker at all. I thought that the government supplied homemakers where needed? If this is not taken care of, I may have to lose my independence and move into an affordable nursing home. I don’t want to do this.”

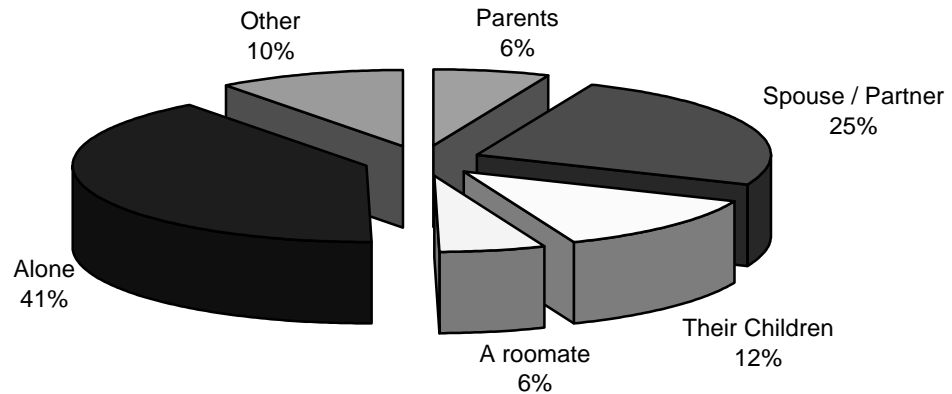
“People trying to tell me what I need rather than listening and working with me.”

“Too much administration confusion with agencies - disabled individuals can’t deal with all the stress of trying to get help. You need to be well to be able to negotiate the system...system invalidates disabled and is impersonal.”

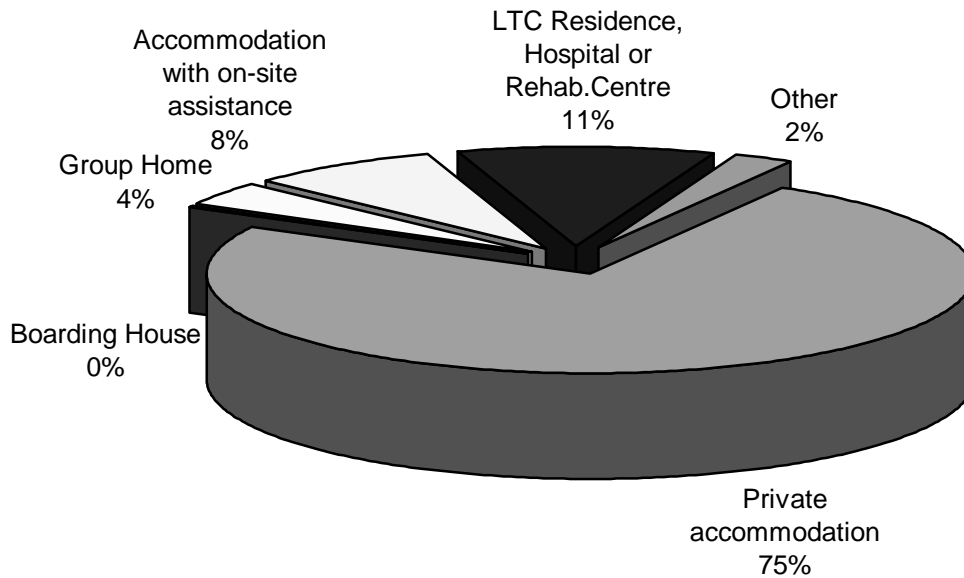
Housing

This is what we found out about housing. The vast majority of our survey respondents, 96 % in fact indicated that they have a permanent place to live.

Survey respondents are living with...

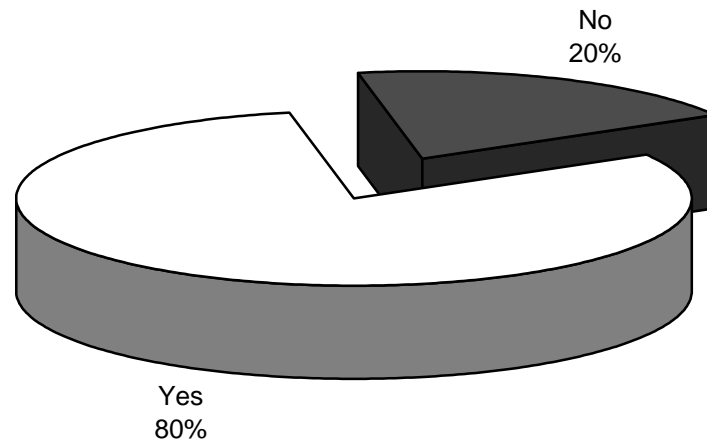


Survey respondents are living in...



The majority (75%) of respondents live in private accommodation while only 23% live in some form of supported living arrangement.

Are survey respondents living where they want to live?

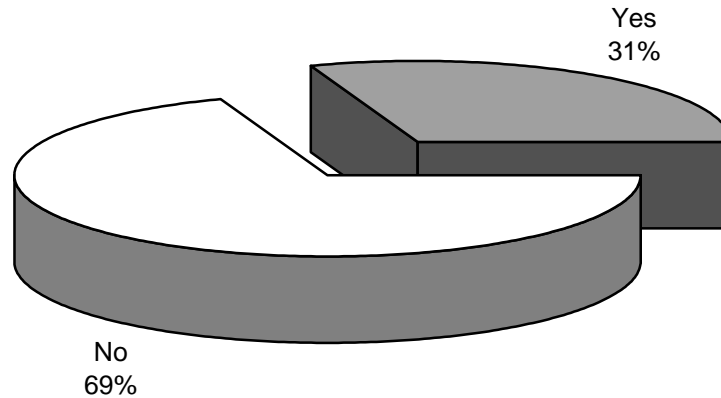


20% of survey respondents who have a permanent place to live indicated that they weren't living where they want to live.

Their reasons for not living where they wanted are as follows:

- **Seventy-seven of these 184 people or 42%** selected “**a house or apartment that I can afford is not available**” as one reason (the single response chosen by the most people);
- **Access reasons** such as the unavailability of an accessible home, a home large enough to meet my needs or a home with support in my first language accounted for **25% of the total number of responses** given;
- **Lack of independent living support** such as the “help needed to live on my own” or “the help I need with house maintenance” accounted for **21% of the total responses** given;
- **Lack of housing** as indicated by the selections, “a house or apartment is not available” or “a house or apartment in the area where I want to live” accounted for **18% of the total responses** given.

When asked “Is there anything else missing that would enable you to be more independent in their own home?” respondents answered...



What did those who said yes say was missing?

The following direct quotes summarize two predominant themes: the need for specific modifications that would improve accessibility and the need for homemaking assistance.

“The ability to modify my home to accommodate my needs. Our family income disqualifies us from financial assistance but renovations needed for my kitchen, front entrance and a chair lift on stairs are very costly.”

“Help with my housework and meals, which I cannot afford. I would like help once a week with dusting and vacuuming. I do not want to go to a nursing home.”

About Transportation

Public transportation, particularly for those of us who cannot afford to own or cannot drive our own cars, is a lifeline to the community and essential for work. A review of what survey respondents had to say about the public transportation system reveals a great need for that improvement.

On the use of the regular bus system...

71% of the people responded that they do not use OC Transpo buses. Two themes surface out of the reasons they selected for not using the regular buses and their narrative responses:

Access-related challenges (53% of the 2083 responses)

Age 15 to 64	Reason chosen	Age 65+
38%	“Snow is not cleared on the sidewalks leading to the bus stops”	23%
33%	“Snow is not cleared away from bus stops”	22%
31%	“Bus stops are not located where I need them”	23%
28%	“The low floor buses do not meet my needs”	17%
26%	“The low floor buses are not on routes that I use”	10%
19%	“Sidewalks to bus stops that I would use are not accessible”	10%
18%	“The bus schedule does not meet my needs”	11%

Safety concerns (31% of the 2083 responses)

Age 15 to 64	Reason Chosen	Age 65+
33%	“I do not feel safe riding on a bus”	17%
32%	“Drivers are not trained to meet my needs”	20%
25%	“There are no tie downs on the bus”	13%
22%	“I do not feel safe waiting for a bus”	18%

It was also noted that 5% of people aged 15 to 64 and 2% of people aged 65 and over indicated that they do not use the regular bus system because they can't afford to ride the bus.

Of the 261 survey respondents (27%) who said that they do use the regular bus system, 53% went on to say that they use any bus while 38% indicated that they use the low floor buses only.

On Para Transpo...

Given that the primary distribution method for the printed questionnaire was the Para Transpo users database, it was not surprising to learn that 77% of the survey respondents do use Para Transpo. A close look at the reasons given by the 204 people who do not use Para Transpo reveals that:

- “I am not eligible” was chosen by more people than any other single reason (28% of people who do not use Para Transpo);
- Taken together the following reasons: “The service does not meet my needs” and “The service availability does not meet my needs” account for 23% of the total response.

On other forms of transportation ...

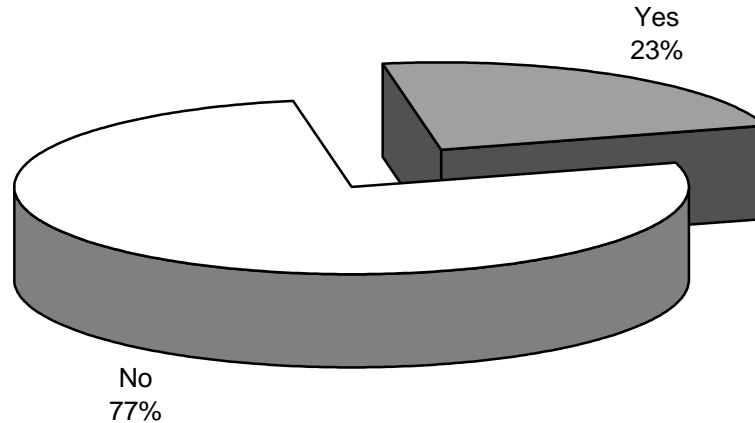
63% of the survey respondents said that they do use other forms of transportation. Readers are cautioned against interpreting this as meaning that respondents use these other forms of transportation exclusively. In other words, these individuals may also be using the regular bus system or Para Transpo. The Coalition observed that 75 of the 614 people (12%) who said they do use other forms of transportation indicated that they own a modified van; car or truck and 19 (3%) said they borrow one. Also noted was that the majority (55%) of those who use other forms said that they use a regular van, car or truck.

What impact does transportation have on community participation?

One hundred and forty-five people or 28% of those who said that they are prevented from participating in community life, indicated, “transportation is not available” as one reason.

What about paid work or volunteering?

Do you have a paid or volunteer job?



If yes, what forms or support or accommodation are now or were provided?

The forms of support selected can be grouped into three categories:

1. Accessibility (65.7 % of the 375 responses)

- “An accessible workplace” - 26.1%;
- “Aids & assistive devices” - 14.7%;
- “Help with personal care” - 9.1%;
- “Someone to read documents not in an accessible format” - 5.1%;
- “Sign language interpretation” - 2.7%;
- “Other forms of accommodation” - 8.0%.

2. Employer / job training (15.2% of the 375 responses)

- “On the job training” - 9.6%;
- “Employer awareness training” - 5.6%.

3. Modified work models (15.2% of the 375 responses)

- “A job that you do in your own home” - 8.8%;
- “A job that you share with someone else” - 6.4%.

What are the reasons survey respondents are not volunteering or working?

It is very interesting to note that the most frequently chosen reason by survey respondents (61 people or 8.7% of the 700) for not volunteering or working was “I would be unable to afford the drugs or medical supplies that I need and that are now covered by social assistance or an insurance company.” Fearing the loss of financial support to cover basic needs related to disability appears to be a significant disincentive for seeking employment.

The reasons for not volunteering or working can be categorized under the same general headings as the supports provided to those who are.

1. Accessibility (18.4% of the 853 responses)

- “Help with personal care is not available” - 5.4%;
- “The education needed for the work I want was not accessible” - 3.1%;
- “Transportation is not available” - 2.9%;
- “Transportation is not affordable” - 2.8%;
- “Workplace is not accessible” - 1.9%;
- “Facilities are not accessible” - 2.1%.

2. Employer / Job Training (6.7% of the 853 responses)

- “Help with learning the job (job coach) is not available” - 3.5%;
- “On the job training is not available” - 3.2%.

3. Modified Work Models (2.9% of the 853 responses)

- “Employers have not offered a chance to share a job or work at home” - 2.9%

A large number of respondents (488 of the 700) chose “Other Reasons” for not volunteering or working. A review of their narrative responses reveals that most of these people do not feel that they are employable either because of their disability or their age. Some also talked about the need for supports in the home. Here are some samples of what was said.

***“ My physical disabilities are very, very limiting. I cannot stand, sit or walk for long periods of time. I need to lie down most of the time due to severe and constant pain.”
I had a part-time job offer yesterday but I had to refuse as care needs at home are not being met.”***

“I am 72 years old and not in condition to work. I am lucky if I can take care of myself”

What else did survey respondents have to say?

Individuals who answered the question, "Is there anything you would like to tell us?" spoke passionately about their frustration with the current service environment. They talked about the erosion of support resulting from government cutbacks and their concerns about the cost of services that they have to now pay for out of their own pockets. Here are some of things that were said.

"The biggest problems getting access to the services I need now are caused by cutbacks, rigidity of eligibility requirements and the sudden removal of services that once were "free". I have had to advocate and speak up for myself so that the little bit of assistance I require will be there for me. It makes the difference between my being an independent taxpayer as opposed to a tax burden. The Internet allows me to get access to information that was previously unavailable to me. Services should be available to people based on need rather than income. Employment programs should have more permanent funding as they often fall victim to the "here today, gone tomorrow" approach."

"The medical situation is in a crisis from all angles. (Staff, dollars, beds, waiting lists, homecare), it just goes on. To cut back on the helpless children, seniors and disabled is shocking for a country like Canada. It is just awesome that we are abandoning those with the most need."

"We need homemaking service real bad. They keep cutting the hours instead of increasing them. If you do not have family or friends, what is one to do?"

"Went blind at 60, Difficult!! VERY!! If my wife dies before me?? What will I do?? Both of us are getting old!! Very Upsetting!! Getting old is frightening!!"

"I feel very much alone in my constant struggle to find appropriate support in this city. Not enough to live on, no family doctors, no counselor, no outside support what so ever. I'm falling through the cracks in this system. It's very depressing and very frustrating. I don't want to end up in a boarding home"

Conclusions

The Core Challenge

- ❑ Relative to the total population, there are a disproportionate number of people living with incomes less than \$15,000 per year;
- ❑ The survey suggests that where respondents are indicating a particular need for independent living supports such as personal care and homemaking, there is a substantial reliance on family and friends;
- ❑ There is a high need for homemaking and personal care.

Survey respondents made it abundantly clear that opportunities generally available to citizens of our City are often beyond their reach. Their responses point to a core challenge that is the day-to-day struggle to meet basic needs. Low income is at the heart of this challenge followed closely by a social support system that falls short of meeting the need for essential services. The citizens who responded to our questions are forced to use up a significant amount of their personal resources (family and friends, energy and finances) on matters of survival and have little left to tackle the range of barriers they face when attempting to participate in the labour market or community life.

The experience described by respondents with housing, public transportation, employment, health care or the pursuit of recreational activities clearly indicated the impact of low income and inadequate supports. One begins to understand how the other access barriers, the physical obstructions like stairs and printed signs as well as the policies and programs that have built in barriers affecting people living with disabilities are layered on top of the basic issue. Understanding this key point is critical to the success of any solution developed to address the challenges faced by individuals living with disabilities. A holistic approach is necessary, an approach based on an analysis of all the interrelated factors.

Community Participation

- ❑ Community participation is clearly prevented or impeded for 3 out of 5 survey respondents;
- ❑ There is a clear need to provide supports such as companions and an improved transportation system allowing individuals to engage in community life;
- ❑ Programs need to be made more accessible through the provision of such things as sign language interpretation, fee subsidies; improved snow clearing and sensitivity training for staff;
- ❑ Facilities need to be made more physically accessible.

Housing

- ❑ There is a shortage of affordable, accessible housing;

- Survey respondents very clearly stated that there is a link between independent living supports and housing satisfaction. It appears that there is a significant need for more independent living supports that would allow respondents to stay where they currently live.

Transportation

- An accessible regular bus system requires more than buses that accommodate some people in wheelchairs. Many different barriers preventing people from using the system were identified and eliminating any one barrier won't completely address the accessibility challenges;
- Also loud and clear was the fact that safety concerns prevent many people from using the regular system. Driver training and installing a tie down system would address 56% of the safety related concern;
- The fact that 71% of the survey respondents indicated that they do not use the regular bus system and 77% indicated that they do use Para Transpo points to a real need for accessible transportation.

Working or Volunteering

- There are a disproportionate number of people not engaged in the work force;
- The fact that individuals state that they would be unable to afford the drugs or medical supplies that are currently provided by social assistance or an insurance company is a major disincentive to working;
- The challenges facing people looking for work or volunteer opportunities are primarily related to access, training and cost.

Further Analysis Required

- Analysis of the responses by gender, disability type and education level;
- Analysis of the specific needs related to specific disabilities;
- Identification of barriers that can be immediately addressed.

Program Inventory

Distributing a survey to local service providers enabled the Coalition to develop the inventory of programs available in Ottawa that appears on the following pages. Every effort was made to create an inclusive list of government, private sector and non-profit service providers however some may have been missed.

A 27% response rate to the survey provided sufficient data to create an excellent foundation for a program inventory that can now be built expanded. The Coalition intends to pursue the goal of increasing the participation of local agencies in the identification of programs provided in the community.

Organization Name	Housing					Counseling					Employment					Financial							
	Group Homes	Supportive Housing	Long-Term Care Placement	Housing Information	Respite Care (Out of Home)	Other Housing	Crisis Counseling	Individual Counseling	Family Counseling	Self Help / Peer Support	Other Counseling	Employment Supports	Vocational Rehabilitation	Employment Counseling	Vocational Assessment	Co-op / Internship	Linking to special funding or placement program	Other Employment Services	Equipment	Rebate Programs	Income Programs	Renovations	Other Financial Supports
Algonquin College Centre for Students										*							*						*
Amputee Society of Ottawa									*														
Arthritis Society (The)							*	*															
Association pour l'integration sociale d'Ottawa			*			*	*																
Barrier Free Bathrooms by Casa de Queensway Tile																							
Canadian Blind Sports Association																							
Canadian Cerebral Palsy Sports Association																							
Canadian Hearing Society						*	*	*	*							*							
Canadian National Institute for the Blind					*	*	*	*	*		*	*	*		*								*
Canadian Paraplegic Association of Ontario			*				*	*	*				*					*					
Canadian Red Cross Home Healthcare Equipment Ser.															*								
Carleton University Attendant Services Program	*																						
Carlington Community Health Services			*			*	*	*		*													
Catholic Family Service Centre						*	*	*	*	*													
Childrens Hospital of Eastern Ontario						*		*		*													
Christian Horizons	*						*																
Citizen Advocacy of Ottawa																							
Community Information Centre of Ottawa																							
Conval Aid																							
Council on Aging																							
Disabled Persons Community Resources		*				*																	
Family Service Centre							*	*	*														
Gloucester Centre for Community Resources						*	*	*															
Good Companions Senior centre																							
Huntington Society						*	*	*	*	*													
Jewish International																							
Line 1000											*	*	*	*	*	*	*	*	*				*
Multiple Sclerosis Society of Canada							*		*														
Neil Squire Foundation											*	*	*		*								
Nepean Community Resource Centre						*	*	*	*	*	*				*								

* Denotes programs that organizations have indicated they provide.

Integration	Community Supports	Education	Equip.	Info & Ref.	Transportation	Misc.
Individual Advocacy & Support						
Equipment / Assistive Devices						
Accessibility Services						
Other Community Integration Services						
Alarm Systems						
Rehabilitation Services						
Attendant Care						
Special Services	*					
Homemaking						
Visiting Programs / Services		*				
In-Home Respite Care						
Palliative Care						
Independence Training						
Other Community Supports			*			
Life Skills			*			
Student Services		*				
Literacy / Numeracy Training				*		
Other Education Supports						
Loans						
Sales, Repairs, Maintenance						
Other Equipment Services						
Information & Referral				*		
Planning & Coordination				*		
Public Education / Awareness				*		
Other I & R Services						
Public Transit						
Parking Permits						
Taxis / Vehicle Rentals						
Medical Transportation					*	
Vehicle Modification						
Other Travel Information					*	
Driver Evaluation						
Other Transportation Services						
Barrier Free Design						*
Recreation / Leisure					*	*
Legal					*	
Other Miscellaneous Services					*	*

Organization Name	Housing					Counseling					Employment					Financial							
	Group Homes	Supportive Housing	Long-Term Care Placement	Housing Information	Respite Care (Out of Home)	Other Housing	Crisis Counseling	Individual Counseling	Family Counseling	Self Help / Peer Support	Other Counseling	Employment Supports	Vocational Rehabilitation	Employment Counseling	Vocational Assessment	Co-op / Internship	Linking to special funding or placement program	Other Employment Services	Equipment	Rebate Programs	Income Programs	Renovations	Other Financial Supports
Ontario March of Dimes											*	*	*	*	*	*	*	*					
Ontario Medical Supply																							
Ottawa Carleton Independent Living Centre				*		*	*	*	*		*		*			*							*
Ottawa Childrens Treatment Centre				*			*	*	*							*	*	*					*
Ottawa Community Care Access Centre																							
Ottawa Installation and sales																							
Ottawa Rotary Home				*																			
Ottawa West Community Support																							
Parkway House	*																						
Paul Menton Centre																							
Planned Parenthood																							
PudicombeAccess Solutions																							
Reach																							
Rehabilitation Centre-Ottawa														*									
RJ Skirda and Associates										*	*	*	*	*	*	*	*						
Sandy Hill Community Health Centre			*			*	*	*															
Service Coordination des services																*							*
Social Housing Registry					*																		
Somerset Community Health Centre																							
Special Needs Equipment Exchange																							
Stride Assistance for the Disabled																			*				
Tamir Foundation	*			*	*		*									*		*					
The Ottawa Hospital (Social Work)						*	*	*	*							*							
Township of Osgoode Home Support Program																							
VHA Health and Home Support																							
Victorian Order of Nurses																							
Vista Centre	*																						
Voyages Travel																							
Y's Owl Maclure Cooperative Centre						*	*				*		*		*								
Totals	4	2	0	5	3	3	14	19	15	12	6	8	3	8	5	6	11	5	6	0	0	0	6

Integration		Community Supports				Education	Equip.	Info & Ref.	Transportation				Misc.																							
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Barrier Free Design	*																																			
Recreation / Leisure	*			*																																
Legal				*																																
Other Miscellaneous Services																																				
13	3	3	2	0	4	3	7	4	13	3	2	8	10	15	2	8	8	9	7	4	30	18	24	4	2	0	0	1	2	2	1	0	6	14	4	4

Recommendations

Context:

In 1991 Statistics Canada's Health and Activity Limitations Survey results indicated that at least 1 out of 6 people in Canada is a person with a disability, and that these numbers are growing. We have no reason to believe that the numbers in Ottawa are not consistent with the national data. The Survey of Labour & Income Dynamics conducted by Statistics Canada in 1998, indicated that there were 74,349 people living with a disability in the Region of Ottawa-Carleton and projected that there would be 84,655 in the year 2006. It is clear that people living with a disability are not a small minority but rather a significant portion of our population. As our society seeks ways to maximize assets it would seem prudent to engage the considerable resources of people living with a disability. We need to recognize and access the contributions they have to make. Although progress has clearly been made, the survey also suggests the need for further improvement to services for citizens living with a disability and that all sectors have a role to play in the process.

The survey's preliminary results suggest, that:

- 3 out of 5 people with physical disabilities, hearing or vision loss are encountering barriers to participation and inclusion in the community of the City of Ottawa;
- The vast majority of people with physical disabilities, hearing or vision loss are living out in the community and want the opportunity to participate fully in our community;
- The full impact of disabilities extends beyond an individual to their family, their friends and their community;
- Reducing or eliminating participation barriers will strengthen our community and open up new opportunities for our citizens; and,
- The process for responding to the concerns that have been raised, begins with a focus on matters related to:
 - Accountability,
 - Community Infrastructure,
 - Services,
 - Resourcing and,
 - Defining Further Action.

Acknowledging its on-going role the Community Coalition makes the following recommendations to its membership as well as to the City of Ottawa and the United Way/ Centraide Ottawa:

Regarding Accountability

Accountability and transparency are vital to the effective use of limited resources in the public, private and not-for-profit sectors, in order to preserve the integrity and credibility of programs and services.

Accordingly, it is recommended that:

1. The City of Ottawa begin the process of addressing the participation barriers which fall within its jurisdiction, as per the findings of this survey by:
 - Developing and implementing an Accessibility Plan based on a clear commitment to reduce or eliminate access barriers related to housing; transportation; community health services; volunteerism, municipal employment equity and service infrastructure (this commitment would include specific initiatives, responsibility centres, timeframes for implementation, resource allocations and accountability mechanisms to stake holders); and,
 - Redefining the scope of “access” in planning definitions and service eligibility requirements for people with physical disabilities, hearing or vision loss in our community. Providing accessibility must go beyond eliminating physical barriers such as stairways to addressing such things as affordability or cost, the need for supports such as an attendant or providing information in alternative formats or awareness training and public education.
 - Adopting the goal of maximizing the opportunities for citizens living with a physical disability to fully participate, that is, contribute to and benefit from the rewards of community life.
2. The Community Coalition develop an Action Plan to respond to the findings of the survey, with particular emphasis on the following elements:
 - Identifying the appropriate roles and responsibility levels of government, community organizations and individuals related to the concerns that have been raised in the survey and the partnerships or strategies required to address these concerns; and,
 - Defining the process for engaging service-providers and funders in addressing those barriers associated directly with community delivered programs that have been suggested by the survey results.

Regarding Community Infrastructure

The survey results demonstrate the close relationship between community infrastructure and the required supports to sustain many basic needs.

Accordingly, it is recommended that:

3. The City of Ottawa's Accessibility Plan very specifically address the following concerns which were suggested by the survey's findings:
 - On Housing: Increasing the inventory of accessible and affordable housing (e.g. reviewing conversion practices for existing rental stock and ensuring that accessibility requirements are an integrated component of new residential development);
 - On Transportation: Recognizing that the provision of accessible public transit vehicles does not ensure an accessible public transit system (e.g. reviewing the location of bus stops and the proximity of curb cuts, the accessibility of bus shelters, snow removal and sidewalk maintenance, driver training, public education and scheduling information services);
4. The Community Coalition Action Plan define a strategy for working with all levels of government to address income support challenges suggested by the survey's findings.

Regarding Services

The survey results demonstrate significant concerns related to the availability, affordability and accessibility of key services and the resulting dependency on family and friends for the provision of these services.

Accordingly, it is recommended that:

5. The City of Ottawa Accessibility Plan include measures to deal with the survey's findings related to:
 - Community Health Services by developing partnerships with service providers to ensure that people with physical disabilities, hearing and vision loss have access to primary health information and care and access to publicly funded community-based general rehabilitation services;
 - Municipal Employment Equity by reviewing internal employment policies and training programs to ensure that a full range of employment supports are available and that employee services are fully accessible; and,

- Service Infrastructure by reviewing service information and access systems to ensure that they are “user friendly” for clients and that service gaps are identified, quantified and addressed.
6. All local funders ensure, through its program funding mechanisms, that the needs of people with physical disabilities, hearing and vision loss, where appropriate, are being addressed in all programs and not only those programs specifically designed for this client group.
 7. The Community Coalition’s Action Plan include a review of the programs and services of member agencies in the context of the survey findings and identify priority service gaps.

Regarding Resourcing

The Community Coalition acknowledges that there are potential costs related to addressing the service gaps and other issues identified in this survey. However, it also recognizes that failure to invest in the elimination of these barriers will mean losing out on the benefits to be gained by having these individuals as fully participating citizens of our community.

Accordingly it is recommended that:

8. All funders include access dollars in their funding thereby enabling service-providers to build in the supports and accommodation that ensures fully accessible programs.
9. Local funders of social and health programs meet regularly to share information, coordinate funding efforts and generally manage the funding side of service delivery to ensure the development and maintenance of an affective support system.

Regarding Defining of Further Action

This survey is the largest and most comprehensive of its kind ever conducted in Ottawa. It should be a baseline for identifying ongoing information requirements and for measuring progress with respect to the issues that have been identified.

Accordingly, it is recommended that:

10. The City of Ottawa Accessibility Plan identifies an evaluation mechanism for follow-up to this survey and the resources required to renew and update this information, at least every five years.

11. The Community Coalition's Action Plan include proposals for expanding this database to include a survey of people living with other types of disabilities in our community (e.g. developmental disabilities, mental health disabilities)
12. The Community Coalition's Action Plan includes proposals to continue the data analysis flowing from this survey to ensure that all of this client groups' opportunities and challenges are fully defined.

Appendices

Appendix I

Community Coalition

Teena Tomlinson, Chair	Disabled Persons Community Resources
Timothy D. Andradé	The Rehabilitation Centre
Joan Black	Disabled Persons Community Resources
Cathy Blauer	United Way Ottawa / Centraide d'Ottawa
Louis Buschman	Reach
Tina Cabot	Ontario March of Dimes
Mathew Cole	Carleton University Attendant Care Program
Cheryl Colmer	Neil Squire Foundation
Lise Corbeil	Ottawa Community Care Access Centre
Laurie Cucheran-Morris	Multiple Sclerosis Society, Ottawa Chapter
Monique Doolittle-Romas	Canadian Hearing Society
Marilyn M. Dow	Special Needs Equipment Exchange Service
Catherine Dubois	Coalition of Community Health & Resource Centres
Nancy Jaworski*	Champlain District Health Council
Kathleen Jordan	Lifetime Networks Ottawa
Dennise Kelly	Line 1000
Cathy Kerr	The Rehabilitation Centre, Southenders Kiwanis Club
Elizabeth Norris	Canadian Paraplegic Association
Gerald Ouellette	Council On Aging of Ottawa
Katie Paialunga	Ottawa Carleton Independent Living Centre
Vicki Pullam*	Canada Customs and Revenue Agency
Lynne Rivet	Human Resources Development Canada
Donna Sargeson*	Ontario Disability Support Program
Karen Slater*	Health Care Programs, Ottawa Team
Brian Tardif	Citizen Advocacy
Bryan Tyrer*	City of Ottawa
David Walls	Vista Centre
Jeff Willbond*	City of Ottawa
Donna Woods	Canadian National Institute for the Blind

* Indicates individuals who are at the table as resource partners and not full members.

Appendix II

Consumer Questionnaire

Appendix III

Data Tables

Disability Demographics						
Vision	15 to 64	%	65+	%	Totals	%
Blind since birth	18	3.31%	5	1.15%	23	2.35%
Gradually blind	11	2.02%	4	0.92%	15	1.53%
Suddenly blind	5	0.92%	7	1.61%	12	1.23%
Low vision since birth	25	4.60%	9	2.07%	34	3.48%
Gradually low vision	63	11.58%	121	27.88%	184	18.81%
Suddenly low vision	17	3.13%	19	4.38%	36	3.68%
Total People	139	25.55%	165	38.02%	304	31.08%
% of total responses to Question 6 (2072)						14.67%
Hearing	15 to 64	%	65+	%	Totals	%
Deaf from birth	41	7.54%	0	0.00%	41	4.19%
Deafened	6	1.10%	3	0.69%	9	0.92%
Hard of hearing birth	6	1.10%	3	0.69%	9	0.92%
Gradually hard of hearing	44	8.09%	157	36.18%	201	20.55%
Suddenly hard of hearing	12	2.21%	11	2.53%	23	2.35%
Total People	109	20.04%	174	40.09%	283	28.94%
% of total responses to Question 6 (2072)						13.66%
Mobility	15 to 64	%	65+	%	Totals	%
Wheelchair early	66	12.13%	0	0.00%	66	6.75%
Wheelchair gradually	100	18.38%	49	11.29%	149	15.24%
Wheelchair suddenly	73	13.42%	52	2.53%	125	12.78%
Cane early	9	1.65%	11	2.53%	20	2.04%
Cane gradually	52	9.56%	110	25.35%	162	16.56%
Cane suddenly	28	5.15%	52	11.98%	80	8.18%
Walking difficulty early	27	4.96%	4	0.92%	31	3.17%
Walking difficulty grad	48	8.82%	87	20.05%	135	13.80%
Walking difficulty sudden	23	4.23%	23	5.30%	46	4.70%
Total People	426	78.31%	388	89.40%	814	83.23%
% of total responses to Question 6 (2072)						39.29%
Limited arms/hands	15 to 64	%	65+	%	Totals	%
Assistive device early	16	2.94%	0	0.00%	16	1.64%
Assistive device gradually	24	4.41%	11	2.53%	35	3.58%
Assistive device suddenly	15	2.76%	8	1.84%	23	2.35%
Limited use early	35	6.43%	2	0.46%	37	3.78%
Limited use gradually	86	15.81%	65	14.98%	151	15.44%
Limited use suddenly	44	8.09%	28	6.45%	72	7.36%
Total People	220	40.44%	114	26.27%	334	34.15%
% of total responses to Question 6 (2072)						16.12%
Communication	15 to 64	%	65+	%	Totals	%
Speech early	61	11.21%	0	0.00%	61	6.24%
Speech gradually	32	5.88%	21	4.84%	53	5.42%
Speech suddenly	22	4.04%	17	3.92%	39	3.99%
Total	115	21.14%	38	8.76%	153	15.64%
% of total responses to Question 6 (2072)						7.38%
Respiratory	15 to 64	%	65+	%	Totals	%
Respiratory early	5	0.92%	1	0.23%	6	0.61%
Respiratory gradually	63	11.58%	105	24.19%	168	17.18%
Respiratory suddenly	6	1.10%	4	0.92%	10	1.02%
Total	74	13.60%	110	25.35%	184	18.81%
% of total responses to Question 6 (2072)						8.88%
Total Disability Responses	1083	52.27%	989	47.73%	2072	100.00%

Transportation		15 to 64	% of people	65+	% of people	Total	% of people		
Do you use the regular bus system (OC Transpo)?									
Yes	163	29.96%	98	22.58%	261	26.69%	% of total responses		
No	371	68.20%	327	75.35%	698	71.37%			
No Response Given	10	1.84%	9	2.07%	19	1.94%			
Total People	544	100.00%	434	100.00%	978	100.00%			
If Yes									
Any bus	96	58.90%	43	43.88%	139	53.26%			
Low floor only	55	33.74%	43	43.88%	98	37.55%			
No Response Given	12	7.36%	12	12.24%	24	9.20%			
Total People	163	100.00%	98	100.00%	261	100.00%			
If No, please indicate all the reasons why?									
The low floor buses are not on routes that I use.	95	25.61%	32	9.79%	127	18.19%		6.10%	
The low floor buses do not meet my needs.	105	28.30%	54	16.51%	159	22.78%		7.63%	
Drivers are not trained to meet my needs.	119	32.08%	64	19.57%	183	26.22%		8.79%	
Bus stops are not located where I need them.	116	31.27%	74	22.63%	190	27.22%		9.12%	
Snow is not cleared away from bus stops.	121	32.61%	73	22.32%	194	27.79%		9.31%	
Snow is not cleared on the sidewalks leading to the bus stops.	141	38.01%	76	23.24%	217	31.09%		10.42%	
Sidewalks to bus stops that I would use are not accessible.	72	19.41%	34	10.40%	106	15.19%		5.09%	
I do not feel safe waiting for a bus.	83	22.37%	58	17.74%	141	20.20%		6.77%	
I do not feel safe riding on a bus.	121	32.61%	57	17.43%	178	25.50%		8.55%	
The bus schedule does not meet my needs.	66	17.79%	36	11.01%	102	14.61%		4.90%	
There are no tie downs on the bus.	94	25.34%	42	12.84%	136	19.48%		6.53%	
I can't afford to ride the bus.	17	4.58%	7	2.14%	24	3.44%		1.15%	
Other reasons:	165	44.47%	161	49.24%	326	46.70%		15.65%	
Total Responses					2083			100.00%	
		15 to 64	% of people	65+	% of people	Total	% of people		
Do you use Paratranspo?									
Yes	392	72.06%	362	83.41%	754	77.10%	% of total resp.		
No	137	25.18%	67	15.44%	204	20.86%			
No Response Given	15	2.76%	5	1.15%	20	2.04%			
Total People	544	100.00%	434	100.00%	978	100.00%			
If No please indicate all the reason why?									
I am not eligible	50	36.50%	8	11.94%	58	28.43%			22.31%
I live outside the boundaries served by the service	8	5.84%	3	4.48%	11	5.39%			4.23%
I can't afford the service	11	8.03%	7	10.45%	18	8.82%			6.92%
The service does not meet my needs.	16	11.68%	9	13.43%	25	12.25%			9.62%
I need an escort	17	12.41%	19	28.36%	36	17.65%			13.85%
I have a young child	1	0.73%	0	0.00%	1	0.49%		0.38%	
The service availability does not meet my needs	24	17.52%	12	17.91%	36	17.65%		13.85%	
Other reasons:	51	37.23%	24	35.82%	75	36.76%		28.85%	
Total Responses					260			100.00%	
Do you use other forms of transportation?									
Yes	349	64.15%	257	59.22%	614	62.78%	% of total responses		
No	149	27.39%	150	34.56%	301	30.78%			
No Response Given	46	8.46%	27	6.22%	63	6.44%			
Total People	544	100.00%	434	100.00%	978	100.00%			
If Yes what are these?									
A modified van, car or truck that you own	59	16.91%	15	5.84%	75	12.21%			10.03%
A modified van, car or truck that you borrow	12	3.44%	6	2.33%	19	3.09%			2.54%
A modified van or bus provided by an agency	27	7.74%	23	8.95%	50	8.14%			6.68%
A regular van, car or truck	189	54.15%	149	57.98%	342	55.70%			45.72%
A regular taxi	113	32.38%	78	30.35%	193	31.43%			25.80%
Other:	39	11.17%	27	10.51%	69	11.24%		9.22%	
Total Responses					748			100.00%	

Housing		15 to 64	% of people	65+	% of people	Total	% of people	
Do you currently have a permanent place to live?								% of total resp.
Yes	507	93.20%	427	98.39%	934	95.50%		
No	19	3.49%	4	0.92%	23	2.35%		
No response given	18	3.31%	3	0.69%	21	2.15%		
Total people	544	100.00%	434	100.00%	978	100.00%		
If Yes are you living (check all that apply)								
with your parents	58	10.66%	1	0.23%	59	6.03%	6.28%	
with a spouse / partner	141	25.92%	96	22.12%	237	24.23%	25.21%	
with your children	75	13.79%	42	9.68%	117	11.96%	12.45%	
with a roommate	44	8.09%	11	2.53%	55	5.62%	5.85%	
alone	176	32.35%	200	46.08%	376	38.45%	40.00%	
other	42	7.72%	54	12.44%	96	9.82%	10.21%	
Total responses					940		100.00%	
If Yes are you living in a								
private home or apartment	381	70.04%	293	67.51%	674	68.92%	74.39%	
boarding house	1	0.18%	2	0.46%	3	0.31%	0.33%	
group home	31	5.70%	4	0.92%	35	3.58%	3.86%	
house or apartment where some form of assistance is provided on-site	52	9.56%	21	4.84%	73	7.46%	8.06%	
long-term care residence, hospital or rehabilitation centre	15	2.76%	84	19.35%	99	10.12%	10.93%	
other:	11	2.02%	11	2.53%	22	2.25%	2.43%	
Total Responses					906		100.00%	
If Yes are you								
the owner	136	25.00%	134	30.88%	270	27.61%	29.48%	
renting	241	44.30%	159	36.64%	400	40.90%	43.67%	
a co-op member	30	5.51%	10	2.30%	40	4.09%	4.37%	
a boarder	14	2.57%	12	2.76%	26	2.66%	2.84%	
a patient	3	0.55%	11	2.53%	14	1.43%	1.53%	
a resident	58	10.66%	86	19.82%	144	14.72%	15.72%	
other	12	2.21%	10	2.30%	22	2.25%	2.40%	
Total Responses					916		100.00%	
		15 to 64	% of people	65+	% of people	Total	% of people	
Are you living where you want to live?								% of total resp.
Yes	388	71.32%	367	84.56%	755	77.20%		
No	135	24.82%	49	11.29%	184	18.81%		
No response given	21	3.86%	18	4.15%	39	3.99%		
Total People	544	100.00%	434	100.00%	978	100.00%		
If No what are the reasons? (Please indicate all the reasons)								
a house or apartment is not available	26	19.26%	3	6.12%	29	15.76%	6.97%	
a house or apartment that I can afford is not available	64	47.41%	13	26.53%	77	41.85%	18.51%	
a house or apartment that is accessible is not available	60	44.44%	6	12.24%	66	35.87%	15.87%	
a house or apartment large enough to meet my needs is not available	29	21.48%	5	10.20%	34	18.48%	8.17%	
a house or apartment in the area where I want to live is not available	38	28.15%	9	18.37%	47	25.54%	11.30%	
the help I need to live on my own is not available	32	23.70%	26	53.06%	58	31.52%	13.94%	
the help I need to live on my own in not available in my first language	3	2.22%	3	6.12%	6	3.26%	1.44%	
the help I need with house maintenance is not available	22	16.30%	8	16.33%	30	16.30%	7.21%	
other reasons:	46	34.07%	23	46.94%	69	37.50%	16.59%	
Total Responses					416		100.00%	
Is there anything else missing...?								
Yes	168	30.88%	108	24.88%	276	28.22%		
No	335	61.58%	293	67.51%	628	64.21%		
No response given	41	7.54%	33	7.60%	74	7.57%		
Total people	544	100.00%	434	100.00%	978	100.00%		

Community Life	15 to 64	% of people	65+	% of people	Total	% of people	
Are you prevented from doing things...or from participating...?							% of total resp.
Yes	318	58.46%	208	47.93%	526	53.78%	
No	181	33.27%	171	39.40%	352	35.99%	
No response given	45	8.27%	55	12.67%	100	10.22%	
Total People	544	100.00%	434	100.00%	978	100.00%	
If Yes what prevents you from participating? (Please check all...)							
Supports are not available	90	28.30%	44	21.15%	134	25.48%	8.74%
Transportation is not available	85	26.73%	60	28.85%	145	27.57%	9.45%
Information about activities is not available	71	22.33%	34	16.35%	105	19.96%	6.84%
Activity locations are not physically accessible	89	27.99%	48	23.08%	137	26.05%	8.93%
Sign Language Interpretation is not available	27	8.49%	2	0.96%	29	5.51%	1.89%
A companion is not available	93	29.25%	59	28.37%	152	28.90%	9.91%
I cannot stand very cold or very hot weather	145	45.60%	93	44.71%	238	45.25%	15.51%
Snow is not cleared from sidewalks and entrances to buildings	91	28.62%	55	26.44%	146	27.76%	9.52%
The cost of participating is too high	114	35.85%	56	26.92%	170	32.32%	11.08%
I don't know where to go	86	27.04%	42	20.19%	128	24.33%	8.34%
Other reasons:	77	24.21%	73	35.10%	150	28.52%	9.78%
Total Responses					1534		100.00%

Working / Volunteering	15 to 64	% of people	65+	% of people	Total	% of people	% of total resp.
	Where does your money come from? (Please check all ...)						
a job	125	22.98%	3	0.69%	128	13.09%	8.15%
working for yourself	14	2.57%	6	1.38%	20	2.04%	1.27%
Workers Compensation Benefits	12	2.21%	8	1.84%	20	2.04%	1.27%
Ontario Disability Support Program	215	39.52%	5	1.15%	220	22.49%	14.01%
Ontario Works	3	0.55%	0	0.00%	3	0.31%	0.19%
Canada Pension Plan	149	27.39%	196	45.16%	345	35.28%	21.97%
Old Age Security Pension	8	1.47%	348	80.18%	356	36.40%	22.68%
Employment Insurance	10	1.84%	7	1.61%	17	1.74%	1.08%
Injury Settlement	8	1.47%	4	0.92%	12	1.23%	0.76%
Inheritance	10	1.84%	14	3.23%	24	2.45%	1.53%
Employment Pension	43	7.90%	144	33.18%	187	19.12%	11.91%
Private Disability Pension	33	6.07%	7	1.61%	40	4.09%	2.55%
Family members	54	9.93%	29	6.68%	83	8.49%	5.29%
Other	47	8.64%	68	15.67%	115	11.76%	7.32%
Total Responses					1570		100.00%
What is the total amount of money you have to live on?							
Less than \$9,600 a year	153	28.13%	29	6.68%	182	18.61%	
\$9,600 to \$15,000 a year	132	24.26%	133	30.65%	265	27.10%	
\$15,001 to \$24,000 a year	85	15.63%	94	21.66%	179	18.30%	
\$24,001 to \$36,000 a year	39	7.17%	56	12.90%	95	9.71%	
\$36,001 to \$48,000 a year	34	6.25%	37	8.53%	71	7.26%	
More than \$48,000 a year	38	6.99%	25	5.76%	63	6.44%	
No response given	63	11.58%	60	13.82%	123	12.58%	
Total People	544	100.00%	434	100.00%	978	100.00%	
16. Do you have a paid or volunteer job?							
Yes	181	33.27%	31	7.14%	212	21.68%	% of total resp.
No	328	60.29%	372	85.71%	700	71.57%	
No response given	35	6.43%	31	7.14%	66	6.75%	
Total Responses	544	100.00%	434	100.00%	978	100.00%	
If Yes what forms of support? (...please check all...)							
Help with personal care (attendant)	31	17.13%	3	9.68%	34	16.04%	9.07%
Help with learning the job (job coach)	15	8.29%	0	0.00%	15	7.08%	4.00%
On the job training (course)	35	19.34%	1	3.23%	36	16.98%	9.60%
An accessible workplace	92	50.83%	6	19.35%	98	46.23%	26.13%
Aids & assistive devices	52	28.73%	3	9.68%	55	25.94%	14.67%
Sign Language Interpretation	10	5.52%	0	0.00%	10	4.72%	2.67%
Someone to read documents not in accessible format	17	9.39%	2	6.45%	19	8.96%	5.07%
A job that you share with someone else	22	12.15%	2	6.45%	24	11.32%	6.40%
Your employer was given awareness training	20	11.05%	1	3.23%	21	9.91%	5.60%
A job that you do in your own home	26	14.36%	7	22.58%	33	15.57%	8.80%
Other forms of support or accommodation:	29	16.02%	1	3.23%	30	14.15%	8.00%
Total Responses					375		100.00%
If No what are the reasons? (Please check all...)							
Transportation is not available	16	4.88%	9	2.42%	25	3.57%	2.93%
Transportation is not affordable	21	6.40%	3	0.81%	24	3.43%	2.81%
Help with personal care is not available	35	10.67%	11	2.96%	46	6.57%	5.39%
Help to find a job is not available (that meets my needs)	47	14.33%	5	1.34%	52	7.43%	6.10%
Help with learning the job is not available (job coach)	27	8.23%	3	0.81%	30	4.29%	3.52%
On the job training is not available (course provided by employer)	25	7.62%	2	0.54%	27	3.86%	3.17%
A particular device or specific help that I require is not available	12	3.66%	3	0.81%	15	2.14%	1.76%
The education needed for the work I want was not accessible.	23	7.01%	3	0.81%	26	3.71%	3.05%
Workplace is not accessible	15	4.57%	1	0.27%	16	2.29%	1.88%
Facilities are not accessible (ie. Meeting rooms, washrooms)	16	4.88%	2	0.54%	18	2.57%	2.11%
Employers have not offered a chance to share a job or work at home	24	7.32%	1	0.27%	25	3.57%	2.93%
I would be unable to afford the drugs or medical supplies...	50	15.24%	11	2.96%	61	8.71%	7.15%
Other reasons:	216	65.85%	272	73.12%	488	69.71%	57.21%
Total Responses					853		100.00%

Other Forms of Support	15 to 64	% of people	65+	% of people	Total	% of people	% of total resp.
Are there other forms of support that you have tried to get?							
Yes	259	47.61%	138	31.80%	397	40.59%	
No	248	45.59%	261	60.14%	509	52.04%	
No responses given	37	6.80%	35	8.06%	72	7.36%	
Total People	544	100.00%	434	100.00%	978	100.00%	
If you answered Yes, what are these?							
Physiotherapy	159	61.39%	91	65.94%	250	62.97%	23.90%
Occupational Therapy	109	42.08%	48	34.78%	157	39.55%	15.01%
Rehabilitation Counseling or Support	90	34.75%	15	10.87%	105	26.45%	10.04%
Financial Counseling	27	10.42%	7	5.07%	34	8.56%	3.25%
Individual Counseling	63	24.32%	13	9.42%	76	19.14%	7.27%
Group Counseling	39	15.06%	11	7.97%	50	12.59%	4.78%
Addictions Counseling	7	2.70%	1	0.72%	8	2.02%	0.76%
Peer Support	42	16.22%	16	11.59%	58	14.61%	5.54%
Others	195	75.29%	113	81.88%	308	77.58%	29.45%
Total Responses					1046		100.00%
Completed this survey							
On your own	299	54.96%	244	56.22%	543	55.52%	
With the help of someone else	183	33.64%	175	40.32%	358	36.61%	
No response given	62	11.40%	15	3.46%	77	7.87%	
Total People	544	100.00%	434	100.00%	978	100.00%	