

ALLIANCE FACILITATION GUIDE

(Phase 1)

About the Alliance

The Alliance for an Inclusive and Accessible Canada (the Alliance) is made up of 12 member organizations and three partner organizations. Together, we are consulting Canadians about the Government of Canada's proposed accessibility law.

The Alliance's **member** organizations are:

[LOGO] – AEBC – Alliance for Equality of Blind Canadians

[LOGO] – ASC – Alzheimer Society of Canada

[LOGO] – CACL – Canadian Association for Community Living

[LOGO] – CASDA – Canadian Autism Spectrum Disorders Alliance

[LOGO] – CCD – Council of Canadians with Disabilities

[LOGO] – CMHA – Canadian Mental Health Association

[LOGO] – CNIB – Canadian National Institute for the Blind

[LOGO] – DAWN – DisAbled Women's Network Canada

[LOGO] – MODC – March of Dimes Canada

[LOGO] – NNMH – National Network for Mental Health

[LOGO] – PFC – People First of Canada

[LOGO] – Realize

The Alliance's **partner** organizations are:

[LOGO] – DeafBlind Ontario Services

[LOGO] – Muscular Dystrophy Canada

[LOGO] – Spina Bifida & Hydrocephalus Association of Canada

To find out more about the Alliance, visit: <http://alliance-canada.org/>.

This project is funded by the Government of Canada's Social Development Partnerships – Disability Component.

The Purpose of this Guide

The Alliance is consulting Canadians about the Government of Canada's proposed accessibility law. This Guide is intended to support Alliance members in facilitating these consultations. Any questions or feedback on the content of this Guide should be sent to Melanie Benard (Project Manager: melanie@ccdonline.ca) and Wendy Porch (Chair - Stakeholder Committee: WPorch@realizecanada.org).

Background

The Government of Canada has committed to adopting a strong federal accessibility law to remove and prevent barriers facing people with disabilities. The Government has held consultations across the country to get people's input on this new law. The Alliance is now conducting its own consultations to help identify the disability community's accessibility priorities. We are seeking input from people with disabilities, their families and caregivers, and other stakeholders such as service providers, unions, industry representatives and associations.

Phase 1 Consultations

In Phase 1 of the project (i.e. before March 6, 2017), the Alliance will be conducting the following consultation activities:

Online Survey

A survey is available on the Alliance website (**INSERT LINK**). This survey seeks input on the main barriers people face in key areas such as the built environment, transportation, communications and employment. Facilitators should bring printed copies (including large print versions) of the survey to the consultations for people to fill out on-site. At least one volunteer should be available to assist people in completing the survey on-site. Braille copies of the survey are available upon request. Participants should submit their completed surveys by March 6, 2017. A second survey will be developed for Phase 2 of the project, building on the data collected in Phase 1.

Regional Consultations

In-person consultations will be held in each geographic region across the country. The following locations will host consultations on **March 2, 2017**:

- Brandon, Manitoba
- North Bay
- Saint John, New Brunswick

Consultations will be held in Yellowknife and Montreal later in March.

a) Public Sessions

A Public Session (i.e. open-mic) will be held in the evening in each location. The goal is to have 100 to 150 participants for each public session.

b) Discussion Groups

A “by invitation” Discussion Group on a specific topic will be held in the afternoon in each location. The following topics have been confirmed:

- Brandon: Intellectual Disability
- North Bay: Transportation
- Saint John: Youth

Facilitators should invite 10 to 15 people with lived experience or expertise to each Discussion Group.

Outreach and Publicity

Templates have been created for invitations, posters and press releases for the consultations. Facilitators should circulate the invitations and posters to their networks. The Alliance’s Communications Committee will distribute the press releases to local media prior to the consultations. One facilitator for each consultation should be listed on the press release as the local media contact.

LOGISTICS

Venues

Consultations must be held in venues that are **accessible** to people with disabilities. Ideally, these locations should also be easily accessible by public transportation. Facilitators are encouraged to use free or low-cost venues such as community centres or Alliance member offices. Contracts should be signed by CCD.

Disability Accommodations

Facilitators should book **ASL** interpreters and **CART** services for all consultations. **LSQ** interpreters and **braille** copies of the consultation materials will be provided upon request. Facilitators should hire a minimum of **two attendants** (1 male and 1 female) to assist participants at each consultation. These costs will be covered by the Alliance. Facilitators can contact the Project Manager if they require assistance or an advance of funds to book these services.

French / English Translation

Each facilitator will decide whether simultaneous translation into French or English is required for their consultations. The costs for this service will be covered by the Alliance. Facilitators can contact the Project Manager if they require assistance or an advance of funds to hire translators.

Audio-Visual

Facilitators should book at least two cordless mics for each Public Session and at least one cordless mic for each Discussion Group. Facilitators are also encouraged to book a projector to show slides and images.

Note-Taking

Facilitators should hire a minimum of two note-takers for each consultation. The costs for this service will be covered by the Alliance. Facilitators can contact the Project Manager if they require assistance or an advance of funds to hire note-takers.

Facilitators should also request a transcript of the CART services for each consultation.

Refreshments

Facilitators should serve coffee and water at every consultation. These costs will be covered by the Alliance. Facilitators can contact the Project Manager if they require assistance or an advance of funds to buy refreshments.

Volunteers

Facilitators should recruit several volunteers for each consultation. Volunteers can help with several tasks including greeting, directing and registering participants, assisting participants in completing the survey, and passing the cordless microphones around during the public sessions.

Travel Costs

The Alliance will cover facilitators' travel costs (i.e. transportation, hotels and per diems). We will also cover the travel costs (i.e. transportation and hotels) for participants invited to the Discussion Groups. Travel should be booked through CCD's travel agent. Facilitators should provide April D'Aubin (april@ccdonline.ca) with a list of names of people requiring travel arrangements. To be reimbursed for travel expenses, facilitators should mail their Travel Expense Claim Forms and receipts to Bernadette Matabishi at CCD (909-294 Portage Avenue, Winnipeg, MB, R3C 0B9).

PUBLIC SESSIONS

Registration

- **In Advance (by Phone or Email)**

Participants should be encouraged to register in advance by phone (1-877-947-0303) or by email (alliance@ccdonline.ca). When they register, participants should be asked if they require any disability accommodations and if they wish to speak at the public session. Facilitators should create a Registration List and a numbered Speakers List.

- **At the Door**

Participants who have not registered in advance will be asked to register at the door. When they register, participants should be asked if they require any disability accommodations and if they wish to speak at the session. Facilitators should record this information on the Registration List and the Speakers List.

Speakers

The Speakers List should be managed in an efficient and transparent manner. For example, facilitators can call out speakers' names one-by-one in numeric order, or they can distribute numbered cards to all registered speakers.

Every effort should be made to accommodate as many speakers as possible. Facilitators should determine a reasonable time limit for each intervention. The minimum amount of time allotted for each speaker is **three minutes**. If a consultation has fewer attendees, facilitators can allow people to speak for longer.

Discussion Questions

Facilitators should ask the audience the following questions:

- 1) What are the main accessibility and inclusion barriers that you face in your daily life?
- 2) How could these barriers be prevented or removed?

Sample Agenda

- 6:30 p.m. Doors Open
- 7:00 p.m. Welcome and Introductory Remarks
- 7:15 p.m. Open the floor to the public
- 8:45 p.m. Wrap Up and Closing Remarks

DISCUSSION GROUPS

Facilitators should choose the topic for their Discussion Group, focusing on a specific area (ex. transportation) or a type of disability (ex. vision impairment). Facilitators should invite 10-15 people with lived experience or expertise on the chosen topic.

Discussion Questions

Facilitators should ask participants the following questions:

1. What are the main accessibility and inclusion barriers in this area?
2. How could these barriers be prevented or removed?
3. Are there programs or policies that are working well in this area? (i.e. What are some best practices for removing these barriers?)
4. What is the one thing that the Government of Canada should improve on in this area?

Sample Agenda

- 12:45 p.m. Doors Open
- 1:00 p.m. Welcome and Introductory Remarks
- 1:15 p.m. Open the floor to discussion
- 2:15 p.m. Break
- 2:30 p.m. Resume discussion
- 3:15 p.m. Wrap Up and Closing Remarks

INTRODUCTORY REMARKS FOR ALL CONSULTATIONS

Welcome

The facilitator should call the room to order, introduce themselves and welcome participants. They should present the Alliance's mandate and members. They should thank people and organizations who helped plan, host or sponsor the event. They should thank the Government of Canada for funding the Alliance project. They should also acknowledge the Aboriginal territory on which they are hosting their event. A list of Aboriginal territories and appropriate acknowledgements is available from the Project Manager.

Example:

"The Alliance for an Inclusive and Accessible Canada welcomes you to this event. The Alliance is a group of fifteen consumer and service provider organizations from Canada's disability community.

The Government of Canada has committed to adopting a strong accessibility law to remove barriers facing people with disabilities. The Alliance is consulting Canadians about what they'd like to see in this new law. We have invited you here today to find out about the main barriers you face and to gather your suggestions for removing these barriers.

We would like to thank **[insert names]** for helping us host this event. This project is funded by the Government of Canada's Social Development Partnerships Program - Disability Component. We would also like to acknowledge that we are on **[insert Aboriginal Nation]** territory, and we would like to thank the **[insert Aboriginal Nation]** for letting us use this land for our event."

Definition of Barriers

We define barriers as anything that prevents a person with a disability from being fully included in society and from accessing services, goods and opportunities that are available to others. Barriers can take many forms. For example, they can be architectural (ex. stairs), technological (ex. inaccessible websites) or attitudinal (ex. negative stereotypes and discrimination).

Federal vs. Provincial Jurisdiction

The new federal accessibility law **will** cover areas that are under the power of the **federal** government. This includes railways, airlines, banks, postal services, radio, television, telephone and internet providers, employment insurance (EI), immigration, Aboriginal lands and rights, the military and criminal law.

This new law **will not** address areas that are under the power of the provinces, including health care, education, municipal transportation, guardianship and property rights.

Consent to Record

The facilitator should make it clear that all interventions will be recorded. Comments will be compiled in a report submitted to the Government of Canada. By participating in this event, people are consenting to being recorded and having their comments included in the report. If participants don't want to be recorded, they should be encouraged to complete the anonymous online survey instead.