



National Educational Association of Disabled Students

2004 National Conference

November 12 – 14, 2004

Delta Ottawa Hotel and Suites, Ontario

Right On!



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TD values and is committed to diversity in its workforce.

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Please note that in consideration of those with allergies and respiratory problems, this conference is a scent-free event. Participants are asked to use unscented products in lieu of scented toiletries and detergents, and to refrain from wearing perfumes and colognes.

Our Thanks

This conference has been made possible, in part, by grant funding support for project work from the Social Development Partnerships Program (SDPP), Government of Canada. The initiatives of the Association would not be possible without organizational funding from the SDPP. We would also like to acknowledge generous sponsorship from the following organizations: BMO Financial Group (Leading Sponsor), CIBC (Platinum Sponsor), TD Bank Financial Group, Scotiabank (Gold Sponsors), Canada Post, Ability Edge, and GE (Bronze Sponsors).

We are grateful to members of the NEADS Conference Planning Committee for their commitment in developing the conference agenda and special events. Committee members are: Jason Mitschele (Conference Chairperson), Rachael Ross, Alison Beattie, Natalie Osika, Sanjeet Singh, Robin Drodge, Jennifer Finlay, Chris Gaulin and Jennison Asuncion.

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At the very heart of BMO's ongoing initiative towards a fully inclusive workplace is our unwavering commitment to create a high-performance culture for all employees, including people with disabilities. This determination energizes our company and allows us to reap the benefits of an engaged and diverse workforce. It's called leading by example.

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Welcome to the Conference

Dear Delegates:



As President of the National Educational Association of Disabled Students (NEADS), I am pleased to welcome you to our tenth national conference, *Right On!*, and to our country's capital city, Ottawa. This year's conference promises to be an enriching event for our membership, our community of graduates and students with disabilities, as well as our community partners and allies. It is an opportunity for us to engage people in the key topics that drive our projects and organizational work.

Over the past two years, the NEADS board of directors and staff have worked to have the agenda of post-secondary students and graduates with disabilities heard in many facets of political, financial, educational and vocational life across the country, as well as internationally. Our priority has remained for 18 years to advocate for full access to education and employment opportunities for post-secondary students and graduates with disabilities in Canada.

This past year, NEADS has ventured into the exciting arena of international advocacy. The association has been actively involved with the discussions in New York City at the United Nations on the *UN Convention on the Rights and Dignity of Persons with Disabilities*, with particular interest in Article 17 on Education.

We also continue to build strong relationships with our networks of national advocating bodies, governments, other NGOs, service providers and grassroots campus organizations to better inform us and serve our membership. We achieve this through partnerships, collaborations, research and project work, by sitting on an array of boards and committees, by our presence and participation at conferences across the country and by the relationships built by our board members in their provinces.

Our project work allows us to concentrate on particular issues identified by our membership. Currently, we have two projects focusing on full access to education: *The Inclusion Project*, a groundbreaking initiative that is examining how accessible college and university extra-curricular activities are for students with disabilities, and *Access to Academic Materials for Print-Disabled Post-Secondary Students: A Partnership of Users and Service Providers*. This project aims to survey the support for academic materials in formats of choice across Canada, and recommend changes that can be implemented by governments, service providers, schools and libraries.

Employment continues to be an issue of interest and concern to post-secondary students and graduates with disabilities. In 2003, we released our newest publication, *Access to Success: A Guide for Employers*, and launched an innovative job site called NOWS – the NEADS Online Work System. Once a project, NOWS has become a pillar in our organization, connecting students and graduates with disabilities with progressive employers looking to hire Canadians with disabilities. Finally, our website (www.neads.ca) is an invaluable resource to many Canadians.

This year's conference, *Right On!*, should prove to be an exciting and informative one. The title was chosen to signify our right as Canadians to equal access to education and employment, and to emphasize the value of human rights in these areas. The workshops integrate these concepts by presenting an array of ideas and perspectives from a number of countries.

Our Conference Planning Committee, chaired by Jason Mitschele, has worked extremely hard over the past two years to bring you this event. I thank them for their excellent work, and Jason for his dedication to the conference planning.

My hope is that you will all leave *Right On!* inspired for positive change, armed with the skills and ideas needed to affect change in your communities and your own lives.

Enjoy! Yours Sincerely,

Rachael Ross

President, The National Educational Association of Disabled Students (NEADS)

Conference Information

Hotel Information

The Delta Ottawa Hotel and Suites is located at 361 Queen Street in downtown Ottawa and is in the centre of the capital's major sites and attractions. It is just minutes from Parliament Hill, the Supreme Court and the World Exchange Tower, and adjacent to shopping on the Sparks Street Mall.

The Delta is an ideal location for our conference, because it is an extremely accessible venue. In order to enable delegates to easily participate in the three workshop sessions, we are making use of two large meeting rooms for workshops. Both the Delta Room and the Champlain Room are located on the main level of the hotel. The conference displays are located in the Algonquin Room on Friday night, and in the Delta Room Foyer the rest of the weekend. The reception will be held on Friday evening in the Algonquin Room. The conference banquet will take place on Saturday evening, also in the Algonquin Room.

Registration

On-site registration takes place on Friday, November 12th between 3:00 p.m. and 8:00 p.m. in the lobby of the Delta. Late registration will be held on Saturday, November 9th from 8:00 a.m. to 9:00 a.m. in the same location. All aspects of conference registration are supervised by Golden Planners.

Wake-Up and Check-Out

If you need a wake-up call, inform the front desk of the hotel. Please keep in mind that conference sessions start at 9:00 a.m. each day. The hotel staff would be pleased to let you know about fast check-out or the possibility of late check-out in your room. Please call the hotel operator for details. We hope that conference participants will make these arrangements so that they do not miss afternoon workshops on Sunday.

Transportation

All transportation arrangements for the meeting, for those delegates who requested adapted transportation from the airport or train station, have been arranged by Heather Grant of Golden Planners through Paratranspo (tel. 244-7272). For those who don't want to pay a \$25.00 cab fare from the airport to the hotel, there is a shuttle bus that goes to all the downtown hotels at a cost of \$9.00 one way and \$18.00 round trip. The shuttle bus leaves at 10 minutes after the hour and 20 minutes to the hour.

Interpretation/Technical Support

Simultaneous French/English language interpretation is being provided by InterpretCan and will be offered in the Delta Room throughout the conference.

The Delta will be used for our opening and closing plenaries and the General Meeting. Delegates who indicate on their registration forms that they require simultaneous interpretation have been assigned to workshop groups in the Delta Room. All technical equipment and services, including amplification for hard of hearing delegates, have been supplied by Presentation Services. If you need a receiver to make use of the interpretation service, please go to the Presentation Services technician. Sign language interpreters will be provided during the workshops. Delegates who require these services are being provided with an interpreting team in their groups.

TTY Access

The Delta offers a TTY for your convenience. Arrangements must be made in advance with the conference staff. The hotel will bring a TTY to your room, based on availability.

Social Functions

There are two social functions included with the registration fee. Friday evening at 7:00 p.m. there will be an opening reception—sponsored by CIBC—hosted by the NEADS Board of Directors and held in the Algonquin Room. The speaker for this function is Rachael Ross, NEADS' President. The conference banquet—sponsored by BMO Financial Group—will be held on Saturday evening in the Algonquin Room and Foyer, beginning with cocktails at 6:30 p.m. The keynote speaker for the event is Jim Derksen of the Council of Canadians with Disabilities (CCD).

The hotel offers a breakfast buffet in the Gallery Café on the weekend until 10:30 a.m. There will be a buffet lunch for delegates in the Gallery Café on Saturday and Sunday, at a cost of \$10.95 per person. Breaks on Saturday and Sunday are sponsored by TD Bank Financial Group and Scotiabank respectively.

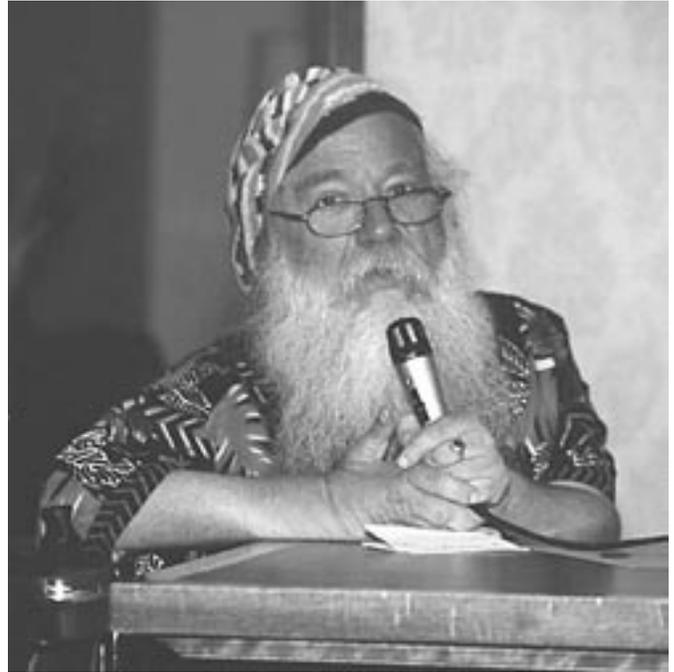
Please remember there will be a hospitality suite (Room 1511) open to the delegates on Friday and Saturday evening, providing an opportunity to relax and meet informally.



Jim Derksen

Jim Derksen was born in 1947 in Morris, a small farming community in Manitoba. He was disabled during the polio epidemic on 1953 and has used a wheelchair for personal mobility since that time. He has participated in the founding and served as president of the Council of Canadians with Disabilities (formerly COPOH), the Canadian Disability Rights Council (CDRC) and several other disability rights self-representational advocacy organizations. He has also had Privy Council and Ministerial appointments to advisory and regulatory offices. Jim is the past-Chair of CCD's Human Rights Committee.

Jim Derksen lives in Winnipeg where he works as a consultant in Manitoba. He is a single father of a 16 year old daughter.



Board of Directors Election

Voting for a new Board of Directors will be held in the Confederation Room from 8:00 a.m. to 12:30 p.m. on Sunday, November 14th. This election will be run by representatives from Elections Canada. If you need assistance when you vote, please ask the supervisors of the election. Regular members (Canadian disabled students or those who have graduated within the last two years) whose membership dues are current are eligible to vote for the 12 positions on the Board. Nomination forms for Board positions will be received in the Confederation Room until 5:00 p.m. on Saturday evening.

Conference Schedule

Friday, November 12 (Registration Day)

9:00 a.m. - 6:00 p.m.	Arrival of delegates in Ottawa	
3:00 p.m. - 8:00 p.m.	Conference Registration	<i>Hotel Lobby</i>
3:00 p.m. - 6:00 p.m.	Hospitality Suite Open	
7:00 p.m. - 9:00 p.m.	Opening Reception and Speaker	<i>Algonquin Room</i>
7:00 p.m. - 9:00 p.m.	Exhibits	<i>Algonquin Room</i>
9:00 p.m. - 11:30 p.m.	Hospitality Suite Open	

Saturday, November 13 (Day One of Workshops)

8:00 a.m. - 9:00 a.m.	Late Registration	<i>Hotel Lobby</i>
9:00 a.m. - 5:00 p.m.	Exhibits	<i>Delta Foyer</i>
9:00 a.m. - 9:45 a.m.	Opening Plenary	<i>Delta Room</i>
9:45 a.m. - 10:00 a.m.	Break	
10:00 a.m. - 11:30 a.m.	Group 1: Inclusion in Campus Life Group 2: Access to Academic Materials	<i>Delta Room</i> <i>Champlain Room</i>
11:30 a.m. - 11:45 a.m.	Break	
11:45 a.m. - 12:30 p.m.	Group 1: Inclusion in Campus Life (cont.) Group 2: Access to Academic Materials (cont.)	<i>Delta Room</i> <i>Champlain Room</i>
12:30 p.m. - 2:00 p.m.	Lunch (on your own)	
1:00 p.m. - 2:00 p.m.	Employment Session 1	<i>Delta Room</i>
2:00 p.m. - 3:30 p.m.	Group 1: Access to Academic Materials Group 2: Inclusion in Campus Life	<i>Delta Room</i> <i>Champlain Room</i>
3:30 p.m. - 3:45 p.m.	Break	
3:45 p.m. - 4:30 p.m.	Group 1: Access to Academic Materials (cont.) Group 2: Inclusion in Campus Life (cont.)	<i>Delta Room</i> <i>Champlain Room</i>
4:45 p.m. - 5:45 p.m.	Hospitality Suite Open	
6:30 p.m. - 7:15 p.m.	Meeting and Mingling	<i>Algonquin Room</i>
7:15 p.m. - 12:00 a.m.	Conference Banquet Keynote Speaker: Jim Derksen	<i>Algonquin Room</i>
10:00 p.m. - 12:00 a.m.	Hospitality Suite Open	

Sunday, November 14 (Day Two of Workshops)

9:00 a.m. - 5:00 p.m.	Exhibits	
8:00 a.m. - 12:30 p.m.	Voting Period for Board of Directors	<i>Confederation Room</i>
9:00 a.m. - 10:30 a.m.	Group 1: Human Rights Group 2: Human Rights	<i>Delta Room</i> <i>Champlain Room</i>
10:30 a.m. - 10:45 a.m.	Break	
10:45 a.m. - 12:00 p.m.	Group 1: Human Rights (cont.) Group 2: Human Rights (cont.)	<i>Delta Room</i> <i>Champlain Room</i>
12:00 p.m. - 1:30 p.m.	Lunch (on your own)	
12:30 p.m. - 1:30 p.m.	Employment Session 2	<i>Delta Room</i>
1:30 p.m. - 2:45 p.m.	General Membership Meeting	<i>Delta Room</i>
2:45 p.m. - 3:00 p.m.	Break	
3:00 p.m. - 4:00 p.m.	Closing Plenary	<i>Delta Room</i>



Workshop Descriptions

Theme 1: Human Rights

Speakers

Panel 1:

- Krystine Donato, Graduate, Honours Program, Child and Youth Studies, Brock University
- Steve Estey, Chair, International Committee, Council of Canadians With Disabilities
- Jamie Fillion, Manager, Disability Services, Nova Scotia Community College
- Bill Holder, Discipline Counsel, Law Society of Upper Canada

Panel 2:

- Terri Hulett, Consultant, Inclusive Solutions Corporation
- Sue Jackson, Instructor, Disability Supports, London College of Communications, University of Arts London
- Marcia Rioux, Graduate Director, MA (Critical Disability Studies), York University
- Elizabeth Winkelaar, Graduate Student, School of Canadian Studies, Carleton University

Moderators

Panel 1:

- Jason Mitschele, Ontario Representative/Conference Chair, NEADS
- Jennifer Finlay, Nova Scotia Representative/Vice-President Internal, NEADS

Panel 2:

- Rachael Ross, President/British Columbia Representative, NEADS
- Natalie Osika, New Brunswick Representative, NEADS

Workshop Description

The World Health Organization estimates that at least 10% of the world's population (600 million people) have some form of disability. As more people with disabilities seek to enforce their right to full citizenship, education and entry into the work force become key issues in this pursuit. People with disabilities continue to be faced with barriers to full participation in society. These barriers impede fundamental access to education and employment, subjecting persons with disabilities to discrimination, poverty, sub-standard housing and care, and even abuse. Barriers such as these are systematic, socio-economic, attitudinal, cultural and physical by nature. Failure to address and remove such barriers seriously violates the rights to equality and human dignity shared by everyone.

The Human Rights workshop will explore both the domestic and international environments in order to address crucial issues relating to access to education and employment for all students with disabilities.

The Human Rights panel will consist of lawyers, academics, students, advocates and a breadth of people experienced in the human rights field.

The following key questions will be addressed in the Human Rights workshop:

1. Do we have a right to an education? What are the limits on this right?
2. Do we have the right to accommodation? What does this involve for employers and post-secondary institutions?
3. What is meant by the concept of "undue hardship" as a key concept in anti-discrimination legislation? What are the limits of this term?
4. How do students with disabilities enforce their rights?
5. What is the UN convention to protect and promote the rights and dignity of people with disabilities?
6. What protections are available for people with disabilities internationally?



Panel 1

Krystine Donato

The focus of this presentation is to examine human rights as they apply to students with disabilities in accessing academic materials for their studies.

One of the most important aspects of obtaining academic accommodations is educators' awareness that provisions are needed in order for a student with a disability to succeed. In recent years, several political movements and pieces of human rights legislation in both Canada and the United States have made education possible for many students with disabilities.

This workshop will include a brief summary of the research conducted to this point on the right to educational accommodation, a review of legislation affecting the education of persons with disabilities, and an examination of the need for continued research that gives voice to the first-person experiences of post secondary students who have disabilities.

Steve Estey

As a member of Canada's delegation to the UN for the past two meetings of the Ad Hoc Committee for the new UN convention to protect and promote the rights and dignity of people with disabilities, Steve is well acquainted with both the process and the details of the development of the UN Convention. He will discuss the value of the Convention, and how we—disabled persons' organizations around the world—have been working to ensure that the Convention is a useful tool for the advancement and protection of the human rights of persons with disabilities.

Jamie Fillion

The Special Admissions Process: A Model in Inclusionary Practice

"We are coming are you ready?" Nova Scotia Community College (NSCC) has designed its Special Admissions Process to provide students with diverse learning needs the opportunity to access the college's programs. The Special Admissions Process at NSCC recognizes that in most industries there are various levels of employment opportunities for those with varying levels of ability and skills, and directly responds to the successful inclusionary educational practices of the public school system. Post-secondary institutions are now being challenged to address the needs of students leaving the public school system with curriculum modifications. Our colleges and universities must provide educational opportunities for these students, and serve as the next step in their path toward rewarding employment and a high quality of life. This dynamic session will provide a successful model of modified post-secondary programs and answer the questions related to the establishment and running of a program that provides challenging and exciting educational opportunities.

Bill Holder

The Drought in Accommodation Jurisprudence

In recent years, there has been a drought in the number of complaints being made against universities in regards to human rights accommodations. This has had an arguably negative effect on the availability of accommodations. When students are not coming forward with complaints formally and taking their complaints to the Human Rights Commission if necessary, some universities stop abiding by their obligations. Some universities need to be reminded of their obligation to provide accommodations, and be held accountable. Bill Holder will discuss how students who take initiative and go to the Human Rights Commission when accommodations requests are not being met are generally more likely to receive their accommodations. This action can help pave the way for other students with disabilities.



Panel 2

Terri Hulett

Requesting alternate format versions of academic reading material presents a barrier to higher education for print disabled students. Students are required to take the lead role in coordinating transcription services by obtaining course reading material from all professors and providing it to the library for transcription. Many post-secondary institutions do not have an enforced policy or a guideline that holds the institution accountable for coordinating such services. Access to materials in a format of choice ensures equal access to post-secondary education as a human right.

Post-secondary institutions' roles and responsibilities should not be negated or neglected by the encouragement of self-advocacy actions on the part of students with disabilities. NEADS, students, student unions, librarians, service providers, cross-disability organizations, publishers, governments, and Library and Archives Canada all have an instrumental role in improving access to printed material. This conference is the first step. Now an "action plan" with key stakeholders is needed to get the ball rolling.

Sue Jackson

Just Coming Through the Door is Hard

In the United Kingdom, there have been recent legislative changes affecting the rights of students with disabilities in higher education, which makes this a key time to effect improvements, both in providing supports and in the institutional culture for students with disabilities. This presentation focuses on case studies, which report on students' perceptions of the difficulties they have faced in higher education. Sue Jackson will offer an analysis of these case studies, provide insights into systemic barriers in post-secondary schools and identify ways to make institutions of higher learning more "disability friendly."

Marcia Rioux

Convening a Convention: The Groundwork for Entrenching Access to Rights Internationally

While protected by the two major United Nations conventions, people with disabilities have not had the special attention that conventions on women, children and Indigenous people have provided. Now, a convention on the rights and dignity of people with disabilities is being developed there. This story of people with disabilities being heard at the United Nations will be laid out, including the important interplay of advocacy and law to improve the lives of people with disabilities.

Elizabeth Winkelaar

Disability Studies—An Inclusive Discipline?

Historically, disability was thought to be a punishment for sin or a personal tragedy. If people with disabilities had little personal or family security, benevolent citizens and religious institutions provided charitable help. As our society shifted towards the medical model, the charity model was replaced by medical professionals who did their best to "fix" the disability while attributing the continuing economic, social and cultural marginalization of people with disabilities to the physiological pathologies located in their bodies. Disability Studies replaces those oppressive models with a socio-cultural or political analysis of disability. This presentation will focus on the results of an independent study and on the landscape of Disability Studies in Canada as well as internationally.



Theme 2: Inclusion in Campus Life

Speakers

- Jennifer Dunn, Consultant, Inclusion Project, NEADS
- Jennifer Gillies, Master of Arts student, Department of Recreation and Leisure Studies, University of Waterloo
- Heidi Keller, Director, Adapted Recreational Sports Program, Ohio State University
- Mahadeo Sukhai, President, Graduate Students' Union, University of Toronto

Moderators

- Lena Cook, Saskatchewan Representative, NEADS
- Alison Beattie, Alberta Representative, NEADS

Workshop Description

The benefits of student involvement in extra-curricular activities have been well established. It is essential that students with disabilities have opportunities to participate fully in and benefit from all aspects of campus life, including involvement in campus-based extra-curricular activities.

In 2004 NEADS began work on a project to promote the inclusion of post-secondary students with disabilities in college- and university-sponsored campus activities. This project, supported through funding from the Government of Canada, aims to provide activity programmers and student union executives with the tools they need to organize activities that are accessible to all students.

The following key questions will be addressed in the Inclusion in Campus Life workshop:

1. What are the current barriers to the participation of students with disabilities in campus activities?
2. What steps can campus programmers and student unions take to reduce or eliminate barriers?
3. What can students with disabilities do to ensure their place in the out-of-classroom experiences on their campuses?
4. What are some examples of model inclusion of students with disabilities in campus activities?
5. What are some examples of model students who have participated in campus activities?

Jennifer Dunn

Inclusion in Campus Life: The NEADS Project

The presentation will share preliminary findings of research conducted by NEADS with campus activity programmers in 2004. The project team will present training materials developed for campus programmers, address barriers faced by students with disabilities and demonstrate best practices.

Jennifer Gillies

University Students with a Disability: The Transition to Inclusion

A significant amount of research has been conducted on disability issues. However, there has been a lack of research regarding university students with disabilities and the transition process into university life. This presentation will offer the findings of a qualitative study of four first-year students with disabilities and their integration into campus life at a large Canadian university in southwestern Ontario. Topics to be covered include: the use of support services on campus, opportunities for leisure, peer support, "goal achievement" and "becoming a part of campus life."



Heidi Keller

The Need to Include Students Who Have Disabilities in Recreation and Physical Activities at The Ohio State University

This presentation will explore how to form an inclusive model for recreational and physical activities at the collegiate level.

Because of the diverse student population at The Ohio State University, the Department of Recreational Sports has made a commitment to serving people who have disabilities through the Adapted Recreational Sports (ARS) Program. Inclusion is an anchor component of the ARS program philosophy. The program strives to accommodate the individual needs of any participant, regardless of the type of disability, in order that the individual may be incorporated into the mainstream recreational environment.

A new Department of Recreational Sports facility is expected to open in Spring 2005 and will be equipped with equipment and other accommodations that are adaptable to those with disabilities. The new facility will allow for the support of expanded development of the quantity and quality of the inclusive programming available to individuals with disabilities.

Mahadeo Sukhai

Building a Collaborative Network: The University of Toronto Experience

Students with disabilities face many barriers to inclusion in campus life and the out-of-classroom experience in post-secondary education. The accessibility and inclusiveness of events, the lack of funding and provision for disability-related accommodations, and, often, the lack of a social space or network of students with disabilities are some of the barriers to inclusion.

The development and maintenance of the Students for Barrier-Free Access at the University of Toronto provides a case study of a consistent and long-term “students with disabilities” movement. Our work has led to the creation of a new Access Centre at the University of Toronto launched in September 2004.

This presentation will focus on the Access Centre as a model of collaboration between students and administration at the University of Toronto. A brief history of the Students for Barrier-Free Access will be provided, along with lessons learned from the experiences of the self-advocacy generation (students with disabilities striving for inclusion within the campus environment).

Theme 3: Access to Academic Materials for Print-Disabled Students

Speakers

- Trent Copp, Library Assistant (Special Needs), McMaster University
- Susan Doerksen, Coordinator for Post-Secondary Alternative Format Textbooks, Special Materials Services, Government of Manitoba
- Kimberley Gerritsen, Graduate Student, Masters of Education in Community Rehabilitation and Disability Studies, University of Calgary
- Gladys Loewen, Manager, Assistive Technology-BC
- Vince Tomassetti, Vision Technology Specialist, Assistive Technology-BC
- Carolyn Wiebe, Accessibility Advisor, Disability Services, University of Manitoba

Moderators

- Robin Drodge, Newfoundland and Labrador Representative, NEADS
- Joby Fleming, Past-President, NEADS

Workshop Description

Access to information is a fundamental right of all Canadians. Since only three percent of the world’s literature is converted into multiple formats, post-secondary students with print disabilities are dependent on programs, service providers and librarians to obtain the information and materials they need to meet their course requirements. Program completion at the post-secondary level is the most direct way to ensure employability and integration for people with disabilities into the economic and social mainstream of Canadian society.



In December 2003, NEADS began work on a new project initiative: Access to Academic Materials for Print-Disabled Post-Secondary Students: A Partnership of Users and Service Providers. This 16-month project is funded in part by the Government of Canada's Social Development Partnerships Program.

NEADS is working on this initiative along with the Learning Disabilities Association of Canada (LDAC), and the Council on Access to Information for Print-Disabled Canadians. The overall goal is to provide French and English post-secondary students, who cannot access academic materials using conventional print formats, with the information, services and materials they need to meet their educational and career goals.

This interactive workshop will provide delegates with an opportunity to learn about the research and preliminary findings of a survey that will be implemented across Canada in September 2004, and to contribute their insights to the issues at hand. A workshop panel will include members of the project Steering Committee, students with print-based disabilities, librarians and disability service providers.

The following key questions will be addressed:

1. How are academic materials in alternate formats being delivered to Canada's post-secondary students?
2. What are the strengths of this delivery system? What are the weaknesses?
3. What role do different groups play in improving the delivery of these materials (i.e. students, librarians, service providers, non-governmental organizations, Library and Archives Canada and publishers)?
4. Are there model programs in this area?
5. Does computer technology level the playing field and present opportunities for improved access in the future?
6. How can NEADS play a role in the future in addressing access to alternate format materials as a fundamental right in post-secondary education?

Trent Copp

The Provision of Alternate Formats: A Librarian's Perspective

This presentation will focus on the provision of materials in alternate formats from a librarian's perspective. In recent years, technology has advanced to create an eclectic list of resources that can be accessed to obtain materials in alternate formats. While many resources are generally good, each has its drawbacks and its positive points. Advances in technology, underlying screen reader programs, have helped to augment the viability of a new resource: e-books. One barrier to fully utilizing these resources is Canadian legislation, which is sadly behind American legislation. Canadian publishers too often refuse to allow students to obtain e-texts without a legislative push. Other barriers to accessing academic materials in a format of choice are also present and will be discussed in this presentation.

Susan Doerksen

The Journey of Alternate Format Textbooks in Manitoba: How Cooperation Works!

This will be an interactive discussion focusing on the role of the Disability Services Office at the University of Manitoba with regard to alternate format textbooks. The University of Manitoba and Special Materials Services have created a working relationship based on cooperation and shared work between the two offices. Susan Doerksen from Special Material Services will speak about the feedback that her program has received and where the services in the province are moving, in terms of staffing and formats available. Delegates are invited to give their comments on the alternate format process in their own provinces.



Kimberley Gerritsen

Unique Challenges: Living with an Invisible Print Disability

This presentation will share Kimberley's personal experiences as a person with a print disability, both in academic life and in day-to-day living. Kimberley will focus primarily on the use of technologies and organizations that provide alternate formats and explain how individuals can prepare materials in alternate formats. This presentation will also focus on the invisibility of print disabilities and the process of transitioning from high school to undergraduate to graduate studies.

Gladys Loewen

The Service Providers' Perspective on Serving Print Disabled Canadians

Disability service providers in higher education face unique challenges in the provision of academic materials to their students with print disabilities. While they have a duty to accommodate students who face educational barriers caused by print disabilities, they are affected by copyright laws, limitations of technology, funding shortages, time pressures and the complex design of textbooks. This session will summarize the results of a CADSPPE-sponsored focus group of post-secondary disability service providers who support print-disabled students on their campuses. This presentation will also include strategies, issues and recommendations for action to facilitate the provision of academic materials in alternate formats in efficient and effective manners.

Vince Tomassetti

Comparing Formal and Informally Produced Digital Texts

Depending on the province and the post-secondary institutional practices, students with print disabilities receive quality digital texts. These range from materials that are professionally produced to conform with library standards and copyright law, to digital text sourced from a publisher's file, to an informally scanned file with text only. The options vary in cost, skills of the production staff, production time and quality. Print-disabled students need to balance their tolerance in reading and studying from an incomplete text with scanning errors which can be produced quickly with the benefits of a complete alternate-format book that includes all graphics and charts. This session will help participants to understand the many issues in this area and will offer solutions for discussion.

Carolyn Wiebe

The Journey of Alternate Format Textbooks in Manitoba: How Cooperation Works!

This will be an interactive discussion focusing on the role of the Disability Services Office at the University of Manitoba with regard to alternate format textbooks. The University of Manitoba and Special Materials Services have created a working relationship based on cooperation and shared work between the two offices. Susan Doerksen from Special Material Services will speak about the feedback that her program has received and where the services in the province are moving, in terms of staffing and formats available. Delegates are invited to give their comments on the alternate format process in their own provinces.



Employment Workshop 1: Saturday, November 13

Moderators

- Helena Gaipman, Québec Representative, NEADS
- Sanjeet Singh, Vice-President External, NEADS

Workshop Description

BMO Financial Group — For the World You Live In

BMO Financial Group is driven by Corporate Values that foster a diverse workforce and an equitable, supportive workplace in which all employees are given the opportunity to meet their professional goals. At the very heart of BMO's ongoing initiative towards a fully inclusive workplace is our unwavering commitment to creating a high-performance culture for all employees, including people with disabilities.

In this workshop, presented by Sharon Pollock, BMO Financial Group, there will be an opportunity to engage BMO business leaders as they share experiences and practical knowledge on the transition from school to the workplace. Outcomes from this session include understanding the challenges of working in a professional high-performance culture, knowledge of the types of roles available, and knowledge regarding what job expectations will be and how to select courses that will help you to launch a career at BMO Financial Group.

Employment Workshop 2: Sunday, November 14

Moderators

- Helena Gaipman, Québec Representative, NEADS
- Sanjeet Singh, Vice-President External, NEADS

Workshop Description

Ability Edge: Paid Internships for Graduates with Disabilities

Ability Edge has been offering paid internships to graduates with disabilities throughout Canada since 1999.

We will discuss all the important details you need to know about participating in an internship program. We'll include the eligibility and application process, we'll discuss the advantages of obtaining an internship and we'll present testimonials and the successful results of the program. The presentation will be given by Jennifer Dillon.

Consider an Ability Edge internship to get your career started upon graduation: www.abilityedge.ca.

Preparing for Behavioral Interviews: Be the Last Candidate Standing

The career counselling profession, as an industry, churns out tons and tons of books, websites and articles on how to plan and launch a job search. The number of voices speaking on this topic makes it easy for job seekers to be confused because much of the existing materials seem contradictory. Worse yet, the party that sets the rules for job hunters, the employer, is usually excluded from discourse on job search preparation. This presentation, by Miguel Aguayo, Senior Human Resources Consultant, Canadian Imperial Bank of Commerce (CIBC), will provide insight, from the source, on what jobs seekers must do in order to get and prepare for an interview.

General Meeting

Chaired by Rachael Ross, NEADS' President, this session will serve as a General Meeting of members. All representatives of the current Board of Directors and staff will participate in this forum, which will address present and future NEADS project work and activities. Join us on Sunday afternoon in the Delta Room for this meeting.

Speakers' Bios



Miguel Aguayo

Miguel Aguayo is a Senior Human Resources Consultant with the Canadian Imperial Bank of Commerce (CIBC). He is responsible for the design and implementation of intake and outreach programs that enhance the diversity of CIBC's workforce, notably the CIBC Career Access Program. He is also involved in the internal advocacy of equity candidates in job competitions and in public speaking on diversity in the workforce.

Miguel's experience with diversity and career management is extensive. Prior to joining CIBC in 2001, he managed a virtual employment resources centre for people with disabilities at WORKink Ontario, an initiative of the Ontario March of Dimes. He also worked on a range of community development contracts and provided personal and/or vocational rehabilitation counselling, including disability management, trauma counselling, and disability accommodation assessments, through a private practice. Some of the projects that he worked on include fundraising, proposal evaluation, and outplacement support and communications coordination for community-based initiatives.

Miguel holds a masters degree in social work and lost his hearing at the age of 14 years.

Trent Copp

Trent Copp is currently a library assistant at McMaster University focusing on special needs. Trent's position includes coordinating access to required textbooks for students with print-related disabilities, as well as advocating for the availability and technological accessibility of electronic books or "e-books." Trent has previously conducted research concerning secondary students with learning disabilities and has worked as a community support facilitator for adults with brain injuries.

Jennifer Dillon

Jennifer Dillon has a diploma in Social Services and is currently attending York University in the Environmental Studies Program. A person with a disability, she utilized an international internship program to launch her career. She has been the Ability Edge Coordinator since March 2004. Previous to this role, she worked at CNIB for three and a half years assisting clients in assessing their needs.

Jennifer is well aware of the challenges that students with disabilities face in obtaining employment.

She currently assists candidates in applying to the Ability Edge internships, provides feedback on cover letters and resumes, and offers support to interns throughout their internship experience. Jennifer works closely with the employers (host organizations) and is able to share information from the employer's perspective. She is able to offer tips and resources from both her personal and professional experience.

Susan Doerksen

Susan Doerksen is the Coordinator for Post-Secondary Alternative Format Textbooks with Special Material Services for the Government of Manitoba. She orders and organizes all production of alternate format textbooks for the province of Manitoba at the post-secondary level. She has a B.Sc. from McGill University. Also, she has received her Library Technician Diploma and is an optician.

Krystine Donato

Krystine Donato graduated from the honours program in Child and Youth Studies at Brock University in 2002 and is currently a graduate student in the same department. Her areas of focus include: students with disabilities in post-secondary institutions, training for faculty members on issues surrounding teaching students with disabilities and human rights training for individuals with disabilities.

Jennifer Dunn

Jennifer Dunn is a third-year Social Work student at McGill University in Montreal. She joined NEADS in 2004 as a project consultant for the organization's project "Inclusion of Students With Disabilities in College and University-Sponsored Activities." Jennifer has had a variety of experiences in the not-for-profit sector, including both student initiatives and work with persons with disabilities at the grassroots level.

Steve Estey

Steve Estey is Chair of the Council of Canadians With Disabilities' (CCD) International Committee, and on staff at Disabled Peoples' International (DPI), where his main work is with the new UN convention to protect and promote the rights and dignity of people with disabilities. Steve has worked with NEADS as a consultant for a number of years, and served on our Board of Directors as the Association's President.



Jamie Fillion

Jamie Fillion holds a Bachelor of Science Degree in Physical Education and a Masters of Science Degree in Human Communication Disorders. She joined Nova Scotia Community College five years ago with a mandate to develop and implement a coordinated service delivery model for disability services. Jamie sits on the provincial Board of Directors of the Canadian National Institute for the Blind (CNIB) and is President of the Speech and Hearing Association of Nova Scotia. She has received an Award of Excellence in Service to Students with Disabilities from the Canadian Association of Disability Service Providers in Post-Secondary Education (CADSPPE) and was recently awarded the Educator of the Year Excellence Award for her work in the education field for students with learning disabilities.

Kimberley Gerritsen

Kimberley Gerritsen is currently a graduate student at the University of Calgary working on a Masters of Education in Community Rehabilitation and Disability Studies. She has an undergraduate degree in Elementary Special Education from the University of Alberta and works with children with all types of disabilities, including those with print disabilities.

Jennifer Gillies

Jennifer Gillies is a Master of Arts student at the University of Waterloo, Department of Recreation and Leisure Studies. She will be commencing a second Masters degree in the fall at York University, Department of Critical Disability Studies. Jennifer has also volunteered for several community organizations and currently sits on the Kitchener-Waterloo Barrier Free Advisory Committee, which addresses issues of accessibility, inclusion and disability awareness with municipal governments, agencies and community members.

Bill Holder

Bill Holder is a lawyer currently working as Discipline Counsel for the Law Society of Upper Canada while on leave of absence from ARCH: A Legal Resource Centre for Persons with Disabilities. Prior to ARCH, Bill was in private practice and acted as litigation counsel to both the Ontario and the Canadian Human Rights Commissions. Bill has appeared at all levels of court, including the Supreme Court of Canada. He has been an instructor for the Bar Admission Course of the Law Society of Upper Canada for several years. He is the author of "Accommodation of Disability in Ontario," a paper presented at the Disability Law Primer program sponsored by ARCH, the Law Society of Upper Canada, and Pro Bono Law Ontario.

Terri Hulett

Terri Hulett has worked in the field of disability issues for over eight years and has a BA in psychology and a Masters degree from the School of Women's Studies, where she specialized in disability issues. In April of 2004, she started her own company called Inclusive Solutions Corp., as a disability consultant in the area of higher education and employment.

Terri has participated in a number of committees addressing disability issues. She is a former Ontario graduate student with a vision disability who used transcription services during the years of 1996-2003, and continues to promote greater awareness and access to transcription services (alternate formats) on campuses for print disabled students. She is also a member of the National Federation of the Blind: Advocates for Equality, working toward raising awareness and increasing accessibility issues for people who have low vision and for people who are blind.

Sue Jackson

Sue Jackson is an instructor in Disability Supports at London College of Communication, University of the Arts London, which is the largest art and design educational institution in Europe. Her role includes offering academic and emotional support to students with disabilities, including those with mental health difficulties. Sue's previous experiences include being head of a hospital school for students with severe emotional challenges.



Heidi Keller

Heidi Keller is a 2000 graduate of The Ohio State University. While obtaining her degree in Exercise Science, she honed her skills in working with people with disabilities through employment and volunteer activities. Upon graduation, Heidi took the position of Director of the Adapted Recreational Sports Program at The Ohio State University. Inclusion and independence for individuals with disabilities in recreation and physical activity have been her focus since the beginning of her career at OSU, winning her the OSU Dick Maxwell Award, which recognizes one OSU faculty member as making outstanding contributions to students with disabilities at The Ohio State University.

Gladys Loewen

Gladys Loewen has worked as a disability service coordinator at a community college for 10 years and has served on the NEADS, CADSPPE and Association on Higher Education and Disability (AHEAD) Boards of Directors. Currently, she is a CADSPPE representative to the NEADS project, "Access to Academic Materials," and has organized and facilitated a focus group to get the perspective of current post-secondary students on the issues that face service providers in providing alternate format materials. At the present time, Gladys is the manager of Assistive Technology-BC, a provincial program that provides assistive technology support services to adults with disabilities in BC through contracts within the Ministries of Human Resources and Advanced Education.

Sharon Pollock

Sharon Pollock is a Diversity and Workplace Equity Business Partner at the Office of Diversity and Workplace Equity, BMO Financial Group. Following her move to Toronto in 1981, Sharon has had the opportunity to work in many different roles within Human Resources. These included: Rehabilitation Coordinator in Occupational Health Services; Program Coordinator managing the Employee Share Ownership Plan; Recruiter of people with disabilities; and Diversity and Workplace Equity Business Partner. In her current role as Diversity and Workplace Equity Business Partner, Sharon supports one of BMO's lines of business, developing strategies for integrating diversity as part of BMO's business goals to ensure that the organization mirrors the CEO's commitment

to a supportive and equitable workplace. Sharon will be joined by: Kevin Taylor, Personal Banking Area Manager, Ottawa Area; and Dale Gagnon, Investment Advisor, BMO Nesbitt Burns, Ottawa World Exchange Branch.

Marcia Rioux

Professor Marcia Rioux's research includes health and human rights, universal education, international monitoring of disability rights, the impact of globalization on welfare policy, literacy policy, disability policy and social inclusion. Dr. Rioux has lectured throughout the Americas, Europe and India. She has been an advisor to federal and provincial commissions, parliamentary committees, international NGO's and United Nations agencies. Her PhD is in Jurisprudence and Social Policy from Boalt Hall Law School at the University of California, Berkeley. At York University she is the Chair of the School of Health Policy and Management, Graduate Director of the MA (Critical Disability Studies) and Director of the York Centre of Health Studies.

Mahadeo Sukhai

Mahadeo Sukhai is a 5th year PhD student with low vision in the department of Medical Biophysics, University of Toronto. He is the 2004-2005 President of the Graduate Students' Union, and is the student member of the coordinating committee of the University of Toronto's Ontarians with Disabilities Act Accessibility Planning process. Mahadeo has been instrumental in numerous initiatives enhancing the inclusiveness of U of T.

Vince Tomassetti

Vince Tomassetti is the Vision Technology Specialist at Assistive Technology-BC and a business student at Simon Fraser University. Being a person with a visual disability, he uses assistive technology extensively at work and at school. Through Assistive Technology-BC, he has been supporting students and employees with visual impairments to overcome their print-related barriers. Since 1994, he has been using a range of adaptive technologies in the post-secondary environment to overcome his own print-related barriers. As a result, he has developed extensive knowledge of strategies for overcoming vocational and educational print-related barriers through the use of assistive technology.



Carolyn Wiebe

Carolyn Wiebe is the Accessibility Advisor for Disability Services at the University of Manitoba. She organizes the alternate textbook ordering for students with visual or learning disabilities. She has a BA from the University of Winnipeg and is working towards her Masters in Guidance and Counselling with a focus on Disability Studies.

Elizabeth Winkelaar

Elizabeth Winkelaar is a graduate student in the School of Canadian Studies at Carleton University. Elizabeth's research is largely concerned with a Disability Studies perspective on the historical, social, political and cultural framework of Canadian Studies, especially the lives of women with disabilities in Canada. Elizabeth has been consistently active in the community, politically and personally, to advocate for the human rights of people with disabilities.

Exhibitors

BMO Financial Group

Canada Post Corporation

Canadian Imperial Bank of Commerce

Canadian National Institute for the Blind

Canadian Transportation Agency

Link Up Employment Services for Persons with Disabilities

NEADS Online Work System (NOWS)

Persons with Disabilities Online - HRSDC

Tactile Vision Inc.

TD Bank Financial Group