



National Educational Association of Disabled Students

2002 National Conference



**November 8 – 10, 2002
Delta Ottawa Hotel and Suites, Ontario**



The National Educational Association of Disabled Students

Our Thanks

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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: Sanjeet Singh (Conference Chairperson), Jennison Asuncion, MaryAnne Duchesne, Jennifer Finlay, Joby Fleming, Chris Gaulin, Natalie Osika and Rachael Ross.

The conference program was translated by Mireille Lévesque. Layout and design of this publication was completed by ALDI Design. Chris Gaulin, NEADS' Web site Architect, developed the "Opening Doors to Success" Web site on www.neads.ca Braille Jymico has provided conference documents in Braille. Myrtis Fossey read the text onto audio tape.



Premier Sponsor

Scotiabank is one of North America's premier financial institutions, with almost 49,000 employees worldwide, including affiliates. It is also Canada's most international bank with more than 2,000 branches and offices in some 50 countries. The bank strives to ensure that the makeup of its workforce reflects the diversity of the communities we serve - and to guarantee that dignity, respect, fairness and flexibility characterizes our workplace. The Scotiabank is proud to be a sponsor of the NEADS conference "Opening Doors to Success".



Prestige Sponsor

Founded in 1817, Bank of Montreal Group of Companies is Canada's first bank and one of the largest financial institutions in North America. It offers clients a broad range of financial services across Canada and in the United States, both directly and through its Chicago-based subsidiary, Harris Bank. With average assets of \$235 billion and more than 33,000 employees, the Bank has diversified activities concentrated in retail banking, wealth management and corporate and investment banking.



From anywhere... to anyone





Welcome to the Conference

Dear Delegates:

As President of the National Educational Association of Disabled Students (NEADS), I am pleased to welcome you to Ottawa, and our ninth national conference. This promises to be a very important event for our Association as it is an opportunity to engage people in our network in discussion of key subjects that drive our project and organizational activities.

Over the past two years, your Board of Directors has worked very hard to have the voices of post-secondary students and graduates with disabilities heard on many issues that affect all of us across Canada. Among other initiatives, we have held a series of Student Leadership and Employment Forums to speak with students about how NEADS can better serve them. This project has involved employer partners as we have expanded the scope of the leadership forums to address the transition from school to work. Our Web site (www.neads.ca) has grown to become an invaluable Canadian resource; and we have been represented on many important committees and at events with governments and other non-governmental organizations.

We have continued to address student financial assistance issues as a member of the National Advisory Group on Student Financial Assistance and have been consulted by the Canada Student Loans Program on recent changes and enhancements to Canada Study Grants.

In 2002, we launched our new online community for student leaders called CampusNet. We also completed a highly successful High School Outreach Project and developed a unique transition guide for youth with disabilities called *Moving On*. As with most of our resources, this guide is available in a variety of formats, including a dynamic online version.

The organization has concentrated its efforts on ensuring that students with disabilities have a voice to support our right to full access to college and university education and employment opportunities after graduation.

This conference, titled "Opening Doors to Success", is going to be a very exciting one. Speakers are students with disabilities, consumer advocates, service providers, employers and representatives of federal government programs. Because of our single-track format, everyone will participate in all three central workshops. There is also an optional Self-care Session on Saturday, which promises to be excellent. Be sure to check out our exciting array of exhibitors over the weekend.

The Conference Planning Committee, chaired by Sanjeet Singh, your Vice President Internal, has worked very hard over the past two years in planning this event and I thank the committee. Our hope is that you will leave this conference armed with the skills, ideas and contacts necessary to effect change on your campus and in your community.

In closing, the conference holds great opportunity to be an outstanding forum. I hope you all have a wonderful time and that this two-day event will have a positive impact on you. Take advantage of this weekend to learn from each other. I am looking forward to meeting all of you and hearing your great ideas. Please remember that the recommendations that result from this conference will shape the NEADS agenda in the future.

Yours Sincerely,

Joby Fleming
President of 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, 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 Delta Room Foyer. 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 8th 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, 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 \$20.00 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.

Attendant Care

For delegates who have requested on-site attendant services, we have made arrangements with Comcare. Attendant care has been booked according to information provided by delegates. If you requested attendant services, please verify at the registration desk to ensure that everything is in order.

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 groups in the Delta Room. All technical equipment and services, including amplification for hard of hearing delegates, have been supplied by Advantage Audio-Visual. If you need a receiver to make use of the interpretation service, please go to the Advantage 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 hosted by the NEADS Board of Directors and held in the Algonquin Room. The speakers for this function are Susan Vida, NEADS' Quebec Representative and Pauline Myre, Director, Knowledge, Information and Horizontal Management, Office For Disability Issues, Human Resources Development Canada. The forum banquet will be held on Saturday evening in the Algonquin Room and Foyer beginning with cocktails at 6:30 p.m. The guest speaker for the event is comedian Gord Paynter.

The hotel offers a breakfast buffet in the Gallery Café on the weekend until 10:30 a.m. On Sunday, the hotel provides a brunch until 1:00 p.m. For lunch, à la carte menus and daily specials are available. Please remember there will be a hospitality suite open to the delegates on Friday and Saturday evening, providing an opportunity to relax and meet informally.

Pauline Myre, who will be speaking on Friday evening, is a former teacher who joined the federal public service 25 years ago. She has worked in policy development for approximately 20 years. She joined the Office for Disability Issues in HRDC one year ago. She is responsible for the horizontal management of key disability issues and for research in ODI. For example, Pauline is leading the production of the first federal disability report, a review of the definition of disability used by various federal departments, and the development of an access and inclusion lens.



Gord Paynter is from Brantford, Ontario, and since 1984 has been entertaining audiences throughout North America with his original brand of humour. Much of this humour is derived from the fact that Gord lost his eyesight at age 22, but his lack of vision has not affected his perceptiveness. His unique style of comedy surprises, delights, and never fails to leave them laughing. As well as regular appearances on the Yuk Yuk's comedy circuit, Gord has been featured at Montreal's 'Just For Laughs' Comedy Festival and on CBC's 'Comics', 'Nature of Things' and 'Fifth Estate', The Comedy Network's 'Open Mike With Mike Bullard', and TVO's 'Studio Two'. Since 1987, Gord has been performing 'Leave 'em Laffin', a motivational show-lecture in which he inspires his audiences to pursue goals and dreams despite the challenges they may encounter. Drawing from his own experiences, he tells how he overcame blindness to achieve his dream of being a professional comic and offers valuable insight into how others can better deal with obstacles in their own lives.

Board of Directors Election

Voting for a new Board of Directors will be held in the Confederation Room from 9:00 a.m. to 12:30 p.m. on Sunday, November 10th. 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 five p.m. on Saturday evening.

Conference Schedule

Friday, November 8 (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 in hotel lobby	
3:00 p.m. - 6:00 p.m.	Hospitality Suite Open	
7:00 p.m. - 9:00 p.m.	Opening Reception and Keynote Speaker (HRDC)	<i>Algonquin Room</i>
9:00 p.m. - 11:30 p.m.	Hospitality Suite Open	

Saturday, November 9 (Day One of Workshops)

8:00 a.m. - 9:00 a.m.	Late registration in hotel lobby	
9:00 a.m. - 5:00 p.m.	Exhibits	
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.	Workshop A (Group 1) High School Outreach	<i>Delta Room</i>
	Workshop B (Group 2) Technology	<i>Champlain Room</i>
11:30 a.m. - 11:45 a.m.	Break	
11:45 a.m. - 12:30 p.m.	Workshop A (Group 1) High School Outreach (cont.)	<i>Delta Room</i>
	Workshop B (Group 2) Technology (cont.)	<i>Champlain Room</i>
12:30 p.m. - 2:00 p.m.	Lunch (on your own)	
1:15 p.m. - 2:00 p.m.	Self-Care Session (Optional)	<i>Delta Room</i>
2:00 p.m. - 3:30 p.m.	Workshop B (Group 1) Technology	<i>Delta Room</i>
	Workshop A (Group 2) High School Outreach	<i>Champlain Room</i>
3:30 p.m. - 3:45 p.m.	Break	
3:45 p.m. - 4:30 p.m.	Workshop B (Group 1) Technology (cont.)	<i>Delta Room</i>
	Workshop A (Group 2) High School Outreach (cont.)	<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	
7:15 p.m. - 12:00 a.m.	Conference Banquet	<i>Algonquin Room</i>
10:00 p.m. - 12:00 a.m.	Hospitality Suite Open	

Sunday, November 10 (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 Rm.</i>
9:00 a.m. - 10:30 a.m.	Workshop C (Group 1)	
	Student Leadership & Employment	<i>Delta Room</i>
	Workshop D (Group 2)	
	Student Leadership & Employment	<i>Champlain Room</i>
10:30 a.m. - 10:45 a.m.	Break	
10:45 a.m. - 12:00 p.m.	Workshop C (Group 1)	
	Student Leadership & Employment (cont.)	<i>Delta Room</i>
	Workshop D (Group 2)	
	Student Leadership & Employment (cont.)	<i>Champlain Room</i>
12:00 p.m. - 1:30 p.m.	Lunch (on your own)	
1:30 p.m. - 2:45 p.m.	Annual General 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

Workshop A – High School Outreach

Workshop Speakers:

- Brenda Whaley and Neil Faba (Consultants, NEADS' High School Outreach Project)
- Sandy Hines and Jennifer Quaile (Senior Officials, Program Development and Policy Division, Canada Student Loans Program)
- Andrew Parsons (Adult Education Student, Discovery Centre, Newfoundland)
- Andrew Bullen (First-Year Student, University of Moncton)

Moderators:

- Joby Fleming (NEADS' Newfoundland Representative & President)
- Natalie Osika (NEADS' New Brunswick Representative)

Workshop Description

NEADS embarked on a High School Outreach project in 2001/2002. The initiative was started based on recommendations from the general membership at the 2000 national conference and in meetings with students at NEADS' Student Leadership Forums. The project was developed in recognition of the real challenges faced by disabled students moving from secondary into post-secondary education. The result has been the creation of a guide for high school students with disabilities in transition and other online products especially for this community. This workshop will discuss transition from different perspectives.

Topics we will address include:

- Should NEADS be playing a role(s) in the high schools, and if so, what should this be? If not, why not?
- What tools/resources are most useful in high school in order to learn about the transition into post-secondary education?
- What tools/resources do you wish you had access to, to learn about the transition into post-secondary education as a student with a disability?
- What advice would you give to high school seniors planning to make the transition into post-secondary education?
- Thinking back to your first month/year of college/university, what one thing surprised you most?
- How do you pay for your post-secondary education? Is this method of payment (e.g., government financial aid, scholarship, etc.) meeting your needs as a student with a disability?

Brenda Whaley and Neil Faba, Consultants, NEADS High School Outreach Project, will lead off the presentation by discussing the project research and the development of the unique transition guide called *Moving On*. They will demonstrate the features of the guide, highlight transition issues that were identified by participants in focus groups and students who were profiled in the book. They will ask for feedback on the promotion of the guide to a wide audience and any next steps for initiatives in this area to better serve youth with disabilities in transition from high school to post-secondary education.

Sandy Hines and Jennifer Quaile of the Government of Canada's Canada Student Loans Program will be discussing funding issues for the country's college and university students within the context of the national student loan program. They will provide a brief description of the purpose of the Canada Student Loans Program and an overview of the types of financial assistance (loans and grants) available through the Canada Student Loans Program. The presentation will touch on the definition of "permanent disability", along with an explanation of loan assistance for full-



time and part-time students with permanent disabilities, specifically the relaxed eligibility criteria and duration of assistance. Delegates will also learn about the Canada Study Grant for Students with Permanent Disabilities and the new Canada Study Grant for High-need Students with Permanent Disabilities. Explanations of the eligibility criteria for the Canada Study Grants' Permanent Disability Benefit will be addressed.

Andrew Parsons, who is a student at the Discovery Centre in St. John's, will make a presentation that will deal with the transition from secondary to post-secondary education, and the special challenges faced by individuals with learning disabilities during this process. He will outline strategies that can help other students make the transition easier and more successful. The presentation will also address the need for awareness of appropriate accommodations and services available to students with learning disabilities – first at the high school level and then at the post-secondary level.

Andrew Bullen has made a successful move from secondary school to the University of Moncton. He will begin by relating his high school experience, receiving support services through New Brunswick's Francophone system for students who are blind and visually impaired. He will highlight some of the differences between the Anglophone and Francophone systems and then discuss decisions that he made as to where to study and accommodations required. Financial aid availability, support services and resources in the community will be part of the presentation. Andrew will describe the main differences between campus life in university and the high school environment.

Workshop B – Technology

Workshop Speakers:

- Chris Gaulin (NEADS Website Architect, CampusNet Project)
- Catherine Fichten (Co-Director, Adaptech Research Project)
- Gladys Loewen (Manager, Adult Services Program, B.C.)
- Mary DeMarinis (Coordinator, Disability Services, Okanagan University College, B.C.)
- Toben McFarlane (Student, Okanagan University College)
- Victor Emerson (Acuity Research Group Inc and School of Management, University of Ottawa)

Moderators:

- Sanjeet Singh (NEADS' Open Representative & Vice-President Internal)
- Alison Beattie (NEADS' Alberta Representative)

Workshop Description

At the heart of empowering persons with disabilities to be successful in education, is making sure that we have a "level playing field." Technology and adaptive equipment ensure equitable learning as students with a variety of disabilities have the tools to learn and share their knowledge. The benefits of technology in post-secondary education are particularly important for those students with print-based disabilities.

At the same time, NEADS can use technology to reach out to its community and the network of organizations of students with disabilities and access committees in Canada. With support from the Office of Learning Technologies, Human Resources Development Canada, NEADS has launched CampusNet. This is a uniquely Canadian online community housed on our Web site. Its objective is to provide an interactive community of learning where information on projects, approaches,



techniques, successes and challenges can be shared and exchanged across geographies. This workshop will discuss both aspects of the use of technology, the benefits to individual students in their academic pursuits and to NEADS and its network of campus-based student leaders.

Topics we will discuss include:

- What does NEADS need to do to ensure the long-term success of CampusNet?
- Do you see technology such as the Internet playing a useful role in advocacy for students with disabilities? If so, how? If not, why not?
- Do you have any recommendations for government agencies that provide funding and/or access to computer and adaptive technology for students with disabilities, and if so, what are they?
- Do you have any suggestions for suppliers and developers of computer and adaptive technology, and if so, what are they?
- Are you encountering any difficulties in accessing computers and technology on your campus, and if so, what kinds of problems are they?
- Is your school providing you with the same opportunities as your non-disabled peers to learn about and use the latest technology (e.g., online courses)?

Chris Gaulin is NEADS Web site Architect and the lead consultant on the CampusNet Project. He will discuss the work completed in the first phase of the project and will make a presentation demonstrating the features of the new web site. In doing so, Chris will explain how student leaders can participate in this exciting network. CampusNet is a uniquely Canadian online collaborative community. It brings together disability-related campus-based organizations, associations, committees, and groups. This workshop is the first activity in a second stage project that has received funding from the Office of Learning Technologies of Human Resources Development Canada.

Gladys Loewen, Mary Demarinis and Toben McFarlane are offering a presentation which is a joint effort between Okanagan University College (OUC) and the Adult Services Program. The intent of the presentation is to highlight the partnership between and amongst students, institutions and service agencies for the common goal of accessible education. Specifically, the speakers will address three topics. First, the presentation will highlight new trends in technology that improve the learning environment for students. Second, the presenters will emphasize the key players on campuses and review one example of a strategy that proved successful in obtaining funds to purchase technology at an institution. Finally, the speakers will describe the importance of the student's voice in developing a technology plan at the post-secondary level.

The presentation will open with the coordinator of the Adult Services Program reviewing the following trends in technology: speech recognition software, screen review programs, web and on-line course access, technology for deaf and hard of hearing, and adaptive hardware and software for reading and writing.

Following this, OUC will present two items. First, the Coordinator for Disability Services will describe the development of a long-term technology plan for the institution. This strategy has been successful in creating a naturalized and systematic way of approaching adaptive technology on campus. It includes the players involved, the critical partnership with the Adult Services Program and the roles of the players once the equipment is on campus. Second, an OUC student will highlight the importance of the student's voice in planning institutional technology. Her story called "Untangling the mystery of taped textbooks – the inside story" has helped one institution understand the difference that technology can make for students with disabilities.



Catherine Fichten, Co-Director of the Adaptech Project, based at Dawson College will discuss “Adaptech – From Research to Practice.” The goal of the Adaptech Project is to provide empirically based information to assist in decision making which ensures an inclusive approach to IT for Canadian post-secondary students and staff with disabilities. Over the past six years the project has been conducting a series of empirical studies involving more than 800 post-secondary students with disabilities and smaller samples of faculty and professionals who provide on-campus services to post-secondary students with disabilities. The goal has been (1) to examine the computer, information and adaptive computer technology needs and concerns of: post-secondary students with disabilities, the personnel who provide services to them, and the professors who teach them, and (2) to provide information to concerned individuals, groups and organizations to ensure that new computer technologies are accessible to post-secondary students with disabilities. During the presentation, Catherine will share the highlights of the research findings and indicate future directions. To read about Adaptech’s research you can visit: www.adaptech.org

Victor Emerson of Acuity Research Group, will address the topic “Training the next generation of Canadian product developers.”

Traditionally, people with a disability may find it necessary to acquire assistive devices to facilitate the activities of daily living. Because many of these devices are incremental to “mainstream” devices, special-needs populations may accumulate a greater number of devices to support a full lifestyle, and bear a greater cost in doing so. However, special-needs groups often have lower rates of employment, and less disposable income, than the mainstream population, and so the situation exists that the groups with the greatest need and the least money must acquire additional devices to exploit the opportunities available in today’s society.

To achieve the goal of viably addressing the user needs of populations both with and without disabilities, it is important that Canadian product designers adopt the use of intelligent universal design approaches to produce products that: 1) address the needs of both Canadian and export markets, either directly or via a designed-in capability for customisation; and 2) incorporate the guiding principles of design functionality and user interfaces to make their products usable by populations with disabilities.

How far along this road are we? The presentation examines Canada’s output capacity for product designers trained, within a larger consumer context, to design and develop products that address the needs of people with disabilities.

Workshop C – Student Leadership & Employment

Workshop Speakers:

- Jacob Fehr (Software Developer, Shaw Cable; BSc Computer Science, University of Calgary)
- Sandra MacInnis (Communications Coordinator, Ability Edge)
- Nuzhat Jafri (Director, Employment Relations, Scotiabank Group)
- Terry Peach (Manager, Organization and Staffing, GE Canada)
- Lucie Charlebois (Project Consultant, Youth Initiatives Directorate, HRDC)

Moderators:

- MaryAnne Duchesne (NEADS’ Territories Representative & Secretary-Treasurer)
- Catherine McGowan (NEADS’ Manitoba Representative)



Workshop Description

In 2001/2002 NEADS embarked on a Student Leadership and Employment Forums project with support from the Youth Initiatives Directorate of Human Resources Development Canada. This project has enabled us to hold forums in Winnipeg, Toronto, Victoria and Montreal. The aims of the forums are to address issues of leadership, advocacy and self-empowerment while persons with disabilities are in school and to focus on making a successful transition to the world of work. Participants have included students and representatives from campus groups, community organizations, private sector employers, Career Edge/Ability Edge youth internship program and the federal government. A phase II project has now been launched with support from Human Resources Development Canada. This workshop is part of the consultation process for the new project.

As students with disabilities, we need to educate ourselves on all the opportunities available to us in school and employment situations. At the same time, we need to continually educate society about our ability to contribute as full citizens.

Topics we will discuss include:

- What characteristics make a successful student leader?
- Why do you think there is a high unemployment rate among graduates with disabilities?
- What method(s) do you use to learn about possible employment opportunities?
- What can employers and programs such as AbilityEdge do to ensure that qualified students and graduates with disabilities learn about available job opportunities?
- Would you disclose your disability before and/or during a job interview? If so, why? If not, why not?
- What skills do you think are the most sought after by industry today?

Jacob Fehr has moved on from post-secondary education into the world of work after completing a B.Sc. in Computer Science at the University of Calgary. He will discuss his transition from school to a career and how his academic experience helped him in his current position as a Software Developer for Shaw CableSystems. Jacob will highlight accommodations issues in a work setting from the perspective of a person with a visual impairment. He will compare the expectations and the supports in a school setting to those in his job. He will show student leadership and the development of independence are transferable skills that have great benefits.

Sandra MacInnis will bring her experience as the Communications Coordinator of Ability Edge to share information on this innovative internship program. Ability Edge is Canada's Youth Internship Program for people with disabilities. Through Ability Edge's 6-, 9- or 12-month internships, new graduates with disabilities obtain meaningful work experience in their field at many Canadian organizations. As an Ability Edge intern you: 1) Gain practical work experience; 2) Develop employability skills; 3) Are guided by a dedicated coach or mentor; 4) Network with people in your field; and 5) Receive support with accommodation needs.

Nuzhat Jafri, who serves as the Director, Employment Relations, Scotiabank Group, will discuss recruitment, retention and accommodation of persons with disabilities at the bank. Scotiabank Group's recruitment strategy includes an innovative web site designed to attract new graduates to work for Canada's truly international bank. The strategy integrates recruitment of individuals with disabilities and incorporates policies and programs that accommodate individual needs balanced with the business needs of the organization. This presentation will share Scotiabank's experience in today's employment market.



Terry Peach, who is the Manager, Organization and Staffing for GE Canada, will give an overview of GE, describe the entry level Leadership Programs, and discuss what the company looks for in applicants. GE is a very diversified technology and services company that is known for its Leadership Development.

Lucie Charlebois, Program Consultant, Youth Initiatives Directorate, Human Resources Development Canada will speak about the federal Youth Employment Strategy (YES). Initiated in 1997, the Youth Employment Strategy provides funding to establish programs and services intended to give youth greater access to job opportunities and work experience. Fourteen Canadian government departments participate in YES initiatives, offering internships in Canada and abroad, wage subsidies to help private companies hire youth, and labour market information services.

Workshop D – Student Leadership & Employment

Workshop Speakers:

- Mahadeo Sukhai (Ph.D Student, University of Toronto; Chair, University of Toronto Accessibility Services Advisory Committee)
- Maryon Urquhart (Director of Customer Relations, Ability Edge)
- Stephen McDonnell (Recruiter - People With Disabilities, Diversity and Workplace Equity, Bank of Montreal)
- Bob Eichvald (National Employment Coordinator, Canadian National Institute for the Blind)
- Julie Lefebvre (Acting Program Manager, Youth Initiatives Directorate, HRDC)

Moderators:

- Rachael Ross (NEADS' British Columbia Representative)
- Jennifer Finlay (NEADS' Nova Scotia Representative)

Workshop Description

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- What can employers and programs such as Ability Edge do to ensure that qualified students and graduates with disabilities learn about available job opportunities?



- Would you disclose your disability before and/or during a job interview? If so, why? If not, why not?
- What skills do you think are the most sought after by industry today?

Mahadeo Sukhai is a legally blind Ph.D. student in the Department of Medical Biophysics at the University of Toronto, actively engaged in basic medical research. He has a unique perspective on the issue of partnership between the student, the employer and the campus service provider. In his presentation, Mahadeo will share his experiences as a researcher in the basic sciences, and the knowledge gleaned from his time in graduate school. He will address barriers to entry into graduate school and to employment that are faced by post-secondary graduates with disabilities; the role of the employer, the student and the campus service provider in developing a comfortable working environment; and the benefits of maintaining extracurricular and volunteer interests, and being a student leader.

For Mahadeo the greatest barrier to entering the workforce is a general lack of knowledge on the part of the employer of the potential to perform in the work environment possessed by individuals with a disability. Honesty and openness on the part of the student will go a long way toward allaying those concerns. Furthermore, it is also the obligation of the disabled person to demonstrate ability and confidence in their chosen field, and to work with the employer in ensuring that appropriate steps are taken to ensure accommodation in the workplace.

Maryon Urquhart will bring her experience as the Director of Customer Relations of Career Edge to share information on this innovative internship program. Ability Edge is Canada's Youth Internship Program for people with disabilities. Through Ability Edge's 6-, 9- or 12-month internships, new graduates with disabilities obtain meaningful work experience in their field at many Canadian organizations. As an Ability Edge intern you: 1) Gain practical work experience; 2) Develop employability skills; 3) Are guided by a dedicated coach or mentor; 4) Network with people in your field; and 5) Receive support with accommodation needs.

Stephen McDonnell, who is a Recruiter, People with Disabilities, for the Bank of Montreal Group of Companies, will discuss the recruitment, retention and accommodation of employees with disabilities. He will also share information on the bank's Career Possibilities Program. This an internship program for university and college students interested in a career in financial services.

Bob Eichvald is the National Employment Coordinator, Canadian National Institute for the Blind. He will share information on the CNIB's programs and services designed to help individuals determine career goals, improve on or build new job skills and acquire effective job search techniques. A key feature of Career Development and Employment Services is a national database of job seekers who are blind, and of those employers interested in hiring. The aim is to increase the presence of people who are blind in the workforce across Canada.

Julie Lefebvre, Acting Program Manager, Youth Initiatives Directorate, Human Resources Development Canada will speak about the federal Youth Employment Strategy (YES). Initiated in 1997, the Youth Employment Strategy provides funding to establish programs and services intended to give youth greater access to job opportunities and work experience. Fourteen Canadian government departments participate in YES initiatives, offering internships in Canada and abroad, wage subsidies to help private companies hire youth, and labour market information services.

SURVIVOR 101:

Self-Care tips to make it to graduation (and after)

Presenters:

Catherine McGowan, NEADS' Manitoba Rep.; Catherine MacKinnon, NEADS' Ontario Rep.; Rachael Ross, NEADS' British Columbia Rep.

We are always hearing: “*You gotta be your own self advocate!!*” Ya, right, when I barely have the energy and supports to get up in the morning, you want me to go fight the system too?

All students have to cope with an incredible amount of stress: juggling career decisions, course workloads, maybe a part-time job, not to mention financial and personal stressors. As students with disabilities, we have all that PLUS another whole layer of stress related to our disability accommodation needs and the often unhelpful attitudes of fellow students and professors. If we are also gay/lesbian/transgendered and/or from a visible minority, you got a triple whammy happening...

Well, that is the reality. SO, the only solution is to learn to really take good care of ourselves. *We are our own best resource*, and we can also be our own best enemy too, if we ignore our own needs for self care.

This workshop is about basic stress management and self-care tips.

1. Self-awareness: Who am I and What do I need? To learn the importance of self-awareness, including sexuality, our self-care needs and the mind/body connection in terms of stress warning signs.
2. Self-care: What do I do with this information? To learn safe and healthy ways of getting what we need, building a support network, provide practical stress management and self-care techniques. To learn to distinguish between helpful and unhelpful coping skills ie. safe sex, substance abuse.
3. I'm stressed right now!!! To provide conference delegates some relaxation and stress management opportunities during the event.

General Meeting

Chaired by Jennison Asuncion, NEADS' Advisor to the Board, 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 the project work and activities of NEADS in the present and in the future. Join us on Sunday afternoon in the Delta Room for this meeting.



Speakers' Bios:

Brenda Whaley, Consultant, NEADS High School Outreach Project:

Brenda Whaley has been involved in the disability field for the past six years. Her involvement started as a volunteer in 1996 when she worked as a student ambassador at the Meighen Centre for Learning Assistance at Mount Allison University. She went on to be the New Brunswick representative and vice-president external of the National Educational Association of Disabled Students (NEADS) from 1997 to 1999.

For the past three years, she has been working as a consultant for NEADS and the Learning Disabilities Association of Canada (LDAC). Brenda was co-author of NEADS' last two publications: *Faculty Awareness and Training in the Post-Secondary Community: An Annotated Bibliography* and *Moving On - A guide for students with disabilities making the transition to post-secondary education*.

Brenda was a third party consultant for LDAC and HRDC. She analyzed the Destination Employment Program and had an opportunity to interview over 150 students with learning disabilities over the past three contracts. She has also been a keynote speaker at several disability conferences.

Neil Faba, Consultant, NEADS High School Outreach Project:

Neil Faba received a combined honours undergraduate degree in Journalism and Political Science from Carleton University in 2001. He has worked for five years as a journalist and communications consultant for a variety of organizations.

Neil's affiliation with NEADS began in 1999, when he was hired as an office assistant under Human Resources Development Canada's Youth Employment Strategy program. Since, he has co-authored the following NEADS publications: *Faculty Awareness and Training in the Post-Secondary Community: An annotated bibliography*; *Moving On: A guide for students with disabilities making the transition to post-secondary education*;

Employment Connections: A transition tool kit for youth with disabilities. Neil has also edited and authored several reports for the organization.

After co-authoring NEADS' 2000 Conference Report, Neil is pleased to be able to participate in this conference as a speaker. As a person with a physical disability who had the opportunity to study at the post-secondary level, Neil is thankful to have had the chance to serve as a consultant on the organization's High School Outreach Project, and hopes the results of those efforts will be helpful to students with disabilities seeking post-secondary education, for years to come.

Andrew Parsons, Student, Discovery Centre, Newfoundland:

Andrew Parsons is a 20 year old student with a severe learning disability who attends the Discovery Centre in St. John's, Newfoundland. This is the province's only high school for adults. He is enrolled in a secondary program (provincial curriculum) to complete the requirements of his high school diploma. Andrew's goal is to finish this secondary program in April, 2003 and then enrol in a post-secondary program in Petroleum Engineering.

Andrew Bullen, Computer Science Student, University of Moncton:

Andrew Bullen is a fluently bilingual, visually impaired student who is in his first semester of the Bachelor of Computer Science Program at the University of Moncton. He is a product of both the Anglophone and Francophone high school systems in New Brunswick.

Sandy Hines, Manager of Policy and Legislative Interpretation, Canada Student Loans Program, Human Resources Development Canada:

Sandy Hines is the Manager of Policy and Legislative Interpretation with the Canada Student Loans Program. Sandy joined the CSLP in 2001 and brings many years of experience in both policy and operations. Her experience with the Federal Government spans more than



thirty years across a number of areas of HRDC, much of it related to training and/or education issues. Sandy has a strong background in both the policy area and in dealing with partners and private sector stakeholders.

Sandy is an Honours graduate of the University of Windsor in Psychology and Sociology and holds a Post-Graduate Diploma in Education from the University of Western Ontario. She is a former educator and Guidance Counsellor who worked within the education system in Ontario.

Jennifer Quaille, Senior Policy Analyst, Canada Student Loans Program, Human Resources Development Canada:

Jennifer Quaille is a Senior Policy Analyst from the Canada Student Loans Program. She joined HRDC in June, 2001 and has worked since then in the Policy and Legislative Interpretation section of the CSLP. She is responsible for policy development for students with disabilities. Currently, she is the Project Leader for the CSLP Working Group on Disability-related Issues that is mandated to examine the various provisions of the CSLP as they pertain to students with disabilities.

Jennifer has an M.A. in Political Economy and an Honours B.A. in Sociology and Women's Studies from Carleton University.

Chris Gaulin, Website Architect, NEADS:

Chris Gaulin is NEADS' Website Architect and lead CampusNet Project Consultant. He has brought tremendous skill and commitment to his work developing www.neads.ca, a highly informative and accessible resource for students and graduates with disabilities.

Chris provided outstanding onsite support to delegates during our 2000 national conference. Chris is now providing ongoing support in reviewing the Association's publications and research.

Currently studying at Dawson College in Montreal in a pre-university Commerce program, he is also extremely involved with a

number of disability organizations. Chris is also the Representative for Students with Disabilities on the Executive Council of the Dawson Student Union.

Catherine Fichten, Co-Director, Adaptech Project:

Catherine Fichten, Ph.D. teaches psychology at Dawson College, where she also co-directs the Adaptech Project with Jennison Asuncion and Maria Barile. She is also a clinical psychologist at the Jewish General Hospital in Montreal and is Associate Professor of Psychiatry at McGill University. She has been involved in research on inclusion at the post-secondary level for many years.

Gladys Loewen, Manager, Adult Services Program, British Columbia:

Gladys Loewen (M.Ed.) is the Manager of the Adult Services Program, a provincial program that provides adaptive technology support to students with disabilities in public post-secondary institutions and to clients of VRS who require adaptive equipment in private training or employment. From 1981 – 1993, Gladys worked as the Coordinator of Disability Services at Douglas College and established the model of using learning specialists to provide compensatory strategies, study and exam writing techniques. Gladys has also served on the Board of Directors for NEADS, the Association on Higher Education and Disability (AHEAD), and the Canadian Association of Disability Service Providers in Post-Secondary Education (CADSPPE).

Mary DeMarinis, Disability Services Coordinator, Okanagan University College, British Columbia: Mary DeMarinis has been the Disability Services Coordinator at Okanagan University College since 2000. Mary's work history includes employment counselling for individuals with disabilities and advocacy work for independent living. This multifaceted work experience allows Mary to remain student centered and committed to the ideals of accessible education. Her areas of research include social policy



implementation at the post-secondary level, system approaches to institutional change and strategies for success in accessible education. Mary is a current member of CADSPPE and serves on the board of the Disability Resource Network, BC's provincial association for post-secondary service providers.

Toben McFarlane, Fine Arts Student, Okanagan University College, British Columbia:

Toben McFarlane is a second year fine arts student at Okanagan University College. Toben's primary area of interest is art but she has a secondary interest in Anthropology. In the past few years Toben has recognized the importance of technology as she struggles to overcome some challenges that the academic system can impose. Toben has been instrumental this year in advocating at the institutional level for consideration of students needing taped textbooks. She is determined to develop her artistic talents and continue her advocacy for people with different learning styles.

Victor Emerson, President, Acuity Research Group Inc.:

Victor Emerson is founder and president of Acuity Research Group, founded in 1992. He has taught research methodology at the graduate and undergraduate levels and currently teaches research methodology in the MBA (Science & Technology) programme at Queen's University (Kingston, Ontario), one of Canada's top-rated MBA programmes; he is also an Advisor for the Queen's Centre for Enterprise Development. He is an Adjunct Professor in the School of Management at the University of Ottawa and is Senior Research Scientist at the Centre of Applied Research and Education in Chronic Disease Management at the University of Ottawa Institute on Health of the Elderly.

Jacob Fehr, Software Developer, Shaw Cable, BSc Computer Science, University of Calgary:

Jacob Fehr, known to his friends as Jake, was born in 1977 in Mexico. He came to Canada

when he was 4 years old. When he first arrived in Canada he didn't speak a word of English. He attended various schools in Southern Alberta. His parents tended to move around quite a bit when he was younger. In total, he went to four different primary schools. Jake attended the University of Calgary where he completed a BSc INTE in Computer Science. Since convocation, he has been working for Shaw CableSystems G.P. as a software developer. Currently, he works mostly with Shaw's Pay-per-View system. Jake has low vision caused by Nystagmus and Night Blindness. He sees his disability more as a characteristic than anything else. He is an avid hiker and skier.

Sandra Léa MacInnis, Communications Coordinator, Career Edge:

Born in 1976 and raised in Sudbury, Ontario, Sandra moved to Ottawa in 1995 where she majored in Communications and English at the University of Ottawa. In July of 2000, she moved to Toronto where she joined Career Edge as a Sales and Marketing Intern. Before the end of her internship, she was hired on full time by Career Edge as Communications Coordinator. Sandra works with current/potential host organizations and potential interns to promote and market the Career Edge program while also providing customer service and support to Hosts. Over the past two years, Sandra has also been very involved in the development and implementation of Career Edge's Ability Edge program, an internship program for persons with disabilities.

Nuzhat Jafri, Director, Employment Relationships, Scotiabank Group:

In her current role as Director, Employment Relationships at the Scotiabank Group, Nuzhat Jafri is responsible for leading the development of innovative, supportive, inclusive and flexible workplace solutions that meet the needs of the organization's diverse workforce. Her team is also responsible for research and analysis of workforce trends and employee market segmentation. She came to Scotiabank from



Bank of Montreal, where she was the Director of Diversity. She has held senior management positions both in the public and private sectors in human resources, information technology and policy development and implementation. Nuzhat is active in the community and has served as a chair of two community boards, including Accessible Community Counselling and Employment Services (ACCES) and South Asian Family Support Services.

Terry Peach, Manager, Organization and Staffing, GE Canada:

Terry is Manager - Organization and Staffing with GE Canada, responsible for succession planning and leadership development within GE's Canadian operations. Within this scope, he also manages the University Recruitment programs as well as the entry-level development programs. Graduating from the University of Western Ontario in 1973, Terry joined GE on the Human Resource Leadership Program and has followed a career in Human Resources with diverse assignments in a number of GE business divisions and roles. He also spent 2 years on the Business-Government Executive Exchange Program working at the Canadian Centre for Management Development in Ottawa. Terry served as an Industry Representative on the Canadian Committee on Women in Engineering.

Lucie Charlebois, Program Consultant, National Projects, Youth Initiatives Directorate, Human Resources Development Canada:

Lucie Charlebois is a Program Consultant with the National Projects, Youth Initiatives Directorate, Human Resources Development Canada. Her work consists of managing, assessing, negotiating, recommending, contracting and monitoring national Labour Market Partnership proposals.

As well, she provides efficient and timely delivery of service to public, private sector and not-for-profit clients; maintains close working relationships and establishes strong linkages

and partnerships with colleagues, other directorates, clients, and other government departments. Her role is to ensure consistency in the delivery of program policies and youth programs.

Prior to joining the Youth Initiatives Directorate, Lucie worked for several years in the Office for Disability Issues and has extensive experience in the federal government having also worked for several other departments such as Environment Canada and Canadian Heritage.

Mahadeo Sukhai, Ph.D Program, Medical Biophysics, University of Toronto:

Mahadeo Sukhai was born with a congenital visual impairment in 1978 in Guyana. He currently holds an honours B.Sc. in genetics and an M.Sc. in pharmaceutical sciences from the University of Toronto. In his second year of his Ph.D. in medical biophysics, Mahadeo's academic focus is on leukemia research through the Ontario Cancer Institute/Princess Margaret Hospital. Mahadeo maintains an active set of volunteer and extracurricular activities. He has served as the Chair of the University of Toronto Accessibility Services Student Advisory Committee for 2001-2002, and several other committees within the University community. Mahadeo has also played an active role in the development of a club for students with a disability on the U of T St. George campus, and has been interviewed in print and on film. Outside of the university, Mahadeo is a member of the Advisory Council for the "A Life Worth Living" project, an international multimedia disability awareness production.

Maryon Urquhart, Director, Customer Relations, Career Edge:

Maryon Urquhart is the Director, Customer Relations for Career Edge. In her current role, she is responsible for the customer service and operations side of both the Career Edge and Ability Edge Programs. Prior to joining Career Edge, Maryon worked for Bank of Montreal as a Team Leader for the Personal and Commercial



Client Group recruitment. She also oversaw their University and College Relations program.

Maryon has a Masters Degree in Industrial Organizational Psychology from Appalachian State University and an undergraduate degree in Psychology from the University of Waterloo. After completing her education, Maryon worked as a Research Psychologist at Stanton Corporation in Charlotte, NC. She then moved to Akron, OH to work in Compensation and next to Training and Development at Roadway Services.

After experiencing 3 winters in Ohio, Maryon decided to move back to the south, Atlanta to be specific. She secured a position with SunTrust Bank in Training and Development and lastly was the Human Resources Manager for their call centre. Maryon has a wonderful five-year old son named Austin and they live in Toronto.

Stephen McDonnell, Recruiter, People With Disabilities, Diversity and Workplace Equity, Bank of Montreal:

Stephen McDonnell is Senior Business Partner and Diversity Advisor for the BMO Financial Group and also Recruiter, People with Disabilities for the Greater Toronto Area.

Stephen has over twenty years of experience in the financial industry and over 17 years with BMO. Stephen is former Chair of LOFT Community Services in Toronto, which offers housing, outreach, and community support services to vulnerable and homeless people at 41 sites in the Greater Toronto area and York Region. His volunteer activities have been recognized by the Toronto Chapter of the CFRA and The Canadian Red Cross Society. Stephen currently serves on the Board of Directors of the AIDS Committee of Toronto, Canada's largest AIDS service organization.

Bob Eichvald, National Employment Coordinator, Canadian National Institute for the Blind:

Bob Eichvald has a BA in Psychology from the University of Waterloo. He has 10 years experience in the employment field with various Federal, Provincial and Regional employment programs. Prior to assuming a position with the CNIB, he was the Graduate Employment Advisor at Sheridan College in Oakville. For the past two years he has been the National Marketing and Employer Liaison for the CNIB and currently serves as the CNIB National Employment Coordinator.

Julie Lefebvre, Program Manager, National Projects, Youth Initiatives Directorate, Human Resources Development Canada:

Julie Lefebvre has been with HRDC since 1984 and has occupied different positions such as Senior Program Consultant, and Employment Counsellor. Julie holds a Bachelor in Administration from the University of Ottawa. Currently, she is the Program Manager, National Projects, Youth Initiatives Directorate.