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CRWDP
National Symposium
November 20 & 21 2015

Save the dates!

Our National Symposium will bring together partners, researchers and other stakeholders. Stay tuned for updates at www.crwdp.ca.



Steve Mantis,
Community Caucus
Lead, also sits on the
CRWDP executive
committee

CRWDP Community Caucuses

Adding value through active engagement of injured workers and people with disabilities

Steve Mantis, an advocate for injured workers and people with disabilities, is spearheading a new community caucus initiative within the Centre for Research on Work Disability Policy (CRWDP). Steve is well known for his years of volunteer efforts to build a fair and comprehensive workers' compensation system. He also has many years of experience working closely with academics, most recently as the community lead of a six-year, community-university research alliance called the Research Action Alliance on the Consequences of Work Injury (RAACWI), funded by the Social Sciences and Humanities Research Council (SSHRC).

Steve emphasizes that research on knowledge transfer and exchange (also called knowledge mobilization) tells us that having groups with a vested interest in the research, involved early on in the process, increases the relevance of the research and the chances of it being used. This is why community-based research is so important—because the community knows the issues affecting its members and has a good sense of what needs to be better understood. Community-based research, which goes by a number of names, can be broadly described as research that is:

see *Cover Story* continued on page 2





Cover Story: CRWDP Community Caucuses

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community situated — it begins with a research topic of practical relevance to the community (as opposed to relevant only for scholarly purposes) and is carried out in community settings;

collaborative — community members and researchers equitably share control of the research agenda through active and reciprocal involvement in the research design, implementation and dissemination; and

action-oriented — the process and results are useful to community members in making positive social change and to promote social equity.

With this in mind, the plan is to increase the engagement of people with disabilities, injured workers and their organizations within CRWDP. Some of the steps Steve is taking build on his past experiences developing partnerships between researchers, community members and policy makers. He has outlined three steps for the current plan.

Step 1 — Developing community caucuses in the four provincial clusters within CRWDP to bring together persons with disabilities, injured workers, their organizations and organizations that traditionally have been strong supporters of community-based approaches. Historically, many of the community groups have worked in their own silos with limited cross-over or collaboration; yet many of the barriers to full participation in society are shared across all groups. The community caucus will provide an opportunity to share information, establish a common group and build capacity to participate in research and policy change.

Step 2 — Encourage people with disabilities to tell their own stories, which is a critical step in strengthening community engagement within the CRWDP partnership. While community members may not be experts in research or developing policy, without hearing real, personal stories, research and policy are often missing important components.

Step 3 — Seek funding to support community engagement activities within CRWDP. Currently, Steve is in the process of preparing a multi-year funding application to submit to The JW McConnell Family Foundation. Plans are underway to secure funding from multiple provincial and federal funding sources.

Steve has already had a number of discussions in the four CRWDP provincial clusters about forming community caucuses. The caucuses will become the foundation for future activities, including training programs such as the *Speakers' School*, education and outreach sessions such as *Community Forums*, and action/knowledge mobilization. An Ontario community caucus has already been formed and is presently planning to hold Community Forums in a number of communities around Ontario. It is also exploring partnering with the existing speakers series hosted by the Bancroft Institute for the Studies on Workers' Compensation & Work Injury to organize remote broadcasts, as well as hosting its own sessions. In British Columbia, plans are underway for its first Speakers' School in September 2015.

To learn how the community caucus development process unfolds and how to get involved, contact Steve at smantis@tbaytel.net.

This article was prepared with assistance from Steve Mantis.

30 Years of Human Rights Protection

How far have we come?

By John Rae

In the 1970s and early 80s, the disability rights movement in Canada invested a lot of time and energy to obtain human rights protection for persons with disabilities at all levels. We were seeking the establishment of an equitable legal framework, and even in a country like Canada that used to pride itself on its human rights record, many jurisdictions balked at providing us with our rights. In many instances, we had to organize and fight very hard. In the end, we succeeded, and today persons with various disabilities are covered under Canada's Charter of Rights and Freedoms and all human rights statutes across the country.

see *Human Rights Story* continued on page 4.



John Rae has been a board member of many human and disability rights organizations over his long career as an advocate for people with disabilities, including Co-chair of the Coalition on Human Rights for the Handicapped, which secured the first human rights coverage for persons with disabilities in Ontario. John is a Past President of the Alliance for Equality of Blind Canadians (AEBBC) and today serves as 2nd Vice Chair of the Council of Canadians with Disabilities (CCD), and as a Board member of Injured Workers Consultants (IWC), ARCH Disability Law Centre and the Association of Community Legal Clinics of Ontario (ACLCO).



Photo from the last day of the Swedish Delegate visit. From left: Magnus Nilsson, Johanna Odelmark, Ann-Catrin Lofvars, Ingrid Anderzén, Stefan Mörk, Christian Ståhl, Ellen MacEachen, Mai Elramly and Emile Tompa

Swedish Delegates Connect with CRWDP

Creating an international movement

In the fall of 2014, several senior Swedish policy-makers and researchers contacted CRWDP to learn more about the centre and get ideas for a similar initiative being planned in Sweden, which they are calling the *Welfare Academy*. Seven Swedish delegates visited Toronto in November for an intensive three days of meetings with various CRWDP partners and leaders. Since then, they have also connected with Dutch and American groups spearheading similar work disability policy initiatives in those countries.

They have noted that a movement is underway in various countries, and are hoping to create a knowledge network among these countries to foster dialogue and exchange of ideas. A meeting of the various leaders, including CRWDP, is planned for August. The knowledge network will provide an opportunity for sharing experiences with capacity building and implementation, as well as opportunities for cross-country comparative research. A video of the newly established Swedish Welfare Academy can be found at the following link: <http://crwdp.ca/SWA>.



Human Rights Protection

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In the early days, we had expectations and hopes that achieving equitable legal protection would make a tangible difference in our lives. But 30 years later, it is clear that we have achieved far more in obtaining the Charter's promise of being equal "before and under the law" than we have in attaining its promise of "equal benefit" of Canadian laws. Today, far too many persons with disabilities remain forced to live on the sidelines in abject poverty in our affluent country.

Experience is consistent across all jurisdictions. Every year, the largest percentage of complaints filed with all human rights bodies involve people with disabilities, especially under the prohibited ground of employment.

This tells me two things. On the one hand, it is clear that members of the disability community have learned what rights we have, and are prepared to file complaints to resolve instances of discrimination. On the other hand, however, it also indicates the extent of discrimination, both by design and through unintended actions, that continues to plague persons with disabilities.

Most human rights cases result in a settlement between the parties. There are times when settling is the appropriate strategy. Sometimes the complainant will achieve a better outcome than might have been attained through the uncertainty of a tribunal, and other times the complainant goes away very unsatisfied, but attains something. Settlements, however, write no new law. I believe considerable pressure, whether subtle or direct, is applied upon complainants to settle.

This high degree of settlements, the content of which remains secret, also makes it impossible for the community to analyze the effectiveness of the Commissions' work, or to organize community actions, demonstrations or boycotts of organizations that are habitually complained against.

As we look to the future, many of the old priorities remain. There is a chronic need to strengthen the disability rights movement, and give "rights" holder organizations their rightful preeminent place at the table whenever new legislation, policies or programs are being developed. We must continue to educate the public and seek new allies and younger leaders. We must remain focused on fighting poverty and its effects on individuals and their quality of life. And we must be directly involved in reshaping the discourse in this country from its current attack on the poor and dispossessed to a climate where we achieve the objectives of the *Ontario Human Rights Code* as set out in its preamble, which reads in part: "it is public policy in Ontario to recognize the dignity and worth of every person and to provide for equal rights and opportunities without discrimination that is contrary to law, and having as its aim the creation of a climate of understanding and mutual respect for the dignity and worth of each person so that each person feels a part of the community and able to contribute fully to the development and well-being of the community and the Province."

Get past issues of *Working Policy* and our *Annual Activity Report* on the CRWDP website:

<http://crwdp.ca/crwdp-newsletter>

<http://crwdp.ca/crwdp-activity-reports>



CRWDP Champion Profile

Mark Wafer: promoting an inclusive workforce as a successful business model

Mark Wafer is a successful business owner of several Tim Hortons franchises in the Greater Toronto Area. He understands the barriers people with disabilities face when seeking employment; he has had a lifelong hearing impairment and struggled to maintain employment as a young adult.



Over the 20 years of operating his business, Mark has hired more than 100 people with disabilities in various competitively paid positions. He points out that he hires people with disabilities not as a charity, but because it makes good business sense. Mark cites lower levels of absenteeism, higher staff morale, and lower turnover costs as some of the benefits realized. Ultimately, recruitment, retention and safety costs are lower, and productivity is higher as a result. Companies who are reticent to hire people with disabilities are missing the opportunity to tap into a talented pool of labour—driven by misperception that it is costly to do so. In fact, Mark has found that the costs of accommodation are much lower than most employers would think—averaging about \$500, and in many cases costing nothing at all.

Mark Wafer is known for his efforts to create an inclusive workforce that is also a successful business model. Over the last few years he has been actively sharing his inclusive hiring expertise with business leaders through various forums. He served on the Panel on Labour Market Opportunities for Persons with Disabilities—a federal initiative organized to help increase employment opportunities for people with disabilities by identifying successes, best practices and barriers. The panel produced a report entitled *Rethinking Disability in the Private Sector* that can be found at the following site:

<http://crwdp.ca/rethinking-disability>

Mark is also one of the forces behind Canadian Business SenseAbility, an organization launched in 2014, with support from the federal government, to train companies on how to be more inclusive in their recruitment and retention practices.

Mark has been a keynote speaker at many gatherings, including a conference held earlier this year called *Rethinking Disability* <http://crwdp.ca/rethinking-disabilities-conference>. He was also interviewed by Steve Paikin of TVO about his successful model of inclusive recruitment and retention. The interview can be seen on YouTube at <http://crwdp.ca/MW-enabling-the-disabled>. In the fall of 2014, Mark was acknowledged for his efforts in this area by being inducted into the Canadian Disability Hall of Fame.

Stay tuned for our next seed grant RFP
Spring 2015





CRWDP Seed Grants

Competition results from 2014-2015 round

In July 2014, CRWDP held the first of our three planned requests for proposals for seed grant funding of up to \$10,000. The competition was open to all CRWDP participants and partners. We received 15 applications for a 2014 funding envelope of approximately \$70,000.

Proposals were reviewed by a multidisciplinary committee, which included CRWDP participants and partners from each of our four geographic clusters: British Columbia, Ontario, Quebec, and Newfoundland and Labrador. Evaluation criteria were: relevance to CRWDP mandate, innovation, study design, project team, student employment and development, potential for stimulating future funding through a grant, partner role in the study, and budget.

We are pleased to announce the following seven seed grant award recipients:

Bornstein, S. (PI) and Neis, B. With partner Coalition of Persons with Disabilities Newfoundland and Labrador. *"Disability support services in Newfoundland and Labrador and Canada: Impacts on labour-market participation for individuals with disabilities"*.

Gewurtz, R. & Premji, S. (Co-PIs) and Holness, L. With partners Injured Workers Consultants, IAVGO Community Legal Clinic and Bramalea Community Health Centre. *"Exploring the experiences of injured workers who fail to return to work"*.

Hanes, R. & Ryan, M. (Co-PIs), Furrie, A., Lero, D., and D'Aubin, A. With partner Council of Canadians with Disabilities. *"Willing but unable: A population in waiting"*.

Hilgert, J. With partner Canadian Injured Workers Alliance. *"The human rights of injured workers: Social protection floors and the Canadian work disability system."*

Laberge, M. (PI) and Breslin, C. With partners le Service national du RÉCIT en adaptation scolaire, l'école Joseph-Charbonneau du Centre de réadaptation Marie-Enfant, plusieurs commissions scolaires, la Confédération des organismes de personnes handicapées du Québec, la Centrale des syndicats du Québec. *"L'utilisation des TIC pour soutenir l'accès à l'emploi des adolescents handicapés ou en difficultés d'apprentissage ou d'adaptation (HDAA)."*

Provencher, Y. (PI). With partner le Ministère de l'emploi et de la solidarité sociale. *"La mesure de l'incapacité: Un état des lieux."*

Stapleton, J. & Haan, M. (Co-PIs), and Furrie, A., Porch, W., Brayton, B., and Crawford, C. With partners Open Policy Ontario, Canadian Council on Rehabilitation and Work, Canadian Working Group on HIV and Rehabilitation, DisAbled Women's Network Canada, Adele Furrie Consulting Inc. *"People with episodic disabilities: Who are they and what supports do they need to obtain and retain employment?"*



Partner Profile

Council of Canadians with Disabilities (CCD)



CCD, a national human rights organization of people with disabilities, was founded in 1976 and is a key partner of CRWDP. Marie Ryan, CCD's Social Policy Committee Chairperson, sits on the CRWDP Executive Committee. CCD was formed because people with disabilities, facing discrimination and exclusion, wanted an accessible and inclusive society; that is, a Canada where people with disabilities have the opportunity to go to school, work, volunteer, have a family, participate in recreational, sport and cultural activities.

Through the human rights work of organizations of people with disabilities like CCD, it has been recognized that traditional medical approaches to disability have not significantly improved the social/economic position of people with disabilities in society. CCD has been encouraging Canada's decision-makers to adopt a human rights approach to disability issues that focuses on barrier removal. CCD seeks to achieve its priorities through law reform, litigation, public education and dialogue with key decision-makers.

More information: <http://www.ccdonline.ca>

Telephone: 204-947-0303

General email inquiries: laurie@ccdonline.ca

Worker & Disability Community Round Table

Labour leaders and community representatives meet to discuss key policy issues and knowledge gaps

On March 12, 2015, Alec Farquhar, Director of the Office of the Worker Advisor and CRWDP Stakeholder Engagement Lead, held a worker and disability community round table to further develop the foundations for engagement with CRWDP. The session served to explore ways to ensure that workers and people with disabilities are connected and fully integrated with the centre. A focus was also given to discussing both communities' involvement in the upcoming National Symposium that CRWDP is hosting on November 20th & 21st in Toronto. More than 20 participants spoke about systemic concerns with disability policies and programs, what they have done to mobilize their members around improving them, and their thoughts on opportunities for developing best practices and profiling success stories. Participants also described research priorities from their perspective. Topics identified include the challenges people with disabilities experience seeking employment; recent workers' compensation policy changes that are transforming the nature of supports available; mental health issues and return to work; benefits coordination across programs; economic impact assessments to profile the business case; and best practice guidelines, particularly in relation to the link between primary prevention and return to work.



Student Fellow Profiles

Pam Lahey, McMaster University

Pam Lahey is a PhD candidate in the school of Rehabilitation Science at McMaster University, and is supervised by Rebecca Gewurtz and Emile Tompa. Pam's graduate education and professional work to date, as well as volunteer activities, have focused on improving the Canadian labour market for persons living with disabilities, and in particular for persons with lived experiences of mental health conditions.



Pam's professional experience as a social policy analyst allowed her to provide input to the Ontario government on these issues, calling for a disability employment strategy that could address the unique needs of this specific worker population. Her particular focus will be on system-level change(s) that are needed to enable job seekers and employees in the Canadian workforce who live with mental health conditions to secure and sustain quality employment.

Lahey's research at McMaster will address three broad areas: labour-market structures and employment policies governing work for persons with mental health conditions; employment program design and delivery; and promising or emerging practices that work best to assist people with disabilities to retain and maintain quality employment. Some of her work can be found at <http://crwdp.ca/PL-citations>.

Francis Charrier, Université Laval

After completing a Masters in Political Sciences from Université Laval in Quebec City, **Francis Charrier** has worked as coordinator of the International Network on the Disability Creation Process since 2008. Previously, he worked at the Centre for Interdisciplinary Research in Rehabilitation and Social Integration as a research associate.



Francis is currently a doctoral candidate at the School of Social Work at Université Laval, and is supervised by Ysabel Provencher and Normand Boucher. His thesis research is about inclusive labour markets from the point of view of workers with disabilities aged 50 and over. explores the determinants that promote job retention for this group.

Piotr Majkowski, Simon Fraser

Piotr Majkowski joined the Masters in Public Health program at Simon Fraser University in September 2013. He is supervised by Dr. John Calvert. Piotr's research work has focused on how front-line workers can inform and become involved with policy change. His work will have significant implications for the ability to translate workers' knowledge into usable, salient data, which can then be re-deployed more broadly. Currently he is focusing on the perspective of labour unions on workplace disability and return to work policy in British Columbia.



Piotr has experience in front-line clinical work, education, strategic policy and campaigns. He has held positions with the University of British Columbia, the Vancouver Coastal Health Authority and the World Health Organization.

Academic Profile

Eric Latimer, McGill University

Dr. Eric Latimer has a long-standing interest in the integration of people with severe mental illness into the competitive labour market as a means of furthering their recovery. Among other contributions in this area, he led the first trial of the Individual Placement and Support model of supported employment conducted outside the United States, and has written, under the aegis of Québec's Agence d'évaluation des technologies et modes d'intervention en santé, a monograph on this evidence-based intervention.



Eric's research interests focus on community-based supports for people with severe mental illness, including assertive community treatment, the strengths model of case management, supported employment and supported housing. He contributes economic evaluations of various interventions for people with mental illness. He has also conducted research on the use of antipsychotic and concomitant medications in Québec. Recently, he was lead investigator for the Montreal site, and lead economist nationally of the \$110 million Chez Soi / At Home research and demonstration study on homelessness and mental illness, which tested the Housing First approach using nine concurrent trials in five Canadian cities. The Montreal site study also included a trial of the Individual Placement and Support model of supported employment for recently housed homeless people with mental illness.

Research Highlights

Recent publications of interest

1. Sheikh, Munir A. April 2015. Great Gatsby versus Zero Dollar Linda: Assessing the Relationship Between Income Inequality, Social Mobility, and the Tax-Transfer System. Macdonald-Laurier Institute. <http://crwdp.ca/mli-report>
This report by Canada's former Chief Statistician describes how tax transfer programs can decrease social mobility for low-income Canadians, even though they were designed to do the opposite; i.e., to reduce income inequality.
2. Makhoul, Anne. March 2015. Social Assistance Summaries. 2014. Ottawa: Caledon Institute. <http://crwdp.ca/social-assistance-summaries-2014>
This publication by a CRWDP partner, Caledon Institute, provides valuable data on social assistance receipt across Canada from 1997-2014. It has been prepared in lieu of the Social Assistance Statistics Report last released in 2010 by the federal and provincial/territorial governments.
3. Stapleton, John; Murphy, Brian; Xing, Yue. 2015. The Working Poor in the Toronto Region: Mapping working poverty in Canada's richest city. Metcalf Foundation <http://crwdp.ca/working-poor>
This study by a CRWDP collaborator, John Stapleton, finds that "Full-time job earnings [are] often not enough to escape poverty."



Meet Our New National Office Staff

The people who do all the hard work behind the scenes

Christina Kalcevich is the National Manager at CRWDP. She is also a research analyst at the Institute for Work & Health (IWH), which she joined in 2003 after completing a Masters in Economics at McMaster University. Christina has worked closely with CRWDP co-directors Ellen MacEachen and Emile Tompa while managing critical and systematic reviews of occupational health and safety prevention incentives, including experience rating and regulatory levers. She was also a research manager and analyst on various projects, including patient-lifting policies in long-term care settings and the childhood predictors of adult health and economic achievement.



Sabrina Tonima is a Research Assistant currently acting as program support for the CRWDP. In the past, she was heavily involved in an IWH study that looked at how firms make large improvements in workplace health and safety, and also provided consultation during the development of the IWH Organizational Performance Metric tool. Sabrina holds a Bachelors in Science from Ryerson University in Occupational Health and Safety and has worked as a Health and Safety Assistant at GE-Hitachi Nuclear Energy Canada and OCAD University.



Bancroft Institute for Studies on Workers' Compensation and Work Injury Policy and Research Discussion Series

Bancroft is a community-based research and action initiative that hosts policy and research discussion talks several times a year. Past keynotes include John Stapleton, who spoke about the welfarization of work disability; Ron Ellis, who spoke about his book "Unjust by Design;" Jeffrey Hilgert, who spoke about workers' compensation and human rights; and Beth Kilgor and Iggy Kosny who spoke about the interactions between injured workers and the workers' compensation systems. The most recent event was held in May 2015 with keynotes Katherine Lippel, Joan Eakin, Linn Holness and Dana Howse speaking about how characteristics of the workers' compensation system affect the role, practices and perspectives of doctors. To get information about upcoming events, contact BancroftInstitute@gmail.com.

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