

In accordance with sections 43 through 45 of [Procedure Bylaw 35M2017](#), the information provided may be included in the written record for Council and Council Committee meetings which are publicly available through www.calgary.ca/ph. Comments that are disrespectful or do not contain required information may not be included.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

Personal information provided in submissions relating to matters before Council or Council Committees is collected under the authority of Bylaw 35M2017 and Section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act of Alberta, and/or the Municipal Government Act (MGA) Section 230 and 636, for the purpose of receiving public participation in municipal decision-making. Your name and comments will be made publicly available in the Council agenda. If you have questions regarding the collection and use of your personal information, please contact City Clerk's Legislative Coordinator at 403-268-5861, or City Clerk's Office, 700 Macleod Trail S.E., P.O. Box 2100, Postal Station 'M' 8007, Calgary, Alberta, T2P 2M5.

I have read and understand that my name and comments will be made publicly available in the Council agenda. My email address will not be included in the public record.

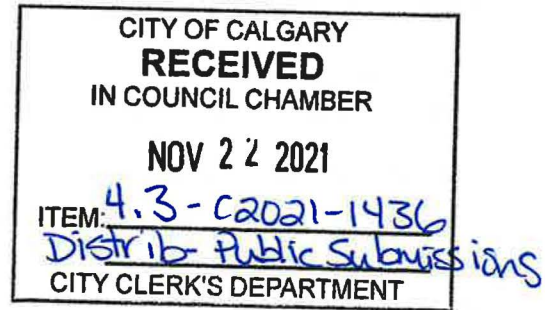
First name (required) Fair Calgary Community

Last name (required) Voices

What do you want to do? (required) Submit a comment

Public hearing item (required - max 75 characters) 2021 Budget Adjustment

Date of meeting



Comments - please refrain from providing personal information in this field (maximum 2500 characters)

As you go into budget adjustments, Fair Calgary Community Voices would like to share the principles that guide our work and that contribute to creating 'Great Transit for All.' For us, great transit is accessible to all, improves people's quality of life, builds community, and makes our city more vibrant and equitable. Great transit means that people feel safe to ride transit; the routes connect people to essential services such as grocery stores, medical services, and community hubs; the buses and C-trains are clean, safe and well-maintained; and transit runs in a timely manner. A Great Transit system will bring more ridership to Calgary transit, which in turn will help our city address the Climate Emergency Declaration by reducing greenhouse gas emissions.

What makes transit great can be expressed through the principles of Affordable, Accessible, Convenient and Connected Transit for All Calgarians. We believe the budget supports our principles of Affordable, Accessible, Convenient and Connected Transit for All Calgarians. We would like to extend an invitation to talk with you further in the new year about this important issue. PDF and links are attached for more information

Fair Calgary Community Voices (FCCV)

November 19, 2021



Dear City Councillors,

Fair Calgary Community Voices (FCCV) would like to extend our warm congratulations and best wishes on your re/election to Calgary's City Council.

FCCV is a collaborative of citizens living on low-income, community organizers and service providers. We have worked closely with the City of Calgary and other stakeholders over the years to ensure that public transit is affordable for people living on low-income. We are proud to have played a part in the work done by Council and the Administration to make Calgary a more inclusive and equitable city for all. More work remains to be done.

As you go into budget adjustments, we wanted to share the principles that guide our work and that contribute to creating 'Great Transit for All.' For us, great transit is accessible to all, it improves people's quality of life, builds community, and makes our city more vibrant and equitable. *Great transit* means that people feel safe to ride transit; the routes connect people to essential services such as grocery stores, medical services, and community hubs; the buses and C-trains are clean, safe and well-maintained; and transit runs in a timely manner. A *Great Transit* system will bring more ridership to Calgary transit, which in turn will help our city address the Climate Emergency Declaration by reducing greenhouse gas emissions.

What makes transit great can be expressed through the principles of **Affordable, Accessible, Convenient and Connected Transit for All Calgarians.**

Affordable: The Low-Income Transit pass and the Sliding Scale are wonderful examples of how the City has integrated the principle of affordability into its transit system, so that citizens from all walks of life can participate in community.

Connected: To be well-connected, transit needs to consider the spectrum of communities with overcrowded routes and limited or no routes. How well are Calgary's communities linked to one another? How many people are covered by transit infrastructure, i.e. how many people live within a reasonable distance to a transit stop? Do existing transit routes connect to people's places of employment? Are on-demand services available to smaller communities? Are they connected to daycares, schools and grocery stores?

Convenient: To be convenient, transit must be easy and comfortable to use, which means it must be well-integrated between lines and offering appropriate, easy to understand information and ticketing options, while also being safe, clean, punctual and reliable. When deciding on the level of transit service, we must also consider the need to make trips shorter, and avoid crowding (especially relevant in these times).

Accessible: Transit must be accessible to all citizens of Calgary. This includes such aspects as:

- Ramps are in place at transit stops
- Sidewalks are nearby
- There are lifts in vehicles
- Transit stops are maintained and snow is removed to ensure access for people in wheelchairs and people pushing strollers
- Door-to-door shared transit service is available for people with disabilities
- The language on maps or ticket apps is accessible to people with language barriers, low literacy and visual impairments.
- People without internet, data or a credit card are able to purchase tickets

Our members are:

Alberta Ability Network
Calgary Climate Hub
Disability Action Hall
East Side Village Seniors
Enough for All and Vibrant Communities Calgary

Fair Fares
Hilary Chappel
The Alex
The Drop In Centre
Women's Centre of Calgary

faircalgaryvoice@gmail.com

<https://fairfaresyyc.wixsite.com/transit4all>

What People are Saying in the Community

Poverty Talks! held a [community conversation](#) in 2020 about transportation and heard from members of the community. They discussed how transportation is not just a mobility issue, but it's a social, dignity, and living a full-life issue.

Early in 2021, the Calgary Chamber of Commerce did a deeper dive into the benefits of public transit. Read their [take](#) on how vibrant communities include a strong public transit system.

Enough for All, the City of Calgary's official poverty reduction strategy, states: "Being able to travel easily to work and access basic services such as food, education and health is critical in overcoming poverty." More broadly, great transit improves everyone's quality of life, builds community and makes a city more vibrant and equitable.

We believe the budget supports our principles of **Affordable, Accessible, Convenient and Connected Transit for All Calgarians**. We would like to extend an invitation to talk with you further in the new year.

We wish you great success in steering Calgary towards being an even more inclusive and equitable city.

Fair Calgary Community Voices

faircalgaryvoice@gmail.com

<https://fairfaresyyc.wixsite.com/transit4all>



In accordance with sections 43 through 45 of [Procedure Bylaw 35M2017](#), the information provided **may be included** in the written record for Council and Council Committee meetings which are publicly available through www.calgary.ca/ph. Comments that are disrespectful or do not contain required information may not be included.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

Personal information provided in submissions relating to matters before Council or Council Committees is collected under the authority of Bylaw 35M2017 and Section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act of Alberta, and/or the Municipal Government Act (MGA) Section 230 and 636, for the purpose of receiving public participation in municipal decision-making. Your name and comments will be made publicly available in the Council agenda. If you have questions regarding the collection and use of your personal information, please contact City Clerk's Legislative Coordinator at 403-268-5861, or City Clerk's Office, 700 Macleod Trail S.E., P.O. Box 2100, Postal Station 'M' 8007, Calgary, Alberta, T2P 2M5.

- I have read and understand that my name and comments will be made publicly available in the Council agenda. My email address will not be included in the public record.

| | |
|---|--|
| First name (required) | Naeem |
| Last name (required) | Chaudhry |
| What do you want to do? (required) | Submit a comment |
| Public hearing item (required - max 75 characters) | Calgary transit access can include these Accessible wants to give them a b |
| Date of meeting | Nov 22, 2021 |
| Comments - please refrain from providing personal information in this field (maximum 2500 characters) | In my humble view we should not only consider the incentive for Accessible taxi drivers but we should see how we can support giving more businesses from Calgary transit access. |

In accordance with sections 43 through 45 of [Procedure Bylaw 35M2017](#), the information provided may be included in the written record for Council and Council Committee meetings which are publicly available through www.calgary.ca/ph. Comments that are disrespectful or do not contain required information may not be included.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

Personal information provided in submissions relating to matters before Council or Council Committees is collected under the authority of Bylaw 35M2017 and Section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act of Alberta, and/or the Municipal Government Act (MGA) Section 230 and 636, for the purpose of receiving public participation in municipal decision-making. Your name and comments will be made publicly available in the Council agenda. If you have questions regarding the collection and use of your personal information, please contact City Clerk's Legislative Coordinator at 403-268-5861, or City Clerk's Office, 700 Macleod Trail S.E., P.O. Box 2100, Postal Station 'M' 8007, Calgary, Alberta, T2P 2M5.

- ✓ I have read and understand that my name and comments will be made publicly available in the Council agenda. My email address will not be included in the public record.

First name (required) Val

Last name (required) Vo

What do you want to do? (required) Submit a comment

Public hearing item (required - max 75 characters) Council Proposed investments

Date of meeting Nov 22, 2021

Comments - please refrain from providing personal information in this field (maximum 2500 characters)

Climate & Arts should be postponed.
 Reading the document published anyone can see that there is no data to justify any of the amounts proposed for spending.
 This document (pdf) should be used to approve the release of funds but is filled with general statements and buzz words.
 The entire section for climate action funding is a propaganda article published by a climate activist group not city council. Why the document is not looking like a financial, funding requesting document that incorporates math and economics? It has no raw data to quantify the savings and pollution reduction in terms of dollars and tons of GHG reduction.
 For example: replace light truck fleet vs. electric vehicle proposed - data/graph to illustrate savings (\$) and GHG reduction.
 Why the city has to finance a pilot project for hydrogen powered vehicles? The car manufacturers already have this data. Furthermore they will finance any pilot project if at the end of it a purchase order will be issued.
 Regarding Arts & culture Support, the main question would be: Is financing art and culture part of city of Calgary mandate? Don't artists have their own associations and other support networks? If the city needs art then the city should pay for each piece of art requested form the artist community.
 There are so many other stringent issues on city's priority list such as:
 - Families and kids living under the poverty line. Today more than 16% of kids in AB are living in poverty.



-
- Support for people with addictions and mental problems
 - Eradicate homelessness, affordable housing, affordable daycare, retrofitting schools for future viral pandemics, finance police to fight criminality etc.
- We are living difficult times and money is in short supply, manage them wisely! The time for freebees is long gone.

Climate Hub Submission on the Budget



First, **congratulations and thank you** for declaring a climate emergency – and backing it with a strong plan of action. You have positioned Calgary to become the leader we need.

Traditionally, this is a time to merely tweak the budget. Time is short, though. More can and should be done **now** to strengthen the current budget and sow the seeds for the budget planning that will start soon.

Our goals are for City budgets specifically designed to

- Achieve **net-zero emissions by at least 2050** with clear, stringent interim targets
- Bring down emissions from electricity, natural gas, and gasoline/ diesel
- And do it in a way that protects the most vulnerable and makes their lives more resilient

This means viewing all aspects of the budget through **three lenses**:

- Impact on the climate and the natural environment that sustains us
- Impact on those the “market” is not adequately serving
- Follow City policy

For this budget, we strongly recommend that you make room for the following changes for next year or, if absolutely necessary, future years.

- For those who install solar panels, **reduce ENMAX administration and transmission charges** so they apply only to the externally generated component of the householder’s bill.
- **Restore transit** to 100% service levels
- Do not defer and, where possible, **increase capital funding for transit (including the Green Line), sidewalks, and pathways**, including achieving the 30-kilometre goal for cycle tracks
- Deliver high-speed EV charging within a short drive of every Calgarian
- Increase funding for **urban forestry** to achieve the goal of 16% coverage
- As well as promoting more solar installations, **add incentives for solar installations** to the Resilient Roofing Program
- The plan for the new event centre demonstrates that important progress can be made toward net-zero. Capitalize on funding deferrals for the event centre and other projects such as the fieldhouse, Arts Commons, & affordable housing by putting them on a **fast track to net-zero when completed**.
- Ensure that **borrowing provisions for the Clean Energy Improvement Program (CEIP)** [if approved] are sufficient to fund the program and expand it to meet demand
- On land use:
 - **Do not fund the “Bolster Growth Funding and Investment” Program**
 - Where feasible, **defer servicing to the 14 new communities** approved in 2018

unless Administration can demonstrate that funding from The City

- Will be net-zero and
- Not result in subsidies from existing communities, including the 27 new communities approved prior to 2018.

- And, **of utmost importance**, ensure there is enough money in the budget to meet the needs of the current *Climate Resilience Strategy* and make the new version decisively net-zero.

As for the **four-year budget planning**, we recommend, in addition to what we have already mentioned, that you direct Administration to build the four-year budget on a foundation of

- Follow and **fully implement the *Municipal Development Plan***, the most cost-effective way to reduce greenhouse gas emissions. This includes:
 - Obey Key Direction #3 to “Direct land use change within a framework of Activity Centres and Main Streets.”
 - Except for secondary suites, defer land use applications outside of Activity Centres and Main Streets until a local area plan has been approved
 - Evaluate all growth and change on a city-wide, level playing field between existing communities and new subdivisions
- **Conduct a Fair Revenue Review** to
 - Evaluate whether the revenue received (or not received) for City services is equitable
 - Determine how raising revenue can be adjusted to encourage responsible resource use
 - Recommend changes to make the revenue-raising system fair, progressive, and sustainable – financially, socially, and environmentally

This would, in particular, include equitable balance between funding for roads vs. transit and expansion of the fare-free transit zone.

- **Implement Climate Performance Compensation** at The City and subsidiaries, especially ENMAX, that rewards leaders and teams for meeting and exceeding climate targets.

Presentation to City of Calgary Budgets Special Meeting of Council, November 22, 2021

Dr. Noel Keough, B. Eng, MEdes (Environmental Science); PhD (Urban Geography)
Associate Professor Emeritus, University of Calgary, School of Architecture, Planning and Landscape
Senior Researcher, Sustainable Calgary Society

Good morning (afternoon)

First of all let me congratulate our new Mayor and council especially those who come to this Chamber for the first time. You are a manifestation of our collective desire for a more progressive Calgary.

Before my own remarks I also want to say that I completely endorse the detailed Calgary Climate Hub submission to these deliberations.

I want to speak about two themes today – climate action and social justice.

Let me congratulate council on the bold step of declaring a climate emergency. Having said that the budget proposed for your ratification falls vastly short of manifesting the stated emergency. In my experience as a citizen of Calgary who has been deeply involved in city building initiatives over the past 20 plus years from imagineCalgary, to Plan It and the MDP to the Climate initiative and resilience planning, and through the grassroots research and education activities of Sustainable Calgary including 20 years of publishing The State of Our City Reports, the Achilles Heel of progress has been the inability to align our city budgets with policy. Sadly, this budget continues that tradition.

Effective climate action and social justice requires visionary policy, budget alignment and an effective execution of a plan. This budget stalls us at policy. Some may say 'wait til next year' and the following 4-year planning cycle. I say to you that 'wait til next year' is completely dissonant with your own declaration of a climate emergency.

Sustainable Calgary's 2020 State of Our City Report found that 'the window of opportunity for a gradual transition to a sustainable future has closed. We must now embark on a rapid transition or face the real prospect of significantly compromised quality of life and livelihoods, and a precarious future for our children and their city.'

In a climate emergency the time to act is now, not in 365 days. Surely, the catastrophe unfolding in BC is a stark demonstration of what further delay will bring. In 1988, NASA climate scientist James Hansen warned the US congress and the world of the looming catastrophe of climate change. That was 35 years ago. The climate emergency is not a new phenomenon. We MUST act now and with an urgency commensurate with the existential challenge we face. To all of council and especially the younger generation I am so pleased to see elected in October, your elders failed you, but now you have the power to act where they did not.

Let me say a word on taxes. Well considered and deployed, taxes are a representation of the cooperative and collective will of the citizens of a democracy to pool their efforts to improve life, improve our communities, make life better for marginalized citizens and confront whatever challenges to our quality of life we face. Please keep in mind that Calgary remains one of the lowest taxed jurisdictions in all of Canada. Alberta has been for decades the lowest taxed province in Canada. Lower taxes will not address social injustices or the climate emergency. If COVID taught us anything it is that in times of crisis our governments need to do what it takes.

Furthermore, the balanced budget discussion I see to date is a fiction. The field of ecological economics has alerted us to this fiction by highlighting the notion of externalities. In the context of your deliberations what I mean is that real and massive costs are not in the ledger of this budget. They have been externalized and ignored, but they are real and they will affect the bottom line of every Calgary household.

To take a few examples. Social agencies including the United Way and Vibrant Communities Calgary have produced solid research demonstrating the real costs of ignoring the lack of affordable housing, homelessness, the lack of supports for those suffering from mental illness or domestic violence. The research clearly demonstrates that investing money to deal with these issues saves money. Nowhere in this budget are the potential savings from these kinds of investments accounted for.

A second example: The transportation component of this budget is missing the single biggest transportation cost for Calgary taxpayers – the costs we all bear to purchase, operate and maintain our private automobiles because transit, pedestrian and biking infrastructure are inadequate and chronically underfunded.

A final example, nowhere in this budget is there a recognition of the health care morbidities and substantial costs to Calgary taxpayers resulting from a car dependent transportation system. The research is clear that active modes of transportation save lives, support healthy lifestyles and save billions in health care costs. Some of these savings accrue to the City of Calgary, others to provincial or Federal governments, but the costs of inaction ultimately come from the pockets of the Calgarians you serve. I submit to you that given these gross distortions and omissions of the budget you have before you, it is incumbent upon you as representatives of the citizens of Calgary to take into account these structural flaws in the budget as you deliberate over the coming days.

And of course the costs associated with global heating from excess GHGs in the atmosphere (Calgarians are responsible for far more emissions than most other people on the planet). Nowhere in the budget can you find an accounting of these costs. The people of Abbotsford, Chilliwack, Merritt, Lytton and Princeton are all too well aware of the real costs of these emissions.

I want to make a final point as a citizen of this planet and in the context of the global village we all inhabit. Calgary is arguably the most affluent place on earth, in the history of the earth

perhaps. People from all over the world come to Calgary – some seeking better economic opportunity, but many fleeing hunger, violence or political repression and ecological collapse brought on by climate change. As one of the most privileged and affluent communities on earth we have a moral responsibility to act. My powerpoint contains a chart of the keystone indicator in the Sustainable Calgary State of Our City Report – our ecological footprint. This indicator demonstrates that for all 8 billion humans to live as we do in Calgary would require 3 or 4 planets. In other words, to live as we do, we appropriate the resources of the world at such a rate that it is making life unbearable for billions of other global villagers. The climate emergency and the clear global injustices we live with oblige us to imagine a way of life, a quality of life, a lifestyle that is much less resource consumptive. For these reasons I implore you to consider this budget and the future of Calgary's economy in the context of the imperative to downsize our economy and live more lightly on the earth for the sake of the planet and of our global village neighbours.

You may be thinking, this is pie in the sky, its idealistic, its unrealistic. Perhaps, but it is also a true assessment given the evidence at hand. It is also completely daunting, overwhelming and a big ask of you, but these are the times we are living in.

Let me conclude with words from the Earth Charter adopted by civil society organizations at the Rio Earth Summit in 1992, a charter championed by the Canadian delegation "We stand at a critical moment in Earth's history, a time when humanity must choose its future,... We must join together to bring forth a sustainable global society founded on respect for nature, universal human rights, economic justice, and a culture of peace. Towards this end, it is imperative that we, the peoples of Earth, declare our responsibility to one another, to the greater community of life and to future generations."

I speak for many Calgarians, and for Sustainable Calgary, when I say we are ready, willing and able to support you if you choose to assume the mantel of leadship with action on the climate emergency and the fight for social justice – right here, right now, with this budget.

Severe Frostbite among Homeless Albertans

Hospitalizations for Severe Frostbite between 2003 and 2014

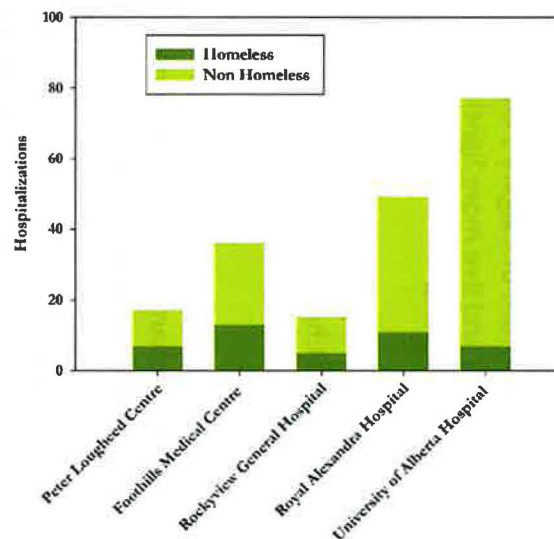
Winter can be excruciatingly painful for the homeless. When external limbs or skin is left exposed in freezing conditions for too long, frostbite may lead to skin necrosis, which is a complication that results in the death of skin tissue. Today's issue of *Health Trends Alberta* examines hospitalization due to severe frostbite with tissue necrosis. Pre-hospital care often involves rewarming of the affected area and addressing it with supportive measures. In rare cases, there could be extensive and irreversible damage making debridement or amputation the only option.

From 2003 to 2014, there were 334 hospital discharges with a primary diagnosis of T34 (Frostbite with tissue necrosis). Among the 334 discharges, 51 (15.3 per cent) were from patients identified as being homeless, which is very high considering the proportion of the Alberta population that was considered homeless in 2006 was estimated to be about 0.25 per cent¹.

Of the 334 frostbite related hospital discharges, 152 (46 per cent) resulted in an amputation. About 50 per cent of homeless frostbite patients received an amputation, compared to 40 per cent of the non-homeless.

Proportion of Frostbite Hospitalizations among Homeless higher in Calgary Facilities

Today's graph depicts hospitalizations for 5 facilities in Alberta that account for the majority of homeless frostbite hospitalizations. When examining severe frostbite discharges by facility, the overall numbers of discharges are higher in Edmonton Hospitals. Homeless persons, however, constitute a higher percentage frostbite patients in the Calgary facilities. The homeless represent about 37 per cent frostbite discharges in Calgary compared to 14 per cent in Edmonton facilities.



1. <http://humanservices.alberta.ca/homelessness/14602.html>

In accordance with sections 43 through 45 of [Procedure Bylaw 35M2017](#), the information provided may be included in the written record for Council and Council Committee meetings which are publicly available through www.calgary.ca/ph. Comments that are disrespectful or do not contain required information may not be included.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

Personal information provided in submissions relating to matters before Council or Council Committees is collected under the authority of Bylaw 35M2017 and Section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act of Alberta, and/or the Municipal Government Act (MGA) Section 230 and 636, for the purpose of receiving public participation in municipal decision-making. Your name and comments will be made publicly available in the Council agenda. If you have questions regarding the collection and use of your personal information, please contact City Clerk's Legislative Coordinator at 403-268-5861, or City Clerk's Office, 700 Macleod Trail S.E., P.O. Box 2100, Postal Station 'M' 8007, Calgary, Alberta, T2P 2M5.

- I have read and understand that my name and comments will be made publicly available in the Council agenda. My email address will not be included in the public record.

First name (required) Robert

Last name (required) Tremblay

What do you want to do?
(required) Request to speak

Public hearing item (required - max 75 characters) Budget Public Comment - (intending to comment with Calgary Climate Hub)

Date of meeting Nov 22, 2021

EV Charging

Transportation is 34% of Calgary's direct carbon footprint, representing 6.2 megatonnes of CO2 equivalent, and is dominated by emissions from transport fuels like gas and diesel. Vehicle electrification is the clearest path forward for reducing this part of Calgary's carbon footprint. Canada has a target of 100% of new vehicle sales being zero emission vehicles (of which the vast majority are expected to be EVs) by 2035. To accommodate this, cities such as Calgary will need to come up with ways to accommodate EV charging for those without garages.

In my community of Sunalta, according to the municipal census roughly 70-75% (2361 out of 3239) residents live in apartments and very likely do not have stable access to home charging opportunities for the vehicles of the future: electric vehicles (EVs). Of the remaining 900 residents not living in apartments, many are also garageless. It is currently very difficult to replace an internal combustion engine (ICE) vehicle with an EV without access to home charging.

Personally, I live in a basement suite with only access to street parking. I live in Sunalta but commute to the southeast for work. For me to adopt an EV, I would need to rely on the ability to charge slowly at work and charge quickly at one of 5 high speed chargers (level 3) around Calgary. None of these chargers are located in the inner city. The closest of these to me is in the Signal Hill shopping center which is a 10km or 15

Comments - please refrain from providing personal information in this field (maximum 2500)

characters)

minute drive away. I've been looking for a rental with garage access to move into. This would simplify the charging challenge for me, but would put someone new in the situation I am currently in.

To date, I have seen the city install medium speed EV chargers in city parkades and in park and rides. Unfortunately these mostly serve suburban commuters to downtown using the parkades. These commuters likely already have access to garages and aren't as in need of charging support unlike many living in denser dwellings in the inner city.

Some of you have mentioned supporting EV charging in your platforms. Mayor Gondek specifically mentioned facilitating the installation of 15-20 HVDC chargers throughout the city such that every Calgarian has convenient access to high speed EV charging. I would like to see funding for this in this years budget adjustment.

ENMAX

ENMAX currently directly produces around 20% of Calgary's carbon footprint and brokers the better part of 67% of the city's carbon footprint. ENMAX's electric

CREATIVE CALGARY

The City of Calgary
Office of the Councillors (8001)
P.O. Box 2100, Station M
Calgary, AB, Canada T2P 2M5

We are writing to you on behalf of Creative Calgary, a non-partisan group of artists, arts organizations and citizens at large who are committed to and advocate for a thriving arts sector with a positive public profile.

On behalf of Creative Calgary, we wish to congratulate City Council on successful campaigns in the 2021 General Election. We are eager to work alongside you as Calgary moves into a bright and exciting future. We also wish to thank City Council for understanding that proper investment in a vibrant arts sector has a tremendous impact in building a thriving, prosperous city.

In 2019, the City of Calgary showed great leadership and vision by closing the municipal arts funding gap and increasing funding to \$15.5 million or \$14.60 per capita by 2022. This additional municipal support enables dynamic new programming, creates jobs and opportunities for artists and arts workers, drives new and renewed community partnerships, attracts talent and tourism from around the world, and reinvigorates our communities.

It is estimated that \$1 invested in the arts returns \$1.90 in direct spending and \$2.60 when you consider increased tourism benefits. In Calgary, creative industries employ over 50,000 people. Each year more than 4,000 students graduate from the city's four major schools with creative industries-related degrees and diplomas.

We invite you to keep the arts as a central part of the conversation about diversifying Calgary's economy, recovering from the COVID-19 pandemic, revitalizing Calgary's downtown, attracting talent and tourism, making Calgary a more inclusive society, and combating mental health and climate crises in our city. The arts can play a pivotal role in all of these areas, and while we hope our relationship with you can help keep the arts at the table, we also hope you will lean on us whenever you need to reach out to Calgary's arts community to support City initiatives. We all have the same goal: a vibrant, prosperous, welcoming city that provides a high quality of life to all of its citizens.

Warm regards,

Christine Armstrong
Co-Chair, Creative Calgary

Janet Bwititi
Co-Chair, Creative Calgary

Approximately 30 percent of calls to the Calgary Police Service involve vulnerable persons (i.e. individuals experiencing homelessness, mental health challenges, etc.). There are more humane, cost-effective ways to keep our communities safe. The City of Calgary spends around \$25M on social services annually opposed to the \$400M+ that's given to the Calgary Police Service. While many Calgarians support and would like to see "more boots on the ground", this is a result of an over-reliance on the police. We have police covering an unrealistic range of roles. We should not expect police to manage situations and crises related to homelessness, mental health and substance abuse. Some of these services may be better managed by social workers or other community based professionals assisted by a trained officer.

Individuals in historically more racially diverse communities feel as though they are lacking in social services and programs. A lot of these individuals also feel a lack of safety in their communities. There is a disconnect between safety and availability to social services and programs. It is proven that increased access to these programs and services leads to a reduction in crime.

Last year, Defund2Fund, along with individuals in the community, demanded CPS, the commission and city council to address police brutality and systemic racism. The Calgary Police Commission offered \$8 million from the CPS budget for alternative crisis response initiatives (Community Safety Investment Framework). Council ended up deciding to put money from its own reserve funds toward that work and CPS put an additional \$8 million toward it, however, only about \$3 million was distributed externally.

There are a variety of existing programs provided by the city. Truly proactive community programs (such as transformative justice programming) and reactive programs (such as the Police and Crisis Team [PaCT] and Alpha House's Downtown Outreach Addictions Partnership [DOAP] Team) that work alongside CPS address the needs of marginalized and vulnerable communities that need more funding.

This year, The Calgary Police Service is asking for a \$6.08-million funding boost in 2022 as part of proposed city budget changes that call for a slight property tax increase. The money would be an addition to \$9.6 million that council already approved in the four-year budget for 60 new CPS hires.

Police Chief Mark Neufeld has said the hope is that the investment can reduce the call burden on front-line officers, since police have become the default response for calls that may be better handled by mental health professionals or social workers. What happened to the Community Safety Investment Framework? It looks as though city council was a great platform for marketing of police being helpful while simultaneously undermining the people they said they serve and heard. Gondek said, "What we should be talking about is exactly what the dollars are going toward, what the purpose is. And we should stay true to the fact that we asked the police service to strike some partnerships. There's been money put aside for that, and we need to figure out what that looks like moving forward."

Depending on what council decides, there's a range for the potential tax bump Calgarians might see. The changes as proposed by city officials would see tax rates increase by 0.64 per cent. If council also agrees to the CPS budget increase, the tax rate would go up by about one per cent. Many Calgarians have stressed that a tax increase would be welcomed if city services and social programs are also increased. To increase the CPS budget, the city's largest line item seems very irresponsible when issues like snow removal, affordable housing and the downtown plan are also top of mind for citizens.

Instead of hoping that this \$6.08M investment can reduce stress on front-line officers, we should be allocating money to external organizations outside of CPS who are also equipped to respond to calls that may be better handled by mental health professionals, social workers and grassroots organizations that target root causes of crimes.

27.6M dollars is spent on affordable housing (excluding Calgary Housing Company), youth programs, community services and financial assistance combined. These services provide assistance to individuals who have disabilities, members of the BIPOC community, seniors, and families. By increasing the budget for social programs, the city can work towards crime prevention instead of further increasing funding to CPS, who right now is working on a model that is more reactionary than proactive.

Inn from the Cold and HomeSpace are looking to raise \$6.5 million to finish converting the vacant office building into 82 units of affordable housing for more than 180 people. Sierra Place sat empty for two years, but when the building reopens next fall, it will mark the first time a vacant tower has been repurposed into affordable housing in Calgary. Construction and renovation of the tower began in June, which is expected to create 160 jobs in the process.

While the City of Calgary has contributed \$5.5 million towards the project, they could take the \$6M proposed by CPS and put it towards the completion of this project among others. These are the innovative ideas Calgary needs more of and should be funding. Projects like these solve multiple issues like homelessness, affordable housing, and access to addiction and mental health supports.

More so than any other part of the city, residents East of Deerfoot have been asking for more investments in city services. This shows a need in the community that is not being met for things like affordable housing, road maintenance and snow removal, city-operated recreation facilities, community and 311 services, along with better disaster planning. There's only \$11K earmarked for the NE flood mitigation plan, which is ridiculous after what I saw in July after the rain storm that did considerable damage in the communities of Marlborough, Pineridge and Rundle, let alone the damage a lot of homes are still dealing with in Ward 5.

It is also important to start looking at racialized communities like those of ward 5 and ward 10. For example, start investing in BIPOC businesses - the NE is lacking a business improvement

area, technology start-ups that can occupy vacant downtown offices and anti-racism work that is already happening within the city that is valuable to every citizen in Calgary.

Given the current climate, I understand Calgarians are facing many difficult challenges, but there was considerable dissatisfaction in the direction the past City Council had taken. With a new mayor and fresh faces in council issues such as spending, finances and economic development are important to me and my neighbours. Yet there is more to Calgary than this. This is your opportunity to show Calgarians and the rest of Canada that Calgary can be a leader in innovation and change.

Dear Councillors,

We are writing to you to insist that you do not approve the request from CPS for a \$6.08 million increase to their 2022 operating budget. The “safety of families” is often used to legitimize the violence and harm that is instigated by police. Parents Against Policing do not believe that our families are kept safe by criminalizing measures that disproportionately affect the indigenous, black, poor and trans members of our communities.

CPS argues that their \$6.08 million increase request is \$4 million less than what they forewent in response to the pandemic’s economic impacts, but we would argue that the initial approval of that \$10 million was a mistake. With a brand new mayor and a mostly-new council, this is a perfect time to embrace transformative justice* in Calgary, and this means stepping back from a police-based approach to safety and harm reduction.

The CPS cites anti-racism efforts as among their reasons for needing more funds. This is backwards. If they need financing for their anti-racist training, they can listen to the requests of community (including in their own report from their Anti-Racism Action Committee) to divert funds to other professionals, namely those with distinct training in mental health and addictions. Given that another purported use for the increase in funds is to prevent burnout and fatigue in their staff, granting the power of responsiveness to other personnel outside of the CPS should come as a relief. The CPS has spent enough in creating the appearance of working on anti-racism. Now it is time for them to walk the walk and start redistributing their finances to professionals who don’t carry guns on their hips.

The plea that CPS makes includes an explanation for why alternative crisis response models cannot happen more quickly, but this assumes that the CPS is in the “driver’s seat” when it comes to implementation. We have to stop seeing the Police as experts when it comes to so-called crime, given that they so readily criminalize people and situations in which no crime is occurring. If any of you have ever interacted with the DOAP team, the Bear Clan Patrol or any of the other harm reduction or mutual aid organizations on the street, you are well aware that the true experts are not ready to handcuff anyone.

We are facing a crisis right now in which many people are suffering and for which we need creative solutions. When thinking about reducing our dependence on CPS, “Some people may ask, ‘Does this mean that I can never call the cops if my life is in serious danger?’ Abolition does not center that question. Instead, abolition challenges us to ask ‘Why do we have no other well-resourced options?’ and pushes us to creatively consider how we can grow, build, and try other avenues to reduce harm.” (Mariame Kaba, [We Do This 'Til We Free Us: Abolitionist Organizing and Transforming Justice](#))

And finally, in the words of Leslyn Joseph, candidate for ward 10 in the recent election: “The decisions we make for our city are a choice between habits and fears of the past, and the demands and opportunities of the future. There are moments in history when the whole fate and future of cities can be decided by a single decision. For Calgary, this was such a time. Time for new ideas, a new team, a new drive for equality of opportunities: a time to create new opportunities for

Calgarians, time for a new vision of what we can achieve in this generation for our city and the ward in which we live.”

Time to create a new future, councillors. Turn down the increase in funding for CPS and turn up the volume on a city that embraces transformative justice.

Elizabeth Curry (Ward 10)

Kiarra Albina (Ward 7)

On behalf of Parents Against Policing

*According to Philly Stands Up!, Transformative Justice is a way of practicing alternative justice that acknowledges individual experiences and identities and works to actively resist the state’s criminal injustice system. Transformative Justice recognizes that oppression is at the root of all forms of harm, abuse and assault. As a practice, it therefore aims to address and confront those oppressions on all levels and treats this concept as an integral part to accountability and healing.

In accordance with sections 43 through 45 of [Procedure Bylaw 35M2017](#), the information provided may be included in the written record for Council and Council Committee meetings which are publicly available through www.calgary.ca/ph. Comments that are disrespectful or do not contain required information may not be included.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

Personal information provided in submissions relating to matters before Council or Council Committees is collected under the authority of Bylaw 35M2017 and Section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act of Alberta, and/or the Municipal Government Act (MGA) Section 230 and 636, for the purpose of receiving public participation in municipal decision-making. Your name and comments will be made publicly available in the Council agenda. If you have questions regarding the collection and use of your personal information, please contact City Clerk's Legislative Coordinator at 403-268-5861, or City Clerk's Office, 700 Macleod Trail S.E., P.O. Box 2100, Postal Station 'M' 8007, Calgary, Alberta, T2P 2M5.

- I have read and understand that my name and comments will be made publicly available in the Council agenda. My email address will not be included in the public record.

First name (required) Alice

Last name (required) Lam

What do you want to do?
(required) Submit a comment

Public hearing item (required -
max 75 characters) Budget Adjustment

Date of meeting

Dear Mayor and Councillors,

Over the past two years I have worked along side over 200 volunteers to help Calgary's most vulnerable population. Time and time again we heard stories of lack of resources and housing options for people who want to exit homelessness. The population I am talking about is not just our unhoused neighbours dealing with addictions or mental health concerns but also single moms fleeing domestic violence. This past two years we have seen an increase in demand for shelter spaces for women and children reach a point where you must wait 6 months for a shelter bed.

We meet these moms daily at our Good Neighbour community market when they come for food and clothing for their families.

We are also meeting a lot of seniors that are aging in place but are not getting the standard of care nor is their health supports systems where they should be. With fixed incomes and taxes, food costs, transportation costs all increasing, these seniors are suffering from an quickly changing standard of living.

We have conversations with social works from the city of calgary that tell us they just don't have enough resources. Referrals to services like housing, food supports, mental health are all backlogged due to the high demand.

Comments - please refrain from providing personal information in this field (maximum 2500 characters)



Please consider increasing the budget to ensure social services have the resources they have to continue getting people out of extreme poverty. The only way we can get our community to be sustainable is if we help these families and these individuals exit poverty by providing clothing food and shelter.

The number of people relying on the non profit sector continues to grow while funding remains the same or in some cases have seen cuts due to a fledgling downtown.

I know that the economy is working hard to diversify and bounce back, but in the mean time it would be great to have some resources reallocated to the social services or FCSS departments so that citizens who are struggling the most have some hope.

In accordance with sections 43 through 45 of [Procedure Bylaw 35M2017](#), the information provided may be included in the written record for Council and Council Committee meetings which are publicly available through www.calgary.ca/ph. Comments that are disrespectful or do not contain required information may not be included.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

Personal information provided in submissions relating to matters before Council or Council Committees is collected under the authority of Bylaw 35M2017 and Section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act of Alberta, and/or the Municipal Government Act (MGA) Section 230 and 636, for the purpose of receiving public participation in municipal decision-making. Your name and comments will be made publicly available in the Council agenda. If you have questions regarding the collection and use of your personal information, please contact City Clerk's Legislative Coordinator at 403-268-5861, or City Clerk's Office, 700 Macleod Trail S.E., P.O. Box 2100, Postal Station 'M' 8007, Calgary, Alberta, T2P 2M5.

- I have read and understand that my name and comments will be made publicly available in the Council agenda. My email address will not be included in the public record.

First name (required) Donald

Last name (required) Darnell

What do you want to do? (required) Submit a comment

Public hearing item (required - max 75 characters) City Budget

Date of meeting

Comments - please refrain from providing personal information in this field (maximum 2500 characters)

I urge council to adapt the city budget to match Council's recent recognition of the climate crisis, and to support the goal of a just transition reducing Calgary's greenhouse gas emissions (GHGs) to zero before 2050. Please weigh the impact of each budget line item against this critical goal, and against realistic interim targets for GHG reduction. To this end, I encourage reducing or eliminating funding from initiatives which incentivize expanding sprawl (e.g. the "Bolster Growth Funding and Investment" program, and services for the 14 new communities approved in 208). Further, I encourage you to increase capital funding for transit, including the Green Line, for accelerating urban forestry to the 16% goal, and for infrastructure to facilitate multi-modal, active transportation (walking, cycling, and combinations of these with transit).

2022 Adjustments to the 2019 – 2022 One Calgary Service Plans and Budgets
Advisory Committee on Accessibility
Public Submission, November 22, 2021

My name is Carol Armes, and as a Member of the City of Calgary's Advisory Committee on Accessibility, I would like to welcome our new Council. To those of you returning and to those of you newly elected for your first term, we are excited to work with you on making Calgary more accessible for all Calgarians.

Our role as a Council-appointed committee is to advise Council and Administration on our Corporate Accessibility Policy, Access Design Standards, specific capital projects and operational implementation of policy and standards.

For example, our Access Design Sub-Committee reviews many of the larger public projects, like the New Central Library, the GreenLine, and the New Event Centre to ensure Council-approved Access Design Standards are followed. We also advise on ongoing operational accessibility issues, such as snow clearing and temporary patios.

So why should we, as Calgarians, care about accessibility? Based on research by Angus Reid and the Rick Hansen Foundation¹:

- Almost one-quarter of Canadians (24%) self-identify as having a mobility, vision or hearing disability;
- 47 per cent say they spend time with or help someone who is dealing with these challenges;
- One-in-five Canadians (21%) say that knowing a business in their community was certified as accessible would lead them to support that business more often.

And on the question of accessibility, 92 per cent of Canadians believe that taxpayer funded projects should be held to the highest standards².

These Canadian statistics apply to Calgary. And making our city accessible is not only the right thing to do. Our economy and individual businesses benefit by ensuring they are accessible, from both an employment and customer perspective. The Conference Board of Canada³ found that by improving disability access in a substantial manner, Canadian GDP could increase by almost \$17 billion by 2030, consumer spending could increase by \$10 billion, and we could create over 550,000 job opportunities for Canadians with disabilities.

So, what do Calgarians expect and deserve when it comes to accessibility?

- We deserve public transportation options like accessible trains and buses, wheelchair accessible taxis, and services like Calgary Transit Access.

- We deserve public sidewalks, intersections, parks, and pathways to be built barrier free, and maintained so that everyone can get around Calgary year-round. This means during construction and detours, and after snow events.
- We deserve publicly funded infrastructure like the GreenLine, libraries, pools, and cultural facilities to be built to the highest accessibility standards. Everyone should be able to participate to their fullest in our city.

This sounds simple. But how many times do we see sidewalks still built with obstructions in the path of travel? We would never build a road without proper signage, traffic lights or off-ramps, or worse, with a signpost in the middle of the road. We should treat accessibility as part of the project, not an add-on that costs more.

In the past several years, working with City Council and Administration, our Committee has celebrated some great successes. Together, we built 9 new accessible playgrounds. We provided valuable feedback that was incorporated on large city recreation projects, libraries, and transit projects. We implemented a Wheel-Chair Accessible Taxi program in Calgary. However, there is still much work to be done. Pedestrian snow clearing continues to be a monumental challenge. The temporary patio program for the past 2 years created barriers and no clear path of travel in many circumstances. While we are working with Roads Detours to make an accessible permanent patio experience for all going forward, we must do better.

The Advisory Committee on Accessibility and the Access Design Sub-Committee have amazing support from City staff dedicated to us as a resource. However, they are a small and mighty team. Accessibility needs to be a value adopted by all City staff in delivering services and building our city. It needs to be a mindset adopted by the traffic coordinator setting up detour routes, the roads contractor clearing snow, the planner reviewing plans, the GreenLine team making decisions about how to build our biggest transit project in decades.

We ask you, as Council, to please support resources dedicated to accessibility as you go through your budget deliberations. We strongly support Item 8C. Accessibility Improvements for Sidewalks & Pathways and Facility Management, as well as Items 10A and 10B for Snow & Ice Control Responsiveness and Snow & Ice Control Pedestrian Service Improvements. We would like the clearing of laneway aprons and engineered sidewalks, not yet supported, to be added to the Snow & Ice Control Improvements.

Our Accessibility Committee is here to assist, advise, and answer any of your questions, and we are excited at the opportunity to tackle accessibility with you. We want to help you ensure accessibility is appropriately funded for all operational and capital projects going forward. Together, let's make Calgary more accessible. Thank you!

Canada's Report Card on Disability and Inclusion

Fall 2021

The Angus Reid Institute polled 2,085 Canadians in a public opinion survey on disability, accessibility and inclusion.

The new data shows that people with disabilities continue to face barriers to employment and that Canadians agree accessibility should be front of mind for all future construction.

Corporate Canada Can Do Better¹

91%

say it's unacceptable that people with physical disabilities are underemployed because of workplace barriers.

40%

of people with disabilities say corporations fall short when it comes to hiring those with disabilities. This increases to 55% for 18- to 34-year olds with a disability.

39%

of people with disabilities say companies fall short in supporting employees with disabilities.

Canadians Consider Disability in Equity, Diversity & Inclusion¹



78%

believe disability should be included in equity, diversity, and inclusion policies.



62%

say they would be more likely to support a company with specific policies supporting people with disabilities.

Canadians Care About Access²

92%

believe that taxpayer funded projects should be held to the highest accessibility standards.

56%

prefer a priority on BOTH environmental and accessibility concerns when it comes to how taxpayer money is spent.

78%

believe there should be a national standard of accessibility.

¹ Corporate Canada gets mixed report card from Canadians living with disabilities, Nov. 4, 2021

² Platform Inaccessibility, Sept. 7, 2021

View full report on www.rickhansen.com/reports.

Accessibility: A source of future anxiety and a significant consideration for Canadian consumers today

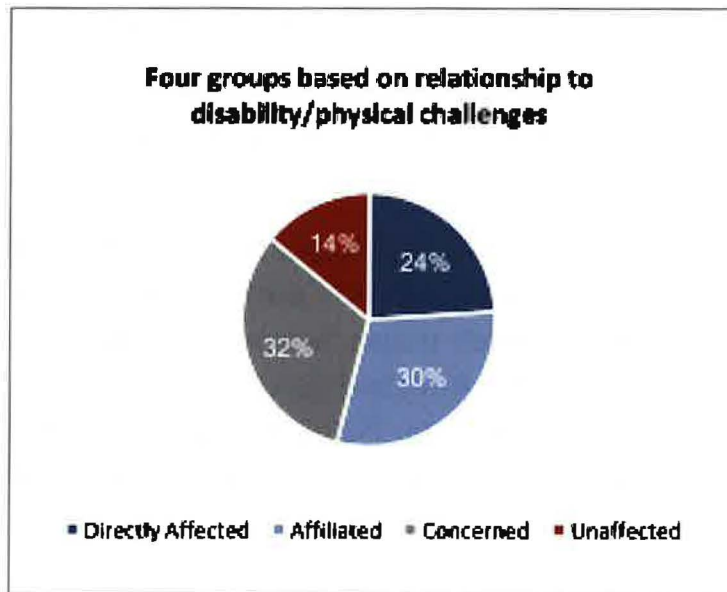
Seven-in-ten Canadians say universal accessibility should be the goal for newly constructed buildings

January 22, 2019 – As Canada's population grows older, millions of Canadians find themselves worrying about decreased mobility, vision and hearing and the impact it may have on their own lives or the lives of loved ones.

A new study from the Angus Reid Institute, conducted in partnership with the [Rick Hansen Foundation](#), finds more than two-thirds of Canadians expressing concern that someone in their lives will face such challenges over the next decade or so.

Currently, approximately three-in-ten say that accessibility is a consideration for them when they're thinking about which places they will go to and which they will avoid within their communities.

This evidently creates a significant consideration for businesses and service providers in planning accessibility infrastructure. Canadians voice widespread support for universal accessibility policy, particularly when it comes to new construction of buildings and homes.



Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

It's an issue Canadians anticipate will have a growing presence in their lives in the coming years. Roughly the same two-thirds who voice concern about a family member facing decreased mobility, vision, or hearing in the future say they have the same concern about themselves.

More Key Findings:

- Approximately one-quarter of Canadians (24%) self-identify as having a mobility, vision or hearing disability or challenge; further, 47 per cent say they spend time with or help someone who is dealing with these difficulties.
- Three-in-ten (28%) 35-54-year-olds say they anticipate mobility, vision or hearing challenges arising in the next five to 10 years. This rises to 32 per cent among those ages 55 and older
- One-in-five Canadians (21%) say that knowing a business in their community was certified as accessible would lead them to support that business more often
- Canadians can be grouped into four distinct categories based on their experiences with, and concern about, disabilities and challenges affecting their vision, hearing and mobility. The four groups are: The Directly Affected (24% of the general population), Affiliated (30%), Concerned (32%), and Unaffected (14%). Each has a unique relationship to each of the issues canvassed in this survey

Methodology – The Angus Reid Institute conducted an online survey from Nov 14 - 20, 2018, among a representative randomized sample of 1,800 Canadian adults who are members of [Angus Reid Forum](#). For comparison purposes only, a probability sample of this size would carry a margin of error of +/- 2.3 percentage points, 19 times out of 20. Discrepancies in or between totals are due to rounding. The survey was self-commissioned and paid for by ARI. Detailed tables are found at the end of this release.

Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

Index

Part 1: Experiences with disability

The current landscape

Concern for the future

Four groups based on experience

Part 2: Accessibility and the built environment

How accessible are our spaces?

Main challenges of inaccessible spaces

Future challenges anticipated

Part 3: The policy environment

Low awareness of current accessibility rules

Universal access, uniform standards

Accessibility certification seen as worthwhile

Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl

Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org

Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

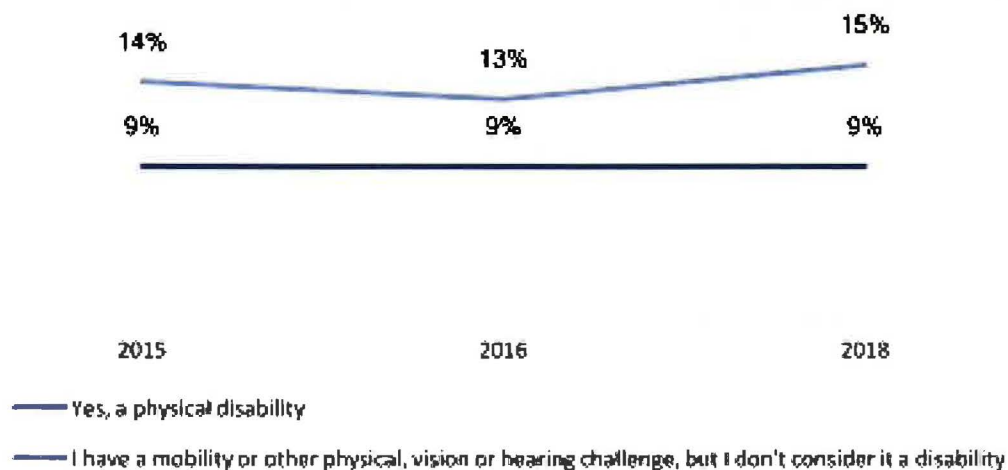
Part 1: Experiences with disability

The current landscape

The Angus Reid Institute asked Canadians if they have what they consider to be a physical disability. Importantly, this offered respondents the opportunity to say they have a disability outright, or to say that they have mobility, vision or hearing challenges that make their day-to-day life more challenging, while not identifying it as a 'disability'.

Overall, one-in-ten (9%) say they have a disability, while another 15 per cent state they have challenges.

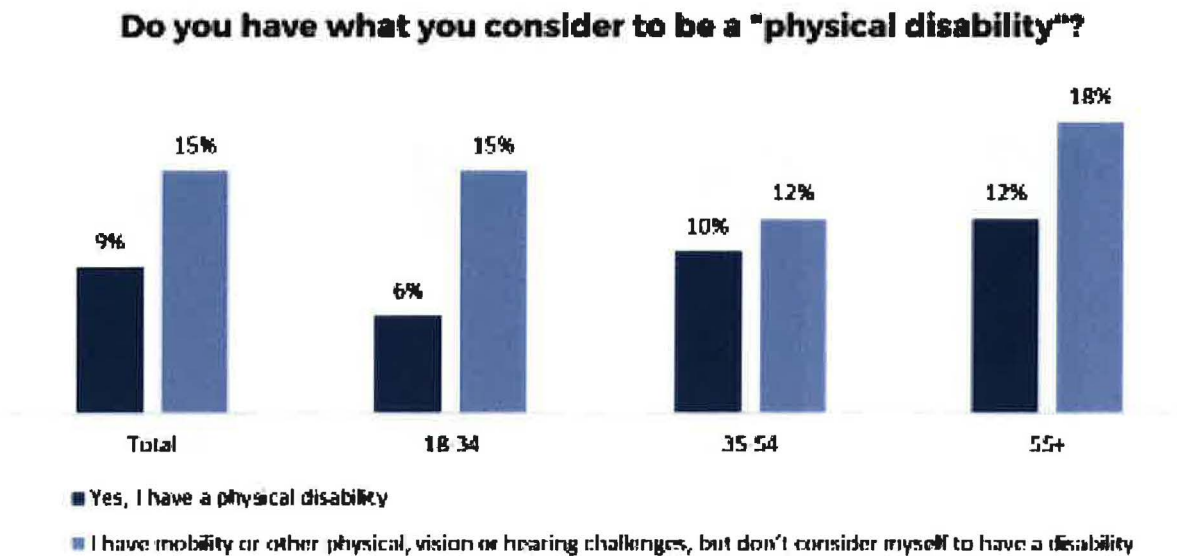
Do you have what you consider to be a "physical disability"?



Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

As one might predict, these proportions grow with age:



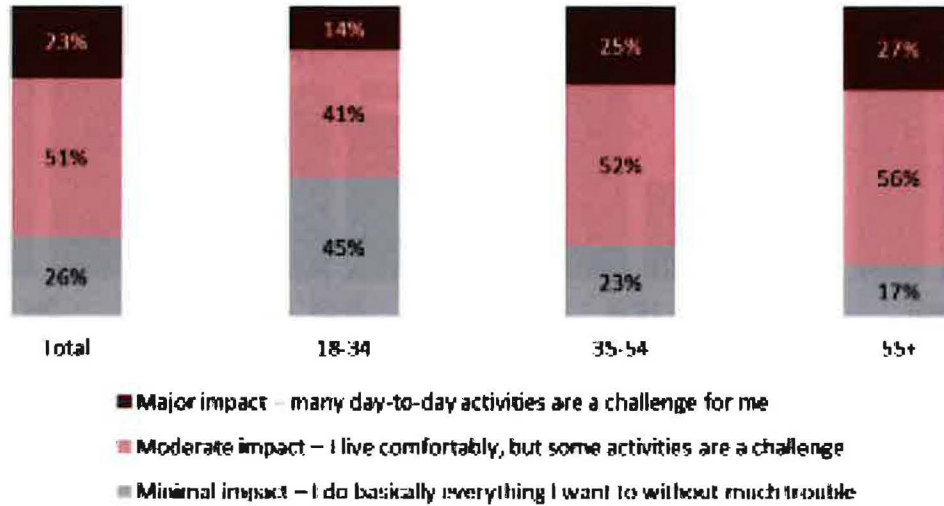
The relevance of age on this issue is further illuminated when respondents are asked about the impact of the physical challenges they face. Younger Canadians, those between the age of 18 and 34, are much more likely to say that the difficulties they face are minimal, while one-quarter of their older compatriots say their physical challenges are a major hindrance. These issues include chronic pain, difficulty walking, arthritis and more.

[View comprehensive tables for more here.](#)

Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

Thinking about your own physical challenges or disability, what kind of an impact would you say this has on your own life and day-to-day activities?



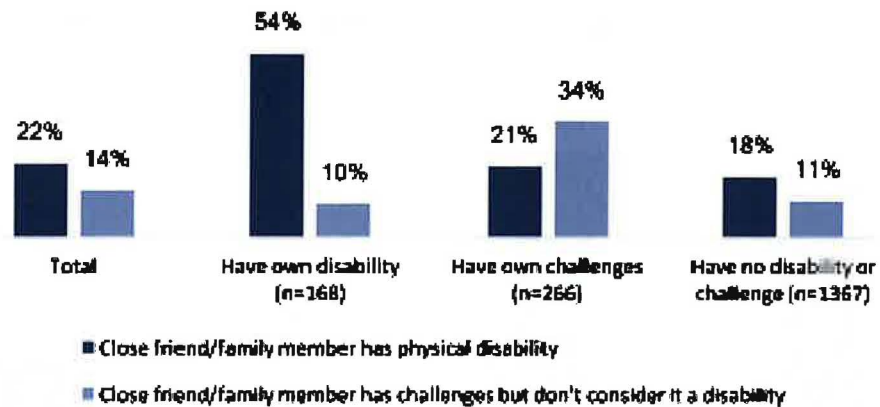
While this individual element is important to know, it is also worth considering the full scope of mobility, vision and hearing challenges in Canada. More than a third of Canadians (36%) have close friends or family members who face these difficulties.

Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

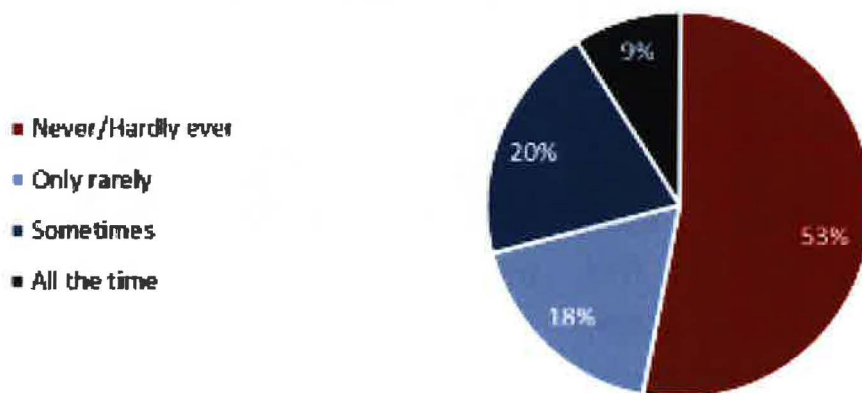
Further, those who identify as having a disability are more likely to have family or close friends who do as well. Overall, 22 per cent of Canadians say someone close to them has a physical disability – this rises to 54 per cent among those who have their own disability – as shown in the graph below:

And, do any of your family members or close friends have a physical disability?



This translates into three-in-ten Canadians who say they have a relationship with someone who has mobility, vision or hearing challenges or a disability, and another one-in-five who say they “rarely” see someone who fits this criteria.

Currently, how often, if ever, do you spend time with, help, or provide care for someone who has a physical disability or other mobility, hearing, or vision challenge?



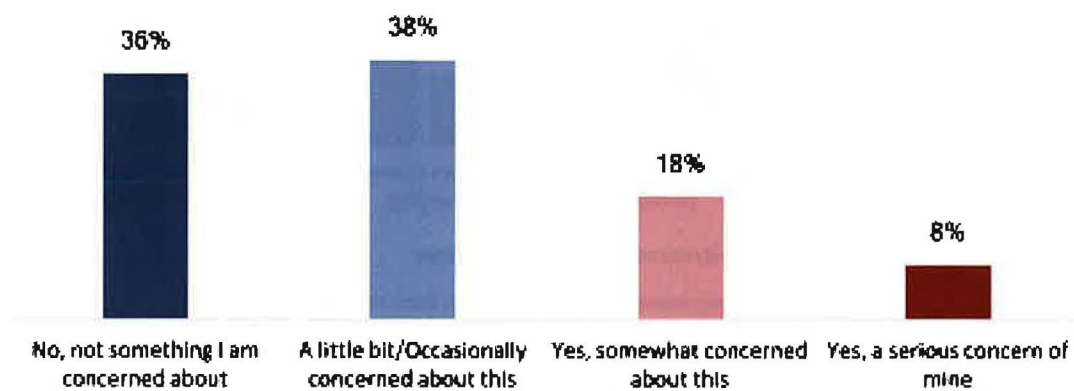
Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

Concern for the future

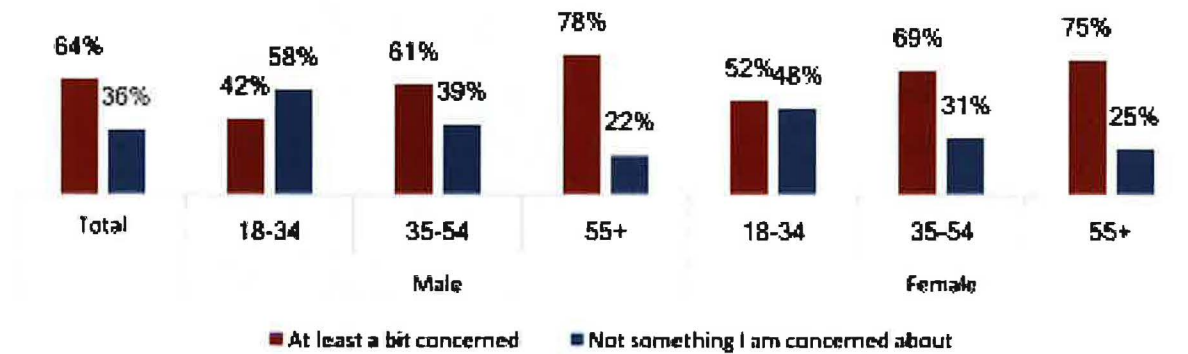
Accessibility may matter to everyone, but it is not necessarily something Canadians think about on a day-to-day basis. Thus, respondents were asked to consider how accessibility concerns might enter their lives, if at all, in the future. Overall, two-thirds of Canadians are at least a little concerned about this in the coming years:

Thinking about the future, say 5 to 10 years from now, are you concerned that you yourself may face new or worsening disability/mobility issues?



Younger people are less likely to express concern about facing mobility challenges in the next few years, with young men especially inclined to see themselves as invulnerable:

Thinking about the future, say 5 to 10 years from now – are you concerned that you yourself may face new or worsening disability/mobility issues?



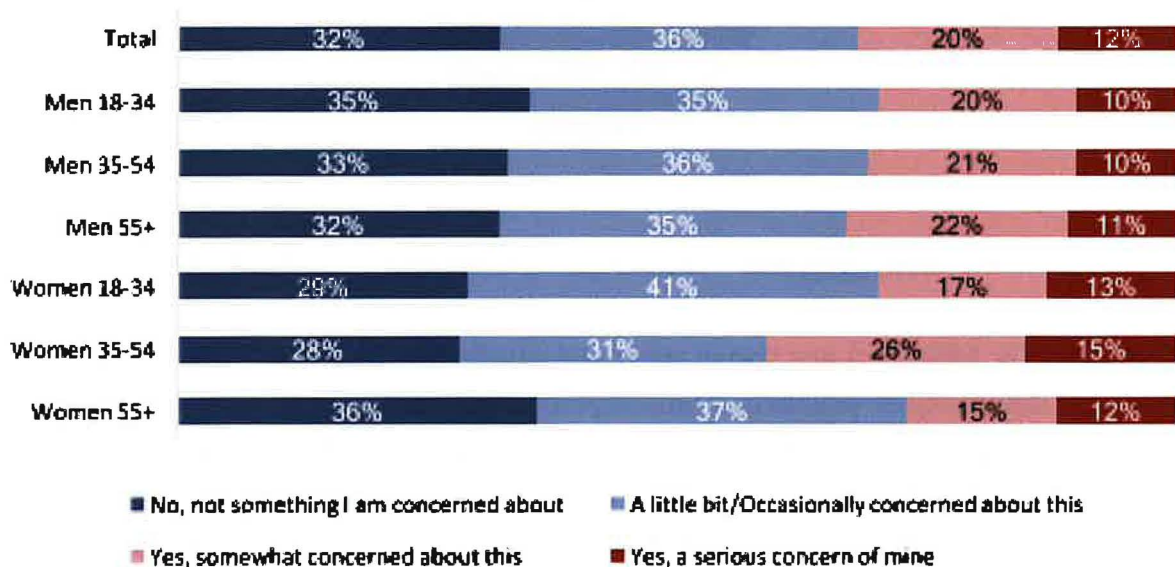
Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

Similar numbers of Canadians express concern that someone else in their life may face increased mobility challenges or other physical disabilities in the coming years, with close to seven-in-ten (68%) at least “a bit” concerned.

Women between the ages of 35 and 54, who often find themselves in caretaker roles for aging parents, are especially likely to say they are either somewhat or seriously concerned about this, as seen in the graph that follows. It’s worth noting, however, that roughly equal numbers across age and gender groups express at least “a bit” of concern about close friends or family members facing decreased mobility in the near future.

Is that a concern you have about a family member or close friend - that someone close to you may face new or worsening disability/mobility challenges in the future?



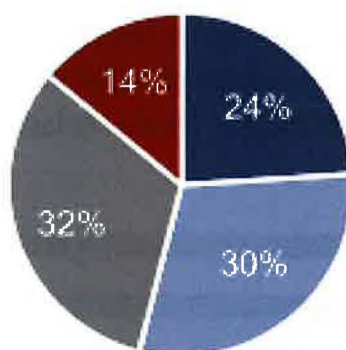
Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

Four groups based on experience

Utilizing the data from these questions about Canadians' relationship to mobility, vision and hearing disability and physical challenges, the Angus Reid Institute constructed four groups. For the methodology used to separate respondents please see the end of this report. The four groups are the Directly Affected (24% of the population), the Affiliated (30%), the Concerned (32%), and the Unaffected (14%).

Four groups based on relationship to disability/physical challenges



■ Directly Affected ■ Affiliated ■ Concerned ■ Unaffected

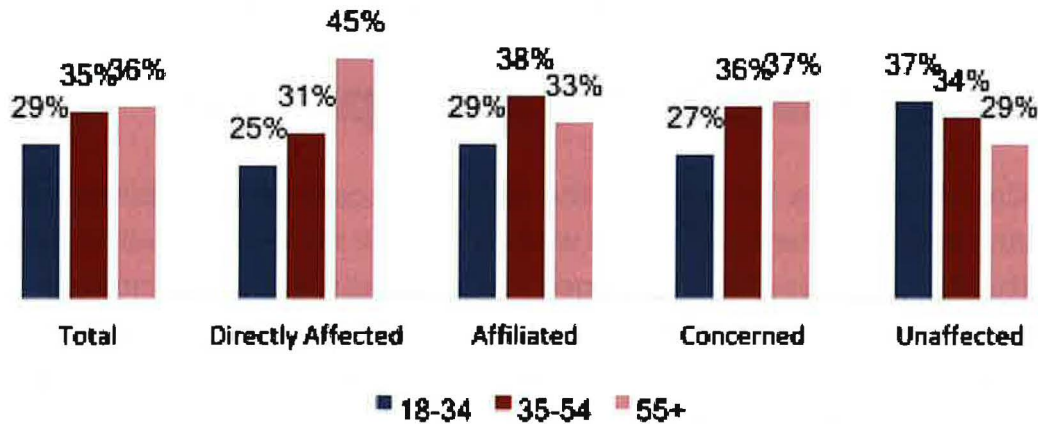
The Directly Affected are those who are dealing with a mobility, vision or hearing disability or physical challenge themselves. The affiliated, on the other hand, are those who do not have an issue personally, but have a close friend or family member who does. The third group, the Concerned, fit neither of these first two criteria, but are concerned about how these issues will affect them in the next five to 10 years. The final group, the Unaffected, are the 14 per cent of Canadians who say they have no relationships and no concerns when it comes to disability issues.

Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

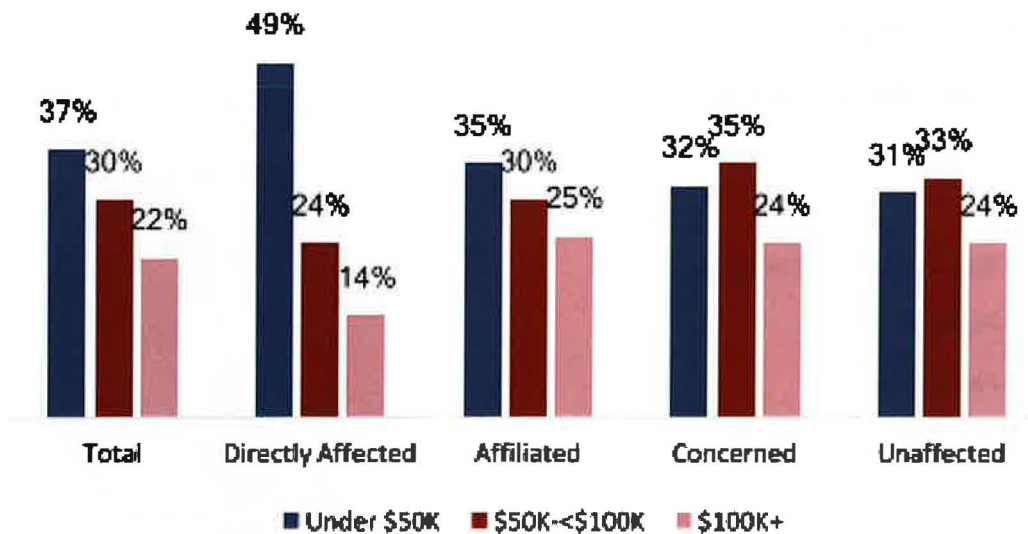
The age distribution shows that all generations are affected. Perhaps unsurprisingly, younger Canadians are more likely to be Unaffected, while older ones are more likely to be Directly Affected:

Age distribution for each group



Notably, the Directly Affected are significantly more likely to have household incomes of below \$50K, while the three additional groups share a similar income distribution:

Household income for each group



Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

Part 2: Accessibility and the built environment

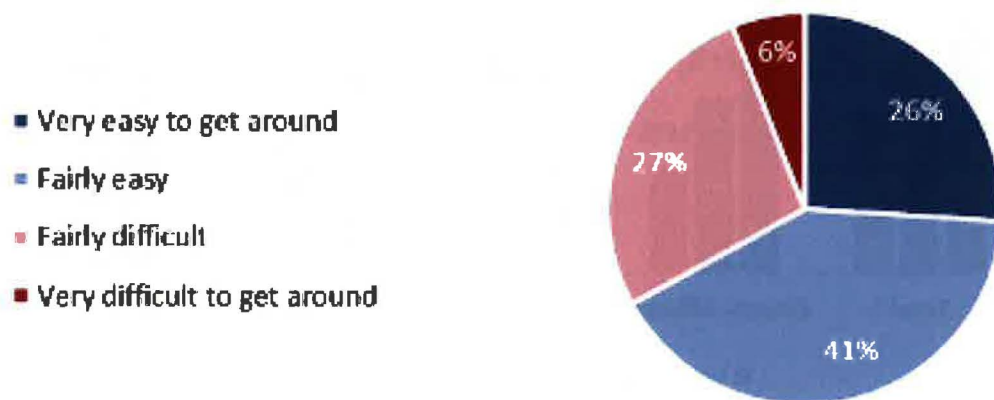
How accessible are our spaces?

Many Canadians take for granted the ability to access any building, event or service anytime they want. This is not the case for those dealing with mobility, vision or hearing challenges - even temporary ones. Indeed, one-in-five Canadians say they often or sometimes run into temporary accessibility challenges, whether these be injuries, carrying heavy luggage or items, or navigating life with a stroller.

Respondents were asked to consider some of these same challenges and imagine the experience of trying to get around parts of their community. How do homes, restaurants, public buildings and other built environments measure up when it comes to accessibility?

Notably, a significant number of Canadians, one-in-three (33%) say their own homes would present difficulty to a person with a mobility, vision or hearing challenge.

Generally speaking, would you say your own current home is:

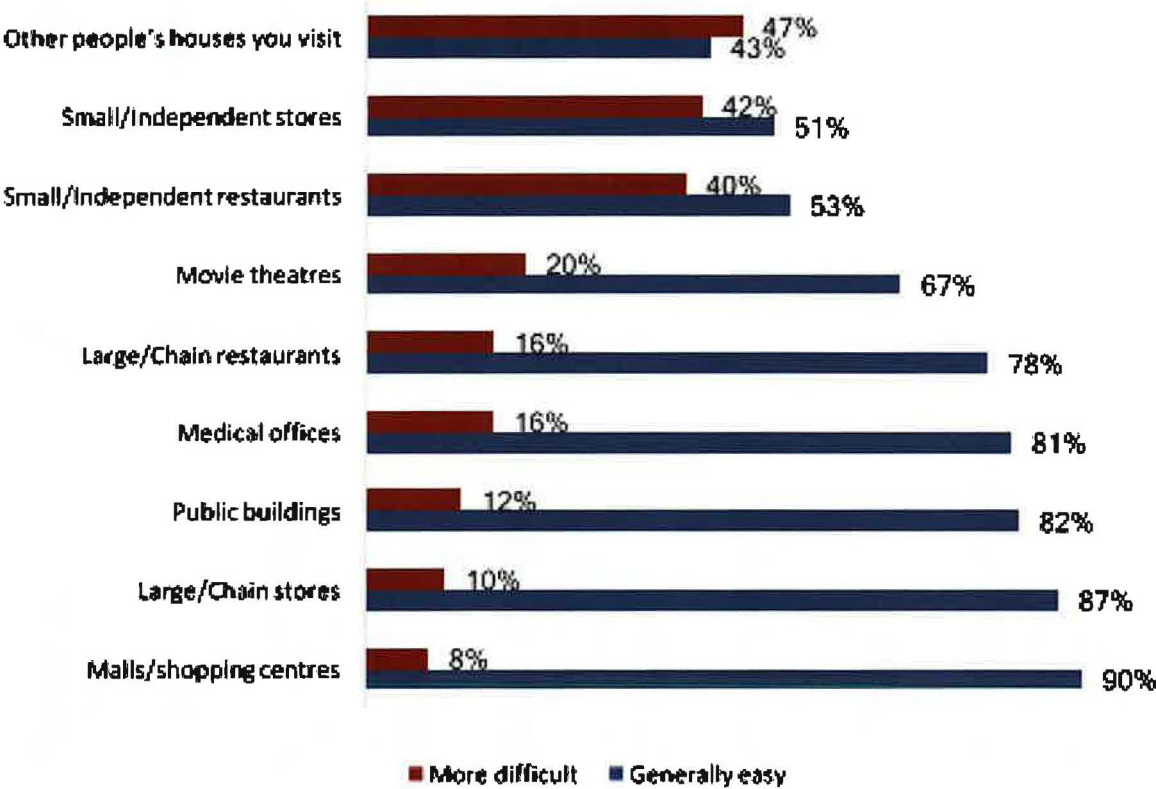


Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

When considering the broader community, large chain stores, malls, medical office and public buildings are perceived as easier to navigate. Smaller, more independent stores, restaurants and other people’s homes, are seen as having more barriers to access.

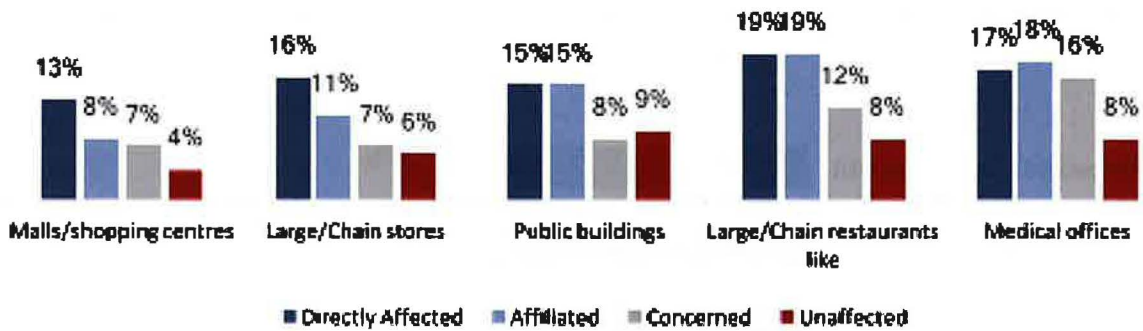
Thinking about each of the following types of places in your community, would you say each is generally easy or difficult for people to get into/move around in?



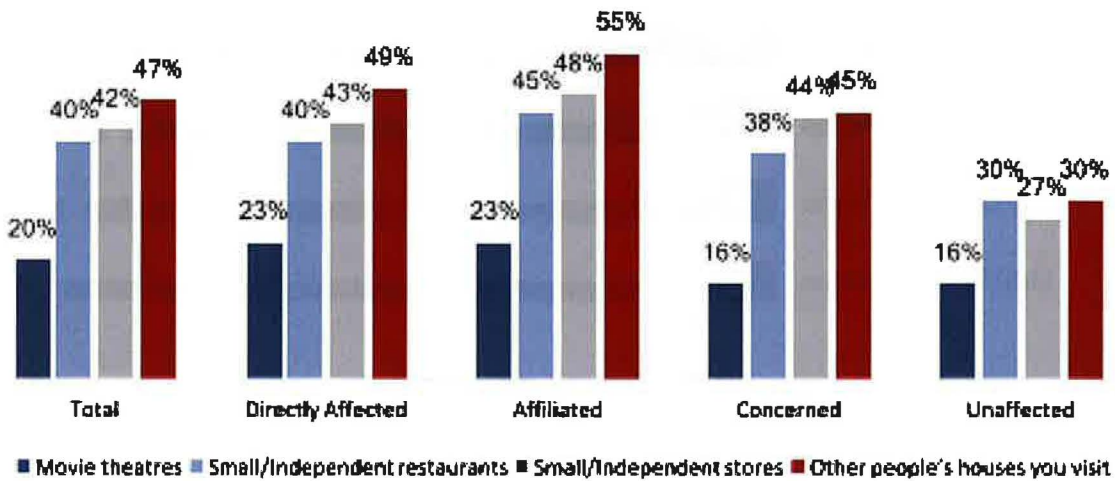
Contact
Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

Here, Canadians who are more closely acquainted with disability are also more likely to perceive these areas as posing accessibility challenges. The Unaffected are noticeably less concerned on each:

Percentage who say each is 'Difficult' to get around in their community



Percentage who say each is 'Difficult' to get around in their community



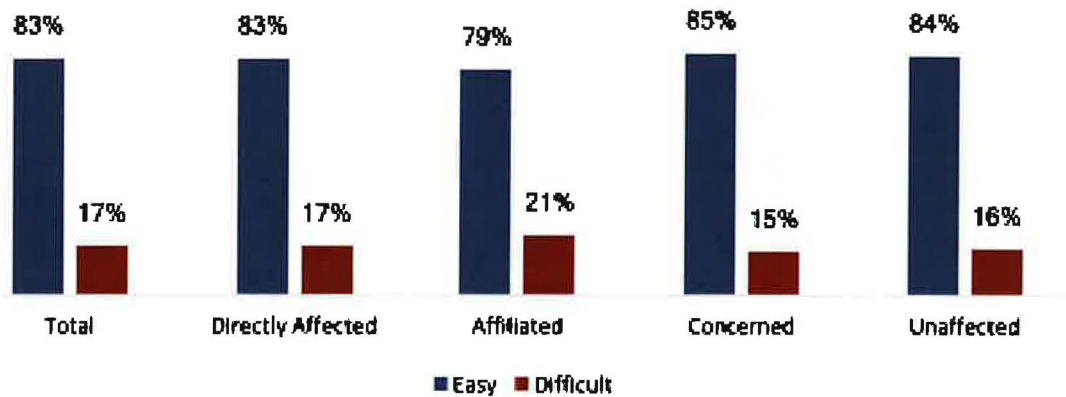
Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

And what about those places where many Canadians spend the bulk of their time outside of the home? Among those who currently work or go to school, approximately four-in-five say buildings are easy for anyone to access. This ratio holds across the four groups, though it's worth noting that the question was only asked of those who are currently working or going to school. Anyone with challenges significant enough to prevent working or seeking education outside the home may have a different perspective on the accessibility of a typical school or workplace.

Thinking about the building or space you work/go to school in, would you say it's generally easy or difficult for people to get into/move around in?

(Asked of those currently working, n=1109)



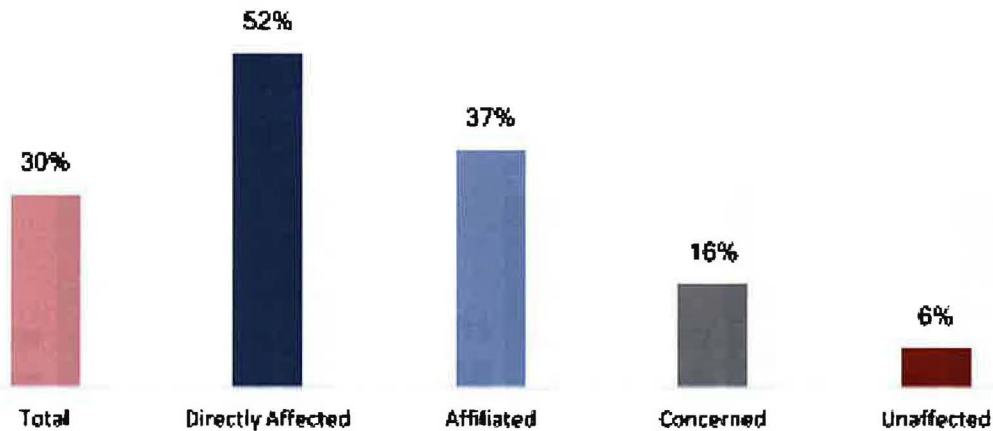
Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

Main challenges of inaccessible spaces

Overall, three-in-ten Canadians – the equivalent of roughly 9 million adults – say that accessibility is a consideration for them when they’re thinking about which places they will go to and which they will avoid. This creates a significant consideration for the businesses and service providers in planning accessibility infrastructure:

**Does accessibility come into consideration when you’re thinking about which specific places you’ll go to and which ones you will try to avoid?
(Those who responded ‘yes’)**

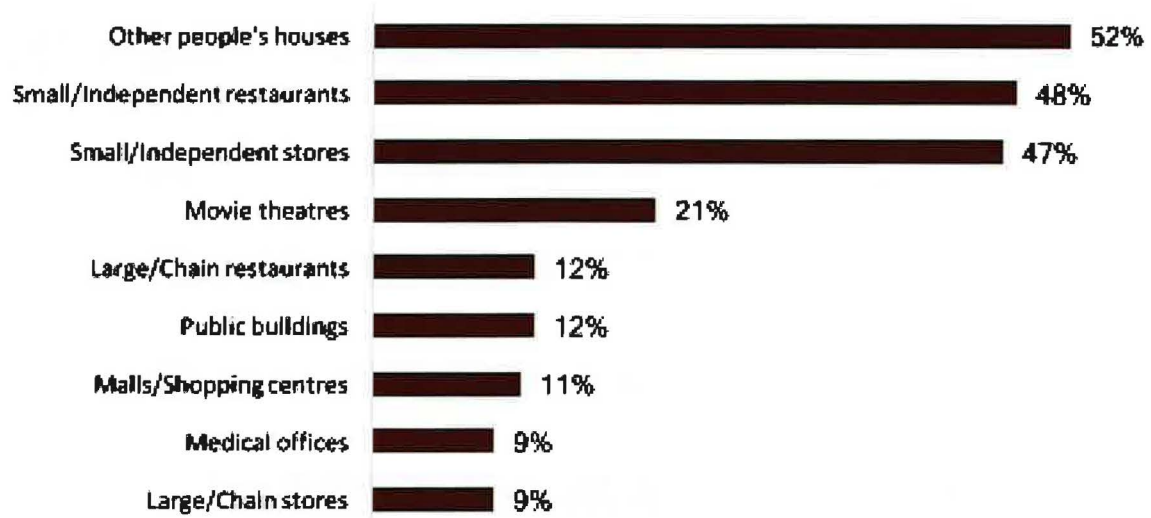


Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

This is apparently a consideration even for homeowners whose friends may view their property as inaccessible. Indeed, when those who say accessibility is a concern are asked which buildings or areas they avoid, other people’s houses tops the list, with small businesses close behind:

Which types of places do you find you have to try to avoid due to lack of accessibility? Among those who avoid specific places (n=531)

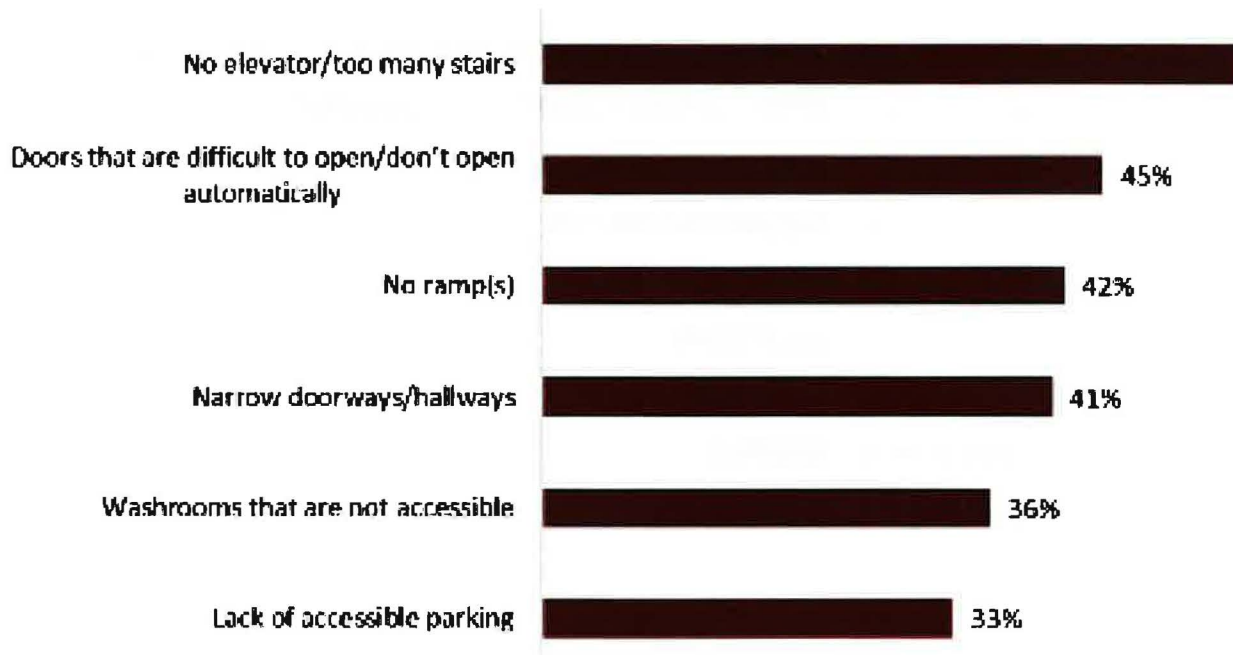


Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

This data also offer a window into what can be done to address these problems. The most common issues cited by those who avoid certain places are seen in the following graph:

Which type of challenges do those places present that make them difficult to access? Among those who avoid specific places (n=531)



Contact

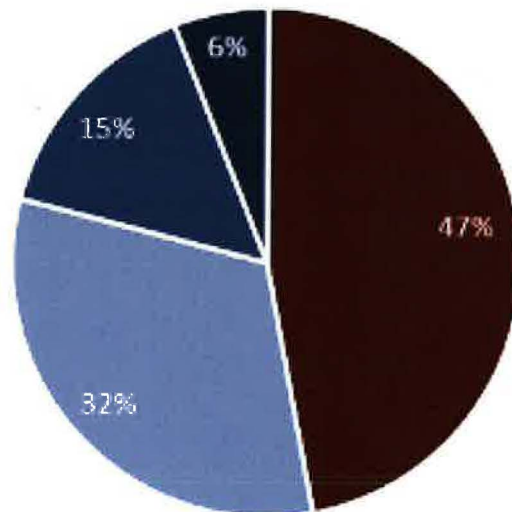
Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

Future challenges anticipated

While one-in-three Canadians (33%) currently say they have issues getting around their own home, a full majority say that they are anticipating challenges moving around at home in decades to come. Asked to look 10 to 15 years down the road, more than half say they are at least occasionally concerned about what their mobility may look like for themselves and their family:

Let's say 10 or 15 years down the road –are you concerned about your current home's accessibility or suitability for yourself and your family as you age?

- No, not something I am concerned about
- A little bit/Occasionally concerned about this
- Yes, somewhat concerned about this
- Yes, a serious concern of mine

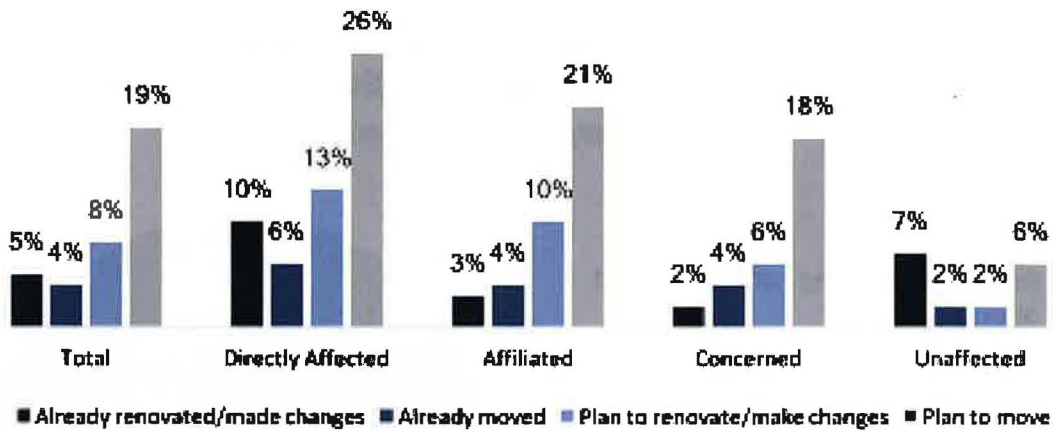


Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

Many are taking proactive measures to get ahead of any potential problem. In fact, close to four-in-ten (37%) say they have already made changes or plan to, in anticipation of future accessibility challenges. The Directly Affected are more likely to have done each of these actions than the three other groups:

Have you made or planned any changes to where you live because of future mobility/accessibility issues?

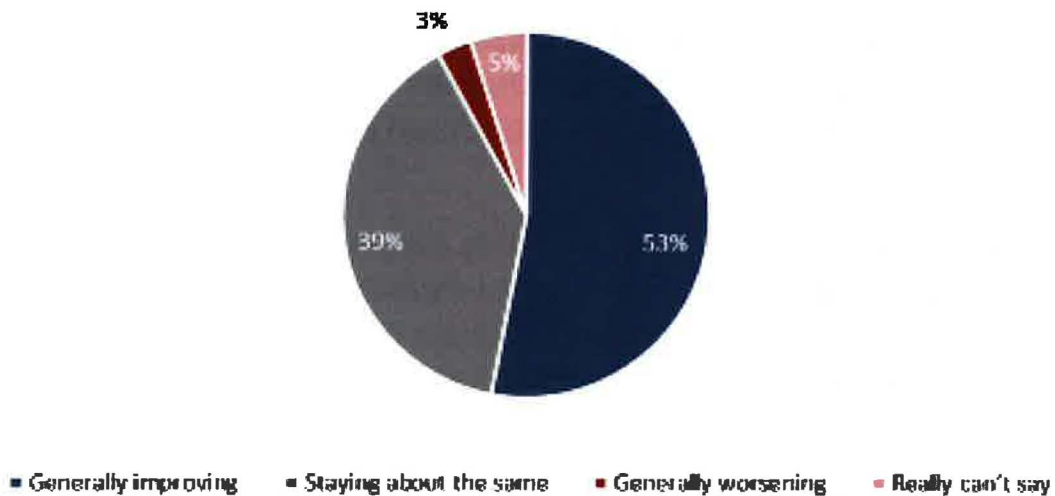


Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

While future anxiety is evidently held by a significant number of Canadians, it is also worth noting that slightly more than half say that they see accessibility being continually improved in their communities. Some 53 per cent say their community is making incremental progress, though a substantial proportion say they have not been seeing much improvement (39%):

Overall, do you think the accessibility of places like these in your community is generally Improving, worsening, or staying about the same?



Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

Part 3:

The policy environment

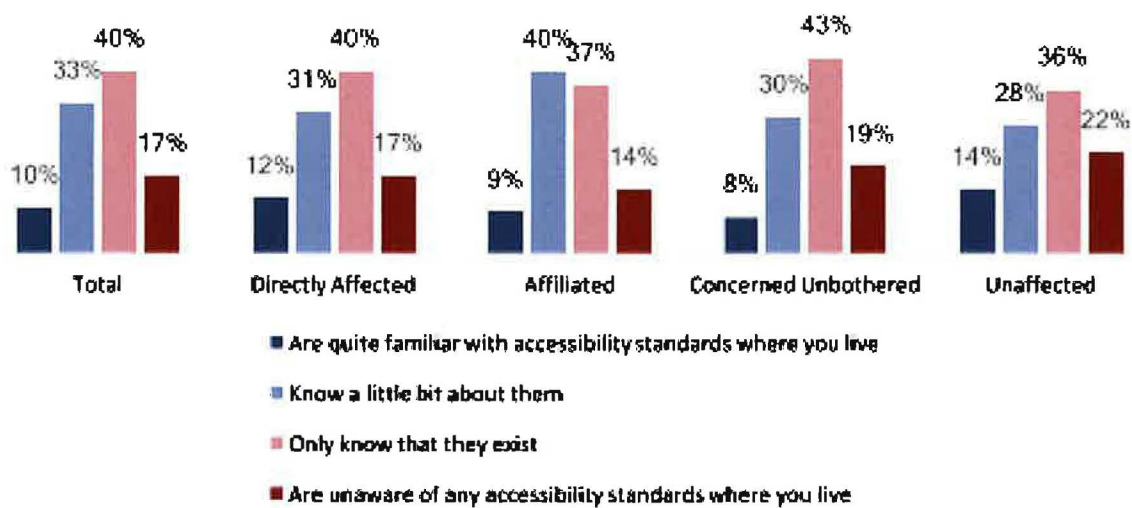
Low awareness of current accessibility rules

Currently, Canadian accessibility standards vary from city to city and province to province. Because of this, the survey asked respondents to share their familiarity with the rules in place where they live.

Most Canadians know relatively little about accessibility standards in their city or town. Only one-in-ten (10%) say they are “quite familiar” with the regulations where they live, and fully four-in-ten (40%) say they know only that such rules exist.

Interestingly, this lack of familiarity extends across the four experience groups relatively evenly. Those who have a mobility, vision or hearing disability or physical challenge themselves are not markedly more likely to profess a deep knowledge of local accessibility standards than those in the Unaffected group:

Thinking about the accessibility standards where you live, how much would you say you know them?



Contact

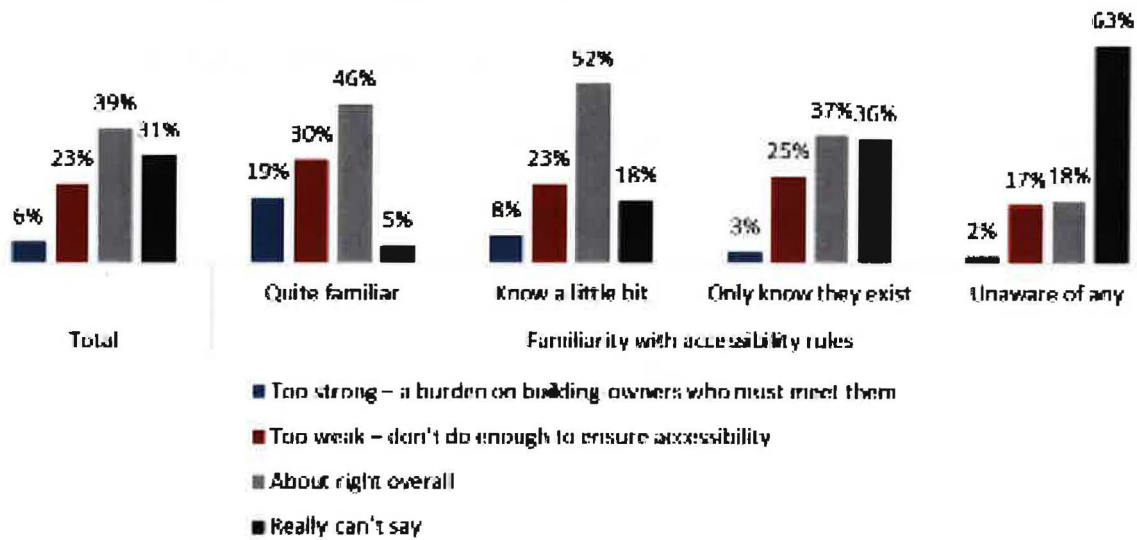
Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

Perhaps as a result of this lack of familiarity with local accessibility standards, Canadians tend to see such rules in their communities as “about right overall” (39%) or are unsure about what rating they would give (31%).

or are unsure about what rating they would give (31%).

A large driver of opinion on accessibility regulations where one lives is knowledge of the regulations in question, as seen in the graph that follows.

Would you say these standards in your community are...

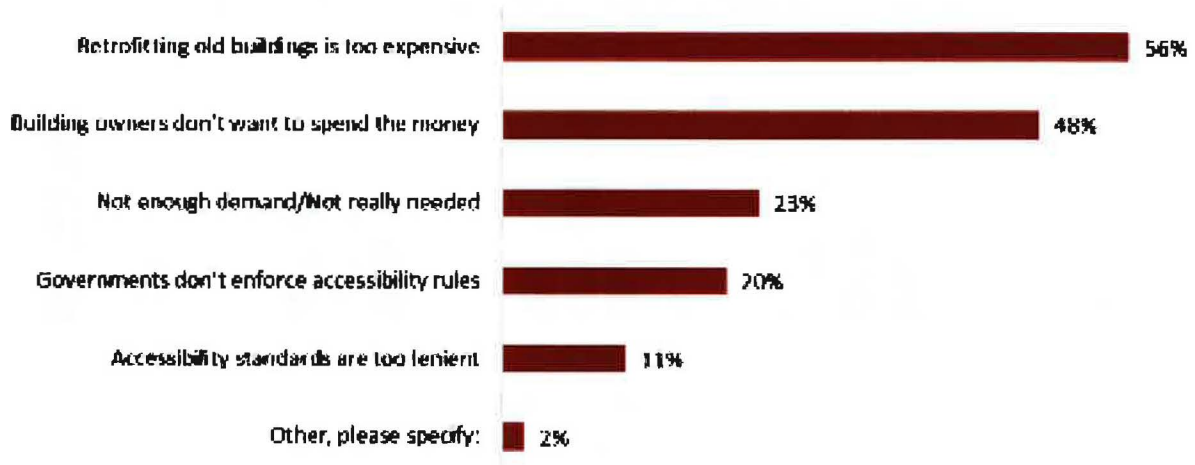


Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

In general, Canadians view a lack of accessibility in the built environment more as a product of cost concerns than as the result of lax regulation or enforcement:

When buildings aren't very accessible and pose barriers to people with a physical disability, what do you think are the most common reasons for that? (Choose up to 2)



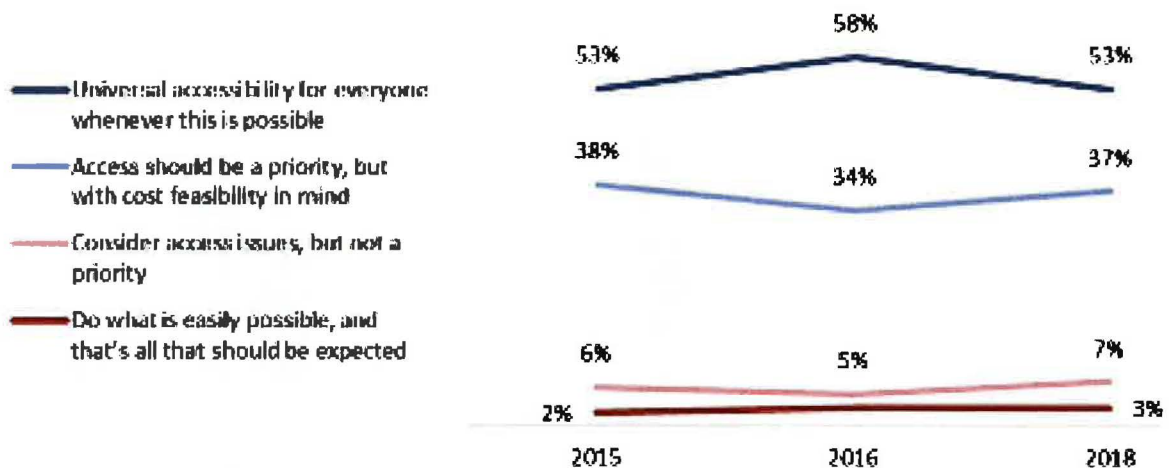
Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

Universal access, uniform standards

Since ARI and RHF first asked in 2015, Canadians have consistently said their country should be aiming for universal accessibility whenever possible.

What is your overall view about the level of accessibility that should exist in Canada today?



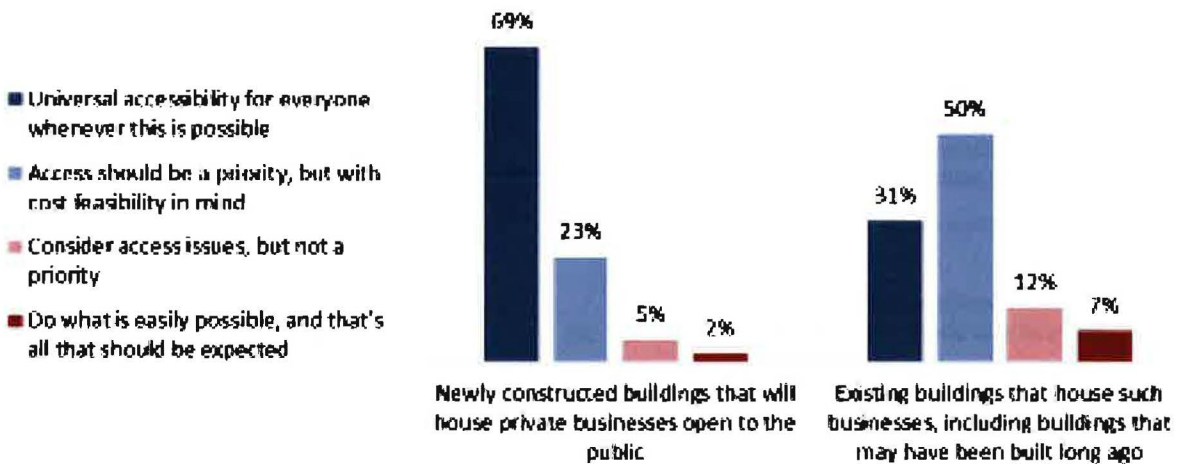
Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

Researchers included a follow-up question in this 2018 survey, asking respondents to use the same scale to describe the level of accessibility that should be the goal for new construction versus existing buildings.

As might be expected, significantly larger numbers say universal access should be required in new buildings, while fewer say this about existing spaces that may have been built a long time ago:

What would you say the goal should be in...



Contact

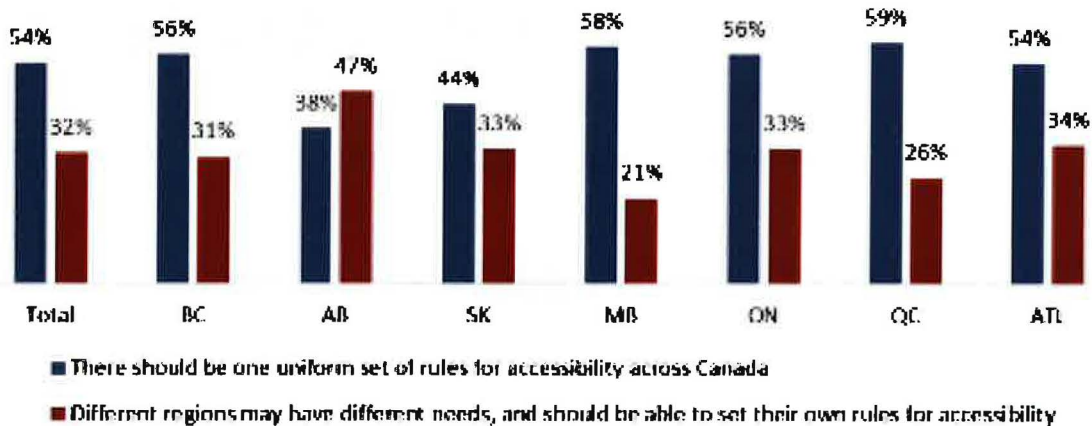
Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

The desire for universality going forward can be seen in responses to another question from this survey, this one about accessibility legislation and whether there should be a uniform standard for accessibility across Canada.

Slightly more than half of Canadians (54%) say there should be “one uniform set of rules for accessibility across Canada,” while roughly one-in-three (32%) say “different regions may have different needs and should be able to set their own rules for accessibility. The rest (13%) are unsure.

There were some significant regional response differences to this question, specifically between Alberta – where more people place themselves on the local control side of this question – and other provinces:

Which of the following statements is closer to your own view when it comes to accessibility regulations?

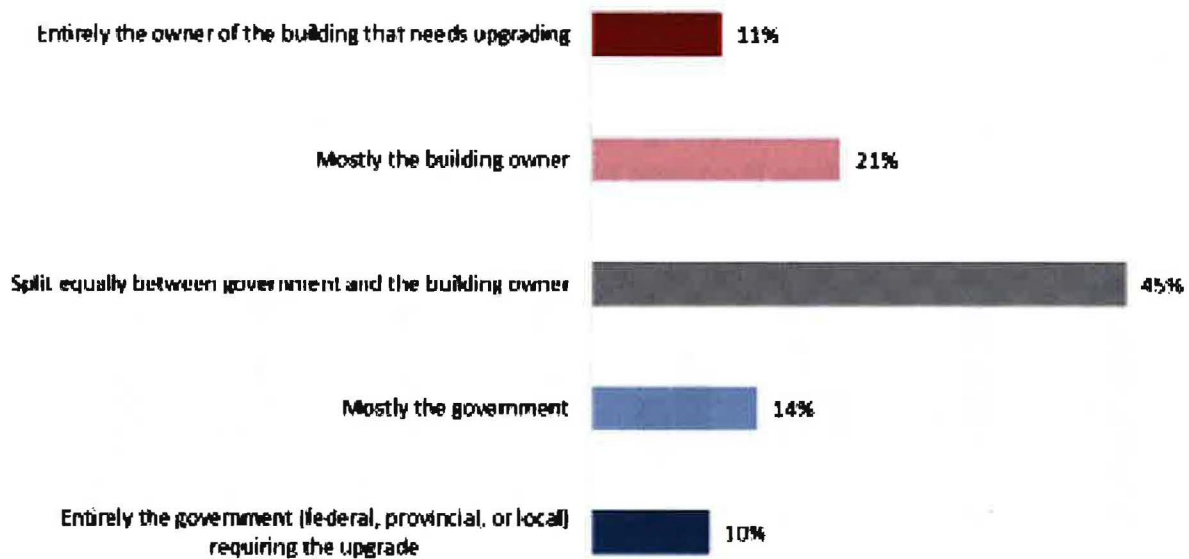


Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

Regarding accessibility-related upgrades for existing buildings, Canadians were of the opinion that if government mandates the upgrade then it should help pay the cost. Nearly half (45%) say governments and building owners should split the financial burden of renovation evenly, while only one-in-ten (11%) would place the onus completely on building owners:

When a building is inaccessible and needs to be renovated to meet accessibility regulations, who should be responsible for the cost of the renovation?



Contact

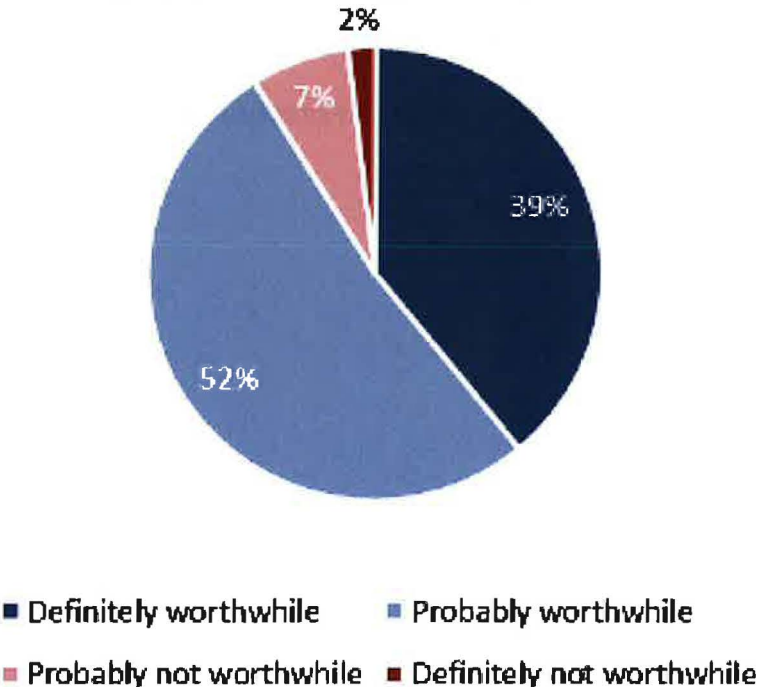
Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

Accessibility certification seen as worthwhile

As was [the case in 2016](#), when the Angus Reid Institute assessed Canadian opinions regarding the creation of a program in Canada similar to [LEED](#) – the U.S.-based Leadership in Energy and Environmental Design system that rates buildings based on their energy efficiency and environmental sustainability – for accessibility, Canadians overwhelmingly see a certification program like this as “worthwhile”.

This year, Canadians were asked specifically about [the Rick Hansen Foundation Accessibility Certification \(RHFAC\)](#). While just 16 per cent say they are aware of the program currently, the idea is viewed positively by nearly all respondents. Nine-in-ten Canadians (91%) say the program would be worthwhile:

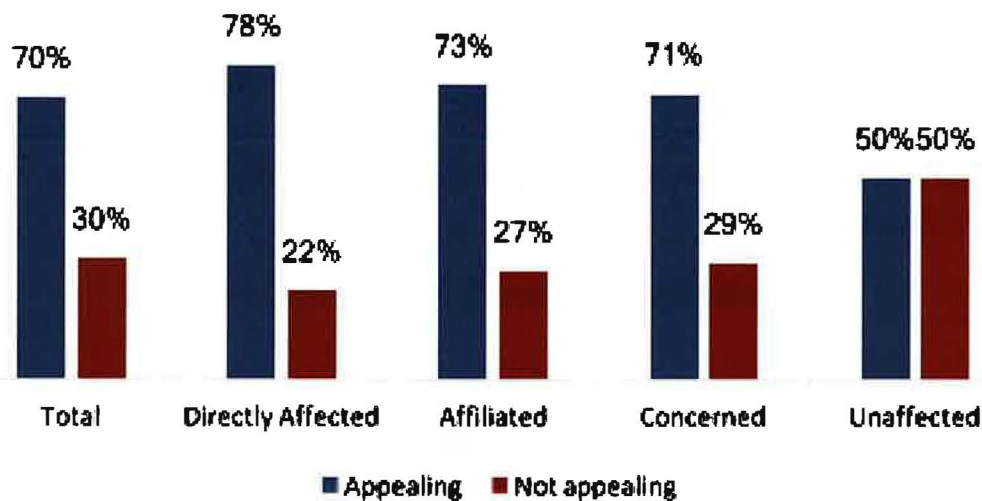
Would you say the RHFAC Program is:



Contact
Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

Further, large numbers say they would find a certified accessible home “appealing” if they were looking for a new place to live. The comfort of knowing that their new home is given RHFAC approval is evidently appealing to three of the four groups, based on their mindset toward accessibility. More than seven-in-ten from the Directly Affected, Affiliated and Concerned say this, while the Unaffected are split evenly:

How appealing would it be that the new building you moved into were certified as accessible?



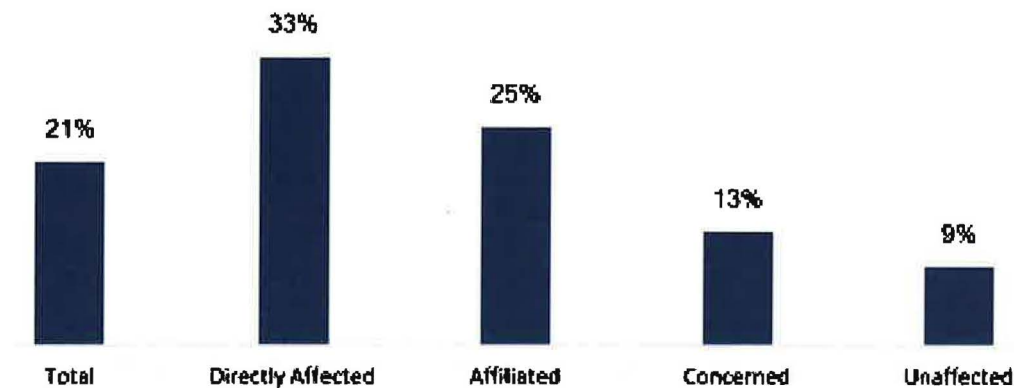
Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

Overall, one-in-five (21%) also say that this accessibility certification would impact their shopping habits. This group says that if they knew a business in their community had been certified as accessible, they would try to give more of their business to that store. The proportion saying this rises to one-in-three (33%) among the Directly Affected:

Suppose you knew that a business in your community had been certified as accessible. Would this have any impact on your dealings with this business?

Percentage who say, "Yes, I would try to give them more of my business"



Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
 Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
 Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org

The **Angus Reid Institute (ARI)** was founded in October 2014 by pollster and sociologist, Dr. Angus Reid. ARI is a national, not-for-profit, non-partisan public opinion research foundation established to advance education by commissioning, conducting and disseminating to the public accessible and impartial statistical data, research and policy analysis on economics, political science, philanthropy, public administration, domestic and international affairs and other socio-economic issues of importance to Canada and its world.

For detailed results by age, gender, region, education, and other demographics, [click here](#).

For detailed results by the four groups, [click here](#).

Contact

Shachi Kurl, Executive Director: 604.908.1693 | shachi.kurl@angusreid.org | @shachikurl
Dave Korzinski, Research Associate: 250.899.0821 | dave.korzinski@angusreid.org
Ian Holliday, Research Associate: 604.442.3312 | ian.holliday@angusreid.org



The Conference Board
of Canada

Le Conference Board
du Canada

The Business Case to Build Physically Accessible Environments.



The Business Case to Build Physically Accessible Environments The Conference Board of Canada

Preface

This research was conducted to examine the economic costs of inadequate accessibility in Canada. Using data from Statistics Canada and our own survey of Canadians with disabilities, we estimate the size of the population with physical disabilities that impair their mobility, vision, or hearing and project it to 2030. Using our model of the national economy, we estimate that improving physical accessibility would dramatically improve the labour force participation and consumer spending of Canadians with physical disabilities. Finally, we present case studies of businesses that have had success improving accessibility.

To cite this report: Conference Board of Canada, *The Business Case to Build Physically Accessible Environments*. Ottawa: The Conference Board of Canada, 2018.

©2018 The Conference Board of Canada*

Published in Canada | All rights reserved | Agreement No. 40063028 | *Incorporated as AERIC Inc.

An accessible version of this document for the visually impaired is available upon request.

Accessibility Officer, The Conference Board of Canada

Tel.: 613-526-3280 or 1-866-711-2262 E-mail: accessibility@conferenceboard.ca

©The Conference Board of Canada and the torch logo are registered trademarks of The Conference Board, Inc. Forecasts and research often involve numerous assumptions and data sources, and are subject to inherent risks and uncertainties. This information is not intended as specific investment, accounting, legal, or tax advice. The findings and conclusions of this report do not necessarily reflect the views of the external reviewers, advisors, or investors. Any errors or omissions in fact or interpretation remain the sole responsibility of The Conference Board of Canada.

CONTENTS

| | |
|-----------|---|
| i | EXECUTIVE SUMMARY |
| | Chapter 1 |
| 1 | Introduction |
| | Chapter 2 |
| 4 | Population of Canadians With Physical Disabilities Set to Swell |
| | Chapter 3 |
| 8 | Workplace Upgrades and Management Practices Can Help |
| | Chapter 4 |
| 17 | Economic Impact of Improved Accessibility |
| | Chapter 5 |
| 21 | Canadians With Physical Disabilities—A Major Consumer Market |
| 25 | Spending Patterns of People With Physical Disabilities |
| | Chapter 6 |
| 29 | How Can Canada Improve Access? |
| 30 | Beyond the Building Code—Universal Design |
| 31 | Applying Universal Design to Create More Inclusive Spaces |
| 33 | Embedding Accessibility Into Organizational Strategy and Values |
| 35 | Leveraging Information and Resources |
| | Chapter 7 |
| 37 | Benefits to Business: Case Studies of Companies That Have Improved Accessibility |
| 38 | Flavelle OceanFront Development: Planning for Inclusion Makes Business Sense |
| 40 | Sodexo: Quality of Life Is for Customers and Employees |
| 42 | Toronto–Dominion Bank: Banking on TD’s Commitment to Accessible Employment |
| | Chapter 8 |
| 45 | Conclusion |
| | Appendix A |
| 47 | Accessibility Audit 101: A Primer on Universal Design |
| 48 | Vehicular Access |
| 48 | Exterior Approach and Entrance |
| 49 | Interior Circulation |
| 49 | Interior Services and Environment |
| 50 | Sanitary Facilities |
| 50 | Signage, Wayfinding, and Communications |
| 51 | Emergency Systems |
| 51 | Additional Uses of Space |
| | Appendix B |
| 52 | Methodology |
| 52 | Projecting Canada’s Population Over the Long Term |
| 53 | Estimating Canada’s Long-Term Potential Output |
| 55 | Estimating the Increase in Labour Market Participation and the Economic Impacts From Higher Labour Supply |
| | Appendix C |
| 58 | Bibliography |

Acknowledgements

This research was undertaken by The Conference Board of Canada on behalf of the Rick Hansen Foundation. In keeping with Conference Board guidelines for financed research, the design method of research, as well as the content of this study, was determined by the Conference Board. The research was conducted by Robyn Gibbard, Economist, Marc Desormeaux, former Economist at the Conference Board's Economics division, Priya Persaud, former Research Associate, and Ruth Wright, Director with the Conference Board's Organizational Performance division. The authors would like to thank Sarah McCarthy, Doramy Ehling, and Carol Nelson at the Rick Hansen Foundation for their helpful insights and feedback. The authors would also like to acknowledge internal contributions from Doris Chu, Senior Economist, and from Matthew Stewart, Director of the Board's National Forecast.

EXECUTIVE SUMMARY

The Business Case to Build Physically Accessible Environments

At a Glance

- The number of Canadians living with a physical disability that impairs their mobility, vision, or hearing will rise from 2.9 million to 3.6 million over the next 13 years, nearly double the pace of the population as a whole.
- Real spending by this group will rise from 14 to 21 per cent of the total consumer market.
- Improvements to workplace access would allow 550,000 Canadians with disabilities to work more, increasing GDP by \$16.8 billion by 2030.
- Accessibility is more than just a legal standard or specification—it involves fostering a sense of inclusion so people with disabilities can flourish.

A prosperous Canada includes communities and workplaces where all Canadians can participate and thrive. But a large segment of the country's population continues to face challenges finding employment, accessing services, and enjoying leisure activities because they live with a physical disability. Improving physical accessibility in workplaces and the wider community would dramatically boost their labour force participation and consumer spending.

According to Statistics Canada, in 2012 there were 3.8 million Canadians living with a disability. Among these, 2.5 million had a mobility, hearing, or vision disability, or some combination of the three. We estimate that by 2017, this population had grown to 2.9 million, and because of the country's aging population, this number will continue to grow quickly. We expect the population with physical disabilities that impair their mobility, vision, or hearing will grow by 1.8 per cent a year between now and 2030, to reach 3.6 million. Meanwhile, total population growth in Canada will average less than 1 per cent a year over the same period.

The Conference Board of Canada calculated the effect that improvements in physical accessibility would have on labour force participation and consumer spending. We surveyed nearly 500 Canadians with physical disabilities to identify factors that are creating barriers for them and to assess what changes are necessary to improve their inclusion in the workforce. We also asked survey respondents how their spending and labour force participation decisions might change if barriers were reduced. Based on their responses, we calculated the economic benefits of increased accessibility to demonstrate that business decisions that are inclusive and embed considerations for accessibility can have a significant impact on the broader economy.

Our results revealed that many individuals who are currently unemployed or not in the labour force would be able to work if workspaces were

Improved workplace accessibility would lead to an increase in productive capacity and a permanently higher level of economic activity.

more accessible. Of those who are employed, almost three-quarters indicated that their condition is preventing them from working as much as they want to. Their responses to our survey suggest that reasonable investments in workplace access and management practices would allow many Canadians with disabilities to participate more fully in the workforce.

The message from our survey participants was loud and clear about the kinds of accommodations that employers, businesses, and other providers of services could make to improve access. Improving physical impediments, such as installing ramps and handrails, will make a significant difference. Just as important, however, are the attitudes of managers and co-workers. Survey respondents suggested that managers and employees need education and awareness about the distinction between technical accessibility and truly inclusive behaviours.

For our economic modelling, we assumed that over the coming decade, Canadian employers would make the investments to improve physical access and inclusive practices to better integrate people who have physical disabilities into the workforce. The extent to which labour market participation can be improved is based on our survey results. Overall, we estimate that by 2030 about 552,000 individuals—or 15 per cent of the total population with a physical disability that impairs their mobility, vision, or hearing—would be able to work more hours if workplaces were more accessible and inclusive. This would result in 301 million hours a year added to the workforce by 2030—representing about 1.3 per cent of the total annual Canadian work effort.

The impact of improved workplace accessibility for individuals with disabilities would be overwhelmingly positive and lead to an increase in productive capacity and a permanently higher level of economic activity. By the year 2030, Canada's real gross domestic product could be increased by \$16.8 billion. In that same year, the boost to labour income would facilitate a \$10-billion increase in consumer spending. The GDP and income gains would also generate revenue gains of about \$2.6 billion for the federal government and \$1.8 billion for provincial governments.

Businesses should take note: these results indicate there is market demand currently going unmet because of accessibility barriers.

People with disabilities make up a large and growing consumer group. If improved access to employment were to lift income and spending power, their share of consumer spending would increase further. Participants in our survey were clear about wanting better physical access to be able to shop, do business, and especially socialize in their communities. This presents a major opportunity for businesses and an imperative for agencies that provide services to citizens. It also proves the case that improving access for patrons with physical disabilities should be seen as an investment, not simply a cost.

Our findings suggest that the share of people with physical disabilities in the overall Canadian consumer market will rise sharply over the coming years. The consumer market for people with a physical disability that impairs their mobility, vision, or hearing currently makes up about \$165 billion, or 14.3 per cent of the total consumer market in Canada. By 2030, this share will swell to 21 per cent, with spending rising to \$316 billion annually (in real 2017 dollars).

Real consumer spending by Canadians with physical disabilities is projected to advance by 5.1 per cent per year between now and 2030—nearly three times the pace of overall consumer spending. The survey results also suggest that if access improves, people with physical disabilities will spend a greater share of income in restaurants and grocery stores and on entertainment, recreation and sport, and physical activities. Businesses should take note: these results indicate there is market demand currently going unmet because of accessibility barriers.

Accessibility is often thought of as structural changes to bricks and mortar. However, there are many ways for organizations to make their work environment more comfortable, more user-friendly, and easier to navigate. Simple, low-cost modifications can improve access without expensive renovations or new building. Undoubtedly, costs are lower and benefits more sustainable when accessibility is embedded into design considerations, but even structural renovations can return their investment over time. In practice, however, accessibility encompasses more than renovations. Accessibility is about good planning and design to create an environment that considers human diversity and inclusion.

This user-focused approach to planning and design can be a powerful way to create a truly accessible environment.

Today, companies are already planning for a growing market of people requiring greater accessibility—our case studies describe three examples of successes. Flavelle, a residential developer creating a universally inclusive community, is targeting older, affluent baby boomers by embedding accessibility early in the plan, undertaking extensive community consultation, and seeking expertise to help plan and design a truly inclusive built environment. Sodexo, a multinational food services company, considers accessibility the foundation of an inclusive work environment. Because Sodexo managers often work at client sites, they are ambassadors for the organization’s values, communicating the business benefits of accessibility and gaining buy-in from customers and clients. Toronto–Dominion (TD) Bank’s approach to accessibility is built on creating an environment that considers the needs and abilities of clients and customers. TD listens to employees about their needs and encourages its system technology team to enhance accommodation, something that generally requires only modest investments. It has discovered that assistive technologies can improve efficiency and productivity for all employees.

There is a powerful economic incentive for making businesses and institutions more physically accessible to people with disabilities. It is a virtuous cycle. Greater access to employment will deepen the labour pool and increase incomes. That, combined with the faster growth of Canada’s population with physical disabilities, will give this group substantial and growing consumer clout. People with disabilities clearly want to spend those dollars in their communities—working, shopping, and enjoying leisure activities, just like everyone else.

CHAPTER 1

Introduction

Chapter Summary

- Many Canadians face challenges finding employment, accessing services, and enjoying leisure activities because they live with a disability.
- Lifting their labour market participation could add significantly to Canada's future pool of workers and to the quality of life of individuals with disabilities.
- Reasonable investments in workplace access and management practices would allow many Canadians with disabilities to participate more fully in the workforce.

Canada is missing out on contributions from a large segment of its population. Many Canadians face challenges finding employment, accessing services, and enjoying leisure activities because they live with physical disabilities.

Meanwhile, labour is set to become increasingly scarce in Canada as the population ages, making it ever more important to make the most of available labour resources. Lifting the labour market participation of people with a physical disability could add significantly to Canada's future pool of workers—and to the quality of life of individuals with disabilities.

The Conference Board of Canada conducted a survey of people with physical disabilities. Our survey results suggest reasonable investments in workplace access and management practices would allow many Canadians with physical disabilities to participate more fully in the workforce. If these investments were made, our economic modelling suggests the lift to the economy's productive capacity due to improved workplace accessibility would result in a permanent increase in real GDP of over \$16.8 billion by 2030. The boost to labour income, consumer spending, and government revenues would be sizable.

Clearly, there is a powerful economic incentive for making businesses and institutions more physically accessible to people with disabilities. It is a virtuous cycle. Greater access to employment would deepen the labour pool and increase incomes. That, combined with the faster growth of Canada's population with physical disabilities, will give this group substantial and growing consumer clout. People with disabilities clearly want to spend those dollars in their communities—working, shopping, and enjoying leisure activities, just like everyone else.

Defining Canada's Population With Physical Disabilities

In the numbers discussed in this report, our focus is on a segment of the population with a physical disability that impairs their mobility, vision,

or hearing. In our survey, we screened for individuals who indicated they found it “challenging to complete everyday activities because of a mobility-related condition (e.g., visual impairment, difficulty hearing, difficulty walking, chronic pain, or illness).”

Statistics Canada has previously surveyed Canadians with disabilities through its Canadian Survey on Disability, 2012, a national survey of the working-age population whose daily activities are limited because of health-related issues. Statistics Canada’s survey covers various types of physical disability, including flexibility, dexterity, mobility, hearing, and vision-related disabilities. Statistics Canada’s mobility disability category is defined as those who have difficulty walking on a flat surface for 15 minutes or have difficulty walking up or down a flight of stairs. This is a narrower definition than the one used in our own survey. Consequently, in our forecasts based on Statistics Canada’s data, our totals include people identified as having a hearing or vision disability.

CHAPTER 2

Population of Canadians With Physical Disabilities Set to Swell

Chapter Summary

- Of the 3.8 million Canadians reporting a disability in 2012, 2.6 million had a mobility-, hearing-, or vision-related condition.
- We estimate that this population had grown to 2.9 million in 2017, representing about 10 per cent of the country's population.
- The aging of Canada's population means the number of people with disabilities who would benefit from greater accessibility will continue to grow at about twice the rate of the overall population.
- The number of Canadians with a physical disability that impairs their mobility, vision, or hearing will increase from an estimated 2.9 million in 2017 to 3.6 million in 2030.
- There are more women than men with a physical disability that impairs their mobility, vision, or hearing, and this gap will grow through the forecast because the population is aging and, statistically, women outlive men.

According to Statistics Canada’s Canadian Survey on Disability, 3.8 million Canadians had some form of disability in 2012, ranging from pain to a flexibility restriction to a learning disability. Of these, 2,571,180 Canadians had a physical disability that impaired their mobility, vision, or hearing in 2012, representing 9.3 per cent of the country’s population.¹

Nearly 80 per cent of Canadians with a physical disability that impairs their mobility, vision, or hearing are over the age of 45, partly because the primary cause of limited mobility is arthritis, something that generally affects older age cohorts. For individuals in their prime working years (aged 25 to 64), 11.4 per cent reported having a disability of some sort, and many reported significant barriers that prevented them from fully participating in the labour market and community activities. Employment rates for Canadians with disabilities were roughly two-thirds those of the general population—and those that were employed tended to work a slightly shorter work week.

Reduced workforce participation, lower education attainment, and reported biases from employers result in lower income levels for people with disabilities. According to the 2012 Canadian Survey on Disability, 58.7 per cent relied on government support, while employment income was significantly lower for those with jobs. In 2010, median total income for those aged 15 to 64 with a disability was \$20,420, significantly lower than the \$31,160 for those without a disability. Women with disabilities reported significantly lower median incomes than men, and this gender gap is even more significant given that there are many more women with disabilities than men across all age cohorts.

The Canadian Survey on Disability provides demographic information that allows us to produce a relatively robust forecast of Canada’s population with physical disabilities over the coming decades.

¹ Statistics Canada, Canadian Survey on Disability, 2012. The survey is produced every five years. Results from the 2017 Canadian Survey on Disability were not available at the time of writing; they are due to be released in December 2018.

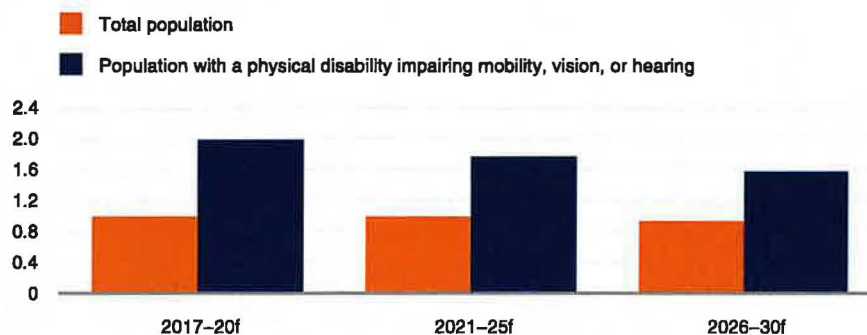
We assumed that the prevalence of physical disabilities by 10-year age and gender cohorts would be held constant at 2012 values. (Of course, it is possible that advances in health care and technology will reduce the prevalence of impairment.) The prevalence rates for 2012 were then applied to actual population data from 2013 to 2016 and to the Conference Board's detailed long-term demographic forecast for 2017 to 2030—a forecast that is produced every year as part of our *Canadian Long-Term Economic Outlook*. (Key assumptions about our demographic forecast are provided in Appendix B.)

Results suggest that there are currently 2.9 million Canadians with a physical disability that impairs their mobility, vision, or hearing—an increase of 14 per cent, or 293,000 people, since 2012. The strong growth is explained by elevated prevalence rates among older cohorts applied to Canada's rapidly aging baby boomers. Over the next several years, population growth for people with a physical disability that impairs their mobility, vision, or hearing will continue at nearly twice the rate of the overall population. Indeed, one of the defining characteristics of Canada's long-term outlook is a steady deceleration in population growth brought about by a combination of an aging population and low fertility rates. Between now and 2030, total population growth will average less than 1 per cent a year. Meanwhile, we forecast that the population with a physical disability that impairs their mobility, vision, or hearing will grow at a much stronger 1.8 per cent a year, to reach 3.6 million by 2030. (See Chart 1.)

Another distinctive characteristic of the population of people with a physical disability that impairs their mobility, vision, or hearing is that women outnumber men. That gap will grow through the forecast since the population is aging and, statistically, women outlive men. Table 1 summarizes our projections of the distribution of Canadians with physical disabilities that affect mobility, hearing, or vision, today and in 2030, by age cohort and gender.

Chart 1

Rapid Growth Expected for Population of Canadians With Physical Disabilities That Impair Mobility, Vision, or Hearing
(percentage change, compound average annual rate)



f = forecast
Source: The Conference Board of Canada.

Table 1

Number of Canadians With a Physical Disability That Impairs Mobility, Vision, or Hearing
(000s)

| Age | 2017 | | | 2030 | | |
|--------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | Women | Men | Total | Women | Men | Total |
| 15 to 24 | 34.3 | 21.5 | 55.8 | 36.0 | 22.6 | 58.5 |
| 25 to 34 | 58.4 | 34.4 | 92.8 | 56.3 | 34.0 | 90.2 |
| 35 to 44 | 121.1 | 81.6 | 202.8 | 142.9 | 95.7 | 238.6 |
| 45 to 54 | 226.2 | 202.8 | 429.0 | 240.5 | 209.2 | 449.7 |
| 55 to 64 | 390.1 | 305.7 | 695.8 | 368.5 | 285.2 | 653.8 |
| 65 to 74 | 364.2 | 266.9 | 631.1 | 504.1 | 377.5 | 881.6 |
| 75 and over | 451.3 | 303.8 | 755.1 | 707.0 | 515.2 | 1,222.2 |
| Total | 1,645.5 | 1,217.0 | 2,862.5 | 2,055.5 | 1,539.3 | 3,594.8 |

Shaded area represents forecast data.
Source: The Conference Board of Canada.

CHAPTER 3

Workplace Upgrades and Management Practices Can Help

Chapter Summary

- Both Statistic Canada's Canadian Survey on Disability and our own survey clearly demonstrate the significant impact that a lack of accessibility has on people's ability to fully participate in the labour force.
- Physical accessibility integrates physical accommodations such as ergonomic workstations and accessible building features, as well as a sense of inclusion that lets those with disabilities interact easily with co-workers, access all the same facilities, and perform the same functions.
- More than 46 per cent of survey respondents believed accessibility improvements would allow them to increase the number of hours they work.
- If workplaces were more accessible, about 552,000 individuals with a physical disability that impairs their mobility, vision, or hearing would be able to work or work more hours per week, adding 1.3 per cent to the total annual Canadian work effort by 2030.

Labour is set to become increasingly scarce in Canada as the population ages, making it ever more important to make the most of available labour resources. As demonstrated in the previous section, the labour market outcomes of people with disabilities are well below those of the general population. Lifting their labour market participation could add significantly to Canada’s future pool of workers and to the quality of life of individuals with disabilities.

To better understand the barriers to fuller participation in the labour market, to physical access to goods and services, and to social interaction generally, we conducted a large survey of individuals who report that they have physical disabilities.¹ The Conference Board survey results focused on 497 individuals who identified as having “moderate” (66 per cent) or “major” (33 per cent) physical disabilities, excluding those with mild disabilities. The sample was roughly split by gender and was regionally representative. In our sampling, we screened for individuals who indicated that they found it “challenging to complete everyday activities because of a mobility-related condition (e.g., visual impairment, difficulty hearing, difficulty walking, chronic pain, or illness).” This is a broader definition than the one used to define the population of people with mobility challenges for Statistics Canada’s Canadian Survey on Disability, 2012.

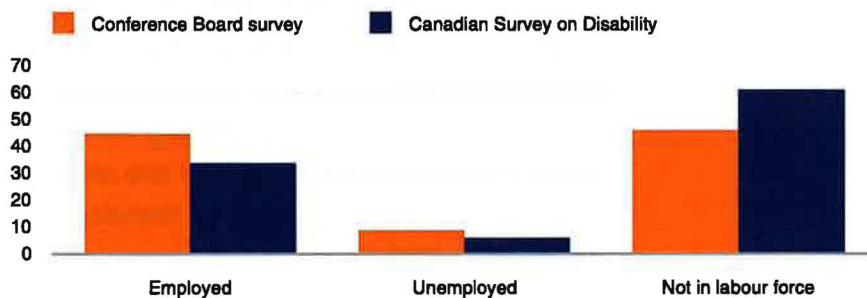
This chapter focuses on the survey results as they pertain to labour market access and asks questions that help us gain insights into what is preventing people with disabilities from more fully participating in the workforce. The survey results helped to guide our analysis of the potential for increasing workforce participation and to quantify the economic impacts and income gains associated with enabling people with disabilities to more easily participate in the workforce.

¹ The survey was administered by Leger from February 15 to 24, 2017. The initial sample included 501 responses.

Our survey participants were younger than those in Statistics Canada’s survey, with two-thirds under the age of 55. Our survey respondents were also more educated—57 per cent had a college degree or higher, similar to the Canadian population. We would therefore expect our sample to be better placed to participate in the labour market than the Statistics Canada reference group. Nonetheless, the majority of respondents reported that they faced significant barriers to fully participating in the labour market.

Just under half of our respondents were employed—more than the 34 per cent of people aged 16–64 with mobility disabilities employed in the Statistics Canada survey. Nevertheless, this is well below the 74 per cent employment rate in 2012 for Canada’s working-age population without disabilities. **Chart 2** compares some of the labour market outcomes revealed in the two surveys.

Chart 2
Surveys of Individuals With a Physical Disability: Results Compared
 (per cent)



Note: For consistency with the Conference Board survey, data here from the Canadian Survey on Disability, 2012, exclude people with mild disabilities.
 Sources: The Conference Board of Canada; Statistics Canada.

Respondents from our survey also reported the following:

- Whether employed or unemployed, roughly 60 per cent said their disability prevented them from finding employment that allows them to use their skills, abilities, and training.

For both men and women in our sample, there is a sizable gap between their average hours worked per week and those of the Canadian population.

- Of the 216 who indicated they were retired or out of the labour market, 76 per cent said their disability prevented them from finding work to the extent that they would like.
- Of those who were unemployed, 80 per cent said the disability prevented them from finding employment.
- While physical modifications were identified as important, accommodative management practices—modified or different duties, permitting telework, and more flexible work hours—were mentioned most frequently by respondents.

Both the Canadian Survey on Disability and the Conference Board survey clearly demonstrate the significant impact that lack of accessibility has on people's ability to fully participate in the labour force. Both also demonstrate the greater challenges for women.

There were marked differences in the labour market experience of men and women in our sample. First, despite similar educational attainment, male survey respondents were more likely to be employed than their female counterparts—about 50 per cent of men indicated they had a job versus 42 per cent for women. Second, the nature of the employment is different for men and women:

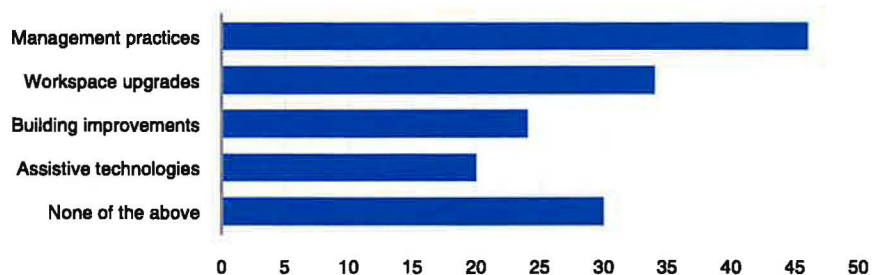
- Nearly four out of every five male survey respondents who had a job were working full-time, while women were almost evenly split between full-time and part-time work.
- Almost one-quarter of the women in our sample indicated they were not looking for work, compared with just 9 per cent for men.

Given the differences in employment outcomes between men and women, it is unsurprising that the men in our sample worked more hours on an average weekly basis than the women. And for both men and women in our sample, there is a sizable gap between their average hours worked per week and those of the Canadian population as a whole. In our sample, respondents reported working 25 per cent fewer hours a week than the overall population. Our study doesn't probe why labour market experiences are so different for men and women. However, these findings are of particular concern given that women form a disproportionate share of the population with physical disabilities.

Potential economic gains from improving accessibility can occur only if Canada identifies and minimizes the current barriers facing people with disabilities. Our survey, therefore, asked respondents to select, from a list, workplace modifications that would allow them to take on the kind of role in the workforce they would like.

Notably, while physical modifications were identified as important, what stood out is that more accommodative management practices—modified or different duties, permitting telework, and more flexible work hours—were mentioned most frequently. (See [Chart 3](#).) With such an importance placed on supportive managers and accommodative management practices, organizations are increasingly looking to managers to be ambassadors for mobilizing accessibility. See the Sodexo case study in [Chapter 7](#) for examples of accommodative management practices.

Chart 3
Workplace Modifications That Would Improve Workforce Participation
 (percentage of survey respondents)



Source: The Conference Board of Canada.

In addition, 34 per cent felt that simple workspace upgrades (ergonomic aids such as special chairs and back supports) would improve their ability to enter the labour market or work increased hours. As well, 24 per cent of respondents said building improvements—handrails, ramps, widened doorways and hallways, adapted/accessible parking, elevators, or washrooms—would improve their labour market outcomes.

Accessibility is about creating a space that allows people to perform their roles and interact with colleagues easily, comfortably, and with dignity.

Finally, 20 per cent said access to existing assistive technologies would make a difference.

But 30 per cent of respondents indicated that none of the physical workspace upgrades listed in our survey would allow them to take on their desired workforce role, likely reflecting both individuals who were operating comfortably in the workforce and those who did not envision being part of the workforce.

To ensure that accessibility barriers not listed in our survey did not go unmeasured, survey respondents were asked in an open-ended question to describe what they felt were “key features of a truly accessible workplace.” What they told us was that physical accessibility is more than meeting legal standards or specifications. And it often has nothing to do with material accommodations at all. Rather, it is about creating a space that allows them to perform their roles and interact with colleagues easily, comfortably, and with dignity. Such an environment integrates:

- **Physical accommodations** such as ergonomic workstations and environments that help those with disabilities integrate with co-workers;
- **Accessible building features**, for example, wheelchair accessibility, widened doorways, handrails, and appropriate washroom design;
- **A sense of inclusion** that lets those with disabilities interact easily with co-workers, access all the same facilities, and perform the same functions.

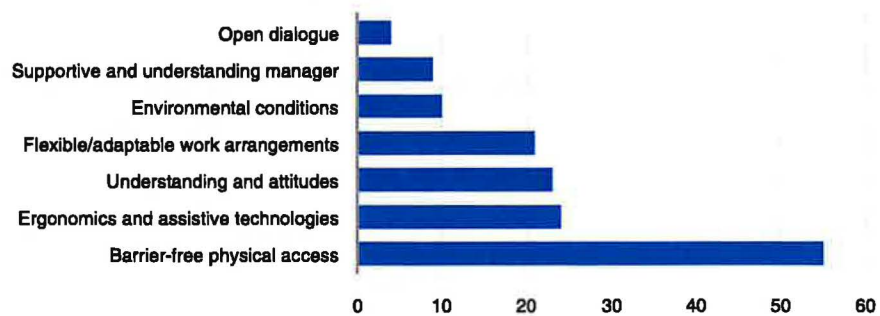
We grouped the responses of 202 survey participants who took the time to tell us in their own words what they thought were the key features of a truly accessible workplace. (See [Chart 4](#).) Physical modifications are undoubtedly important and identified by 55 per cent. However, collectively, other non-material considerations were just as important. These include attitudes, flexibility, and good management practices.

Our survey results suggest that reasonable investments in management practices and workplace access would allow many Canadians with disabilities to participate more fully in the workforce. To quantify this, we further asked our survey respondents how many more hours they might work per week if these investments were made.

Chart 4

Features of a Truly Accessible Workplace

(percentage of survey respondents)



Source: The Conference Board of Canada.

Two groups were identified whose disabilities prevent them from working to the extent that they would like. The first group includes those who are currently working and would like to work more but are unable to do so because their facilities and workspaces are not sufficiently accessible. The second group includes individuals who are currently unemployed or out of the labour force because they are unable to physically access places of employment. (The lack of accessible transportation was excluded as a barrier to accessing employment opportunities so that we could focus exclusively on barriers associated with the workplace itself.)

Of those who were employed, almost three-quarters of respondents indicated their condition was preventing them from working to the extent they desired. Of these individuals, more than 65 per cent believed that accessibility improvements would allow them to increase the number of hours they work, with possible increases ranging from just a few hours a week to over 25 hours per week. In fact, more than 10 per cent of respondents limited by their condition indicated they would be able to work more than 25 additional hours per week with accessibility improvements. (See [Chart 5](#).)

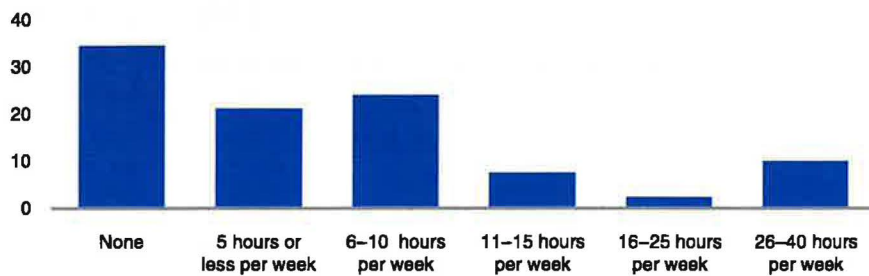
Our survey results also suggest that many individuals who are currently unemployed or out of the labour force would be able to work if investments were made to ensure facilities and workspaces were more accessible. From this group, roughly 57 per cent felt they

would be able to return to work. Of these, about 38 per cent would be able to work several hours per week, and nearly 19 per cent expected that they could work 11 or more hours per week. (See [Chart 6](#).)

Chart 5

Accessibility Improvements Would Allow Employed Canadians With Physical Disabilities to Work Additional Hours

(percentage of employed survey respondents who could work additional hours, by additional hours per week)

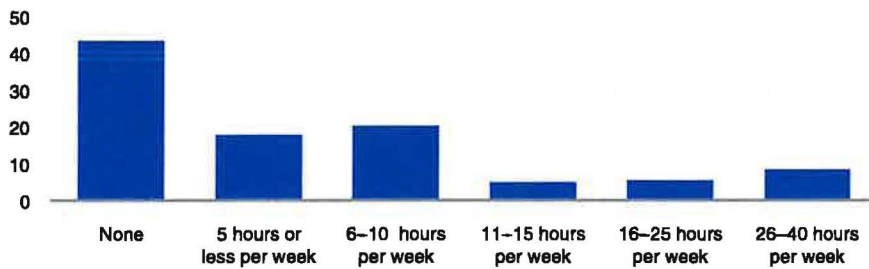


Source: The Conference Board of Canada.

Chart 6

Accessibility Improvements Would Allow Unemployed Canadians With Physical Disabilities to Work

(percentage of unemployed survey respondents who could work, by potential hours per week)



Source: The Conference Board of Canada.

For our analysis, we assumed that over the coming decade, Canadian employers would invest in improvements to physical access and inclusive practices to better integrate Canadians with disabilities into the workforce. Under such a scenario, our survey responses provide

a reasonable basis for calculating the increased participation and work hours of Canadians with physical disabilities. (For a more detailed discussion of the methodology used to calculate the increase in potential hours associated with accessibility upgrades, please see Appendix B.)

Overall, we estimate that in 2030 about 552,000 more individuals—or 20 per cent of the total population with a physical disability that impairs their mobility, vision, or hearing—would be able to work or work more hours if workplaces were more accessible. Based on the increase in work hours that survey respondents provided, this would result in 301 million additional hours being added annually to the workforce in 2030—adding about 1.3 per cent to the total annual Canadian work effort.

CHAPTER 4

Economic Impact of Improved Accessibility

Chapter Summary

- Making facilities and workspaces more accessible would allow more people with disabilities to work. And many who are already employed would be able to work more.
- By 2030, the lift to the economy's productive capacity due to improved workplace accessibility would result in a permanent increase in real GDP of over \$16.8 billion.
- The boost to labour income would lift real personal disposable income by \$10.6 billion, facilitating a \$10-billion increase in consumer spending.
- These real GDP and income gains would also generate real revenue gains of \$2.5 billion for the federal government and \$1.9 billion for provincial governments.

Information collected from our survey of Canadians with physical disabilities suggests that most could more actively participate in the labour market if reasonable investments in improving workplace access were made. This chapter examines how improved labour market participation could affect Canada's economy based on expectations for improved participation. Better access would help lift economic activity and government revenues and likely reduce the cost of some social programs.

Over the medium to long term (five to 25 years), projections for real gross domestic product are primarily driven by the country's underlying economic capacity as measured by its potential output. Potential output measures the highest level of economic activity that an economy can reach without surpassing its capacity limits or igniting inflation and is determined by potential employment, productivity, and capital availability. (For a more detailed discussion of the methodology used to generate potential output projections, please see Appendix B.)

An increase in the labour market participation of individuals with disabilities would affect the economy's potential output through the effect it would have on potential employment. Potential employment is an estimate of the total workforce hours that are available to contribute to economic activity. If investments were made to ensure facilities and workspaces were more accessible, more people with disabilities would be able to work. And many who are already employed would be able to work more. Both effects would lift potential hours worked and thus potential employment. This would result in an increase to Canada's productive capacity and a permanently higher level of economic activity.

Although it is not possible to suddenly improve accessibility, it is possible to aspire to make changes that will see improved access and improved labour market participation for Canadians with disabilities over a long-term horizon. To assess the potential long-term economic impacts of improving accessibility, we used our estimates of the number of

Canadians with a physical disability that impairs their mobility, vision, or hearing over the forecast horizon, as described in [Chapter 2](#).

To estimate the economic impact of improved accessibility, we relied on the Conference Board's model of the Canadian economy. The results describe the net economic benefit of improving accessibility and adding the estimated work hours to Canada's productive capacity.

The impact of improved accessibility would be overwhelmingly positive. By the year 2030, the lift to the economy's productive capacity would have resulted in a permanent increase in real GDP of \$16.8 billion. (Unless otherwise noted, all dollar figures are presented in real or inflation-adjusted terms, in constant 2017 dollars. This allows spending, income, revenue, and GDP estimates to be comparable over a long-term horizon.)

Given that the lift to economic activity would be due to an increase in labour availability, it is not surprising that more than three-quarters of the gain would be reflected in a lift to real labour income of more than \$13.5 billion. The boost to labour income would lift real personal disposable income by \$10.6 billion, facilitating a \$10-billion increase in consumer spending. The resulting increase in the economy's productive capacity would lead to a permanently higher level of economic activity. (See [Table 2](#).)

Table 2
Economic Impacts of Improved Workforce Access

| | Impact In 2030 |
|--|-----------------------|
| Real GDP (2017 \$ millions) | 16,777 |
| Labour income (2017 \$ millions) | 13,478 |
| Labour income as a share of the increase in GDP (per cent) | 105 |
| Real personal disposable income (2017 \$ millions) | 10,608 |
| Real consumer spending (2017 \$ millions) | 9,986 |
| Federal government revenues (2017 \$ millions) | 2,547 |
| Provincial government revenues (2017 \$ millions) | 1,852 |

Source: The Conference Board of Canada.

These real GDP and income gains would also generate significant additional revenues for federal and provincial governments. Over the long term, improving labour force participation among Canadians with physical disabilities would generate real revenue gains of \$2.5 billion for the federal government and \$1.9 billion for provincial governments.

CHAPTER 5

Canadians With Physical Disabilities—A Major Consumer Market

Chapter Summary

- The consumer market for people with a physical disability that impairs their mobility, vision, or hearing could grow from 14 per cent of the total consumer market in Canada in 2017 (about \$165 billion) to 21 per cent in 2030 (\$316 billion in real 2017 dollars).
- Although spending on restaurants, retail, and entertainment currently makes up a small share of their monthly expenditures, survey respondents would spend more on these if they were more accessible.
- Strong demand for entertainment, recreation, and participation in sport and other physical activities is currently going unmet because of accessibility barriers.

Canada's economy is currently facing the growing challenges of an aging population and slow economic growth. The cresting wave of retiring baby boomers has already made it difficult for many organizations to maintain and grow their workforce. Over 240,000 people retired in Canada in 2016, nearly double the pace of net job creation over the prior few years—and this trend will continue to accelerate over the coming decade.

Increasing retirements will lead to slowing growth in the supply of labour, economic potential, income, and government revenues. At the same time, an aging population will continue to pressure public sector social programs and health care budgets.

People with physical disabilities are a large and growing consumer group. Their share of consumption will grow as Canada's population ages, given the association between age and the onset of disability. Moreover, if improved access to employment lifts income and spending power, the market share of people with physical disabilities will increase further. This is a group of Canadians with expanding spending clout.

The Internet has improved access to goods and services for all, including those with physical disabilities. However, participants in our survey were very clear that they desire better physical access to shop, do business, and especially socialize in their communities. This presents a major opportunity for businesses and an imperative for agencies that provide services to citizens. It also proves the case that improving access to patrons with physical disabilities should be seen as an investment, not simply a cost.

In this chapter, we estimate the potential spending power of people with a physical disability that impairs their mobility, vision, or hearing as a consumer group. We also share the perceptions of people with disabilities about the types of barriers they face in their everyday lives. And we report on how they believe their spending patterns would

It is possible that the accessibility-challenged consumer market will grow at an even faster pace than our results suggest.

change and what they would choose to spend their time and money on if physical access to goods and services improved.

To illustrate the increasingly important role that people with physical disabilities will play in the overall consumer market, we estimated the total income expected to be generated by people with physical disabilities. To do so, we relied on responses to our survey to calculate the average per capita annual income for each age cohort of respondents. Because our sample is more educated than we would expect based on the Canadian Survey on Disability, it is reasonable to ask whether our sample's income characteristics are inflated. As we do not have income data corresponding to the Canadian Survey on Disability, we cannot verify or adjust for this. The reader should keep this in mind when reviewing the numbers below.

The average incomes were assumed to apply to the year 2017. After 2017, average incomes were assumed to grow at the same rate as our projections for per capita labour income in the Canadian economy. We then multiplied the per capita income values for each cohort by the projected number of individuals in that cohort with a physical disability that impairs their mobility, vision, or hearing for each year from 2018 to 2030. This allowed us to account for income discrepancies across cohorts and for changes in the age structure of the population with physical disabilities. We then summed the total earnings across cohorts and added the increased income from higher labour force participation from our economic impact assessment. This provided a long-term estimate of the total income of Canadians with physical disabilities.

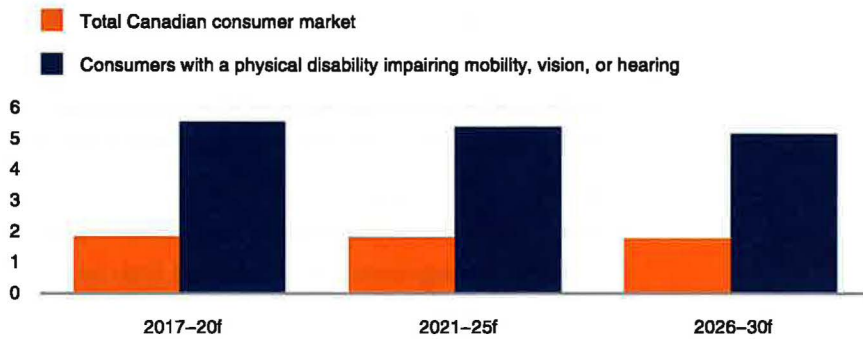
As a final step, we assumed that individuals with physical disabilities will allocate the same share of their labour income to consumption that the broader Canadian population does. This is a conservative assumption: given that individuals with physical disabilities tend to be older than the Canadian population as a whole, they may save a smaller portion of their incomes. As a result, it is possible that the market of consumers with physical disabilities will grow at an even faster pace than our results suggest below.

The results indicate that the amount of income earned by people with a physical disability that impairs their mobility, vision, or hearing will grow significantly faster than income earned by Canadians as a whole. Income growth will decelerate for both groups in the years leading up to 2030 because of an aging population and low fertility rates, but growth will trend downward alongside growth in the overall population. But because the number of Canadians with physical disabilities will grow faster than the general population in the coming years, their total income will also grow more quickly. The increased income from our scenario of higher labour force participation rates would add to the income gains by Canadians with physical disabilities. Notably, growth over the next few years will significantly outpace Canada’s overall consumer spending. (See [Chart 7](#).)

Chart 7

Spending Growth by Consumers With a Physical Disability That Impairs Mobility, Vision, or Hearing to Outpace Overall Canadian Market

(percentage change, compound average annual rate, annual consumer spending)



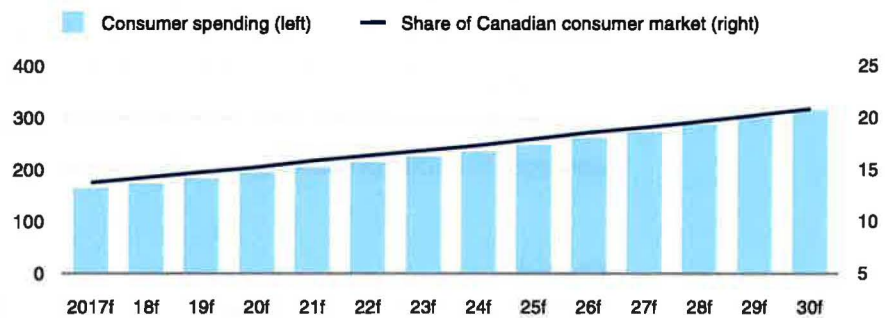
f = forecast
 Source: The Conference Board of Canada.

Because Canadians with physical disabilities are expected to experience significantly higher income growth than the general population under our scenario of improved access to employment, their share of the overall Canadian consumer market will rise over the coming years. The consumer market for people with a physical disability that impairs their

mobility, vision, or hearing amounted to about \$165 billion in annual spending in 2017, or 14 per cent of the total consumer market in Canada. By 2030, this share could grow to 21 per cent, with Canadians with a physical disability spending \$316 billion annually. (See [Chart 8](#).)

Chart 8
Growing Clout of Canadians With a Physical Disability That Impairs Mobility, Vision, or Hearing

(spending, 2017 \$ billions; market share, per cent)



f = forecast
 Source: The Conference Board of Canada.

Spending Patterns of People With Physical Disabilities

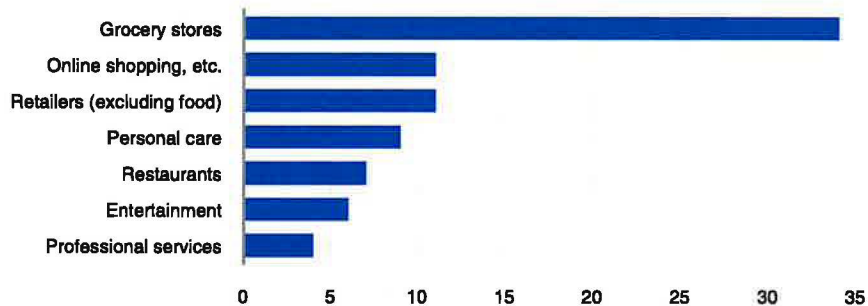
Given the spending power of people with physical disabilities, and the fact that their share of the consumer market will grow over time, businesses must be aware of the current limitations that exist in serving that market and how they can tap into the market in the future by making accessibility improvements. See the case study on Flavelle OceanFront Developments in [Chapter 7](#).

Forty-three per cent of survey respondents with moderate or severe physical disabilities indicated that their condition currently limits their ability to purchase items outside their homes. Many of these individuals believed that improvements in accessibility would make a difference in their ability to interact in their communities and spend their money as desired.

The results of our survey reveal important trends in the spending patterns of Canadians with physical disabilities and suggest investment in greater accessibility would have a positive impact in several areas.

Chart 9 summarizes the current composition of the expenditures of Canadians with a physical disability that impairs their mobility, vision, or hearing. Respondents tend to spend the largest portion of their disposable income (33.9 per cent) at grocery stores. Online shopping makes up 11.5 per cent of their spending—a significantly higher share than the 2.7 per cent share seen economy wide. Our respondents spend the smallest share of their disposable income at restaurants, on other entertainment (e.g., movie theatres, museums, and attending live performance events), and on professional services (e.g., legal services, financial services, accounting services).

Chart 9
Consumption Spending of Canadians With a Physical Disability That Impairs Mobility, Vision, or Hearing
 (share of disposable income by category, per cent)



Source: The Conference Board of Canada.

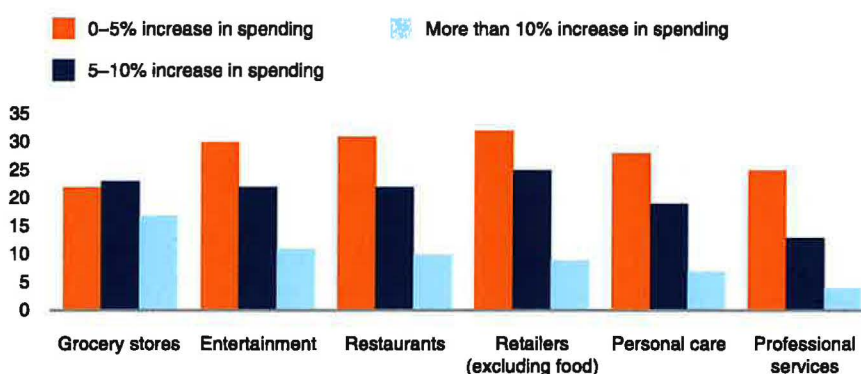
Although spending on restaurants, retail, and entertainment currently makes up a small share of their monthly expenditures, it appears that our sample of Canadians with physical disabilities would like to spend more on these if they were made more accessible. About two-thirds of survey respondents indicated they would increase the share of their disposable income spent on outside entertainment and at restaurants if physical

accessibility were improved. For both categories, over 10 per cent of respondents said they would increase their monthly spending by 10 per cent or more. (See [Chart 10](#).)

Chart 10

Improving Access Likely to Change Spending Patterns for Canadians With a Physical Disability That Impairs Mobility, Vision, or Hearing

(percentage who would increase spending)



Source: The Conference Board of Canada.

Physical upgrades would even have a major impact on spending in grocery stores, where respondents already spend the largest share of their income: 62 per cent of survey respondents said they would increase their monthly spending at grocery stores if accessibility were improved, with 17 per cent indicating they would spend an additional 10 per cent or more. Only 28 per cent of those whose condition limits their ability to purchase items they desire outside their home said that accessibility improvements would have no effect on their spending patterns.

Survey respondents were also asked in an open-ended question what they would like to do in their leisure time, if activities were more accessible. Overwhelmingly, the answer was entertainment, recreation, and participating in sport and other physical activities. This indicates that there is market demand currently going unmet because of accessibility barriers. With the number of Canadians with a physical disability that impairs their mobility, vision, or hearing projected to advance at nearly

twice the rate of the general population between now and 2030, this is a growing market segment with strong growth potential—businesses and community sports and recreational organizations need to make sure they can benefit from this growing demand by making their goods and services available to those with physical disabilities.

CHAPTER 6

How Can Canada Improve Access?

Chapter Summary

- Universal design is an approach to creating built environments that can be accessed to the greatest extent possible, considering the full range of diverse characteristics among all users who will interact and engage in the space.
- Including elements of universal design requires investment over time and commitment from organizational leaders.
- Accessibility and inclusion should be part of overall organizational strategy. When inclusive values are incorporated into strategy and policy, accessibility becomes more intentional and carries through to plans and action.

Universal design is an approach to creating built environments that can be accessed to the greatest extent possible, considering the full range of diverse characteristics among all users who will interact and engage in the space.¹ Simple lack of awareness means that Canadians have a limited understanding of the principles of universal design and access—incorporating ease of use and accessibility to the widest population possible into planning and design.

There are many ways for an organization to make its work environment more comfortable, more user-friendly, and easier to navigate. A range of simple, low-cost modifications can improve accessibility without expensive renovations or new building. Undoubtedly, costs are lower and benefits more sustainable when accessibility is embedded into design considerations. But even structural renovations can return their investment over time. Below we explore a range of ideas, tools, and approaches that organizations can consider to make their workplace more accessible.

Beyond the Building Code— Universal Design

Improving accessibility is often thought of as making structural changes to bricks and mortar. However, in practice, accessibility encompasses more than renovations. Accessibility is about good planning and design to create an environment that considers human diversity and inclusion. This user-focused approach to planning and design can be a powerful way to create a truly accessible environment. Universal design encompasses four main aspects:

¹ Canadian Human Rights Commission, *International Best Practices in Universal Design: A Global Review*.

- **Adopting a human-centred approach:** Universal design considers the full range of diverse characteristics among all users who will interact and engage in the space.
- **Going beyond safety to accessibility:** While building codes provide basic safety standards, most do not account for the full range of needs that arise from differences in human abilities and characteristics. Universal design goes beyond safety to consider design elements that will enable full participation based on a spectrum of human abilities and needs.
- **Maximizing user experience:** Universal design is not a list of standard specifications. Rather, it is an approach to design that maximizes the experiences of all users. Any design features that enhance access or use by some people should not hinder or diminish the user experience for others.
- **Striving for inclusion:** Universal design strives to make buildings, facilities, and tools more socially inclusive and user-friendly.²

For a more detailed primer on the components of universal design, see [Appendix A](#), “Accessibility Audit 101: A Primer on Universal Design.”

Applying Universal Design to Create More Inclusive Spaces

Including elements of universal design requires investment over time and commitment from organizational leaders. Below are some tips and considerations that have helped organizations get started.

Make Incremental Changes

Rather than trying to do everything at once, small and incremental changes can be a good first step. Testing new technologies, designs, and prototypes will help identify what works best for a particular organization.³ TD Bank has taken this approach with accommodations and has successfully tested and implemented simple technological

² Ibid.

³ Martin and Florida, “Why Invest in Design? Insights From Industry Leaders.”

solutions that benefit its entire workforce at an average cost of only \$180 per accommodation. (See the case study on TD Bank in [Chapter 7](#).)

Involve Users

Engaging with users, customers, and employees can help to show if, and how, design modifications will help. Consulting people with a diverse range of characteristics, abilities, and needs helps to gain a holistic perspective on how different users interact with their environments. Through a better understanding of users, organizations will be better prepared to anticipate and respond to their needs.

Anticipate and Plan for Accommodations

Although universal design aims to create an environment that is socially inclusive and accessible for people with all levels of ability, it does not replace the need for accommodations. There must still be a process to ensure that individuals can obtain accommodations if the design does not enable their access.

Collaborate

A range of stakeholders with different expertise and interests—such as people leaders, facility managers, planners, architects, and disability consultants—should be involved in designing and building more inclusive spaces. When organizations operate in silos, planning suffers.

Know the Standards

When considering investments in physical space, it's important to consult Canadian and international standards. Some elements of physical space are not obvious. Standards can help organizations assess how best to invest and what elements will be key for their space. For example, obstructions or protrusions can be dangerous for individuals who have visual impairments and rely on a white cane or guide dog for mobility. In Canada, protrusions are not permissible in the pedestrian path of travel.⁴

⁴ Canadian Human Rights Commission, *International Best Practices in Universal Design: A Global Review*.

Or, when designing access routes, it's important to bear in mind that Canadian standards stipulate that ground surfaces should not be heavily patterned.⁵

Key Business Benefits of Universal Design

It is good for everyone: Physical space affects the entire workforce, so good design benefits everyone.

It provides a competitive edge: Design is playing an increasingly vital role in innovation, competitiveness, and the determination of economic value.⁶

It's sustainable: Investments in universal design might appear to be the costlier option, but returns can be higher and more sustainable.

Embedding Accessibility Into Organizational Strategy and Values

Accessibility and inclusion should be part of overall organizational strategy. When inclusive values are incorporated into strategy and policy, accessibility becomes more intentional and carries through to plans and action.

Respect

Respect for the feelings and needs of people with disabilities should be a foundation for making changes to improve accessibility. Survey respondents told us that a work environment where all people are respected contributes to their overall perception of accessibility and truly inclusive spaces.

5 Ibid.

6 Martin and Florida, "Why Invest in Design? Insights From Industry Leaders."

Acceptance

Acceptance and tolerance for difference are key elements of an inclusive work environment. As one respondent told us, a truly accessible workplace is one where “people are warm and welcoming, people do not judge me ... a workplace where everyone supports one another.”

Empathy

A work environment where employers and co-workers understand the feelings, challenges, and abilities of one another fosters a sense of inclusion. Perceived empathy helps people with physical disabilities feel that they belong. One survey participant explained that it would make a difference “if the people can realize that there is some effort in trying to be somewhat normal.” Another said that “an understanding boss who will go the extra mile to keep you in your job” is what helps them manage their disability and career.

Comfort

A comfortable work environment is a key enabler for employees to perform work tasks and excel to the best of their abilities. Think about ease of movement and the ability to navigate all parts of the building. One survey respondent highlighted the importance of comfort by explaining that, for them, accessibility is having “a place where you can work in comfort and the employer will attempt to make the workplace area as specific to your needs as required.”

Dignity

People with physical disabilities want to feel like a respected member of their team while performing daily work. For people with physical disabilities, being able to perform routine tasks with dignity is an integral part of a truly inclusive workplace. One survey respondent explained that they would like to “feel normal at work ... to be allowed to work alone or independently.”

Leveraging Information and Resources

The journey toward accessibility will differ from organization to organization. Expertise is not essential. Understanding how to access accurate and relevant information will provide guidance on identifying what is feasible and right for an organization's facilities and employees.

Ask, Listen, and Collect Information

To make informed choices, organizations need information about accessibility. They should seek out help, resources, and information. Listening to advice and becoming informed can increase overall awareness and contribute to more thoughtful and better developed approaches to accessibility and inclusion.

You Don't Know What You Don't Know

Often organizations do not know how to address accessibility-related issues. They may be unfamiliar with the range of elements in their workplace that affect mobility and inclusion, or of the diversity of human needs that they must cater to. There are several sources of information that decision-makers can leverage, including employees, community organizations, and accessibility experts and consultants.

Go to the Source

Asking employees is the best way to learn about their needs and discuss required changes.

Conduct Appropriate Research

By targeting research on options that can make a space more accessible, comfortable, and navigable, organizations often find it is not necessary to make large investments.

Leverage Expertise of Community Partners

Community partners can be powerful resources for organizations that do not have their own accommodations team and want to implement new accessibility practices.

Build Relationships

Reaching out to accessibility advocates and champions with expertise in the field of accessibility and accessible design, as well as working with experts, professionals, and specialists, can expand an organization's knowledge and expertise about different types of accommodations.

As we discuss in [Chapter 7](#), some businesses are already looking to tap into the growing market of Canadians with physical disabilities, and their results reflect clear business benefits.

Want to Ramp Up Quickly? Three Simple and Low-Cost Accommodations

Clutter: Removing clutter from workspaces makes it easier for everyone to move around. This is a low-cost upgrade that many organizations can implement quickly.

Open spaces: Many organizations are already moving toward more open work environments. More open office space allows employees with physical disabilities to move around with comfort. With a little more thought, organizations can ensure revamped spaces are both collaborative and accessible without incurring additional costs.

Low-cost technologies: Ergonomically designed keyboards and mice and software such as voice recognition typing can make technology accessible for employees with physical disabilities. These technologies also help employees with repetitive strain injuries, wrist injuries, or other injuries.

CHAPTER 7

Benefits to Business: Case Studies of Companies That Have Improved Accessibility

Chapter Summary

- Flavelle, a residential developer, is targeting older, affluent baby boomers as a key market segment by embedding accessibility early in its development plan, undertaking extensive community consultation, and seeking expertise to help plan and design an inclusive building environment.
- At Sodexo, a multinational food services company, managers who work at client sites are ambassadors for the organization's values, communicating the business benefits of accessibility and gaining buy-in from customers and clients.
- Toronto–Dominion Bank listens to employees about their needs and encourages its system technology team to enhance accommodation, which often requires only modest investments.

Flavelle OceanFront Development: Planning for Inclusion Makes Business Sense

Flavelle OceanFront Development is the owner of a 34-acre waterfront property surrounded by ocean on three sides in Port Moody, British Columbia. Flavelle plans to turn the space, which is currently designated as an industrial-use site, into a mixed-use community. Flavelle is in the beginning stages of planning and is committed to designing and building a community that is accessible and inclusive for all.

Accessible Design: A Key Selling Point

For Bruce Gibson, a developer on the project team, designing a community where anyone can live is a focal point of the marketing strategy. Accessible design will be an important selling point.

In particular, Flavelle realizes that older, affluent baby boomers are a large and growing market segment. Many baby boomers are downsizing from single-family dwellings to homes where they can more easily age in place, delaying the time when they might need to move to a facility that offers care. To appeal to these baby boomers, the buildings and open spaces must be accessible for people with limited or decreasing mobility. Better design will offer a competitive advantage.

A Community for Everyone

The overall project envisions a community that is universally inclusive for all people.

- Flavelle undertook extensive community consultation. The project team had over 1,700 conversations with the public through information sessions, event kiosks, site tours, and canvassing.
- Public consultation with accessibility experts, advocates, and people with disabilities brought the issue of accessibility to the forefront.

You Don't Always Know What You Don't Know

The Flavelle team quickly realized that they needed more information to help plan and design truly inclusive built environments. To get informed, they added an accessibility consultant who:

- helped deepen the project team's understanding and raise awareness of some key accessibility issues by sharing expertise;
- provided input on aspects of the Flavelle plan to incorporate enhanced accessibility by explaining how people with various levels of ability might or might not be able to interact with the built environment;
- changed the overall mindset of the project team and the way they considered inclusion; it became something that was embedded into all planning and design processes.

Seamless Accessibility—From the Inside Out

Designing accessible spaces from a user experience perspective involves considering public spaces as well as the building itself.

Outdoors, two nature attractions were directly affected and changed because of planning that embedded accessibility.

- **Trail system:** A beautiful trail on the property would be a highlight and selling point for the community. However, some people with a physical disability would not be able to walk on the trail in its current state of design. Consequently, the team is adapting the plans to ensure that it will be accessible for everyone.
- **Oceanfront edge:** Part of the trail leads right up to the water's edge. Since one of the project goals is environmental sustainability, a commitment to building an environmentally sustainable trail directly affects what material the trail is made of, and this in turn has an impact on accessibility. As a result, the project team has committed to finding a balance that will consider both universal access and environmental sustainability.

Indoors, accommodations are being designed to be seamless, with no distinction between features for able-bodied individuals and individuals with physical disabilities. The following features have been incorporated

Thinking about accessibility and inclusion at the planning stage has allowed Flavelle to incorporate universal access into its entire planning process.

into all condo floor plans to ensure that all units would be accessible to people with all levels of mobility:

- Light switches were moved down and outlets up. This doesn't cost more when it is part of the plan and enables those who use wheelchairs to have access.
- The bathrooms are designed so that grab bars can easily be installed when needed. This involves placing an extra piece of wood in the wall to make it easier for grab bars to be installed later at less cost than a typical retrofit.

Keys to Success

Embed inclusion into the plan: Thinking about accessibility and inclusion right at the planning stage has allowed Flavelle to incorporate universal access into its entire planning process at very little additional cost. Planning ahead has enhanced market appeal and will lead to cost savings.

Consult stakeholders: Public consultation has been key for gaining buy-in from all stakeholders involved and has helped Flavelle learn about how to cater to the needs of its diverse target market.

Seek accessibility expertise: Leveraging the knowledge and expertise of accessibility champions and an accessibility consultant has helped Flavelle to embed accessibility into the property design process.

Sodexo: Quality of Life Is for Customers and Employees

Sodexo is a multinational food services and facilities management company headquartered in France. It has 420,000 employees representing 130 nationalities in 80 countries. With such a global reach, diversity and inclusion is a cornerstone of the organization's culture and an overarching consideration in its workplace planning and client strategies.

An open mindset and respect for all employees has been the impetus for modifications made to meet the needs of employees with disabilities.

Managers Are Ambassadors for Accessibility

Sodexo considers accessibility to be an important principle and foundation for an inclusive work environment. Accessibility and workplace design can be tricky for Sodexo because its employees are often working at client sites where they do not have a lot of control over the design of the physical work environment. Managers are the linchpin for creating and promoting accessible work environments:

- At client work sites, managers are ambassadors for the organization's values. They communicate the business benefits of accessibility and are instrumental for gaining buy-in from customers and clients.
- Managers are responsible for embodying the organization's commitment to diversity and inclusion by translating these values into practices and implementing accessible policies.
- Managers ensure inclusion by reaching out, having open communication, and treating everyone respectfully.

Investment in Individuals

An open mindset and respect for all employees has been the impetus for modifications made to meet the needs of employees with disabilities. The following principles help guide managers to create truly accessible work environments:

- Invest in training.
- Seek employee involvement in the accommodation process before any modifications are implemented.
- Communicate from the beginning to allow managers to gain an understanding of their employees' needs.
- Understand employees' needs before taking any action. This often results in modifications that are inexpensive and easy to implement. For example, conversations with employees with hearing disabilities revealed communications challenges in the fast-paced kitchen environment. Notepaper isn't always handy. So, rolls of paper towel are kept near work stations so that team members can write notes to colleagues with hearing challenges if needed. Also, printed training material was created to support training for deaf employees.

The Bottom Line: Accessibility Makes Business Sense

Sodexo's approach to accessibility has boosted employee morale and retention. Based on employee surveys:

- Employees with disabilities are more likely to follow safety directions and protocols than able-bodied employees. This debunks a myth or fear that hiring employees with disabilities will lead to higher accident rates and worker's compensation costs.
- Employees with disabilities had higher morale, satisfaction, and engagement scores. Retention rates were higher, resulting in savings on recruiting and training costs.

This mindset has also resulted in noticeable financial impacts. As Sean Callaghan, a manager at Sodexo, explains, "At first it started as doing the right thing, but, over time, we noticed that it was making a difference to operational expenses and the bottom line as well.

"It's not just a win-win; it's a win-win-win—for the employer, customers, and the employee."

Toronto–Dominion Bank: Banking on TD's Commitment to Accessible Employment

Toronto–Dominion Bank is one of Canada's five largest banks. TD's 80,000 employees serve about 25 million customers worldwide, offering a range of financial products and services. TD's workforce reflects the diverse communities that it serves, so catering to a diversity of needs is embedded in its culture.

The TD Approach

TD's approach to accessibility is built on creating an environment that considers the needs and abilities of all users—both clients and customers. The systems and processes that TD has in place allow accessibility to be seamlessly embedded in all parts of the business.

Employees with longer tenure who happen to have physical disabilities are a valuable resource for training and mentoring new employees.

Key processes and programs that promote accessible work environments include the following:

- **Accommodation process:** The accommodation process begins before potential employees even join the company. TD engages and listens to potential employees to learn about their abilities, challenges, and needs. The goal is to ensure that any accommodations are made ahead of time to make the start of employment a seamless transition.
- **Assistive technology program:** TD's system technology team works closely with people leaders to provide innovative and useful tools. The program tests new technology and partners with employees to ensure that they are comfortable with their accommodation. Bert Floyd, the program's manager, explains that the most often requested accommodations are adapted mice and keyboards, which are inexpensive and widely useful, both for people with physical disabilities and for people with repetitive strain injuries. In fact, the average cost for an accommodation at TD is around \$180.

Business Benefits

TD has experienced the business benefits of its inclusion mindset broadly across the organization. A study of its call centres found the following:

- **Better-than-average retention:** Retention rates of people with disabilities are higher than for the general workforce.
- **Mentors:** Employees with longer tenure who happen to have physical disabilities are a valuable resource for training and mentoring new employees.
- **Reduced training costs:** There is a steep learning curve at TD's call centre, so adapting facilities to make them more accessible for employees with disabilities has reduced training costs.

Keys to Success

Plan: Planning ahead ensures that TD can offer the appropriate accommodation for someone joining the organization. All new employees

are asked if they require any accommodation so it can be arranged before the first day on the job.

Leverage community partners: Working with community organizations and groups that specialize in specific disabilities ensures that TD has the right information to make educated decisions about design, policies, and accommodations.

Train and engage: Education provides support to managers and peers so they better understand the functional needs of an individual with a disability and how they can provide support.

Accommodations are not necessarily costly: By working with employees to understand the functional requirements of a role, it is possible to come up with innovative solutions that are not necessarily expensive.

Accommodations are not just for employees with disabilities: Assistive technologies such as voice recognition software can improve efficiency and productivity for all employees. It is a worthwhile investment to learn more about available technologies.

CHAPTER 8

Conclusion

Chapter Summary

- Reasonable investments in workplace accessibility could lift Canada's economic potential significantly and permanently—providing benefits to households and also to business and government revenues.
- In addition to physical features or design, attitudes and mindsets within the workplace have a critical impact on creating accessible environments.

Our research has shown that substantial potential economic gains can be realized if current accessibility issues can be addressed. With reasonable investments in workplace accessibility, Canada’s economic potential could be significantly and permanently lifted—providing benefits to households but also to business and government revenues. Moreover, organizations need to be aware of the growing size of the consumer market represented by people with physical disabilities—its growth will significantly outpace that of the overall consumer market.

The suggestions provided by our survey respondents provide a good starting point for the type of changes that can be implemented. With a little more thought and investment in accessibility, Canada could open many doors for individuals and benefit its economy in the process. Of equal importance as physical features and design are the attitudes and mindset within the workplace, which have a critical impact on creating accessible environments. This is the difference between technically accessible work environments and ones that are truly inclusive. At the firm level, inclusive businesses foster environments where employers and co-workers understand, appreciate, and leverage differences.

The findings should be a wake-up call to governments and businesses of all sizes: improving accessibility is good not just from an inclusion lens but will also boost their bottom-line performance.

Tell us how we’re doing—rate this publication.

www.conferenceboard.ca/e-Library/abstract.aspx?did=9434

APPENDIX A

Accessibility Audit 101: A Primer on Universal Design

The following is excerpted in part from the webinar “Accessibility Audit 101: Increasing Access for People With Physical Disabilities” presented by Jenny Blome, Manager of Accessibility Services for the Rick Hansen Foundation, on May 31, 2017.

Universal design is a concept developed in the mid-1980s by Ronald Mace. It is about designing products and environments “to be usable by all people, to the greatest extent possible, without the need for adaptation of specialized design.”¹

Jenny Blome, Manager of Accessibility Services for the Rick Hansen Foundation, describes universal design as simply meaning that a design works for everyone.

“The effect of universal design is to expand current design parameters to be inclusive of a broader range of users, regardless of their age or size or those who have any particular physical, sensory, mental health, or intellectual ability or disability,” Blome says. “It calls for wider doors and shorter reach requirements; it makes it safer and easier for a broader range of users and it makes adaption to accommodate future assistive devices/technologies easier and much less expensive.”

Universal design takes into consideration the myriad ways individuals interact with their environments. From an organizational perspective, adopting some well-proven universal design techniques will help many

¹ Mace and others, “The Principles of Universal Design.”

individuals in a variety of situations. It may help skilled workers who are aging to extend their careers. It will also facilitate access to a largely untapped pool of people with disabilities who are trained, able, and seeking potential employers with inclusive work environments.

Outward signals of inclusive design send an important message to prospective employees and customers alike that needs will be accommodated in a sensitive and intuitive manner that supports individuals' dignity and independence.

Rick Hansen Foundation offers an Accessibility Certification Program that has been developed in partnership with the Canadian Standards Association. The foundation breaks down the built environment into eight key areas: vehicular access; exterior approach and entrance; interior circulation; interior services and environment; sanitary facilities; signage, wayfinding, and communications; emergency systems; and additional uses of space.

Vehicular Access

Including Passenger Zone and Public Transit

Consider the number of accessible spaces and design with ample width for wheelchair transfer.

Tip: Ensure that the parking spot is flat and there is a curb ramp leading to the pedestrian pathway. Public transit stops should have safe, practical links to facilities. Lighting, shelter, seating, and gentle grades on pathways are important. Don't hesitate to inform your local municipality about concerns.

Exterior Approach and Entrance

Including Pathways, Ramps, Stairs, Entrance, and Dog Relief Area

Pathways should slope gently and have regular rest areas. They should be well lit and have multiple access points. The grade of the

slope should be no more than 5 per cent. Ramps and stairs should have contrasting handrails, which can be fully grasped, and a firm, slip-resistant surface. Stairs should also have high contrast, non-slip nosing, and tactile warning strips. Entrance ways should have architectural features that distinguish them from the rest of the building, as well as tactile, sensory cues for people with visual difficulties.

Tip: Service dogs are becoming more common and assist people with a broad range of disabilities. Consider a dog relief area that is 3.5 metres square or more, with signage and transfer space on one side to accommodate a wheeled mobility device.

Interior Circulation

Including Doors, Internal Passageways, Stairs, and Elevators

Power doors should have sufficient opening time, with a smooth floor, and be operable with one hand, with minimal force required and limited requirement to grasp or twist. For hallways, consider width, contrasting colours, illumination, colour tiling, and other signposts. Steps should have uniform riser heights; the risers should be closed, with no more than 10 steps between landings. Handrails should be on both sides and continue beyond the last stair to the landing. Elevator floors should be light coloured and contrast with the walls. Controls should be on the side because it is difficult to turn a chair. Consider the height and accessibility of the controls.

Tip: For more technical specifications, see the Canadian Standards Association's guidelines on accessible design for the built environment.

Interior Services and Environment

Including Lobby, Reception, and Waiting Areas, Service Counters, and General Utility Areas

Consider the logical arrangements of routes, signage, and services to facilitate movement in a busy space. Floor finishes should be firm but

without glare. Main service areas and counters should be uniformly accessible. There should be a range of seating types with and without arms to facilitate transfer. Consider sound dampening, illumination, location of washrooms, height of counters, and opportunities for “no touch” amenities.

Tip: Small, segregated cut-outs in service areas for wheelchair users are not recommended—especially where they are off to the side. They often get used as repositories for product display and other storage and can have the unintended effect of segregating rather than integrating people with mobility impairments.

Sanitary Facilities

Including Washrooms and Showers

Facilities should have non-slip flooring and power outlets and accessories at an accessible height. Ensure there are appropriately located grab bars and back rests on toilet seats in accessible stalls, and consider emergency call buttons.

Tip: Consider adult change benches in washrooms and showers so people can travel confidently.

Signage, Wayfinding, and Communications

Including General and Room Signage, Directories, and Communications

For wayfinding, use colour and texture, floor surface, illumination, and other ways of helping people navigate. Room signage should be on the latch side and not on the door and should include bold letters and universal symbols with Braille on the bottom of the sign.

Tip: Consider installing accessible listening devices in reception areas, meeting rooms, and auditoriums.

Emergency Systems

Including Emergencies, Fire Alarms, and Evacuation Procedures

Clearly identify emergency exit refuge areas for people with disabilities. Incorporate visual fire alarms in public spaces; it's also important to include consideration of people with low vision in your emergency planning.

Tip: Emergency evacuation devices that can facilitate a rapid exit are readily available on the market.

Additional Uses of Space

Including Workstations, Meeting Rooms, and Other Special Activity Areas

Ensure that there is enough room for people to move around comfortably. Consider the space between tables when chairs are pulled out so that people can navigate a busy meeting room. Ensure there is room for companion aides. Special features in your building must also accommodate people with disabilities, such as variable-height desks and a mixture of chairs in meeting rooms. Ensure that features like playgrounds have had an access review.

Tip: Be aware of the potential users of any space and distinct types of activities when designing all aspects of the built environment.

APPENDIX B

Methodology

To assess the economic impact of adding additional workers with physical disabilities into the workforce, we first created a baseline population projection until 2030. Based on this projection, we created a detailed estimate of Canada's potential output. This allowed us to paint a picture of Canada's economy over the next 15 years. We then estimated how Canada's potential output could change if more workers with physical disabilities were able to enter the workforce.

Projecting Canada's Population Over the Long Term

We relied on Statistics Canada's demographic model to create our baseline population projection. The projection was based on several key assumptions about demographic factors.

The national fertility rate has been relatively steady over the past decade, rising from 1.46 live births per woman of child-bearing age in 2001 to 1.56 in 2011. Given that many of the key factors affecting the fertility rate are unlikely to change over the next few decades, we assumed the fertility rate will stay at its current level.

Technological, social, and economic advancements over the last 80 years have raised overall life expectancy considerably. Prior to the 1930s, men and women had roughly the same life expectancy, at about 60 years. Over the following 50 years, life expectancy for Canadians rose to nearly 80 years. The latest available data indicate that average life expectancy at birth in 2007–09 had climbed to 83.3 years for women and 78.8 years for men. Additionally, life expectancy for those aged 65 was 18.5 more years for males and 21.6 for females. Over the next

two decades, assuming continued medical advances and economic prosperity, life expectancy in Canada is expected to continue to rise. Consequently, we assume a continued downward trend in death rates.

The natural increase in the population (births minus deaths) is expected to continue to shrink over the forecast. Despite the downward trend in death rates, the natural increase is expected to fall from about 126,700 in 2017 to about 64,500 in 2030. Consequently, net immigration, which is the number of new arrivals minus the number of people leaving the country, will increasingly be the key component of Canada's future population growth. Net immigration is expected to rise from about 253,000 in 2017 to about 273,000 in 2030.

Estimating Canada's Long-Term Potential Output

The Conference Board of Canada estimates Canada's potential output using a Cobb-Douglas production function, which estimates the economy's production capacity base on potential employment, the stock of productive capital, and productivity.

The capital stock is determined simply as the capital stock at the end of the last period, plus projections of new investment, less depreciation. Productivity or technological change is a measure of the efficiency with which capital and labour mix to produce output. Historically, total factor productivity has been defined as the gain in output growth that is not accounted for by improvements and growth in labour and capital. Over the forecast period, it is assumed to grow at its historical average rate.

Potential employment is a measure of the available work effort, assuming that everyone who wants to work is able to do so. The first step in estimating potential employment is to estimate the potential labour force, which is forecast by projecting labour participation rates, by age and gender. This is combined with demographic projections, a forecast of the natural unemployment rate, and potential average hours worked to estimate Canada's level of potential employment. The natural unemployment rate is the lowest level of unemployment that can

be sustained in the economy without creating inflation. It is estimated over time, based on various factors, such as the generosity of the employment insurance program and other social programs. Potential average hours worked are estimated over time, based on past trends and the changing age structure of the labour force.

Because of the aging population, growth in the potential labour force growth will not keep pace with population growth over the forecast. Strong population gains in the 65-and-over age group will overshadow growth in the 15-to-64 age group. This will cause the overall labour participation rate to decline gradually, as baby boomers move progressively into older age cohorts. People aged 60 and over have lower labour force attachment, due largely to the effects of health problems and retirement. Even though we assume labour participation rates among older cohorts will increase over the forecast horizon, this will not be enough to offset the rising number of retirements. Therefore, as a growing proportion of the Canadian population moves into the 65-and-over cohort, the overall labour force participation rate will fall abruptly.

Not only do older cohorts have lower participation rates, but they are also much more likely to work part-time hours, further reducing potential labour supply. For example, the average employed male in the 55-to-64 age cohort worked an average of 36.3 hours per week in 2013. For an employed male in the 65-and-over cohort, that number fell to 30.1 hours. Lower participation rates and fewer hours worked will be offset somewhat by continued declines in the natural rate of unemployment, driven by the increase in the average age of the labour force. Since older workers are not as likely to quit their jobs to look for other work, the average number of unemployed workers between jobs (frictional unemployment) will decrease as the average age of the labour force rises.

Estimating the Increase in Labour Market Participation and the Economic Impacts From Higher Labour Supply

To estimate the permanent boost in economic capacity from improved accessibility for Canadians with a physical disability that impairs their mobility, vision, or hearing, we first calculated the increase in potential hours worked based on responses to our survey. We then used our model of the Canadian economy to determine how the boost to the labour force would affect the economy.

Impact on Hours Worked

The impact on labour market participation has two distinct elements: higher participation for those currently working and participation of those currently not working.

Impact on the Population of Employed Canadians With a Physical Disability That Impairs Mobility, Vision, or Hearing

Using the responses to our survey, we determined the number of working people with a physical disability that impairs their mobility, vision, or hearing for each 10-year cohort (i.e., from 15–24 to 65 and over). The next step was to determine which share of these workers would work more—and how much more—if accessibility was improved. The survey responses allowed us to identify the number of people in each age cohort who indicated that their condition was preventing them from working to the extent that they desired and that they would be able to work more if facilities upgrades were implemented. This number was then divided by the total population in each cohort with a physical disability that impairs their mobility, vision, or hearing to derive the share in each cohort that could work more.

The next part of the analysis was to determine how much more respondents would work in each of the cohorts. Based on the survey responses, we calculated each cohort's average number of additional hours worked if accessibility were improved. Because all survey

respondents were asked to select a range, rather than a specific number of additional hours, we assumed that each respondent worked the midpoint of the range they chose. For example, a survey respondent who indicated they would work between 10 and 15 additional hours on average per week would be assumed to work 12.5 hours, while a survey respondent who indicated they would work five or fewer additional hours on average per week would be assumed to work an additional 2.5 hours.

With the information on how many people with a physical disability that impairs their mobility, vision, or hearing would increase their hours worked, and by how much, we calculated the increase in total hours worked. The share by cohort calculated above was applied to our projection for the population with a physical disability that impairs their mobility, vision, or hearing over the forecast to derive how many people would work more in each year. These figures were multiplied by the average increase in hours worked for each cohort to derive the total increase in hours worked by cohort. (See Equation 1.)

Equation 1

Increase in hours_{*i*} = employed population with mobility, vision, or hearing disability_{*i*} × share that would work more_{*i*} × average increase in hours_{*i*}

i = 15–24; 25–34; 35–44; 45–54; 55–64; 65+ (Eq 1)

The total economy-wide increase in hours, from those assumed to be employed, was then calculated as the sum of increases in hours across all age cohorts.

Impact on the Population of Unemployed Canadians With Physical Disabilities

The methodology for determining the increase in hours worked for those currently not employed was identical to that for those currently employed. First, based on the responses to our survey, we determined the number of non-working people (i.e., unemployed, retired, and people out of the labour force) with a physical disability that impairs their mobility, vision, or hearing for each 10-year cohort aged 15–24 up to 65 and over). We then identified which share of those individuals would work if accessibility

were improved and, on average, how many hours they would work. The total hours worked by cohort through accessibility improvements then became the product of the unemployed population with a mobility, vision, or hearing disability, the share who would work, and the average number of hours they would work. The total number of additional hours was added across all cohorts for an estimate of the total number of additional hours that would be worked by those not currently employed.

Economic Impact of Additional Hours Worked

The total number of additional hours worked for those currently employed was added to the additional hours expected from those currently not employed to derive the total increase in hours attributable to improving accessibility. The Conference Board of Canada used its forecasting model of the Canadian economy to create a baseline economic outlook. Then the additional hours that would be worked thanks to accessibility improvements were added to our estimates of potential employment. The model was re-simulated, and a new forecast was produced to include the higher hours worked. The difference between this forecast and the original baseline forecast represents our economic impact of improving accessibility.

APPENDIX C

Bibliography

Arim, Rubab. *A Profile of Persons With Disabilities Among Canadians Aged 15 Years or Older, 2012*. Ottawa: Statistics Canada, 2017.

Björk, Evastina. "A Nordic Charter—Enhance Society Through Universal Design." *Scandinavian Journal of Public Health* 42, no. 1 (2014): 1–6.

Blome, Jenny. "Accessibility Audit 101: Increasing Access for People With Physical Disabilities." Recorded webinar. Ottawa: The Conference Board of Canada, May 31, 2017. Accessed January 4, 2018.

<http://www.conferenceboard.ca/e-library/abstract.aspx?did=8911>.

Canadian Human Rights Commission. *International Best Practices in Universal Design: A Global Review*. Ottawa: Canadian Human Rights Commission, 2007.

Conference Board of Canada, The. *Canadian Outlook Long-Term Economic Forecast: 2017*. Ottawa: The Conference Board of Canada, 2016.

Government of Iceland, Ministry of Welfare. *Parliamentary Resolution on a Plan of Action on Disabled Persons' Affairs Until 2014*. Reykjavik: Government of Iceland, 2014.

Government of Norway, Ministry of Local Government and Modernisation, "T-5/99e Accessibility for All." Accessed January 11, 2017.

<https://www.regjeringen.no/en/dokumenter/T-599E-Accessibility-for-all/id108439/?q=disabled>.

Mace, Ron, and others. "The Principles of Universal Design." N.C. State University, The Center for Universal Design. Accessed January 4, 2018.

https://projects.ncsu.edu/ncsu/design/cud/about_ud/udprinciplestext.htm.

Martin, Roger, and Richard Florida. "Why Invest in Design? Insights From Industry Leaders." *Martin Prosperity Insights*. Toronto: University of Toronto, Rotman School of Management, 2014.

Preiser, Wolfgang F. E., Jacqueline Vischer, and Edward White, eds. *Design Intervention (Routledge Revivals): Toward a More Humane Architecture*. New York: Routledge, 2015.

Prince, Michael J. "Inclusive Employment for Canadians With Disabilities: Toward a New Policy Framework and Agenda." *IRPP Study*, no. 60 (2016): 1.

Salah, Hadi, and Hyun-Duck Chung. *Towards an Accessible Future: Ontario Innovators in Accessibility and Universal Design*. Toronto: MaRS, 2013.

Scotts, Margie, Kay Saville-Smith, and Bev James. *International Trends in Accessible Housing for People With Disabilities: Working Paper 2*. Wellington: Centre for Research Housing Aotearoa New Zealand, January 2007.

Statistics Canada. "Canadian Survey on Disability (CSD)." Accessed May 8, 2017. <http://www23.statcan.gc.ca/imdb/p2SV.pl?Function=getSurvey&lang=en&db=imdb&adm=8&dis=2&SDDS=3251>.

—. Canadian Survey on Disability, 2012 (89-654-X). Accessed March–April 2017. <http://www5.statcan.gc.ca/olc-cel/olc.action?objId=89-654-X&objType=2&lang=en&limit=0>.

—. "Persons With Disabilities and Employment." Accessed January 2018. <http://www.statcan.gc.ca/pub/75-006-x/2014001/article/14115-eng.htm#a3>.

Insights. Understanding. Impact.



e-Library.

Do you want to have access to expert thinking on the issues that really matter to you and your organization?

Our e-Library contains hundreds of Conference Board research studies in the areas of Organizational Performance, Economic Trends and Forecasts, and Public Policy.



The Conference Board
of Canada

Le Conference Board
du Canada

www.e-library.ca



About The Conference Board of Canada

We are:

- The foremost independent, not-for-profit, applied research organization in Canada.
- Objective and non-partisan. We do not lobby for specific interests.
- Funded exclusively through the fees we charge for services to the private and public sectors.
- Experts in running conferences but also at conducting, publishing, and disseminating research; helping people network; developing individual leadership skills; and building organizational capacity.
- Specialists in economic trends, as well as organizational performance and public policy issues.
- Not a government department or agency, although we are often hired to provide services for all levels of government.
- Independent from, but affiliated with, The Conference Board, Inc. of New York, which serves nearly 2,000 companies in 60 nations and has offices in Brussels and Hong Kong.

Insights. Understanding. Impact.



The Conference Board
of Canada

255 Smyth Road, Ottawa ON

K1H 8M7 Canada

Tel. 613-526-3280

Fax 613-526-4857

Inquiries 1-866-711-2262

conferenceboard.ca



PUBLICATION 9434 | 9435

PRICE: Complimentary