

SOCIAL PLANNING COUNCIL OF OTTAWA

On behalf of
People with disABILITIES: A Community Coalition

Inclusion by Design

Meaningful Indicators of Inclusion and Accessibility
in Local Communities
for People with Disabilities

November 2005



Copies of this report can be obtained in English, French and large print from:

The Social Planning Council of Ottawa

280 rue Metcalfe Street, Suite 501

Ottawa, Ontario

K2P 1R7

Tel: (613) 236-9300 Fax (613) 236-7060

E-mail: office@spcottawa.on.ca

Internet www.spcottawa.on.ca

The support of

**The Government of Ontario through
The Ministry of Citizenship and Immigration**
is gratefully acknowledged.

The Community Foundation of Ottawa has also generously supported this project.

We also thank the **United Way / Centraide Ottawa** for their support and assistance.

The SPC would like to thank all the people with disabilities who participated in community meetings to assist in the development of these indicators.

Report completed November 2005
du:spc

ISBN #1895732-38-7

Table of Contents

INTRODUCTION.....	5
A) BACKGROUND AND PROCESS.....	5
B) WHAT DO WE MEAN BY INCLUSION?.....	7
C) USING THIS MANUAL.....	8
D) THE INDICATORS.....	11
THEME 1: PROPOSED INDICATORS ON INCOME AND EMPLOYMENT.....	15
A) INCOME.....	15
B) EMPLOYMENT (POPULATION 15+).....	15
C) ADDRESSING EMPLOYMENT BARRIERS.....	15
THEME 2: PROPOSED INDICATORS ON HOUSING.....	17
A) AVAILABILITY.....	17
B) ADEQUACY (AFFORDABILITY, CONDITION, CROWDING, ACCESSIBILITY).....	18
C) ADDRESSING HOUSING BARRIERS.....	19
THEME 3: PROPOSED INDICATORS ON TRANSPORTATION.....	20
A) ACCESSIBILITY OF PUBLIC TRANSPORTATION.....	20
B) ACCESSIBILITY OF OTHER FORMS OF TRANSPORTION.....	21
C) ADDRESSING TRANSPORTATION BARRIERS.....	21
THEME 4: PROPOSED INDICATORS ON COMMUNITY ACCESSIBILITY.....	22
A) INCLUSIVE NEIGHBOURHOODS.....	22
B) ACCESSIBILITY OF COMMUNITY AMENITIES.....	23
C) ACCESSIBILITY OF PRIMARY HEALTH SERVICES.....	23
D) ACCESSIBILITY OF EMERGENCY SERVICES.....	24
E) ACCESSIBILITY OF THE VOLUNTARY SECTOR.....	24
THEME 5: PROPOSED INDICATORS ON DISABILITY RELATED SUPPORTS AND SERVICES.....	25
A) AVAILABILITY.....	25
i) Help with everyday activities.....	25
ii) Specialized Services.....	25
iii) Aids, Technology, Assistive Devices and Service Animals.....	25
iv) Supports to Caregivers.....	26
B) ADEQUACY.....	26
C) ADDRESSING DISABILITY SERVICE BARRIERS.....	27

- THEME 6: PROPOSED INDICATORS FOR COMMUNITY AND CIVIC PARTICIPATION..... 28**
 - A) RECREATION..... 28
 - B) CULTURE..... 28
 - C) SOCIAL NETWORKS INCLUDING FAMILY..... 28
 - D) CIVIC PARTICIPATION AND VOLUNTEERING..... 29
 - E) ADDRESSING BARRIERS TO COMMUNITY AND CIVIC PARTICIPATION..... 29
- THEME 7: PROPOSED INDICATORS FOR EDUCATION, LEARNING, SKILLS DEVELOPMENT AND HUMAN DEVELOPMENT 31**
 - A) EDUCATION LEVELS..... 31
 - B) LEARNING OPPORTUNITIES FOR CHILDREN AND YOUTH..... 31
 - C) LIFELONG LEARNING..... 31
 - D) ADDRESSING EDUCATION AND LEARNING BARRIERS..... 32
- THEME 8: PROPOSED INDICATORS FOR CAPACITY OF THE DISABILITY COMMUNITY 33**
- THEME 9: PROPOSED INDICATORS FOR ADVANCING INCLUSION..... 35**
 - A) COMMUNICATION / INFORMATION 35
 - B) IMPROVED POLICY FRAMEWORKS, FUNDING AND ACCOUNTABILITY 35
 - C) BUILDING KNOWLEDGE, UNDERSTANDING AND ADDRESSING DISCRIMINATION..... 36
- THEME 10: PROPOSED INDICATORS FOR HEALTH STATUS, PREVENTION, INJURY RATES..... 37**
 - A) HEALTH STATUS 37
 - B) INJURY RATES..... 37
 - C) PREVENTION..... 37
- APPENDIX A FLOW CHART ON HOW YOU COULD USE THE MANUAL IN YOUR COMMUNITY 39**
- APPENDIX B A PROPOSED SET OF INDICATORS FOR OTTAWA..... 40**
- APPENDIX C BIBLIOGRAPHY 46**

Introduction

a) Background and Process

The Purpose

This manual has been developed as a practical tool to support people with disabilities, other community members, organizations, Accessibility Advisory Committees, funders and government representatives across Ontario to identify local strategies to improve inclusion and accessibility in their local community. It offers a resource to answer the question, "Is our community more inclusive of and accessible for people with disabilities?" The proposed set of indicators (questions or data) would allow local communities to create a general picture of improvements or deterioration over time in many aspects of community life. The results of this monitoring will help identify priority issues and form the basis of action planning to increase inclusion.

Beginning on page 8 we suggest how you can get your community involved in a local indicators project to help decide what changes are needed to make the community more inclusive and accessible. This same process is described in a flow chart on page 39. Beginning on page 15, the manual provides a list of possible indicators including where you could find the data. The indicators are organized into ten topics which are important for inclusion of people with disabilities, specifically income and employment; housing; transportation; community accessibility; disability related supports and services; community and civic participation; education; learning and skills development; capacity of the disability community; addressing inclusion; and health. Starting on page 40 we provide a sample of what one community might choose from the full list of indicators, in order to monitor inclusion and accessibility in their own community.

Background

This resource has been created by the Social Planning Council of Ottawa (SPC) on behalf of "People with disabilities: A Community Coalition" (the Coalition). It builds on earlier work of the Coalition, the SPC and the Social Planning Network of Ontario, specifically:

- In 2002, the Coalition released "**Maximizing Our Assets: Partnering For Participation And Inclusion** **A report of the experience of citizens living with a disability in the new City of Ottawa**" This report presented findings from a survey of the community life experience of over 1,000 people with physical disabilities, hearing and vision loss. Sixty percent of those who responded to the survey indicated they were prevented from participating fully in the community because of barriers they faced. The release of the report was the beginning of a process to improve the participation of residents with disabilities. (See www.dpccr.ca/EnglishSite/DPCR_publications.html).

- Building on the findings of the survey, and on input from extensive community consultation, the Social Planning Council of Ottawa held a community forum in 2003. Called “**Our Homes, Our Neighbourhoods: Building an Inclusive City**”, the forum focussed on strategies for developing inclusive neighbourhoods, with inclusive housing as the cornerstone. The event brought together almost 100 people interested in a plan to create “accessibility and inclusion by design”. Participants shared what they meant by “inclusion” and identified the need for on-going monitoring of accessibility and inclusion, to inform and support community actions. (See www.spcottawa.on.ca/PDFs/Publications/InclusiveHousing_Forum_Eng.pdf).
- Beginning in 2002 the Social Planning Network of Ontario (SPNO) launched “**Closing the Distance A Social and Economic Inclusion Initiative**”. The SPNO, local social planning councils and community leadership collaborated to initiate five community mobilization projects to help “close the distance” between certain marginalized groups and mainstream community life. An important part of the project has been to share with Social Planning Councils (and others) across Ontario the learning and expertise developed in the five local communities. This manual both adds to and reflects lessons learned in the SPNO project. In particular, it is based on the “Closing the Distance” project metaphor of increasing inclusion by undertaking an on-going community development “journey” to “close the distance” between the current reality (i.e. exclusion) and the desired end point (i.e. inclusion). (See www.closingthedistance.ca).
- Through 2004 and 2005 the Social Planning Council of Ottawa has been working with a local group “City for All Women” to encourage the City to implement an Equality Framework, based on a model from London, England. This manual adds to the discussion on how concretely to implement such a framework in an Ontario municipality. (For more information on the model, see The Greater London Authority. Disability Equality Scheme Moving Towards Equality for Disabled and Deaf Londoners. January 2005. Available at www.london.gov.uk/mayor/qualities/docs/disability_equality_scheme.pdf).
- This indicators project also draws on an analysis of the nature of exclusion and inclusion developed by the Social Planning Council within an on-going project called “**Communities Within: Diversity and Exclusion In Ottawa**”, undertaken jointly with The Centre for Social Welfare Studies at Carleton University. “Communities Within” is documenting the nature and extent of exclusion experienced by Ottawa’s visible and ethnic minority populations in all aspects of life. (See www.spcottawa.on.ca/bok Click on “Diversity”, then “Connecting with Others”)

Process

In 2004, with the generous support of the Government of Ontario through the Ministry of Citizenship and Immigration and the Community Foundation of Ottawa (2005), People with DisABILITIES: A Community Coalition began a process to develop meaningful indicators of inclusion and accessibility at the local level.

Through 2004 we held a series of focus groups with people in Ottawa with diverse disabilities. They told us the most important areas for improvement and monitoring and identified specific indicators which would be meaningful. The input from these focus groups is the foundation of this manual. The ten thematic sections reflect the different aspects of inclusion which focus group participants identified as important.

Following the focus groups, we reviewed a broad range of literature to determine how others have defined inclusion, exclusion, access, and quality of life, as well as the indicators they have developed. The literature review reinforced much of what we had heard from focus group participants.

The United Way of Ottawa also contributed to the project through financial support for the administration and management of the project, and by sharing information and research on indicators of inclusion which they were developing.

b) What Do We Mean By Inclusion?

For *People with DisABILITIES: A Community Coalition*, inclusion means “a community in which people with disabilities have equal access to the same opportunities as every citizen of the City of Ottawa and have value in every state and at every stage of life”.

To increase inclusion, we need to look at two sides of the issue: What creates exclusion and what increases inclusion? This manual suggests indicators which help us:

- To understand the degree to which our community is accessible and inclusive
- To take steps to end existing exclusionary barriers (e.g. practices, policies, situations and program elements and to change exclusionary behaviours and attitudes)
- To think ahead so no new barriers are created
- To put in place inclusive strategies along the full spectrum of interventions (e.g. practices, policies, situations, program elements, and public education to improve attitudes)
- To build the capacity of the disability community and the general community to increase inclusion and accessibility

When considering inclusion and accessibility, we encourage you to consider the full range of disabilities. For example, the Accessibility for Ontarians with Disabilities Act defines “disability” this way:

- a) *any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, and degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,*
- b) *a condition of mental impairment or a developmental disability,*

- c) *a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,*
- d) *a mental disorder, or*
- e) *an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap).*

c) Using This Manual

The Manual is designed to be used as part of a participatory process (action learning) involving many stakeholder groups. It reflects an inclusive approach, in which the knowledge of stakeholders is valued and excluded groups are involved in decisions relating to their own future. The steps below will help build collaborative relationships between different groups in the community, expand the understanding of “inclusion and accessibility”, increase “buy-in” and a sense of ownership by the participants, and lead to high quality information which matters to the community. (See Appendix A for a flow chart of the process.)

1. Choose from the manual the indicators which are most meaningful for your particular community

Our list of indicators is like a map, to be used in a discussion of which direction you want to go first, and what you want to watch along your “journey”. It would be unrealistic for a community to track all of the indicators we list.

We recommend a community discussion to decide which of the proposed indicators are most meaningful to your local community. For example, this could be done through an existing group such as the municipality’s Accessibility Advisory Committee. We would suggest you include at least one indicator from each of the ten themes, in order to present a broad overview or snapshot, and to keep the community’s mind on all the important aspects of inclusion.

Beyond that, however, choose a reasonable number that fits with local priorities for the “journey” and with resources available to do the project. For example, perhaps your community wants to also select a few indicators that highlight actions which are being taken (focussing on solutions) or which address issues which are particularly significant in your region (drawing attention to needs). Perhaps you want to take one indicator (for example, availability of employment supports) and compare availability for people with different disabilities such as developmental disabilities or physical disabilities. As an example, we provide a proposed set of indicators for the Ottawa community, based on resources available and significant issues in the community (See Appendix B).

Diversity Among People with Disabilities

There is a lot of diversity among people with disabilities, which affects the level of inclusion on the one hand, and the need for different accessibility strategies on the other. In particular:

- inclusion and accessibility will be quite different for people with diverse disabilities (physical, sensory, learning, developmental, psychiatric, cognitive, progressive and multiple disabilities);
- the experience of Francophones with disabilities will be different from that of Anglophones with disabilities
- people from diverse cultural and ethnic backgrounds may have different cultural views of disability and will certainly have different experiences of inclusion and exclusion in the community
- Aboriginal residents with disabilities will also have a distinct experience of inclusion and exclusion
- Rural, suburban and urban residents with disabilities will face different levels of inclusion and accessibility
- Women and men with disabilities also will have different experiences of inclusion and exclusion in some areas
- Accessibility and inclusion will be different for people of different ages.

We encourage you to be inclusive of these different experiences, by selecting some indicators from the manual where these different experiences might be most strongly felt. For example, consider access to employment supports for people with distinct disabilities, access to disability related services for Francophone and Aboriginal residents, civic and community participation for residents with diverse cultural and ethnic backgrounds, and transportation for rural and suburban residents.

Where there is an indicator you would like to use, but can't get the information, discuss how you might be able to have that information the next time. This would become part of your plan for moving forward in the future and would be added to steps #3 and #4 below.

2. Prepare a report for the community

Gather the information for your indicators and make the information available to the community. This may require some discussion about the meaning of some information. For example, if the number of people with disabilities using the hostel system goes up dramatically, what does that mean? What is happening in the community that could explain this? If there are many people on the waiting list for a service, what is the capacity issue which is stopping the expansion of services (e.g. lack of funding, shortage of trained staff, etc.)?

If you're not sure what some of the information means, then part of your plan for moving forward might be to find out more about that issue.

3. Involve the community in discussions about moving forward

The point of your indicators project is to help the community plan and implement specific actions to move closer to inclusion. Be sure to follow up with a community discussion to decide an action plan for making improvements.

The manual encourages us to consider accessibility and inclusion with respect to all sectors of society – public, quasi-public, private and voluntary sector. However, these different sectors are at different points along their “journey”. In some communities there may be other local inclusion initiatives already underway. For example

- Support the work of your local Accessibility Advisory Committee, which you can contact through your municipal government.
- In several communities the local developmental disabilities sector is working on neighbourhood inclusion strategies.
- *Inclusive Cities Canada: A Cross – Canada Initiative* is a partnership of community leadership and elected municipal politicians working collaboratively to enhance social inclusion across Canada. (See www.inclusivecities.ca).
- In Ottawa, the *United Way / Centraide Ottawa* is starting a “community wide initiative” to increase inclusion for people with disabilities (See www.unitedwayottawa.ca/english/impact_areas.html).

We recommend collaboration between any local indicators project and local inclusion initiatives such as these.

While an effective community initiative needs to encourage improvement in all sectors, we can be helped along the “journey” by integrating the local indicators project with existing governmental initiatives and accountability processes. For this reason, we suggest indicators which are relevant to the governmental initiatives listed below. We hope the local indicators project could both “give” insight into areas needing attention, and “take” information gathered in the monitoring and evaluation of these initiatives:

- *The Accessibility for Ontarians with Disabilities Act*, which was passed in 2005 and puts requirements on the public, quasi-public and private sectors to implement accessibility with respect to goods, services, accommodation, facilities, buildings and employment over the next 20 years. The Act requires that municipalities establish Accessibility Advisory Committees and make an annual report on the municipality’s plan for and progress toward increasing accessibility. Other sectors (e.g. hospitals and educational institutions) must also prepare annual accessibility plans. (See www.cfcs.gov.on.ca/accessibility/index.html).
- *The Ontario Municipal Benchmarks Initiative*, which is “a partnership of large municipalities that share performance indicator data related to activity levels, efficiency, community impact and customer service in 34 areas.”¹
- *The Municipal Accessibility Quotient* is a questionnaire designed for municipal officials and staff as an assessment tool to help determine their community’s accessibility in relation to municipal areas of responsibility. (See www.mcass.gov.on.ca/accessibility/en/information/municipalities/accessibilityquotient.htm). It is not mandatory, and therefore may or may not be currently used in your area.
- *Municipal Smart Growth plans* (such as the “*Ottawa 20 / 20 Initiative*”) which include policy statements supporting inclusion and accessibility.

¹ City of Ottawa 2006 – 2009 City Corporate Plan Draft for Consultation, 2005, p. 39

- The Ontario Ministry of Community, Family and Children’s Services initiative called “*Transforming Developmental Services*” . (See www.cfcs.gov.on.ca/CFCS/en/programs/SCS/DevelopmentalServices/Transformation/default).
- Social Development Canada’s (SDC) disability agenda, set out in two documents (see www.sdc.gc.ca/asp/gateway.asp?hr=en/hip/odi/11_goc.shtml&hs=pyp).
- SDC, In Unison, the federal, provincial and territorial vision of full inclusion for persons with disabilities, 1998.
- SDC, Future Directions to Address Disability Issues for the Government of Canada: Working Together for Full Citizenship, 1999.

The manual suggests some data from these initiatives which might be helpful. As well, the ten themes fit with many of the themes in these policy initiatives.

Finally, we recognize that some issues in your community are affected by forces or levels of government beyond the local community. However, for any of the themes identified, there are important actions which could be taken at the local level which would improve accessibility and inclusion, even if these cannot fully solve the problem.

4. Change the indicators for next time if it will help the “journey”

As part of the community discussion, consider if it would be helpful to make some changes in the indicators you would use next time. How helpful were the indicators you selected? Are there changes which would help give a clearer picture next time? Was it too ambitious for your resources? Does the action strategy suggest that some different or additional indicators should be added?

As you consider changes, be sure to keep indicators that worked well. This enables you to use the first results as the starting point of the “journey” (often called the “benchmark”). Next time your community gathers the information, if you have kept many of the same indicators, you can more easily compare change over time.

d) The Indicators

While there are many excellent schemes to measure inclusion and accessibility at the national or provincial level, these models do not work well at the local level. They often rely on data sources such as Statistics Canada’s Participation and Limitation Survey which do not have a significant sample size at the community level. Therefore, we have created a set of indicators which provides communities with a meaningful picture of locally based inclusion and accessibility. The manual is designed to be used by lay people and researchers, and therefore uses mainly single data indicators.

We identify existing local statistical information for the themes flowing from the focus groups. We looked first for data which is gathered for local communities using a consistent format and is fairly easy to get for most parts of Ontario. We have included information from several such sources, including:

- Data from the *Ontario Municipal Benchmarks Initiative* (OMBI)

- Local Social Housing Registry information
- Information from the *Municipal Accessibility Quotient*
- Information gathered in the *Homeless Individuals and Families Information System*
- Service numbers gathered by municipal, provincial and federal governments related to purchase of service agreements
- Public health information gathered for local regions. Please note that a few of the indicators we suggest use information which used to be made available by the local District Health Councils. They have recently been replaced with Local Health Integration Networks (LHINs). The LHINs have not yet determined what information they would make available to the public. However, we are hopeful that in the future, the data we list here will be available from the LHINs.
- Local service statistics such as Food Bank usage, Long Term Care Waiting Lists

We have also identified information from the Census which would be very useful. This is available as a custom request from Statistics Canada for the “Target Group Profile for People with Activity Limitations”². There would be a cost,³ but it is an excellent source of information about your local community. Unfortunately the Census information is not broken down by type of disability (which they call “activity limitation”) and does not include people in an institution.

Where people with disabilities have identified to us that an issue is very important, but local data is not easily available, we suggest in the list of indicators a reasonable means to get some meaningful information on that topic. In this way the issue can be identified and discussed in the community with some context, even if it is not based on extensive data. For example, most local communities have no reliable way to know how many local employers provide accommodations to people with disabilities. However this is an important issue. To address this we suggest using a case study model, to highlight the innovative practices of some local employers. This allows the community in the short term to increase understanding of inclusion and accessibility and to motivate other employers to adopt similar practices. It could also lead to a plan for additional methods, in the future, to gather information on workplace accommodations.

“Good Enough, Push On” (GEPO) is a management decision making strategy associated most commonly with Levi Straus Company. It is utilized when the planning environment is complex and the planning horizon is close / obscure”.
 Chaplain District Mental Health Implementation Task Force. Navigating Mental Health Reform. Foundations For Reform Section 2 Management Information Systems and Performance Indicators. July 2002. Page 7.

² Instead of using the term “person with a disability”, Statistics Canada uses the term “person with an activity limitation”, which they define as a person whose everyday activities are limited because of health-related conditions or problems.

³ We suggest two affordable strategies to get this information. Check with your local municipality to see if they have already purchased this. Alternatively, you could contact Nathalie Leclerc at the Social Planning Council of Ottawa to find out how you might get this information through the Community Social Data Strategy.

There are many partnerships which your community could explore to create new sources of local information in future years. For example:

- If your Department of Public Health conducts a community health survey, could they add a question or two for people with disabilities the next time they do their survey?
- Local organizations serving people with disabilities might agree to gather and report on some standard information about their own organization (such as the percent of the Board of Directors who are people with disabilities) or to add to existing client surveys some questions which have been designed by the community indicators project on general inclusion issues (e.g. clients' satisfaction with the public transportation system or with their opportunities for social involvement, etc.). In the manual, such questions are identified under "Source" as "Client survey with custom question". This would create a partial picture with respect to the issue, but it would be important to remember that not all people with disabilities use disability related services and the reliability of the question would not have been tested.
- Would your municipality add a couple of indicators into their local *Ontario Municipalities Benchmark Initiative*, which relate to the existing indicators but focus on people with disabilities? (We have suggested a couple of possibilities later in the manual).

The use of a mix of information sources is consistent with an action learning / participatory process. It can lead to a more rounded understanding of inclusion and accessibility, as well as a greater ownership of the results. The mix of sources allows the framework to address the roles of governments, the private sector, the voluntary sector and individuals. Finally, it enables the community to look at inclusion, exclusion and accessibility along a broad spectrum of interventions (e.g. program, policy, planning and funding), and life experiences.

Standards of Accessibility

Technical standards of accessibility exist with respect to some areas of activity (e.g. standards for barrier free design in the Ontario Building Code). In some areas, accessibility standards have been defined but are voluntary (e.g. website design standards through the Web Accessibility Initiative set by the World Wide Web Consortium, and customer service standards as set out in the Canadian Safety Association's publication, "Your Guide to Welcoming Customers with Disabilities"⁴). In other areas technical standards relevant to Ontario are not defined. Under the Accessibility for Ontarians Act, some additional technical standards will be developed.

As well, for some issues there is no independent body undertaking accessibility audits. For the purposes of the indicators suggested here, and until clear standards are defined for the full range of issues, communities will need to rely on a mix of independently defined and measured standards of accessibility (e.g. number of municipal recreation facilities which meet barrier free standards) and self-defined or self-measured standards of accessibility (e.g. in some communities, the number of hotels and motels with accessible facilities).

⁴ This was developed in partnership with the Government of Ontario and can be purchased on-line at www.csa-intl.org/onlinestore/iso_search_results.asp?query=Disability&Parent=0&mat=

Quality of Life

While the ultimate goal of this resource is to assist in improving the quality of life of people with disabilities, the indicators framework is not intended to monitor “quality of life” specifically. The concept of quality of life reflects two dimensions: objective indicators of life conditions, and individuals’ subjective assessments about their life experiences.⁵

This manual mainly addresses the objective side of a quality of life assessment, that is the conditions within the community and the life conditions of people with disabilities as a group (e.g. levels of employment). To get a clear picture of these objective conditions we have recommended using both quantitative information (e.g. census data) and qualitative information (e.g. case studies, client surveys).

The resource addresses the subjective side of a quality of life assessment only in a limited way. Measuring subjective views of quality of life would ask individuals with disabilities questions like “What are your personal goals” and “What is important to you personally”. This is a specialized area of research (personal outcomes measurement), and would be complicated and expensive to do across an entire community. For example, having full time paid employment is important to some people with disabilities but not for others, depending on many factors including the nature of their disability. For many people with disabilities, part-time employment or flexible volunteer work may be more appropriate to their particular condition and their view of how they can best contribute to society. Similarly, an individual living their whole life in an institution and someone with a similar disability living in the community might have quite different views of “quality of life”.

We have included a few indicators that reflect the main themes which are important in these subjective assessment processes, according to the literature.

“Quality of life domains which are commonly assessed in personal outcomes measurement include constructs of choice/self-determination, privacy/autonomy, community inclusion/integration, personal relationships, exercise of individual rights, and health and safety.”⁶

These are reflected by the sections on “Civic and Community Participation”, “Health, Prevention and Injury Rates” and within “Disability Related Supports and Services” (regarding degrees of choice, personal authority and autonomy).

⁵ Borthwick-Duffy, 1996, Schallock, 1994 as quoted at page 5 of 11 in Government of Canada HRDC, “Implications for How and What to Evaluate in the Future” at www11.hrdc-drrhc.gc.ca/pls/eddd/DPPTTR_81008.htm.

⁶ Burwell, Brian and Jackson, Beth. Personal Outcome Measurement in Home and Community-Based Services Programs for Persons with Severe Disabilities Draft Final Report Oct., 1991, page 7 of 17 accessed at <http://www.ncor.org/pomhcbcs.htm>

Proposed Indicators To Monitor Quality of Life for People with Disabilities

THEME 1: Proposed Indicators on INCOME AND EMPLOYMENT		
SUB-THEME	INDICATOR	DATA SOURCE
a) Income	Individual income (Compared to general population)	Census
	Percent of people with disabilities living below the low income cut-off (Compared to general population)	Census ⁷
	Major source of personal income	Census
	Participation rate (Compared to general population)	Census
b) Employment (Population 15+)	Employment rate (Compared to general population)	Census
	Unemployment rate (Compared to general population)	Census
	Percent of people with disabilities employed full year / full time (Compared to general population)	Census
	Percent of people with disabilities employed part year / part time (Compared to general population)	Census
	Number of people with developmental disabilities on the waiting list for supported employment compared to the number of spaces in the community	Program statistics
	Employers are providing facilities, equipment, flexible schedules or other accommodations for people with disabilities	Case studies of employers in the public, private or voluntary sectors
c) Addressing Employment Barriers	Municipal workforce includes percent of people with disabilities comparable to the percent of working age people with disabilities in the general population	Local municipality human resources statistics
	Provincial government workforce which is located in the community includes percent of people with disabilities comparable to the percent of working age people with disabilities in the general population	Provincial government human resources statistics

⁷ This information is found in the “Urban Poverty” tables from the census, and is available from the Canadian Social Data Strategy.

SUB-THEME	INDICATOR	DATA SOURCE
Addressing Employment Barriers (continued)	Federal government workforce includes percent of people with disabilities comparable to the percent of working age people with disabilities in the general population	Federal government human resources statistics
	Average wait time for people with disabilities to obtain employment supports (assistive devices, attendant care, etc.) to enable them to work	Local program statistics
	Transitional work opportunities exist in the community for people with diverse disabilities	Case studies
	Net increase in the number of supported employment opportunities for people with disabilities	Local program statistics
	Number of local funders and decision makers who have procurement and request for proposal policies which encourage inclusive employment in the private and voluntary sectors (e.g. requirement that successful bidders of a certain size have an employment equity policy in place)	Survey of funders and local decision makers
	Number of partnerships between disability serving organizations and the broader community which result in new supported employment positions or new work options ⁸ for people with developmental and / or psychiatric disabilities.	Case studies

⁸ Supported employment is employment paying at least minimum wage in a workplace which is not restricted to people with disabilities, with supports provided. Work options are placements paying less than minimum wage, including volunteer positions, sheltered workshops, self-employment and trainee positions.

THEME 2: Proposed Indicators on HOUSING		
SUB-THEME	INDICATOR	DATA SOURCE
a) Availability	Number and percent of rental housing units which are accessible, modified or incorporate universal design.	Case studies, or statistics from a local inventory
	Number of people on the waiting list for a long term care bed compared to the total beds available	Program Statistics
	Average length of wait for a long term care bed	Program Statistics
	Number and percent of accessible / modified social housing units	Case studies or statistics from the local Social Housing Registry or social housing service providers
	Number of people with disabilities on the waiting list for accessible / modified social housing unit compared to the number of units available ⁹	Program Statistics
	Average length of wait for people with disabilities on waiting list for accessible / modified social housing unit	Program Statistics
	Number of supported or supportive housing units for people with physical or sensory disabilities	Program Statistics ¹⁰
	Number of supported or supportive housing units for people with developmental disabilities	Program Statistics
Number of supported or supportive housing units for people with psychiatric disabilities	Program Statistics	

⁹ The Ontario Municipal Benchmarks Initiative uses “Percent of the waiting list placed annually” with respect to all people on the waiting list – with and without disabilities. You may choose to modify this indicator to be consistent with the OMBI measure, recognizing the municipalities do not currently distinguish people with or without disabilities for their own indicator.

¹⁰ In the future, the information on supportive housing supply, capacity and waiting lists may be available from the Local Health Integration Networks, since the District Health Councils formerly collected supportive housing utilization rates.

SUB-THEME	INDICATOR	DATA SOURCE
Availability (continued)	Number of people with physical or sensory disabilities on the waiting list for supported / supportive housing unit compared to the total number of units available	Program Statistics
	Number of people with developmental disabilities on the waiting list for supported / supportive housing unit compared to the total number of units available	Program Statistics
	Number of people with psychiatric disabilities on the waiting list for supported / supportive housing unit compared to the total number of units available	Program Statistics
	Average length of wait for a supported / supportive housing unit for a person with a physical or sensory disability	Program Statistics
	Average length of wait for a supported / supportive housing unit for a person with a developmental disability	Program Statistics
	Average length of wait for a supported / supportive housing unit for a person with a psychiatric disability	Program Statistics
	Average length of wait for a supported / supportive housing unit for a person with multiple disabilities	Program Statistics
	Percent of households/economic families with a member with a disability who are homeowners, compared to the percent of the general population who are homeowners	Census ¹¹
	Number of people with disabilities waiting for a housing option other than the family home	Case studies
	Number and percent of households/economic families with a member with a disability who are paying 30 percent or more of their income on rent/major housing payment (Compared to general population)	Census ¹²
Number and percent of households/economic families with a member with a disability who are living in housing in need of major repair (Compared to general population)	Census ¹³	
Number of people with a disability living in an institution (Broken down by age groupings)	Service Statistics	
b) Adequacy (Affordability, Condition, Crowding, Accessibility)	Percent of long term care facilities achieving accreditation	Ontario Municipal Benchmarks Initiative or service statistics
	Percent of long term care facilities which are accessible, including for people with sensory disabilities	Case studies, Municipal Accessibility Plan, or service statistics

¹¹ This indicator is custom data from Statistics Canada and would have a cost.

¹² This indicator is custom data from Statistics Canada and would have a cost.

¹³ This indicator is custom data from Statistics Canada and would have a cost.

SUB-THEME	INDICATOR	DATA SOURCE
c) Addressing Housing Barriers	Number and percent of units in new development applications / site plan approvals in which accessibility was considered (i.e. assessed) in the approval process	Accessibility Advisory Committee minutes or approvals of development applications received
	Number of newly constructed accessible or modified units (including universal design), and percent of the total new construction.	Accessibility Advisory Committee minutes or approvals of development applications received
	Number and percent of newly constructed accessible or modified units (including universal design) which are subsidized or are affordable (according to the municipality's definition of "affordable")	Accessibility Advisory Committee minutes or approvals of development applications received, cross referenced with municipal program statistics for new affordable housing
	Net increase of supported / supportive housing units , through construction or through new provision of services in existing housing	Approvals of development applications and site plans, and service statistics
	Number of units granted funding annually from the Residential Rehabilitation Assistance Program (Disability)	Municipal program statistics
	Number of units and percent of development applications and site plan approvals in which the developer took advantage of municipal incentives to create accessible housing	Municipal program statistics

THEME 3: Proposed Indicators on TRANSPORTATION

SUB-THEME	INDICATOR	DATA SOURCE
a) Accessibility of Public Transportation	Percent of municipal public transit buses / streetcars which are accessible	Public Transportation body service statistics
	Percent of municipal public transit routes which use accessible vehicles	Public Transportation body service statistics
	Percent of stations which incorporate accessibility and universal design	Public Transportation body service statistics
	Percent of stops which incorporate accessibility and universal design	Public Transportation body service statistics
	Percent of people with disabilities who use public transportation to go to work as compared to the percent of the general population using public transit to go to work	Census
	Number of trips on the parallel public transportation (Para Transpo in Ottawa)	Public Transportation body service statistics
	Number of refused trips due to system overload on the parallel public transportation as a percent of total trips	Public Transportation body service statistics
	Number of complaints of transportation system accessibility features not working (e.g. low floor ramp not extending, automatic door opener malfunctioning, ramp not shoveled, TTY not working)	Public Transportation body service statistics
	Average length of time on waiting list to qualify for use of parallel system	Public Transportation body service statistics
	Average length of time waiting for pick-up on parallel system	Public Transportation body service statistics

SUB-THEME	INDICATOR	DATA SOURCE	
b) Accessibility of Other Forms of Transportation	Number of complaints of mis-use of designated parking for people with disabilities	Service Statistics ¹⁴	
	Percent of total rides provided by accessible taxicabs which are taken by people with disabilities	Case studies or municipal statistics	
	Number of requests for rides through volunteer driver programs which were not fulfilled due to lack of volunteer drivers	Case studies or service statistics	
	Number of intersections which have depressed curbs	Municipal Statistics (may need to restrict this to repaired and new intersections)	
	Number of intersections with audible crossing signals	Municipal Statistics	
	Number of complaints to the municipality of uncleared or icy sidewalks	Municipal Statistics	
	c) Addressing Transportation Barriers	Number of municipal public transportation staff who have received disability awareness training (Particular attention to staff dealing with the public, communications, system design and planning)	Public Transportation body service statistics
		Percent of municipal transportation body's capital budget used for accessibility enhancements	Public Transportation body budget
		Percent of capital improvement projects for sidewalks which included accessibility features (curb cuts, ramps, grate design and location, and grade elevations)	Municipal Property Management statistics
		Number of applications granted funding under the Vehicle Modifications Program	Government statistics

¹⁴ The Hamilton OMBI has an indicator for parking complaints overall, but not in relation to designated parking spots.

THEME 4: Proposed Indicators on COMMUNITY ACCESSIBILITY		
SUB-THEME	INDICATOR	DATA SOURCE
a) Inclusive Neighbourhoods	Percent of people with disabilities who report that they “feel safe” in their home and their neighbourhood	Client survey with custom question ¹⁵
	Number of safety complaints from tenants in accessible, social housing	Social Housing Statistics
	Number of new housing / neighbourhood developments with final approval which include a mix of housing types	Case studies or approvals of development applications and site plans
	Number of development applications and site plan approvals for housing which incorporate barrier free design units	Case studies, Accessibility Advisory Committee minutes or approvals of development applications
	Number of development applications and site plan approvals for housing which incorporate “visitability” (i.e. barrier free design into and throughout the building)	Case studies, Accessibility Advisory Committee minutes or approvals of development applications received
	Number of development applications and site plan approvals for public buildings (stores, restaurants, community buildings, health, education, culture arts and heritage, leisure, tourism etc.) which incorporate barrier free or universal design	Case studies, Accessibility Advisory Committee minutes or approvals of development applications received
	Municipality’s score on the Municipal Accessibility Quotient	Municipality – General Information

¹⁵ This data source is not currently available. However, local organizations serving people with disabilities might agree to add to existing client surveys some questions which have been designed by the community indicators project on general inclusion issues such as the indicator listed here. Throughout the manual, this type of potential data is identified under “Source” as “Client survey with custom question”.

SUB-THEME	INDICATOR	DATA SOURCE
Inclusive Neighbourhoods (Continued)	Number of different people with a physical disability staying in a homeless shelter in the last twelve months	Homeless Individuals and Families Information System
	Number of different people with a mental illness staying in a homeless shelter in the last twelve months	Homeless Individuals and Families Information System
	Average length of stay of a person with a physical disability staying in a homeless shelter in the last twelve months, compared to the overall average length of stay	Homeless Individuals and Families Information System
	Average length of stay of a person with a mental illness staying in a homeless shelter in the last twelve months, compared to the overall average length of stay	Homeless Individuals and Families Information System
	Number of neighbourhood based initiatives implemented which are intended to increase inclusion of people with disabilities	Case studies
b) Accessibility of Community Amenities	Number of retail stores which are accessible or incorporate some accessibility features (e.g. barrier free changing rooms, shopping assistants, lowered counters, training in serving people with developmental disabilities, etc.)	Case studies
	Number of local restaurant and hospitality establishments which are accessible or incorporate some accessibility features	Case studies
	Number of local banks which are accessible or incorporate some accessibility features	Case studies
	Number of local hotel, motel and other short term accommodation space which are accessible or incorporate some accessibility features	Case studies or local Tourism Authority
	Number of people with disabilities refused a service in the community because they have a service animal with them	Case studies
c) Accessibility of Primary Health Services	Number of people with disabilities with a regular medical doctor	Client survey with custom question
	Number of people with disabilities who report they are given information and permitted to make informed decisions about their own health care and treatment	Client survey with custom question
	Number of people with disabilities who had a routine dental exam in the past year	Client survey with custom question
	Number of disability awareness sessions for health care professionals and number of participants	Hospitals' Annual Accessibility Plans
	Number of people on the waiting list for clinical mental health services in relation to the number receiving service	Local Health Integration Network

SUB-THEME	INDICATOR	DATA SOURCE
Accessibility of Primary Health Services (Continued)	Number of complaints of people with sensory disabilities regarding lack of access to reasonable accommodation (e.g. access to an ASL interpreter)	Case studies
	Percent of local hospitals whose annual accessibility plan (as per the Accessibility for Ontarians with Disabilities Act) is available in multiple formats	Hospitals' general information
	Number of local doctors who accommodate people with disabilities (e.g. by booking sign language interpreters)	Case studies
	Number of people with disabilities who feel they need a drug, supplement or special diet item / items, which they do not have access to because they cannot afford the cost	Client survey with custom question
	The various municipal emergency services (police, fire, ambulance) have implemented actions to improve their ability to meet the distinct emergency service needs of people with disabilities	Case studies
d) Accessibility of Emergency Services	Number of municipal emergency service providers who have received disability awareness training (with particular attention to staff dealing with the public, communications, systems design, and planning)	Municipal emergency services reporting as part of Municipal Accessibility Plan
	Percent of people with disabilities who have done personal emergency planning for catastrophic events	Client survey with custom question
	Number of voluntary sector organizations with staff, who have a Human Resources policy which acknowledges diversity with respect to people with disabilities	Case studies or local service statistics
e) Accessibility of the Voluntary Sector <small>16</small>	Number of disability awareness sessions for the voluntary sector	Local service statistics
	Number of voluntary sector organizations which have undertaken a planning process to make their services more accessible to people with disabilities	Case studies
	Number of voluntary sector organizations which provide some of their program information materials in alternate format	Case studies
	Number of voluntary sector organizations which have a partnership with organizations that have special expertise in serving people with disabilities	Case studies

¹⁶ This section is adapted from DeCoita, Paula and Williams, Laurie, Developing the Diversity-Competent Organization A Resource Manual for Non-Profit Human Service Agencies in Peel and Halton Regions. Social Planning Council of Peel, May 2004.

THEME 5: Proposed Indicators on DISABILITY RELATED SUPPORTS AND SERVICES

SUB-THEME	INDICATOR	DATA SOURCE
a) Availability	Percent of people on waiting list for Community Care Access in relation to number of people receiving community care services (Broken down by age, type of disability)	Local Community Care Access service statistics ¹⁷
	i) Help with everyday activities Percent of the population (age 18+) who used government-funded homecare during the last year	Health Information Partnership, Health Indicator Query System, available at www.hip.on.ca
ii) Specialized Services	Percent of people on the waiting list for Attendant Care services in the home or at work (in relation to number of people receiving attendant care services)	Local service statistics
	Number of people on the waiting list for community mental health supports (in relation to the number of people receiving community mental health supports)	Ministry of Community, Family and Children's Services statistics
	Number of service refusals for sign language interpretation (American Sign Language, Langue de signe du Quebec, other sign languages, deaf/blind intervening) due to lack of availability (in relation to number of service provisions)	Local service statistics
	Number of children and youth on the waiting list for clinical mental health services (non-emergency)	Local service statistics, or Local Health Integration Network
	Number of people on the waiting list for speech therapy (in relation to number of people receiving speech therapy)	Local service statistics or Health Integration Network
iii) Aids, Technology, Assistive Devices and Service Animals	Number of people with vision loss on the waiting list for lifespans / training with respect to strategies for maintaining independence in everyday life	Local service statistics
	Number of people on waiting list for a service animal (in relation to number of people receiving a service animal)	Local service statistics
	Number of people with disabilities needing one or more device or aid, including health related aids, who have the aids they need (Broken down by age, type of device, nature of disability)	Client survey with custom question or local service statistics
	Number of people with vision loss on the waiting list for training in the use of adaptive equipment, particularly adaptive computer equipment (compared to the number of people receiving such training)	Local service statistics

¹⁷ The Local Health Integration Networks may gather data on use of Home Care Services in the future, as did the former local Health Councils.

SUB-THEME	INDICATOR	DATA SOURCE
iv) Supports to Caregivers	Percent of population 15 years and over providing unpaid care or assistance to seniors	Census (also available at www40.statcan.ca/101/met01/met12.htm)
	Percent of population 15 years and over providing unpaid care or assistance to seniors, who are providing 10 hours or more of unpaid care	Census (also available at www40.statcan.ca/101/met01/met12.htm)
	Number of people on the waiting list for respite care (compared to the number receiving respite care)	Local service statistics
	<ul style="list-style-type: none"> Broken down by age of the person needing the care (e.g. child, senior) 	Children's Aid Society service statistics
	Number of child welfare admissions (to care) for children with disabilities, because of unmet support services for their caregivers	Client survey with custom question
	Number of caregivers providing supports to a person with disabilities, who report ability to access services appropriate to the family's needs	Local service statistics
	Number of people with developmental disabilities on the waiting list for Community Participation Supports (i.e. supported employment, work options or supports other than work such as personal development programs)	Ministry of Community, Family and Children's Services statistics
	Number of people with developmental disabilities who have access to person centered planning, supported decision making, and / or self-management of services	Ministry of Health Services Statistics
	Number of people with severe psychiatric disabilities who have access to person centered planning or supported decision making	Case studies or local service statistics
	Number of hospital discharge plans for people with disabilities, completed with client and / or family involvement	Scan of programs, case studies or client survey with custom question
b) Adequacy	Number of disability supports which require co-payment from clients	Client survey with custom question
	Average extraordinary cost incurred for disability related expenses	Client survey with custom question
	Average extra costs of providing supports to people with disabilities reported by families / non-paid caregivers	Client survey with custom question
	Number of people receiving support under the Assistance for Children with Severe Disabilities Program, who are able to purchase what they need under the program	Case studies
	Average wait time for services through Community Care Access	Community Care Access service statistics
	Average wait time for Attendant Care Services	Local service statistics ¹⁸
	Average wait time for clinical mental health services (non-emergency)	Local service statistics ¹⁸

¹⁸ This may be available in the future from the Local Health Integration Networks, as it was from the former District Health Councils.

SUB-THEME	INDICATOR	DATA SOURCE
Adequacy (Continued)	Average wait time for speech therapy services	Local service statistics
	Average wait time for assessment re developmental disabilities	Service Coordination statistics
	Average wait time for respite services (Broken down by age of person requiring care)	Local service statistics
	Average wait time for a repair or modification of an assistive device or aid	Client survey with custom question
	Average wait time for people with developmental disabilities on the waiting list for Community Participation Supports (i.e. supported employment, work options or supports other than work such as personal development programs)	Local service statistics
	Number of people with disabilities who received disability related services and report improved quality of life because of the service they received from the organization	Client survey with custom question
	Number of people with disabilities who received disability related services and reported increased independence because of the provision of service	Client survey with custom question
	Number of people with disabilities who report they know where to access the services and supports they need	Client survey with custom question
	Number of caregivers who report they know where to access the services and supports they need	Client survey with custom question
	c) Addressing Disability Service Barriers	Number of disability serving agencies which have a policy permitting the client to have choice with respect to the individual caregiver providing service
Number of people with disabilities who receive direct funding for their service needs		Ministry of Community, Family and Children's Services Statistics
Number of people with disabilities who access centralized information services about disability supports (Compared to the number of people with disabilities)		Service statistics from information services
Number of organizations providing disability related supports or services in which clients have an active role in program design, performance appraisal, and / or program evaluation		Case studies

THEME 6: Proposed Indicators for COMMUNITY AND CIVIC PARTICIPATION		
SUB-THEME	INDICATOR	DATA SOURCE
a) Recreation	Percent of municipal recreation intended for the general population which provides accommodations for people with disabilities in addition to barrier free space	Municipal service statistics
	Number of summer day camp spaces for school age children with disabilities (Compared to the total population of school age children with disabilities)	Service statistics from local funders
	Participation rate of people with disabilities in targeted municipal recreation (Compared to the participation rate of the general population)	Municipal service statistics and census ¹⁹
	Number of people with disabilities participating in recreation overall (municipal, private, non-profit)	Client survey with custom question ²⁰
	Number of private recreation facilities which are accessible or incorporate some accessibility features (e.g. barrier free changing rooms, best practices in customer service for people with disabilities, etc.)	Case studies
	Number of people with disabilities participating in recreation programs who report increased physical activity because of their involvement in the program	Client survey with custom question
	Number of local movie theatres which are accessible or incorporate some accessibility features	Case studies
	Number of cultural and heritage facilities which have barrier free design	Case studies
	Number of cultural and heritage events in the past year which provided accommodations for people with disabilities	Case studies
	Number of applications for new or modified cultural or heritage facilities which incorporate barrier free design	Accessibility Advisory Committee minutes or approvals of development applications received
c) Social Networks including Family	Percent of people with disabilities who live alone compared to the general population	Census
	Percent of people with disabilities who live with relatives compared to the general population	Census
	Percent of people with disabilities who live with non-relatives compared to the general population	Census
	Number of people with disabilities who have support or social involvement from family members at least once a week	Client survey with custom question

¹⁹ I.e. number of participants in registered programs, drop-in programs, and permitted programs compared to the total population of people with disabilities, by relevant age. Alternatively could use Municipal service statistics on the utilization rate of targeted municipal recreation programs, which would be a variation of a measure in the OMBI.

²⁰ Alternatively, restrict the indicator to recreation provided by the non-profit sector and use service statistics from programs funded by local funders.

SUB-THEME	INDICATOR	DATA SOURCE	
Social Networks including Family (Continued)	Number of people with developmental disabilities or acquired brain injury who have friends and caring relationships with people other than support staff and family members	Client survey with custom question	
	Number of people with disabilities who participate in integrated activities in their community (i.e. activities not exclusively for people with disabilities)	Client survey with custom question	
	Number of people with disabilities participating in a community program, who report an improvement in their natural support relationships due to participation in the program	Client survey with custom question	
	Number of people with disabilities participating in a community program, who report reduced feelings of isolation due to participation in the program	Client survey with custom question	
	Number of caregivers participating in a community program, who report reduced stress due to participation in the program	Client survey with custom question	
	Number of people with disabilities who are volunteering	Client survey with custom question	
	d) Civic Participation and Volunteering	Utilization rate of supported volunteering opportunities	Program service statistics of local volunteer coordinating body or voluntary sector organizations
		Percent of people with disabilities who voted in the last municipal election	Client survey with custom question
		Number of requests for accommodation (including alternative format materials) at municipal consultations, municipal public meetings (incl. Committee meetings) and other municipal public participation opportunities available to the general public	Municipal service statistics
		Number of people with disabilities who gave a charitable donation in the previous year	Client survey with custom question
e) Addressing Barriers to Community and Civic Participation	Number of people with disabilities who report they are prevented from participating in activities that interest them because of barriers they face	Client survey with custom question	
	Percent of municipal recreation facilities meeting barrier free guidelines	Municipal accessibility audit statistics	
	Percent of municipal recreation subsidies which are used by people with disabilities	Municipal service statistics and census ²¹	
	Net change in the number of spaces available in social programs or projects for people with disabilities (e.g. friendly visiting, social clubs, etc.)	Program statistics or case studies	

²¹ Compare to general population (i.e. percent of people below the low income cut-off (LICO) from the general population and percent of people with disabilities below LICO)

SUB-THEME	INDICATOR	DATA SOURCE
Addressing Barriers to Community and Civic Participation (Continued)	Net change in the number of spaces available in cultural programs for people with disabilities (such as a community music program for adults with psychiatric disabilities, a community arts project for people with developmental disabilities, or a theatre production for the Deaf community)	Case studies or program statistics
	Percent of municipal culture subsidies used by people with disabilities	Municipal service statistics and census ²²
	Amount of funding provided for disability culture or deaf culture activities, or for accommodations for people with disabilities in mainstream cultural events	Funders reports
	Net change in the number of recreation, culture or social opportunities for the general population which include funding for accommodating people with disabilities	Program statistics from local funders
	Number of people with disabilities who report they have access to information about recreational, cultural and social opportunities available to them	Client survey with custom question
	Exemplary practices within the voluntary and governmental sectors with respect to inclusion of volunteers with disabilities	Case studies
	Percent of municipal buildings which are accessible	Municipal Accessibility Plan and Report
	Percent of municipal consultations, municipal public meetings (incl. Committee meetings) and other public participation opportunities available to the general public which were held in accessible facilities	Municipal service statistics
	Percent of people with disabilities satisfied with City services	Client survey with custom question or municipal service statistics
	Percent of local elected officials (all levels of government) whose offices are accessible	Survey of local elected officials

²² Compare to general population (i.e. percent of people below the low income cut-off (LICO) from the general population and percent of people with disabilities below LICO)

THEME 7: Proposed Indicators for EDUCATION, LEARNING, SKILLS DEVELOPMENT AND HUMAN DEVELOPMENT		
SUB-THEME	INDICATOR	DATA SOURCE
a) Education Levels	Percent of working age people with disabilities with post-secondary education (Compared to the general population)	Census
	Percent of children with disabilities aged 15 or under attending school (Compared to the general population)	Census
	Percent of youth with disabilities aged 15 – 24 attending school (Compared to the general population)	Census
b) Learning Opportunities for Children and Youth	Percent of need satisfied for childcare for special needs children (Percent of spaces divided by # of children with special needs) ²³ (Compared to general population)	Municipal Childcare Service Statistics
	Average wait time for assessment re learning disabilities for children and youth	Local service statistics
	Percent of parents who appeal an initial decision by the “Identification, Placement and Review Committee”	Local school boards statistics
c) Lifelong Learning	Percent of the student population at local post secondary institutions using services for students with disabilities	Service statistics from local colleges and universities
	Total number of library holdings in alternative format per capita of people with disabilities (Compared to holdings per general population) N.B. Many people with disabilities do not require alternative format	Local Service Statistics
	Average # of times in the year circulating items in alternative format are borrowed ²⁴ (Compared to holdings per general population) N.B. Many people with disabilities do not require alternative format	Local Service Statistics
	Number of work-related certification processes / training opportunities which provide accommodations for people with disabilities (e.g. Workplace Hazardous Materials Information System Training, Safe Food Handling, etc.)	Case studies
	Percent of community access computer sites in the voluntary and government sectors which are accessible to people with disabilities	Local service statistics
	Percent of people with developmental disabilities in the elementary and secondary school system accessing competency-based education	Local school boards statistics
	Percent of people in literacy programs who have a self-disclosed disability	Local service statistics

²³ The OMBI includes this for childcare for the general population.

²⁴ The OMBI includes this for circulating materials overall.

SUB-THEME	INDICATOR	DATA SOURCE
<p>d) Addressing Education and Learning Barriers</p>	<p>Percent of local educational institutions whose annual accessibility plan (as per the Accessibility for Ontarians with Disabilities Act) is available in multiple formats</p>	<p>General information from school boards, local colleges, local universities</p>
	<p>Net change in the number of Early Childhood Education and Care program spaces</p>	<p>Local service statistics, including Child Care Service Plan</p>
	<p>Net change in the number of new parenting support spaces for parents with disabilities</p>	<p>Case studies or local service statistics</p>

THEME 8: Proposed Indicators for CAPACITY OF THE DISABILITY COMMUNITY		
SUB-THEME	INDICATOR	DATA SOURCE
	Number of members / participants in consumer controlled self-advocacy organizations	Program statistics or case studies
	Number of members / participants in networks addressing planning and coordination of services, advocacy or public education on inclusion, accessibility and disability issues	Program statistics or case studies
	Amount of funding provided to self-help, advocacy, peer support, planning and coordination related to disability issues/population (Compared to the amount of funding provided to such services for the general population)	Statistics from local funders
	Accessibility Advisory Committee is provided supports (funding, research, training or other capacity supports) to enable it to fulfill its' mandate	Accessibility Advisory Committee minutes
	Number of people with disabilities participating in skill-building or confidence-building activities related to self-advocacy (including public education sessions for people with disabilities on topical policy issues)	Case studies
	Percent of disability related registered charities which had an operational deficit at year end	Canada Revenue Agency, Charities Division. Accessed at www.cra-arc.gc.ca/fas/charities/menu-e.html
	Number of participants in self-help, advocacy, peer support, planning and coordination initiatives related to disability issues / population	Case studies or local service statistics
	Number of issues placed on the decision making agenda by local people with disabilities and their allies through self-help, advocacy, planning and coordination initiatives and research related to disability issues / population	Case studies
	Number of active partnerships between disability groups and seniors groups	Case studies
	Number of deputations / presentations to government (any level) by people with disabilities or disability related organizations	Scan of records such as minutes of relevant Committees / initiatives, case studies or local service statistics

SUB-THEME	INDICATOR	DATA SOURCE
	<p>Number of changes to service delivery (system wide or within a specific organization) for which there is evidence the decision was positively influenced by local advocacy, public education, research, intervention by people with disabilities or disability related groups, or training provided by the disability community</p>	Case studies
	<p>Number of changes to public policy for which there is evidence the decision was positively influenced by local advocacy, public education, research, intervention by people with disabilities or disability related groups, or training provided by the disability community</p>	Case studies

THEME 9: Proposed Indicators for ADVANCING INCLUSION

SUB-THEME	INDICATOR	DATA SOURCE	
a) Communication / Information	Number of local information services which offer their information in multiple formats	Service statistics or case studies	
	Number of local information services with on-line information, which meet accessibility standards of the Web Accessibility Initiative set by the World Wide Web Consortium	Service statistics or case studies	
	Number of local information services which received funding allocations to increase the accessibility of their information	Funder statistics	
	Net change in the number of TTY devices provided with privacy measures, in public areas of municipal government facilities	Municipal Accessibility Plan or Municipal Accessibility Audits	
	Net change in the number of TTY devices provided with privacy measures, in public areas of private sector facilities used by the general public (e.g. shopping centres, hotels)	Case studies	
	Where a TTY is installed in an establishment, the percent of staff in the establishment who deal with the general public who are trained to use the TTY	Case studies	
	b) Improved Policy Frameworks, Funding and Accountability	Number of funders who cover some costs of accommodation in applications from mainstream services	Survey of funders and local decision makers
		Municipal government has a person or department responsible for disability issues	Municipal Government (General Information)
		Number of significant local policy consultations in which outreach for participation was done to the disability community and materials were available in multiple format	Scan of local initiatives or case studies
		Number of local service planning initiatives affecting people with disabilities, which involve or involved people with disabilities	Scan of local initiatives or case studies
Number of voluntary sector and private sector organizations providing services specific to people with disabilities which have a policy and process for involvement of people with disabilities in decision making		Survey of organizations or case studies	
Number of local funders and decision makers, including the municipal government, who have a policy regarding accessibility of their consultation processes, for people with disabilities		General information provided by local funders and decision makers	

SUB-THEME	INDICATOR	DATA SOURCE
c) Building Knowledge, Understanding and Addressing Discrimination	Number of training sessions, workshops, presentation or educational activities with respect to people with disabilities, inclusion, and universal design (and number of participants)	Local service statistics
	Number of local media representations which promote positive messages with respect to people with disabilities (e.g. increased inclusion, universal design, the independent living model, consumer perspectives, the contribution of people with disabilities, etc.)	Media analysis
	Number of local research projects in the past year which build knowledge of disability related issues / demography in the local community, including <ul style="list-style-type: none"> • gender equality issues specific to people with disabilities • disability related issues specific to Francophone residents • disability related issues specific to ethnic groups and visible minorities, including differing cultural perspectives on disability • disability related issues specific to Aboriginal residents • best practices in service delivery 	Count of new completed research
	Number of complaints received from people with disabilities regarding insensitivity or discrimination related to disability issues on the public transit system	Public Transportation body service statistics
	The most significant change which has had a positive influence on inclusion and accessibility in the community	Community discussion
	The most significant change which has had a negative influence on inclusion and accessibility in the community	Community discussion

THEME 10: Proposed Indicators for HEALTH STATUS, PREVENTION, INJURY RATES		
SUB-THEME	INDICATOR	DATA SOURCE
a) Health Status	Suicides per 100,000 population	Statistics Canada website ²⁵
	Disability-free life expectancy at birth	Health Information Partnership ²⁶
	Disability-free life expectancy at age 65	Health Information Partnership at www.hip.on.ca
b) Injury Rates	Rate of disability (activity limitation) of Aboriginal population compared to general population	Census ²⁷
	Injury-related hospital admission rate	Canadian Institute of Health Information ²⁸
	Injury or illness claims to the Workplace Safety and Insurance Board (WSIB) (Compared to Ontario in general)	WSIB statistics
c) Prevention	Percent of the population with "quite a lot" of life stress	Health Information Partnership at www.hip.on.ca
	Percent of the population at risk of depression	Health Information Partnership at www.hip.on.ca
	Chronic Disease Prevention Program in compliance with mandatory guidelines	Municipal Mandatory Programs Indicator Questionnaire ²⁹

²⁵ See Statistics Canada website at http://www.statcan.ca/english/freepub/82-221-XIE/2005001/tables/html/14193_01.htm

²⁶ See Health Information Partnership, Health Indicator Query System, available at www.hip.on.ca

²⁷ This would be a custom request from Statistics Canada, and would have a cost.

²⁸ See Canadian Institute of Health Information at Source: www.cihi.ca/hirpt/jsp/HIDisspatcher.jsp

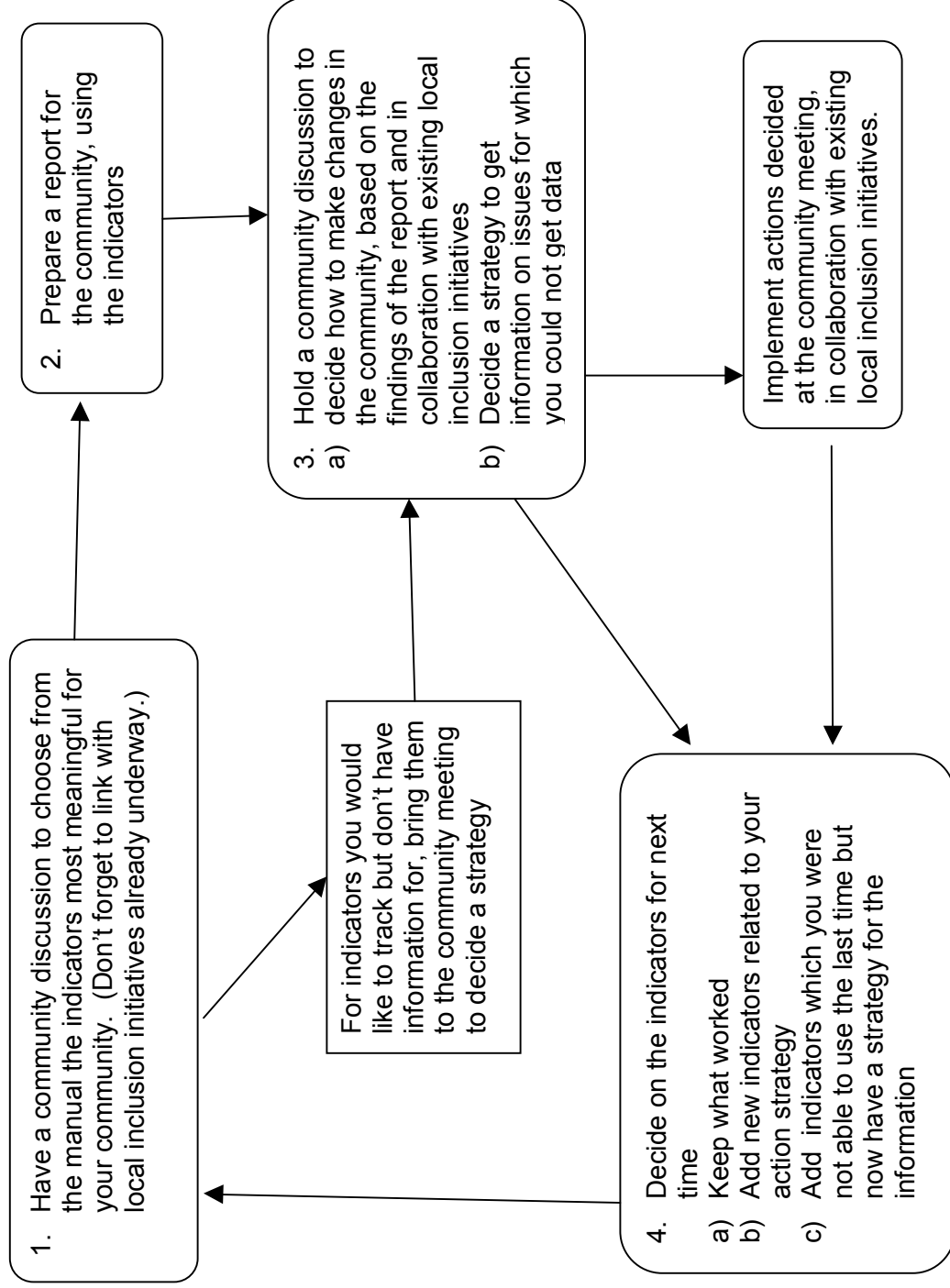
²⁹ Implicit in the OMBI

SUB-THEME	INDICATOR	DATA SOURCE
Prevention (Continued)	Vaccine Preventable Diseases Program in compliance with mandatory guidelines	Mandatory Programs Indicator Questionnaire ³⁰
	Percent of live births of low birth weight (under 2,500 grams)	Health Information Partnership at www.hip.on.ca
	Number of health promotion initiatives targeted for people with disabilities	Case studies
	Number of health promotion initiatives related to preventable disability (e.g. hearing loss)	Case studies
	Contact with Mental Health Professionals	Statistics Canada website ³¹
	Percent of people who have received at least one community mental health follow-up contact within 30 days of leaving hospital after a primary mental health diagnosis	Local Health Integration Networks
	Percent of food bank users who have a disability	Food bank service statistics
	Number of people who have taken a suicide prevention course	Local service statistics

³⁰ Implicit in the OMBI. Alternatively, use percent of students with up-to-date vaccinations from the OMBI.

³¹ See Statistics Canada website at www.statcan.ca/english/freepub/82-221-XIE/free.htm

Appendix A Flow Chart on How You Could Use the Manual In Your Community



Appendix B A Proposed Set of Indicators for Ottawa

THEME 1: INCOME AND EMPLOYMENT		DATA SOURCE
SUB-THEME	INDICATOR	
Income	Percent of people with disabilities living below the low income cut-off (Compared to the general population)	Census ³²
Employment (Population 15+)	<ul style="list-style-type: none"> Participation rate (Compared to the general population) 	Census
Addressing Employment Barriers	Employers are providing facilities, equipment, flexible schedules or other accommodations for people with disabilities	Case studies of employers in the public, private or voluntary sectors
THEME 2: HOUSING		
Availability	Number of people with developmental disabilities on the waiting list for supported / supportive housing unit compared to the total number of units available	Program Statistics
	Number of people with psychiatric disabilities on the waiting list for supported / supportive housing unit compared to the total number of units available	Program Statistics
	Average length of wait for a long term care bed	Program Statistics
Adequacy	Percent of long term care facilities which are accessible, including for people with sensory disabilities	Case studies, Municipal Accessibility Plan, or service statistics
Addressing Housing Barriers	Number of newly constructed accessible or modified units (including universal design), and percent of total new construction	Accessibility Advisory Committee minutes or approvals of development applications received

³² This information is found in the “Urban Poverty” tables from the census, and are available from the Canadian Social Data Strategy.

THEME 3: TRANSPORTATION		
SUB-THEME	INDICATOR	DATA SOURCE
Accessibility of Public Transportation	Percent of municipal public transit buses / streetcars which are accessible	Public Transportation Body Service Statistics
	Number of refused trips (due to system overload) on the parallel public transportation (Para Transpo in Ottawa) as a percent of total trips	Public Transportation Body Service Statistics
Accessibility of Other Forms of Transportation	Number of requests for rides through volunteer driver programs which were not fulfilled due to lack of volunteer drivers	Service Statistics
	Number of intersections with audible crossing signals	Municipal Statistics (may need to restrict this to repaired and new intersections)
Addressing Transportation Barriers	Percent of capital improvement projects for sidewalks which included accessibility features (curb cuts, ramps, grate design and location, and grade elevations)	Municipal Property Management statistics

THEME 4: COMMUNITY ACCESSIBILITY		
Inclusive Neighbourhoods	Municipality's score on the Municipal Accessibility Quotient	Municipality – General Information
	Number of development applications and site plan approvals for housing which incorporate "visitability" (i.e. barrier free design into and throughout the building)	Case studies, Accessibility Advisory Committee minutes or approvals of development applications received
	Number of different people with a mental illness staying in a homeless shelter in the last twelve months	Homeless Individual and Families Information System
Accessibility of Community Amenities	Number of retail stores which are accessible or incorporate some accessibility features (e.g. barrier free changing rooms, shopping assistants, lowered counters, training in serving people with developmental disabilities, etc.)	Case studies
	Number of people with disabilities refused a service in the community because they have a service animal with them	Case studies

THEME 5: DISABILITY RELATED SUPPORTS AND SERVICES		
SUB-THEME	INDICATOR	DATA SOURCE
Availability	Percent of people on waiting list for Community Care Access in relation to number of people receiving community care services. (Broken down by age and type of disability)	Local Community Care Access service statistics ³³
	Percent of people on the waiting list for Attendant Care services in the home or at work (in relation to number of people receiving attendant care services)	Local service statistics
	Number of service refusals for sign language interpretation (American Sign Language, Langue de signe de Quebec, other sign languages, deaf/blind intervening) due to lack of availability (in relation to number of service provisions)	Local service statistics
	Number of people with vision loss on the waiting list for life skills / training with respect to strategies for maintaining independence in everyday life (in relation to number of people receiving such training)	Local service statistics
	Number of caregivers providing supports to a person with disabilities, who report ability to access services appropriate to the family's needs	Local service statistics
	Number of people with developmental disabilities on the waiting list for Community Participation Supports (i.e. supported employment, work options or supports other than work such as personal development programs)	Local service statistics
	Average wait time for respite services (Broken down by age of person requiring care)	Local service statistics
	Number of people with disabilities who received disability related services and reported improved quality of life because of the service they received from the organization	Client survey with custom question
Adequacy	Number of people with disabilities who report they know where to access the services and supports they need	Client survey with custom question
	Number of caregivers who report they know where to access the services and supports they need	Client survey with custom question

³³ The Local Health Integration Networks may gather data on use of Home Care Services in the future, as did the former local Health Councils.

THEME 6: COMMUNITY AND CIVIC PARTICIPATION		
SUB-THEME	INDICATOR	DATA SOURCE
Recreation	Percent of municipal recreation intended for the general population which provides accommodations for people with disabilities in addition to barrier free space	Municipal service statistics
Culture	Number of cultural and heritage events in the past year which provided accommodations for people with disabilities	Case studies
Social Networks including Family	Percent of people with disabilities who live alone compared to the general population	Census
	Number of people with disabilities participating in a community program, who report reduced feelings of isolation due to participation in the program	Client survey with custom question
	Number of caregivers participating in a community program, who report reduced stress due to participation in the program	Client survey with custom question
Addressing Barriers to Community and Civic Participation	Net change in the number of spaces available in social programs or projects for people with disabilities (e.g. friendly visiting, social clubs, etc.)	Program statistics or case studies
	Net change in the number of spaces available in cultural programs for people with disabilities (such as a community music program for adults with psychiatric disabilities, a community arts project for people with developmental disabilities, or a theatre production for the Deaf community)	Case studies or program statistics from local funders
	Percent of municipal buildings which are accessible	Municipal Accessibility Plan and Report
	Percent of people with disabilities satisfied with City services	Client survey with custom question or municipal service statistics

THEME 7: EDUCATION, LEARNING, SKILLS DEVELOPMENT AND HUMAN DEVELOPMENT		
SUB-THEME	INDICATOR	DATA SOURCE
Education Levels	Percent of working age people with disabilities with post secondary education (Compared to general population)	Census
Learning Opportunities for Children and Youth	Percent of need satisfied for childcare for special needs children (Percent of spaces divided by # of children with special needs) (Compared to general population) Average wait time for assessment re learning disabilities for children and youth	Municipal Childcare Service Statistics Local service statistics

THEME 8: CAPACITY OF THE DISABILITY COMMUNITY		
SUB-THEME	INDICATOR	DATA SOURCE
	Number of members / participants in consumer controlled self-advocacy organizations	Program statistics or case studies
	Percent of disability related registered charities which had an operational deficit at year end	Canada Revenue Agency, Charities Division. Accessed at www.cra-arc.gc.ca/tas/charities/menu-e.html
	Number of issues placed on the decision making agenda by local people with disabilities and their allies through self-help, advocacy, planning and coordination initiatives and research related to disability issues / population	Case studies
	Number of changes to service delivery (system wide or within a specific organization) for which there is evidence the decision was positively influenced by local advocacy, public education, research, intervention by people with disabilities or disability related groups, or training provided by the disability community	Case studies

THEME 9: ADVANCING INCLUSION		
SUB-THEME	INDICATOR	DATA SOURCE
Communication / Information	Number of local information services which offer their information in multiple formats	Case studies
Improved Policy Frameworks, Funding and Accountability	Number of local funders who cover some costs of accommodation in applications from mainstream services	Survey of funders and local decision makers
Building Knowledge, Understanding and Addressing Discrimination	Number of complaints received regarding insensitivity or discrimination related to disability issues on the public transit system	Public Transportation body service statistics
	The most significant change which has had a positive influence on inclusion and accessibility in the community	Community discussion
	The most significant change which has had a negative influence on inclusion and accessibility in the community	Community discussion

THEME 10: HEALTH STATUS, PREVENTION, INJURY RATES		
Injury Rates	Injury or illness claims to the Workplace Safety and Insurance Board (WSIB) (Compared to Ontario in general)	WSIB statistics
Prevention	Number of health promotion initiatives targeted for people with disabilities	Case studies
	Percent of population at risk of depression	Health Information Partnership at www.hip.on.ca
	Percent of people who have received at least one community mental health follow-up contact within 30 days of leaving hospital after a primary mental health diagnosis	Local Health Integration Networks ³⁴

³⁴ This information was made available by the former District Health Councils and hopefully will be made available by the new Local Health Integration Networks, although they have not yet decided their health data gathering and dissemination strategy.

Appendix C Bibliography

- Burwell, Brian and Jackson, Beth. Personal Outcome Measurement in Home and Community-Based Services Programs for Persons with Severe Disabilities Draft Final Report Oct., 1991, accessed at <http://www.noor.org/pomhcbcs.htm>
- Canadian Centre on Disability Studies. Disability Community Capacity: A Framework for Preliminary Assessment. 2002
- Champlain District Mental Health Implementation Task Force Navigating Mental Health Reform. Foundations For Reform Section 2 Management Information Systems and Performance Indicators. July 2002
- Chapman, Jennifer and Wameyo, Amboka. Monitoring and Evaluating Advocacy: A Scoping Study. ActionAid, January 200. Accessed at www.preval.org/documentos/00545.pdf.
- Community Social Planning Council of Toronto, Inclusive Cities Canada: A Cross-Canada Civic Initiative, Project Overview. No date.
- DeCoita, Paula and Williams, Laurie, Developing the Diversity-Competent Organization A Resource Manual for Non-Profit Human Service Agencies in Peel and Halton Regions. Social Planning Council of Peel, May 2004.
- Devereaux, Kathryn. Assessing Quality of Life: By Whose Yardstick? Summary downloaded from Rehabinfo Network NIDRR Rehabilitation Research and Training Center in Neuromuscular Diseases (RRTC/NMD) at www.rehabinfo.net/rrtc/publications/research%5Fsummaries/assessing_gol.asp
- Government of Canada Health Canada, Population and Public Health Branch Atlantic Region. An Inclusion Lens Workbook for Looking at Social and Economic Exclusion and Inclusion. June 2002
- Government of Canada. Government of Canada response to "Accessibility for All" Eighth Report of the Standing Committee on Human Resources, Skills Development, Social Development and the Status of Persons with Disabilities. October 2005
- Government of Canada Human Resources Development Canada, "Implications for How and What to Evaluate in the Future" at www.sdc.gc.ca/asp/gateway.asp?hr=/en/cs/sp/edd/reports/1999-000363/page09.shtml&hs=pyp
- Government of Canada Human Resources Development Canada, Advancing the Inclusion of Persons with Disabilities, 2004
- The Greater London Authority. Disability Equality Scheme Moving Towards Equality for Disabled and Deaf Londoners. January 2005. Accessed at www.london.gov.uk/mayor/equalities/docs/disability_equality_scheme.pdf.

National Association of State Directors of Developmental Disabilities Services. National Core Indicators Project Core Indicators v. 2.0 (2000). Accessed at <http://www.hsri.org/cip/docs/7Other/Indctrs.pdf>

National Institute for Mental Health in England. Making Inclusion Work Social Inclusion Resource Pack on Service Mapping and Outcome Measurement, Sept. 2004. Accessed at www.nimhe.org.uk/?fuseaction=main.viewItemID=48957&CFID=2507408&CFTOKEN=92598411

National Centre on Outcome Resources. Practice Guidance for Delivering Outcomes in Service Coordination, 2001. Accessed at www.thecouncil.org

Ontario Community Inclusion Project. Building Inclusive Communities Research Document, Dec. 2002.

Ontario District Health Councils Local Health System Monitoring Technical Working Group. Access, Equity & Integration Indicators for Local Health System Monitoring in Ontario. No date. Accessed at <http://www.healthinformation.on.ca/reports/dhc/%20indicators%20reports/DHC%20Health%20Indicators2.pdf>

Quality of Life Research Unit, Centre for Health Promotion, University of Toronto. Quality of Life Project. Quality of Life for People with Developmental Disabilities. Accessed at www.utoronto.ca/qol/concepts.htm

Quality of Life Research Unit, Centre for Health Promotion, University of Toronto. The Quality of Life Model, no date. Accessed at www.utoronto.ca/qol/concepts.htm

Roehrer Institute. Policy approaches to Framing Social Inclusion and Social Exclusion: An Overview. 2003.

Social Development Canada, In Unison, the federal, provincial and territorial vision of full inclusion for persons with disabilities, 1998.

Social Development Canada, Future Directions to Address Disability Issues for the Government of Canada: Working Together for Full Citizenship, 1999.

Social Planning Council of Ottawa. Communities Within: Diversity and Exclusion in Ottawa Analytical Framework, Concepts, and Methodologies. (publication pending)

Social Planning Council of Ottawa. Our Homes Our Neighbourhoods: Building an Inclusive City Report on the Community Forum Held September 20, 2003. Spring 2004

Stienstra, Deborah et al., Baseline Assessment Inclusion and Disability in World Bank Activities. Winnipeg: Canadian Centre on Disability Studies, June 2002.

United Way/Centraide Ottawa. Social Performance Indicators Workshop: May 2005 (PowerPoint). 2005.