



Centre de recherche sur les politiques en matière d'invalidité professionnelle (CRPIP)
Centre for Research on Work Disability Policy (CRWDP)

Round Table on Coordination/Alignment and Navigability of the Canadian Work Disability Policy System

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National Conference

DISABILITY AND WORK IN CANADA

**Successes and Challenges of Canada's First 150 Years
Developing a Vision and Strategy for the Future**



Round Table

Issue

- The work disability policy system in Canada is siloed with multiple programs at the provincial and federal level that are administered independently
- Different eligibility requirements and definitions of disability
- Concern about navigational challenges people face, when disabled; timeliness of supports; and working people *falling through the cracks*
- Coordination/alignment and navigability issues have been reviewed by task forces in the past, though the issue has not been substantively addressed across Canada

Definitions

Navigability: the ease with which individual clients can identify the program(s) most suitable for them, as well as move within and between programs when circumstances change.

Coordination: the way different disability programs interact



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Work Disability Programs that Comprise the Canadian Work Disability Policy System

1. Canada/Quebec
Pension Plan Disability

2. Employment
Insurance Sickness
Benefit

3. Provincial workers'
compensation
benefits

4. Provincial social
assistance disability
benefits

5. Employment-
based short- and
long-term disability
plans

8. Other programs
(e.g., car insurance and
compensation for
victims of crime)

7. Veterans' benefits
for disability

6. Disability Tax Credit,
Registered Disability
Savings Plan





Discussion Items

1. What is your background?
2. What perspective are you coming from as a stakeholder?
3. How would you define disability?
4. What is your sentiment about the issues of coordination/alignment and navigability, with consideration for administrative costs?
5. What do you see as ways to address these issues?
6. What do you see as the major barriers to addressing them?
7. What tools could be used to assist with recovery and a return to productive social roles?
8. What has or has not worked from your practical experience?



Ideas to Support Navigability

- Provide information in plain language on the array of disability programs, including contact information.
 - Needed both in print—cannot assume all clients/potential clients have internet access/capability--and on website. (Existing example: NL guide to government services for those with low income.)
 - Could do this within a jurisdiction, but ideally across jurisdictions. Web version of this would be a portal with information across programs and jurisdictions.
- At least for complex cases, provide individuals with personal assistance- a “navigator”. (Example: WorkSafeBC has privately contracted with social workers to help clients who need life and health supports beyond the workers’ compensation system.)
- Facilitate seamless transitions: if people are denied benefits from a program, or as their circumstances change, they need help to move from one program to another.



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Ideas for Improving Coordination/Alignment

- Ensure continuity of supports to participate in employment, even if the form of income support changes (Ideally, this would happen across provincial and federal programs, but there is much room for improvement even among programs of the same jurisdiction).
- Coordination does not necessarily mean it would be better to consolidate programs: it may be that different programs are needed for different circumstances but with better coordination and navigation to better support participation in the labour market.
- Breaking down the silos within and across jurisdictions is a challenge—requires political leadership (as in success story of NL anti-poverty strategy).



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Thank You



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