



MLPD Update

MLPD

January 2012

Newsletter of the Manitoba League of Persons with Disabilities

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Provincial Coordinator's Report **by Diane Driedger**

The past few months MLPD has been busy with a number of issues. MLPD hosted a Transportation Forum at the Union Centre on November 17th to discuss changes to Handi-Transit's No-Show and Cancellation Policy. Deanna Ng provides a comprehensive report of the meeting in this Update.

MLPD has re-established its Employment and Income Security Committee with Ken Bristow as Chair. If you have an interest in joining this Committee, or any other MLPD Committee, please contact Deanna at the office.

Deanna, who is our Office Assistant, recently increased her hours from half-time to full-time work for the MLPD, through funding from a one year federal government Opportunities Fund Grant.

Daniel Halechko reports on the progress of the Thumbs Up for Access project. The Project is taking a break from January to March due to the weather conditions during the winter. Daniel is providing volunteer hours to the MLPD during the break. Thank you, Daniel.

I have been attending meetings of the Accessibility Advisory Committee to draft Access legislation in Manitoba. I was appointed by Minister Jennifer Howard to represent the MLPD. This Committee is meeting every two weeks until the beginning of June 2012, when our report will be presented. There will be opportunities for public input before then. I will keep everyone posted.

MLPD recently signed an agreement for a Primary Health Care Research Project with Manitoba Health. We are happy that Nancy Hansen, a professor of Disability Studies at the University of Manitoba, will act as a co-investigator with myself. MLPD has formed an Advisory

Committee to the project which includes DisAbled Women's Network Manitoba, MLPD and Manitoba Health representatives. MLPD will be holding focus groups of people with disabilities in Winnipeg and three other locations throughout Manitoba to discuss access to primary health care, such as family doctors, timely tests etc. MLPD will also be sending out a survey to MLPD members at the same time looking for input about your experiences. MLPD will be preparing a final report for Manitoba Health that will be considered in how primary health care services are operated in Manitoba.

MLPD has partnered with the Allan Simpson Memorial Fund, Council of Canadians with Disabilities and the Social Planning Council to hold a Celebration of Achievements of the disability movement in Manitoba event at the Legislature. We will recognize elected officials over the past 38 years for their support . We will also hold a poverty workshop the next day. See the Upcoming Events section of this Update for more information.

Handi-Transit Forum By Deanna Ng

The Handi-Transit Forum was held on Thursday, November 17th from 6:30 until 9:00 PM at the Union Centre (275 Broadway). Questions were answered by Catherine Caldwell - Manager of Handi-Transit Service Delivery and Darren Farr - Senior Inspector for Handi-Transit. Leading this meeting were Nick Ternette - Chair from the MLPD Transportation Committee & Handi-Transit Advisory Council Member and Terry McIntosh – past Chair of MLPD. Around 45 people attended this meeting.

Questions MLPD raised are: no-shows, cancellations, incentives, pick-up windows, and subscriptions.

No-shows

The first issue is about no-show and cancellation policy escalation charges that are from January to June and July to December. The first no-show, there is no fine. The second is two adult fares. The third is three adult fares. The fourth is four adult fares plus fine. The fifth is four adult fares plus \$10.00. Anything owing over \$50.00 is no service. Next is canceling service.

Drivers may not arrive on time and mark users as no-shows.

Caldwell's response was, "Challenges drivers find is when a person calls and is a no-show. We will wait until GPS is in place. We are in the process of installing GPS and towers to know where vehicles are."

A User waited twenty minutes for Handi to answer the phone. Caldwell responded, "It is not acceptable to wait twenty minutes. Usually Handi will take a call within 60 seconds but there are occasional glitches."

What about penalties for drivers? Caldwell pointed out there are contractors who deal with charges to drivers. "[Contractors] will get big deductions in payments. For [bad] performance, we tell the contractor and they will [fire] drivers because we charge the employer. Coaching and teaching drivers happens often. Removing drivers does not happen much."

Cancellation Policy

The second issue was the Cancellation Policy. If you cancel at 11:00 AM prior to travel, you are not subject to a fee. When the weather is good, and you cancel on that scheduled day, you are not subject to a fee. For a one-way trip, you can request one portion because you are unable to get a full trip scheduled you are not subject to fee. Cancel two one-ways or one return trip, you are

not subject to fees. For two work trips per month cancelled, Handi will accommodate you because shifts or meetings change. All other scheduled trip request cancellations are not subject to fees. For the first cancellation and then you schedule the second; there is no charge but a reminder letter. The third cancellation is two adult fares. The fourth cancellation is three adult fares. The fifth and further cancellations have a penalty of four adult fares in a month over is \$30.00 causes service to be suspended until you paid up.

Working or not working, users cancel a trip; this raises concerns. Caldwell's response was, "You get one return trip or two half trips free. If a meeting is cancelled, frequent travelers get one more cancellation in addition. If you cancel with three hours notice you get the cancellation for free. It is still based on ten trips."

Why the half trips?

Caldwell's response was that for half trips, charges do not apply. Handi offers half trips, which sometimes work. If it does not work and you are forced to cancel, Handi doesn't charge; it is built in policy.

Is this a user oriented system? Caldwell's response was, "We create a policy that addresses the use of resources;

we look at what other jurisdictions do for info.”

Incentives

The third section was on cancellation incentives. There are policy changes as no-shows cost the system money. Incentives are now recommended. If you do not have any no-shows for twenty trips, you get a positive response for proper use.

What is Handi’s response to this? Caldwell explained, “Incentives are for credits if you don’t cancel per twenty trips. People make choices and get credit. We deal with the misuse of service by a few. I shared with the Policy Advisory Committee to try to improve by thinking of the good of everybody. People with disabilities are like everyone else who understand rules and community, but a few don’t care. Policies address that to use resources better.”

What about a monthly pass? Caldwell responded, “You get credit and pay less.”

Pick-Up Window

The fourth issue deals with the pick-up window. Handi schedules a pick-up time. You have to be at a certain pick-up location ten minutes before and up to twenty minutes after the scheduled time. Say if you are there at 9:00 AM. You must be

there at 8:50 AM and the driver arrives between 8:50 and 9:10 AM. The driver must wait five minutes after arrival before calling it a no-show. You need to wait ten minutes before calling with your concern. Subscriptions have a fifteen minute pick-up window, ten and ten, ten and five, or ten and fifteen.

So, are employees still expected to leave ten minutes early? Caldwell responded, “Tell the driver not to pick you up before 4:30. If there is a conflict with subscriptions, let me know. Be five minutes before and wait five minutes after. Some people don’t come out after five minutes. Passengers do get upset. It is ten and twenty.”

Must drivers wait five minutes after arrival? For example, if the driver arrives at 8:50 will they leave at 8:55? Caldwell responded that the driver leaves at 9:05. If they are early, then you still have the twenty minute window. That is ten minutes before and ten minutes after. The driver is still on time; it doesn’t start until the scheduled time.

If users arrive after ten minutes and the driver is fifteen minutes behind, does the driver still arrive within five minutes? Farr’s response was, “The driver could be late due to anything. Drivers are fully expected to make

a verbal and visual effort to look for the passenger. It is not policy to have to wait; they cannot pull up to the door and take off. They must make the effort.” Caldwell added, “The Dispatcher will have GPS. With GPS and radios, we will be ahead of problems before they happen.”

What is the number for after hours? What if you are waiting fifteen minutes to be picked up? Farr answered, “[Handi has a tough time when addressing late night issues. We close at 10:00 PM. Control will have a cell to call outside office.” Caldwell added, “GPS will be used for midnight, and there will be someone on site.”

Subscriptions

The fifth section was on subscriptions. Subscriptions are for a standing order, such as two times at the same location, time, and priority. This is like work, medical, or post secondary education. Policy changed priority trips. There used to be four priorities, but now there are only two priorities. Work is considered paid work, volunteer, and meetings. When you book these, indicate priority One. Trips per week subscription are not confirmed. If you have four no-shows, when you book a reservation, you are not eligible for a year. After that, you are no

longer eligible for subscription or service.

Post secondary students’ schedules are not always the same. Could policy be tweaked to accommodate students instead of pre-booking week by week? Caldwell answered, “Yes, I understand these challenges; it is not consistent. There is a small number of students and this number does not have an impact. I have a sense student schedules vary.”

What about subscription for volunteer work? Caldwell replied, “We will try to get volunteering as a subscription related to work as you volunteer three times a week.”

What about late trips on evenings and weekends? Caldwell replied, “We will look at this. There are five new buses on Saturdays, and four on Sundays. We are adding three of these tomorrow.”

So are buses available; three on Saturday, two until the evening, and one at midnight? Caldwell’s reply was, “We will add three more and five more are coming in. Three start tomorrow and will be used at night.”

Changes

Other changes are the electronic fare implemented on regular Transit and Handi will get rid of tickets and start monthly bills. Changes are in relation to

no-shows. Policy questions will go to City Council for approval.

Caldwell's reply was that the changes start in 2012. Caldwell took initiative to approach Council about making all fares equal to those of regular Transit. Times changed in 2005 regular seniors' Handi fare rate grew apart from the regular fare. A plan is in place for good public policy where changes to Transit apply to Handi for a future with full equity.

Caldwell continued on that the policy initiative relates to waste of resources. "The no-show policy asks "why" followed by a fare and phone call and \$15.00 fine. The cost of a trip is over \$15.00. The issue of cancellations must reflect a pre-book service. A thirty minute cancellation notice does not work for us. Small numbers impact the whole. The Policy Advisory Committee is tackling this. For example, there were 250 cancellations today and we need to find ways deal with this. Maybe if we knew reasons for cancellations."

She continued that "Handi's data shows 90% of trips canceled in a day are from people who regularly cancel. This makes it harder for others to use the service. We need to use resources well. Many of these consistently cancel; money is wasted. This is something we are bringing to the community; we

need a policy that is fair and understanding. Having a dialogue and understanding with a community solution is important. Policy Advisory Committee finds difficulties with choices and what Handi expects of us."

For More Information and a Say

You have until March 1st to respond to Handi-Transit on changes. For more information, the rough draft of the policy changes will be posted on the Handi-Transit website:

<http://winnipegtransit.com/en/handi-transit/>

Getting your financial house in order by Zanna Joyce

Do you find yourself with more month than money? Do you feel that you have no reason to think about your finances?

You may want to rethink that. Everyone, well off, and not, needs to develop a relationship with their money. Knowing precisely what comes in, and where it goes, will give you control over your future.

In no case is this more important than when you are going through a transition in your life. When you

have decided to quit a job and go back to school, or when you develop a new or additional disability, or when you are taking care of someone who has developed a serious illness.

The Manitoba League of Persons with Disabilities and the Community Financial Counselling Service have partnered to undertake research into the financial literacy needs of people who have experienced a sudden change related to their own health or that of someone close to them, who they will become a caregiver to.

What we found was that people who confronted their situation head on, rather than wishing and hoping things would go back to the way they were, fared much better in both the short run and the long run.

What did they do? They sat down and did a budget, showing all sources of revenue by month and year, and all of the expenses they had, both in a month and in a year. Then, they looked at each expense with an eagle eye, evaluating whether it was necessary, or, if not necessary, really providing value for money, in the face of an uncertain future. Often, it is not a matter of eliminating an expense that

provides some usefulness or enjoyment – just reducing it a bit can make a difference.

Doing a budget is not a difficult thing, though to prepare one that will be useful will require some gathering of information – bank statements, credit card statements, receipts for cash purchases, etc. The more accurate you can make it, the more it will provide you with solid information.

The income side of the budget is also important. Knowing the rules around any income sources you may have is necessary to ensure that you are maximizing your resources while not jeopardizing your financial security. In Manitoba, for example, many people do not know that in 2009 Employment and Income Security rules changed so that an individual can have up to \$4,000 in the bank, up to \$16,000 for a household. Once you know this, you may look at ways you can increase your income in even small ways. If you don't need the money to balance your budget, you could put anything earned into an emergency fund so that you don't have to panic if you need sudden cash in the future.

We are developing a workbook for people facing a change in

their circumstances related to health and disability, which will be available next fall, but in the meantime, there are some great resources for general money management and planning at www.fcac.gc.ca.

Reassessment is Never Easy **by Mel Graham**

Brian Everton, a recent guest at an MLPD Housing Committee meeting, dropped a remark into the midst of his presentation that I've been wrestling with ever since. "Why," he asked, "couldn't the wonderful concept, visitability, have added the very modest criterion of access to a ground-floor bedroom to those requiring ramped entrances at "grade", access to a washroom and enough hall space for a wheelchair to turn around in?"

Normally, I would have sloughed off such an observation. But Brian Everton, who has been a consultant on behalf of people with disabilities, and taught the subject of access for many years (he owns the company Design4all), knows all about visitability. He is totally aware just how much it has brought together what appeared to

be two impenetrable solitudes, disabled people's housing needs and the hard, market-driven interests of housing developers. Prior to its inception in the mid-nineties, such undisputed community "goods" as ageing in place and access for everyone in the neighbourhood were below all the radar screens that influenced power brokers and decision-makers. And visitability was quite fragile until it proved its staying power as well. Brian, too, would have often run into the all-or-nothing crowd who assumed visitability would become a cop-out for the housing industry and government, championed solely to excuse their not coming to grips with real, if higher-cost, requirements, not to mention the other extreme who contended that visitability would die a sorry death in the marketplace. The upshot is that now, many of us have a real investment in this model, and take a bit of personal credit in having helped kick it along over the years—me included.

Consequently, over the last several days, my imagination has been conjuring up ways in which an expansion of visitability via the simple expedient of making sure a wheelchair can get through a bedroom doorway could be a real game-changer. For example, what about that couple of months

between when your elderly relative leaves the hospital due to a broken hip and when he will become practically mobile again? How viable is it to consider a living room sofa, a blanket and a pillow in the context of his several weeks of recuperation at your visitable home (throw a few school-age kids into the works for good measure)?

I don't know if all MLPD committee meetings are as thought provoking as ours generally are, especially those involving guest presenters who, like Brian Everton, so generously share their time and expertise with us. Much of what this fall's previous guests told us-- they being Marie-Lynn Hamilton of the ILRC, and Clarke Brownlee of the Right to Housing Coalition--is similarly deserving of discussion here and once again, I take this opportunity to thank all three.

I also think it's worthwhile reminding ourselves occasionally that the essential tools we depended on in past decades might no longer quite fit the bill, might even turn out to be today's hang-ups if we're not always ready to subject them to constant critical examination. I don't know that about visitability at this point as yet. I do admit, though, that it would be fabulous if a concept that has served so well to profile

disabled people's community interests could also be stretched a bit further to serve some first-order housing issues as well.

Report on Thumbs Up For Access: Audit of the Wolseley Area by Daniel Halechko, Co-Coordinator Thumbs Up for Access Project

The objectives of the Thumbs Up for Access project in Wolseley remain the same as the Windsor Park objectives:

- 1) To create an accessibility report for the Wolseley neighbourhood.
- 2) To recognize demonstrated interest in becoming accessible.
- 3) To promote better accessibility in general.

Having learned through experience, we fundamentally changed our methodology to elicit information more readily. We also recognized that Wolseley was a much more commercial area than the predominantly residential Windsor Park.

We chose not to use publicity in terms of posters or local newspaper stories. Our strategy was simply to drop in on all public

buildings and inform them who we were and that we were conducting an audit on accessibility throughout the Wolseley area. We would provide each person with a copy of our Helpful Hints brochures and ask them if they had any issues around accessibility. If we were told that a facility had a wheel chair accessible washroom we would ask if we could inspect it.

In contrast to the sprawling suburbia of Windsor Park, Wolseley proved to be a densely populated community of older, walk-up apartment blocks and shoulder to shoulder three story houses. While only 8 of the 113 apartment blocks are accessible, the high rises have a lot of suites; in particular, Colony Square is actually two 16 floor apartment buildings connected in the middle with retail stores. It is interesting to note that though some of the large houses were rooming houses, it was evident that many homes were being renovated as single family residences.

The multi-cultural flair of Wolseley is characterized by the rich blending of ethnic eateries. It is noteworthy that 15 of 28 of the restaurants are accessible.

There are ten churches in the Wolseley area. Despite the fact

that the majority of churches are large, old, brick structures eight of the ten churches are accessible. Creative renovations included elevators, ramps and wheel chair washrooms.

Three of the four schools in Wolseley are fully accessible; again with the use of creative renovations. School children are well integrated in the school curriculum and can participate equally with non-disabled students.

Of the 13 Medical Centres in Wolseley 7 are accessible. In addition to having accessible entrances and wheelchair accessible washrooms most had designated parking signs posted above ground level.

Wolseley has a large number of service organizations especially along Portage Avenue, Broadway, Sherbrook, Maryland and Westminster. Out of the 92 businesses, 24 are accessible. Many businesses are recognizing the benefits of including elderly or disabled clients/customers as users of the services they provide.

There are ten parks or Community Centres in Wolseley. Several parks are located along the Assiniboine River or Omand's Creek with pathways and

benches. Robert A. Steen Community Club is a large accessible building with an elevator and wheelchair accessible washrooms. Broadway Community Club has sports fields, a children's playground and several benches. They have a change/washroom building that I could not inspect since it was closed. Vimy Ridge Memorial Park is a large park with a monument, flower gardens, and children's playground with a wading pool, several benches and a washroom/change room that again I could not inspect as it is closed for the season. An innovative park is Spirit Park Community Garden on Young Street. The garden consists of a number of small spaces in which people plant a garden.

Wolseley is served well by a number of bus routes. Living close to Portage Avenue gives one access to a number of express buses at several bus stops. Otherwise a person has to take the #11 Portage which goes about every ten minutes. Wolseley has 44 benches, 25 shelters and 10 heated structures throughout Wolseley, but primarily on Portage Avenue.

It is worth noting that we gave out 67 certificates for organizations

that made significant efforts to improve accessibility.

Introduction to Advocacy Workshop **by Deanna Ng**

On January 26th, I attended a workshop at the Independent Living Resource Centre (ILRC). The topic was individual advocacy. Mildrate Matanga and Marie-Lynn Hamilton led this workshop. There were about a dozen of us in attendance.

We started off with an ice breaker, where we were asked about our greatest fears when thinking of advocacy. Common ones were being unfamiliar with who to contact for what, the process of advocating for oneself, or the emotional pressures of advocacy. When it comes to advocacy, fear and anxiety are negative pressures inside us. These feelings prevent us from going forward and facing the issue that is bothering us or harming us in some way.

Fear and anxiety can be changed to power and control. Hamilton gave us an example of overcoming these. Think of the 1990's; what were some big issues for you then? For me it was the bullying and tests. Now those things are not so huge as I

have practice in dealing with them. As I got older, they became more ordinary things to face as they come up.

It is important when advocating for yourself to know your rights and responsibilities. This will help you have more of a sense of control. It will also help with being more independent. We all deserve respect and advocacy is about asserting this need for respect and fair treatment. If you have a gut feeling that something is wrong, trust it. That is, it probably is wrong. However, don't let your feelings take over and prevent you from being assertive and claiming your rights.

In Canada we have laws for everything and if something isn't right, there is a law that protects us. These laws can be legalities, acts, or policies like the Charter of Rights and Freedoms, the Residential Tenancies Act, or Human Rights. If you know the law, that gives you power. Knowing the rules is important so you know when they have been broken. You can then fight to have some compensation. When it is so emotional, sometimes you need to pull away.

When you are advocating for your rights, it is important to identify the issue. You need to find out who is responsible for addressing the issue. Always record your communication. This

makes the process a lot easier as it saves a lot of steps. Email is really excellent for records.

An example of a dispute is you having a problem with your neighbor being noisy. You go to your care taker to address that. If it is a problem with your care taker, you go to your landlord. For a problem with your landlord, you go to the Residential Tenancies Branch. The law they use is the Residential Tenancies Act. You need to make note of the steps and actions taken and their responses.

An example of a common issue is if you receive EIA benefits and you have an issue with your Worker, you go to their supervisor. If it still isn't solved, you go the EIA Appeal Board. For helpful assistance you can seek community resources such as the Community Financial Counseling Services Inc. (a free helpful organization) or the Poverty Law Unit from Legal Aid Manitoba. The EIA Act governs the EIA process and benefits.

Another common example is with CPP. This works like public insurance where you pay into it when working and then acquire a disability and no longer can work. There are so many hurdles to go through because of instances of previous cases of fraud. They usually say "no" to you. You first apply, and then apply for a

reconsideration, then to an Appeal Tribunal, then the Pension Appeal Board. Sometimes, it is a matter of documentation and you need to find all the pieces so that they can reassess your situation. The CPP and Old Age Security Act governs this. There is a due process to go through and it takes a while.

It is always helpful to be respectful and work together for a resolution. It may be a compromise and you may not always get what you want but the good thing is that you have been heard. If it is a “no” then you can always ask for an explanation “why?” It is also helpful to learn from the process and prevent the problem from happening in the future.

If this is a case with a family member, this is difficult. Getting the respect you deserve when it comes to family is difficult. You love them and have a close relationship with them which is tough to deal with. You may choose to use community resources such as family counseling. Possible options are; Klinik, Aurora Family Therapy Centre, the Family Centre Community Counseling Service or other family resources through churches or private counselors.

If you are considering a career in advocacy, it is advisable not to get paid for this for the first few years. It is a stressful process

with a lot of pressure. You will face many times where they say “no”. It is also very important to read up and know the policies, acts, and laws. Sometimes people will back down and you have to respect that. It is always being a case of knowing what is out there and knowing people’s limits.

Finally, this workshop has allowed me to understand advocacy better, that it is a process, where you need the right people and resources to get the end result. Respect, communication, documentation, and research are major pieces to helping you fight your battle. Marie-Lynn Hamilton is willing to help individuals advocate for themselves. The ILRC number is: 947-0194.

Writing a powerful advocacy letter by Deanna Ng

On November 23, 2011, the Independent Living Resource Centre (ILRC) held a letter writing workshop. These letters are used to try to get organizations to change by becoming more reasonable in the way they deal with people. Marie-Lynn Hamilton, an Advocacy Officer (Individual Advocate) led the workshop.

Below are just some of the things I learned. Before you start writing, brainstorm; what do you want to get across in your letter? Ask yourself, do you want something to change? Do you want an issue acknowledged? Ask the 5 W's.

First, who are you writing to? What is their organization? What is their role? Google them. This helps set the tone. Second, why are you writing? What is the purpose? Third, when was this? Don't be general. When writing to systems – be sure to indicate; dates, times, names, places. This strengthens your argument. Fourth, where was the story/event? Give details and more info. This makes the complaint more real. Fifth, what are the expectations behind your writing? Why is this? Back the issue you are writing about with examples. For instance, I expect to have my needs met. I expect to be treated with respect. I need service that is prompt, helpful, and dignified.

There are different types of letters.

The first is an every-day letter. This letter has a casual tone. For example, "Today I went to the restaurant and this is my experience." The Second is a persuasive letter. Here, you try to get something to change. For example, "Please be prompt with your food service." The Third is a

bad news letter. You are informative and bring up a complaint. For example, "The food was cold and tasted bad."

Structure

Open the letter with a short and clear explanation of your message. For example, "I went to your restaurant yesterday and feel dissatisfied with the service I have received, but thought I better write to you before complaining to the owner."

Body

The body of the letter should include all of the necessary details with references. Avoid adding information that is not relevant to the issue; this creates bulk and makes it more difficult for the reader to gain a solid grasp of your issue.

Be sure to have one intro sentence per paragraph. Have at least three separate points per paragraph. Present your argument. Present a possible resolution. Present a possible consequence if not followed. Use active voice unless you assign responsibility outside of yourself.

Close your letter with a short summary of the issue and the action you are expecting because of the letter. You may suggest a request for follow-up, ask them to respond in writing, do a phone call, or meet in person.

Writing Effectiveness

Ensure that all of your contact information that they need is in your letter. This includes; address, phone number, fax number, email, case number, etc.

In order to effectively convey your message, do you require supporting documentation? For example, you may want a doctor's note or a note from a coworker or friend. A good way to skip bureaucratic steps is to have written records of any dealings with that organization or person.

Email is usually preferred by most organizations. Be sure to write the specific way preferred by the person or organization.

Be sure to keep words simple; it is important to be understood. Keep sentences short. Write for an audience at an eighth grade level. Be concise. People can only pay attention for eight minutes when reading your letter. More than two pages is too long. Be sure to engage the other or delete what you don't need.

Always get someone to look over and edit your letter; everyone needs an editor. Even famous authors have someone overlook their work.

You may also choose to do a phone call follow-up to ensure the letter was received. The rule of thumb is wait a week and a half.

In closing, I found this workshop very helpful and will use the skills learned to write more

effectively. I am really grateful to Marie-Lynn Hamilton and the ILRC for putting on workshops such as this. The ILRC has different workshops advertised on their website: www.ilrc.mb.ca

Employment & Income Security Committee

The next meeting is on Tuesday, February 21st from 1:00-3:00 PM in the MLPD boardroom and chaired by Ken Bristow. If you are interested in attending or have any suggestions/ideas call Deanna Ng at 943-6099 or email: deanna_mlpd@shaw.ca

TRANSIT INCONSISTENCIES NETWORK (TIN) at MLPD

We have launched a Transit Inconsistencies Network (TIN). We are asking riders to document problems and exceptional service in regards to

Transit and Handi-Transit by noting time, date, number of the driver or taxi driver, and nature of the complaint or compliment, and submit it to the MLPD. We have forms for this purpose. You can email or call the office the information. We will be submitting your complaints and compliments to the Transit staff on a regular basis. We hope that action will be taken to address your concerns. In addition, we also encourage users of accessible taxis to make complaints directly to Gary Stillson, Acting Chief Taxicab Inspector at 945-0289. When you make a complaint about quality of service or lack of service, please let MLPD know as well.



Upcoming Events:

Save the Dates

Celebration of Accomplishments Events

Presented by: The Allan Simpson Memorial Fund, Manitoba League of Persons with Disabilities, the Council of Canadians with Disabilities, Manitoba Disabilities Issues Office, and the Social Planning Council of Winnipeg.

What: Celebration of accomplishments that have made Manitoba more accessible and inclusive of people with disabilities. We will be recognizing elected officials who have championed access and inclusion.

When: The evening of March 21, 2012 from 7:00 pm – 9:00 pm.

Where: The Rotunda of the Manitoba Legislature

Who: this is a celebration of political allies who have championed disability issues.

What: A poverty workshop and symposium that will examine the disproportionate poverty experienced by Manitobans with disabilities.

When: The afternoon of March 22nd, 2012: registration will be from 1:00 pm -1:30 pm and the workshop will begin at 1:30 pm and conclude at 4:30 pm.

Where: the Radisson Hotel (Ambassador H Room, 288 Portage Avenue, Winnipeg)

Who: John Stapleton as guest speaker for the poverty workshop.

NOTE: There will be ASL interpretation and CART at both events.

To register, please phone Maureen at 204-947-0303 or email ccd@ccdonline.ca.

Date: Tuesday, February 28th 9:00 AM (Public Works meeting).

Presented by: Coun. Ross Eadie & Coun. Harvey Smith from City Council

Where: City Hall Council Building 510 Main Street.

What: Tell Council why they should stop the unfair fare hike.

Why: On June 1, 2012 City Council will raise the bus fares by 20 cents, on top of the 5-cent increase on January 1st.

A bus fare increase will only be a financial burden on seniors, students and people with low income. They say they'll use the money to build Bus Rapid Transit infrastructure to the University of Manitoba. Good public transit benefits everyone. It's unfair to change transit users, many of whom will never use the rapid transit line, an extra fee to pay for building infrastructure. No other city makes its transit users pay the cost of expanding infrastructure.

Be sure to visit:

<http://fairbusfares.wordpress.com>

**The 20 Cent Transit Fare Hike
Public Works Meetings**

New Option to Donate!

MLPD is a Canadian registered charity. For an alternative method of donating, go to our website and look for this icon on the top right hand corner.

Or go to CanadaHelps.org and search 'MLPD - MANITOBA LEAGUE OF PERSONS WITH DISABILITIES INC.'





MLPD Update **MLPD** **January 2012**

Newsletter of the Manitoba League of Persons with Disabilities

Who We Are

The MLPD is an organization of people with disabilities that works on concerns affecting the lives of people with various disabilities in Manitoba.

MLPD strives for improvement in areas such as accessibility, education, employment, housing, transportation, income security, and support services.

The MLPD supports Manitobans with disabilities with social policy research and consultation, public education programs, information and referral services.

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The 2011/2012 MLPD Provincial Council:

Paula Keirstead (Co-chair), Jesse Turner (Co-chair), Harry Wolbert (Vice-Chair), Ken Bristow, April D'Aubin, Zephania Matanga, Colleen Watters, Carlos Sosa, Nick Ternette, Mindy Tucker, Shayani Fernando

This newsletter is available in alternate media upon request.

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