

Building a better future

This is a resource guide for the Our Voice Matters group in Toronto who wanted to learn more about civic engagement and how civic engagement could be used to make transportation better in the city of Toronto.

Kaylagh Vanwyck
Dec. 2019



Img. 01: Photo of someone using the bus from Christian Horizons.



What we're going to talk about

Some of the stuff we're going to talk about can get a little bit complicated. At the end of the sections that are more complicated or difficult to understand, there is a 'what's important to remember section.' This section provides a summary of information using easy to read words.

- 1 What is civic engagement?
- 2 What does civic engagement include?
- 3 Why is civic engagement important
- 4 How has civic engagement shaped disability policies and services in the past?
- 5 Why is change needed now?
- 6 What are your transportation rights?
- 7 Are your rights being met?
- 8 Preparing your issue
- 9 Ways to participate in civic engagement to improve transportation in Toronto
- 10 Next Steps

1 What is civic engagement?

Civic engagement is about helping to make your community a great place to live. It means working with others to change things about your community so it can be a better place for people now and in the future.

Your community is more than the homes, buildings, and parks in your neighbourhood. There are many things that make up your community. And these things have an impact on what your community is like.



1. What is Civic Engagement?

Img. 03: Stock photo from Pictochart

These can be things like:



1. the people in your community.
2. the services in your community like transportation or libraries.
3. the laws in your community that decide what is okay and what is not okay.



4. the policies that the government sets. These policies are decisions about what services the government will pay for and provide to citizens and which services they will not.



5. and lastly, how you feel about your community. Whether you feel welcome and connected to your community.

1. What is Civic Engagement?

Some good questions to ask about your community are:

1. Who gets to be a part of the community? Are all people welcome? Do some people face barriers from participating in the community?
2. What services does your community have that help to make it a great place? Does everyone in your community get the help they need so they have the same opportunities and outcomes as others?
3. Does your community have the right laws in place that keep people safe and make sure people are treated fairly?
4. Are the policies the government sets fair and right? Who gets a say in these policies?

Civic engagement means asking these and other questions, deciding if something needs to change, and then doing something about it.

What's important to remember?

- Civic engagement is about helping to make your community a great place to live for people now and in the future.
- A part of civic engagement means deciding if something needs to change, and then doing something about it.



A Definition

We're going to talk a lot about the rules the government has set that impact people with disabilities including accessible transportation.

Policies, legislation, laws, and acts are all rules the government makes and communities have to follow. We'll use these words at different times throughout the resource guide to talk about government rules.



Img. 04: Photo from Christian Horizons.

2 What does civic engagement include?

Civic engagement includes a lot of activities you can do to make your community better. Civic engagement can be an active choice to not be involved, to being an active citizen, to political participation. Let's take a look at some examples.



No Engagement

- Choosing:
- Not to vote
 - Not to talk about politics
 - Not to participate in social or political action



Active Citizen

- Participating in:
- Community consultations
 - Public meetings
 - Fundraising for a cause
 - Volunteering
 - Community groups
 - Sharing ideas on social media
 - Writing a letter to the newspaper



Political Participation

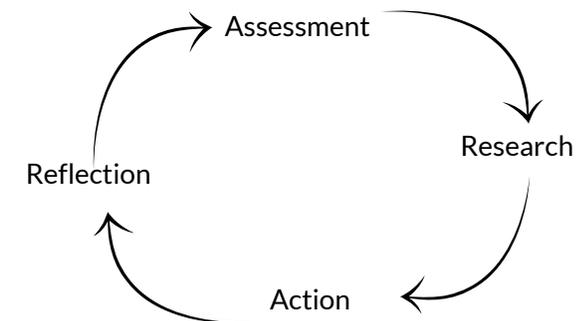
- Vote
- Write to a politician
- Meet with a politician
- Start or sign a petition
- Attend a protest
- Attend town hall meetings

What does the process of civic engagement look like?

There is a process groups of people can take to change their community. It's called community organizing.

- 1 The first step is called assessment. It means figuring out what issues are impacting the community.
- 2 The second step involves research. It means figuring out what is causing those issues.
- 3 The third step involves taking action. It means making a plan and taking action to fix the issue.
- 4 The fourth step involves reflecting. It means thinking about what worked and what did not work. What did you learn and what are your next steps?

We'll walk through these different steps throughout this resource guide.



3

Why is civic engagement important?

As discussed earlier, civic engagement is one way we can work to make our communities better.

Communities are at their best when they are *just* and *fair*. This is often called social justice.

Justice is made of two parts:

- 1 When people experience equal *rights* and *responsibilities*, and
- 2 When communities have fair ways to make decisions and solve problems

The *social* part of *social justice* means we're talking about justice in our community. While justice is important in all areas of our lives, civic engagement is about creating social justice in our *communities*.

Let's take a closer look at the two parts that make up justice.

The first part of justice is about people having equal rights and responsibilities in their community.

1. Equal **rights** are when people have a fair share of services and resources available in their community. This can be things like health care, education, employment, safety, and affordable housing. Every person has a *right* to these important things. In communities where people have equal rights, there are not some groups of people who miss out on the opportunities and benefits other people have.
2. Equal **responsibilities** are different. To have a healthy community, we cannot just focus on what we get from the community. We also have to give back to our community. And not just that, we also have to share the responsibility of the difficult parts of being in community. In other words, it is not just about having a fair share of the rights and benefits of community, it is also about having a fair share of the responsibilities and burdens of the community. This can include things like following the law, paying taxes, and voting. These are things that take effort and time, but they are important for having a just and fair community.

3. Why is Civic Engagement Important?

But remember, there is another important part of justice in addition to equal rights and responsibilities.

This part is about having **fair ways of doing things**. This type of justice makes sure that people are treated fairly. It is important that the way decisions are made about what services and opportunities are available in your community and who has access to them is fair. People in communities should have an opportunity to provide input into these decisions. It is also important that the way disagreements are resolved in communities is fair. This means rights, rules, and laws apply equally to everyone.



Why is justice important?

Img. 05: Photo from Christian Horizons in Ethiopia.



As you might have guessed, justice is important for our wellbeing. Studies have shown that injustice is bad for our physical and emotional health. For example, if your community does not have rules (laws and policies) to make sure everyone has access to safe and clean housing then some people in your community may live in an apartment that has mold or poor air circulation. Both of these things can cause lung illnesses. Living in a home that is rundown is also stressful, which is bad for your health too.

Each type of justice we talked about is needed for people to be healthy and well AND for the community to be healthy and well too.

Promoting social justice is not just about making communities better for ourselves. Social justice helps to make communities a great place to live for everyone.

Sometimes we have to make big changes to the way things are done in order to have social justice. This is because if we don't change the things that cause injustice in the first place, then things will continue to be unfair. We may need to make changes like who has the power to make decisions and who has access to different opportunities to make our communities more fair and equal. For instance, the first public buses did not have ramps or lower to the ground so people who use wheelchairs could ride the bus.

Communities needed to spend money to add ramps and later remove stairs in buses so more people could ride the bus. Here's another example. People with developmental disabilities were not allowed to vote in Canada until 1991. Many self-advocates worked hard to change the voting laws and the ways things were done for many years in Canada so people with developmental disabilities could also have the power to decide who represents them.

There is a lot of work to be done to help make our communities fair and when we do, we'll have "healthier citizens and healthier communities" (Prilleltensky, 2001, pg. 750). However, we can't change things if we do not know what is unfair. For us to promote justice, we need to understand what has been unfair and unjust in our community, and we need to make plans to do something about it.

Civic engagement is one way that we can do something about it. Civic engagement is about actively advocating for social justice and changing our communities so they are more just and fair.

What's important to remember?



Justice is important for our wellbeing.



Justice includes having a *fair share* of resources and services in your community. It also includes having *fair ways* of making decisions and resolving conflicts.



Social justice means having fair and just communities.



Sometimes we have to make big changes to the way things are in order to have social justice.



We need to know what is unjust and unfair in our communities in order to know what needs to change.



Civic engagement is one way we can change our communities for the better.

This section talks about the history of how policies and services have been developed for people with disabilities in Canada. Sometimes it is helpful to know how things have been done before so you can think of ways that it can be done better. Skip to page 20 for an easy read summary of this information if that would be more helpful for you.

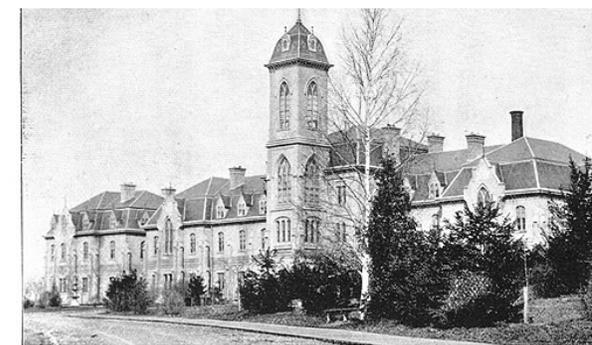
Civic engagement has been an important part of creating services for people with disabilities in Canada. From volunteering to participation in organizations, to advocacy, marches, and lobbying--people have used civic engagement to bring about social justice for people with disabilities.

The first services were started by volunteers and churches in the 1700s and 1800s. These often began as hospitals and later became institutions. Schools for children who were deaf and blind came next with the first one opening in Montreal in 1856.

At that time, communities wanted to treat, confine, or care for people with disabilities and felt the best way to do that was in special separate settings, away from the rest of the population. While some intentions *may* have been good, the focus was on creating separate

environments for people instead of fixing environments to be inclusive for everyone. The idea of taking care of people also assumed that people were not able to take care of themselves and in these separate places, people had little say and control over their life.

Over time, the government started to fund these schools and institutions, but this was not done in a regular way. So some services were paid for, but many were not. Those that were not paid for relied on donations and volunteers.



Img. 07: Ontario Institute for the Blind, 1890.
From <http://thatallmayread.ca/explore-history/introduction-birth-of-a-library/>

4

How has civic engagement shaped disability policies and services in the past?

Before WWI, most services and policy development did not involve people with disabilities. This means the community and Canadian government made decisions about what services to offer and what services to pay for without involving people with disabilities in the decision. Often this was because doctors and leaders thought they knew what was best for people.

After WW1 and WW2 this started to change. Many soldiers who came home from the war injured did not want services that kept them cared for or treated in hospitals with little services to help them live successfully in communities. They started to advocate for their rights and for changes in the services provided to people with disabilities. They sat as advocates on boards of disability organizations, led their own organizations, and worked for the government. Together, they lobbied for legislation changes, policies, services, and supports that promoted full participation for soldiers returning with disabilities. The National Institute for the Blind and War Amputations Association (War Amps) following WW1 and the Canadian Paraplegic Association (CPA) following WW2, were the first organizations run by people with disabilities. Many of their services were revolutionary in that they focussed on supporting people to live successfully in



Img. 08: Soldier receiving support from the War Amps. From <http://www.waramps.ca/about-us/history/>

community from the funds they received from the Canadian government. This was different from keeping people away from community in hospitals, institutions, or special schools.



Img. 09: Edwin Baker, blinded in WW1 and co-founder of the National Institute for the blind.

From <http://thatallmayread.ca/explore-history/wwi-cnib/edwin-a-baker/>

Jim and Adrienne Reese started Christian Horizons in 1965 to provide community support to children with disabilities, including their son, Stephen.



Img. 10: Photo of the Reese family from Christian Horizons

In the 1950s and 1960s, many parents of children with disabilities began to advocate for change as they did not want their children sent away to hospitals or institutions and they wanted their children fully included in community schools. These parents did a lot of lobbying with the government and advocated with local school boards to make this happen. As their children aged, they developed organizations and

associations like the Canadian Association for Community Living and Christian Horizons because they did not want their child living in an institution. Instead, they wanted support for their children to live successfully in the community.

Due to a lot of advocacy work from organizations, injured war veterans, and families, the government started to fund services for people with disabilities more consistently. A few laws and government-funded programs began during the 1950s and 1960s including the Federal Assistance Plan Act. This act meant that the Canadian government would start helping provinces to pay for community services like group homes for people with disabilities. While this was a great step, more services were still needed and many services did not really help people to fully participate.



Img. 11: CCD Advocacy. From: <http://www.ccdonline.ca/en/socialpolicy/poverty-citizenship/income-security-reform/celebrating-our-accomplishmentst>.

Their advocacy paid off. The government did some research and created some reports in the 1980s that showed that the Canadian government had not organized and funded services well for people with disabilities. This meant that many Canadian communities were still not fair for people with disabilities. Many of these reports were developed together with people with disabilities and their advocacy organizations. Due to this advocacy, the government made a lot of changes in the 1980s that impacted people with disabilities in positive ways; however, these changes were only a result of continued advocacy of these groups throughout the 1980s.

In the 1970s, a number of civil rights movements were taking place. Watching these movements, people with disabilities began to fight for their rights too. These advocates saw that disability was not just about a medical condition, it was about barriers in community that made participation difficult for people with disabilities. Their advocacy was about rights and social justice. Their advocacy focused on changing the *community* to help people instead of trying to treat *people* in hospitals and institutions. A number of advocacy groups and organizations for people with disabilities formed during this time in Canada including People First and the Council of Canadians with Disabilities (CCD). These advocacy groups worked hard to advocate for equal rights in policies and legislation.

Some Important Changes

1

In 1977, the Canadian Human Rights Act was passed. The Act said that employers could no longer choose to not hire or give someone a promotion because they had a physical or mental disability. This meant that many people with disabilities who were not able to get the job they wanted before because of their disability, now could.

2

In 1982, the Canadian Charter of Rights and Freedoms became a law that says everyone has equal rights and freedoms and you cannot exclude people from these rights because they have a disability. Originally, this law was not going to protect people with disabilities from discrimination, but disability advocates fought hard and the charter was changed to include disability.

3

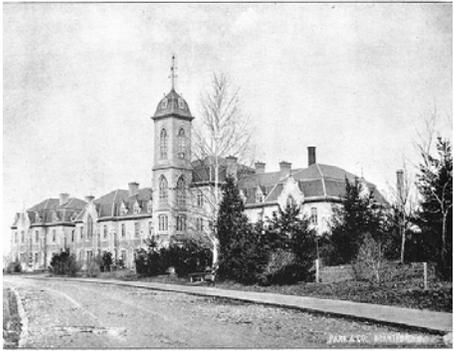
Before 1991, people who were "mentally disabled" were not allowed to vote. Some earlier reports and government committees had recommended that the Elections Act be changed so people who were "mentally disabled" could have the right to vote. No action was taken until the self-advocacy coalition, the Canadian Disability Rights Council (CDRC) challenged the act in the Federal Court of Appeal and won. Years later, voting stations were still not accessible. This did not change until the CRDC made a human rights complaint and won.

4

In 1986, the Canadian Employment Equity Act passed that says employers have to remove barriers to employment for people with disabilities. For example, if someone who is deaf works in an office, they would need a phone that lights up when someone is calling instead of ringing.

While these were great changes, they were not enough. The government has moved slowly in taking action on the recommendations from many reports on how to make services better for people with disabilities. And people are still not experiencing full participation.

What's important to remember?



Ontario Institute for the Blind



Img. 12: Photo from Christian Horizons.

01

Early 1900s

- People with disabilities are supported in institutions and separate schools away from the community.
- Volunteers and professionals decide what services people need.
- People have no say in their services.

02

WW1 and WW2

- Soldiers want services in the community and not in institutions.
- They start their own organizations and advocate for new services.
- People with physical disabilities are leading the way.

03

1950s and 1960s

- Families start advocating for more services in the community. They want their children in community schools and living in the community, not in institutions.
- The Canadian government starts helping provinces to pay for community services like group homes for people with disabilities.

04

1970s

- Self-advocates including people with developmental disabilities start forming advocacy organizations.
- Self-advocates start advocating for more inclusive communities.

05

1980s and 1990s

- The Canadian government creates some policies and laws, which say people with disabilities should be treated fairly and equally like other people in Canada.

5

Why is change needed now?

Social justice is important. Social justice is about our communities being fair and just. Change is needed so our communities can be fair and just.

Here are some reasons why change is needed:

- 1 In the 1980s there were lots of changes to make communities more fair for people with disabilities, but there have not been as many changes since.
- 2 While in the past, the government has made promises for change, these changes do not always happen. In 2010, Canada agreed that people with disabilities would experience a number of rights under the *UN Convention on the Rights of Persons with Disabilities*; however, Canada has been slow to make the changes needed.
- 3 This may be because Canada does not spend as much as most wealthy countries do on services for people with disabilities.
- 4 And the services that are available focus more on taking care of people's basic needs like in the past instead of ensuring people have the resources and support they need to fully participate in their community.

Why is this?

In the 1990s, the government started to fund services differently. This is because they started to see their responsibility for helping people differently. The government started to feel it was important for people to be independent and look after themselves. Because of this, the government made some changes:

1. The government funded fewer services and expected businesses and voluntary organizations to help people instead.
2. The government made changes to rules, which meant fewer people were allowed to use services.
3. Services and programs that were already being offered were stopped.
4. Where the government did invest funds was in helping people with disabilities to work, which helps the economy. However, less was spent on helping those who cannot work to participate as full citizens (such as children).

Some people say that today, services are funded more to help meet people's basic needs instead of helping people to have the support and resources they need to fully participate in their communities. This is more similar to the early 1900s where services focused on caring for people's needs and not like the work done in the 1970s and 1980s to make communities more accessible and inclusive for everyone.

Why is this a problem?

It is a problem when policies and services do not help everybody to participate, and instead only help a small few. This leads to injustice.

However, there is also another problem. Many services and supports that do exist, are not coordinated well. This means we have good services in some areas but not good services in other areas. This is because different governments had different ideas on how to help people with disabilities and chose to fund different things. Some of their ideas helped to make communities a more inclusive place and some of their ideas did not.

Today, the services we have now do not always lead to equity and full citizenship for people experiencing disabilities. This means people with disabilities are not always experiencing wellbeing because our communities are not always fair and just.



Img. 13: Photo from Christian Horizons.

New Leaders Needed

Advocacy groups led by people with disabilities have worked hard to promote full inclusion for people with disabilities. Their advocacy has helped to bring about good changes for people with disabilities in Canada over the years. However, these same groups say new leaders are needed to continue to advocate for equal rights. This means participating in civic engagement in a way that makes sure communities are fair and just for people with disabilities. It's about advocating for the government to provide services and laws that promote full participation instead of just taking care of people's basic needs.

In July of 2019, the Canadian government created a new act, called the Accessible Canada Act. Over the coming years, new standards will be created to ensure people with disabilities can fully participate in their communities. Advocates need to be active in ensuring the new standards really do help people to participate as equals. You can find out more about the act here:

<https://www.canada.ca/en/employment-social-development/programs/accessible-people-disabilities.html>

Human
rights
matter

A new way to approach moving forward

In the history section, we talked about how in the past services were created to treat people instead of creating services to make communities inclusive of everybody. We want to do things differently.

A human rights approach means removing barriers in communities that made participation difficult for people with disabilities. It's about advocating for your rights and for social justice. This means changing the *community* so people with disabilities can fully participate as equals. And building communities that accommodate all of our differences. This may mean using funding and services to ensure people with disabilities experience the same rights and benefits as everyone else. What if we approached policies and services with a human rights approach? What if public transportation had a human rights approach?

What's important to remember?



Not a lot of changes have happened to improve services for people with disabilities over the last 30 years.



The government started to fund services differently in the 1990s, which meant less services to help people with disabilities fully participate in their community.



People with disabilities are not always experiencing wellbeing because our communities are not always just and fair.



New leaders are needed to advocate for the rights of people with disabilities.



People with disabilities should experience the same rights and benefits as everyone else. We need to change the *community* so people with disabilities can fully participate as equals. And build communities that accommodate all of our differences

6 What are your transportation rights?

There are a number of laws that say what rights people with disabilities have for transportation. Let's look at a few.

What does the United Nations Say?

What does the UN Convention on the Rights of Persons with Disabilities Say?

- People with disabilities should have equal access to public transportation just like others do
- People should have access to accessible transportation that meets their needs
- Information about public transportation such as routes and schedules should be accessible to people with disabilities
- There should be different ways and times that people with disabilities can get around in their communities
- Transportation should not cost too much

What does the Canadian Human Rights code say?

- People with disabilities should have access to the same transportation services other people in the community do

What does Canada have to say?

What does Ontario have to say?

What does the Accessibility for Ontarians with Disabilities Act (AODA) Say?

- Public transportation like buses and subways must be accessible to people with disabilities
- Accessible equipment like ramps and lifts must work
- Support staff should be able to travel with people with disabilities for free
- People with disabilities must have time to safely board
- Transit stops need to be accessible
- People with disabilities must have a seat near the front of transit vehicles with signs to ask other passengers to move seats if they are needed
- Public transit routes, schedules, and special announcements must be accessible for people with disabilities
- Specialized transit like Wheel-Trans must:
 - Cost less or the same as other similar transit like TTC buses
 - Provide the same hours and days of operation as similar transit
 - Allow people to book a ride on the day they are traveling or up to three hours before the end of the day
 - Have accessible ways for people to book rides

Where to find more information

On the UN Convention of the Rights of Persons with Disabilities:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/345108/easy-read-un-convention.pdf

On AODA:

<https://aoda.ca/what-is-the-transportation-standard/>



Img. 14: Stock photo from Pictochart

7 Are your rights being met?

A little bit about the TTC and their plans to improve services



Travel Training Handbook

Did you know?

TTC Handbook on Accessible Travel

Did you know that the TTC has a handbook on accessible travel? The handbook is written in easy to read language and describes the accessible services the TTC offers. It is important to be familiar with what services the TTC offers before you suggest ways to make it better. You can find the handbook at the link below:

http://www.ttc.ca/PDF/TTC_Accessibility/Accessible_Travel.pdf

The TTC has a multi-year plan to make their services more accessible for people with disabilities. Each year, the TTC reports on their progress and accomplishments. The plans help them to follow AODA. Over the next few years, the TTC expects that Wheel-Trans will be used more and more. They are working to make all their transit systems like subways and other TTC buses more accessible for everyone. Below are some key highlights.

Progress Made

- ✓ The TTC had 41 improvement plans. 78% were completed by 2018. 7 are still in progress.
- ✓ 7 subways stations got elevators and other accessibility features.
- ✓ 400 transit stops were redesigned to be more accessible.
- ✓ All TTC buses now have no stairs and low-floors, which means people using wheelchairs and other mobility aids can more easily board the bus.
- ✓ The Fair Pass Program was launched, which provides lower fares for people on ODSP and Ontario Works.

New plans

- ✓ The TTC has 52 improvement plans for 2019-2023
- ✓ 21 subway stations will get elevators and other accessibility features.
- ✓ All street car routes will be made accessible.
- ✓ More programs so passengers have a better experience.
- ✓ A phone app for Wheel-Trans users to track their bus.

Read more about the TTC Multi-Year Accessibility plan here:
http://www.ttc.ca/TTC_Accessibility/Accessible_Transit_Services_Plan/index.jsp

Are your rights being met?

What passengers have to say



Img. 15-17: TTC Travel Training Handbook photos. From: http://www.ttc.ca/PDF/TC_Accessibility/Accessible_Travel.pdf

7. Are Your Rights Being Met.

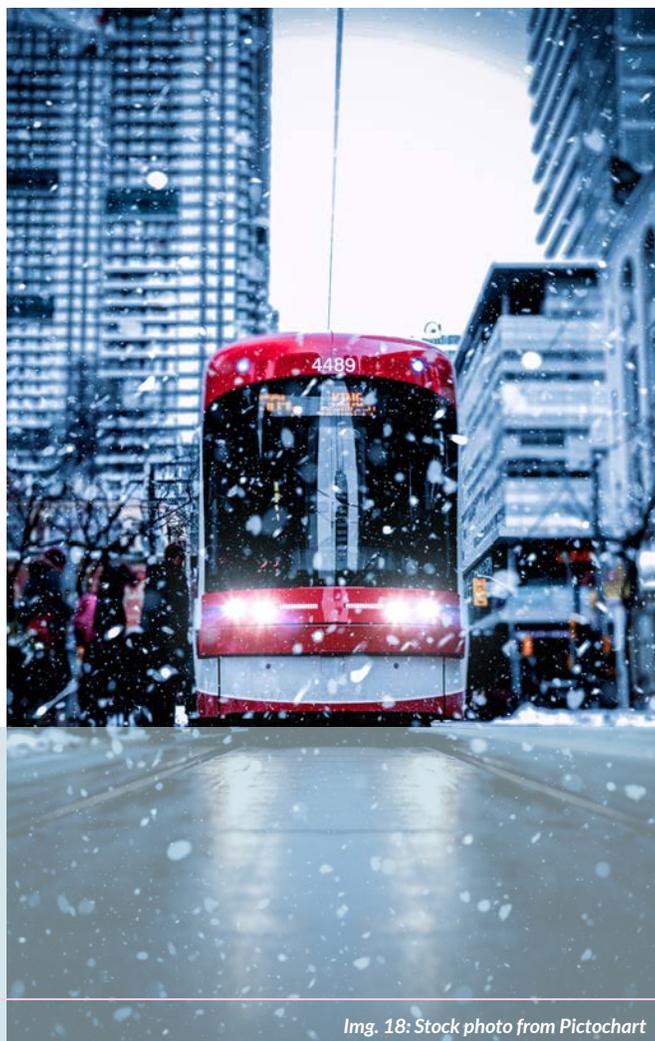
Here are some things others have said when they were asked about accessible transit like Wheel-Trans in a study. The last two checkboxes are about using public transit in general.

- To make sure there is space available, people with disabilities often need to arrange a ride days in advance. This is different for people who can simply take any TTC bus at the last minute. This means people using Wheel-Trans cannot plan get-togethers with friends at the last minute.
- Paratransit like Wheel-Trans often arrives later than scheduled, which means people can be late for important events.
- There can be a 30-minute window to be picked up with paratransit. When you don't know when you are going to be picked up, it's hard to know when you might get to where you want to go.
- The way they pick up and drop off passengers makes what should be a short trip quite long. It's hard to know when you will get to the place you want to go.
- There are not a lot of accessible buses and spots on the bus. Even if you book ahead, you might not get a ride.
- When you have to schedule your pick up time in advance you can't stay out later if you are having a good time or if you need more time at the mall for example.
- Public transit might not have enough spots for people using wheelchairs.
- According to TTCRiders, the Ontario and Canadian governments do not give a lot of money to help Toronto pay for the TTC. Toronto gets less than many other cities get to provide transit in Canada and the U.S.

8 Preparing your issue.

The section above included some things other people had to say. What do you have to say about transportation? Is there something you want to see changed?

If there is, you need to be clear about what that is so you can share this with others. This is sometimes called an 'agenda', but you can think about it like an issue or a goal.



Img. 18: Stock photo from Pictochart

Before you can advocate for change, you need to be clear on the issue you would like to see changed. To prepare, consider the following questions. It is good to write your answers down so you can refer back to them when you are ready to advocate.

- What is the issue?
- What causes the issue?
- Who in the community does the issue affect?
- How does the issue affect them?
- What needs to be done to fix the issue?

To help you answer the questions, talk with others that know about the issue or are impacted by it. Do research on the issue. What decisions has the city made about this issue in the past? How are other cities solving this issue? You can look to past news articles, the city website, the TTC or Wheel-Trans websites, or other sources to find the information you are looking for. Your research will help you to answer the questions above.

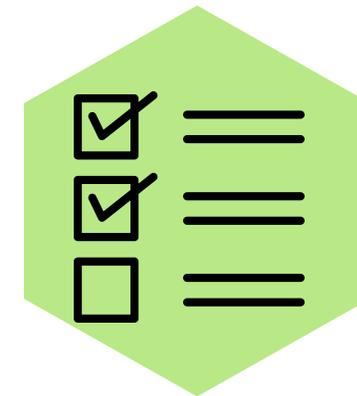
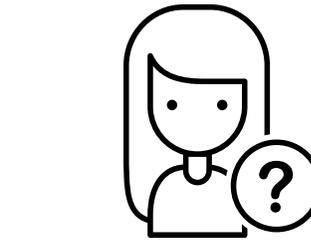
Once you have answers to the questions, write them down in one spot. Once you do, you are ready to make change.

your voice matters

9

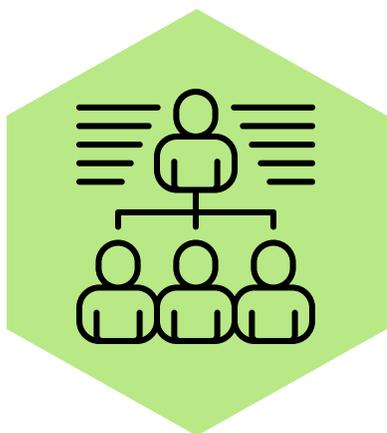
Ways to participate in civic engagement to improve transportation in Toronto.

You just learned about civic engagement and why it's important. You also learned about your transportation rights and thought about what ideas you might have to make it better. This next section walks you through 6 different ways you can take action and share your idea.



Join an organization

Joining or volunteering with an organization that is making a positive difference in your community is a great way to get involved. TTCRiders is an organization run by people in the city of Toronto. They work to advocate for great TTC transit.



Who they are

TTCRiders is an organization that advocates about TTC transit on behalf of people who use the TTC.

What they advocate about

- better transit
- cheaper transit
- more transit
- accessible transit
- and respect for people who use the TTC and the environment.

What they do

They advocate about transit improvements to the TTC, Toronto City Councillors, Toronto Mayor, and the Province of Ontario. They do this through letter-writing, petitions, speaking to the media, social media campaigns, speaking with City Councillors and MPPs, writing articles, and running campaigns on transit specific issues like fair rates. Below is one recent example that has helped to make the TTC more affordable:

TTCRiders wants to make sure that everybody can afford using the TTC. They ran a campaign and organized their members to send emails, make calls, use social media, and talk with City Councillors about the need for cheaper fares for people on Ontario Works and ODSP. In July of 2014, Toronto City Councillors agreed to offer a low-income pass. The first phase was implemented in 2018 and provides \$2.05 fares and \$119 passes for people on ODSP and Ontario Works.

However, TTCRiders believes that \$120 is still too much for many people to pay. And not everyone who can get the cheaper rate is using it as many find it still too expensive. It also might take a few years until the full program is in place. The TTCRiders are now campaigning that the Fair Pass program be \$50 per pass or \$1 per ride. This is similar to Hamilton and Calgary that already provide \$55 passes for those on low income.



Img. 19: TTCRiders Members. From <https://www.ttcriders.ca/mbers>.

How to get involved

- ✓ You can join TTCRiders by becoming a member. There is an annual fee of \$20 to be a member. Once a member, you can join one of their campaign committees. They have a few different campaign committees that advocate on different transit matters including accessibility, the Fair Fare Coalition, improving transit in Scarborough, running media campaigns and more.
- ✓ Participate in their campaigns. You can participate in their campaigns by using the resources they provide like letters to politicians and social media templates.
- ✓ Spread the word. Share their articles and social media posts on your social media. This way you can let others know about important transportation issues. If they know about these issues they can help make the change by how they vote for or by advocating too.

Where to find more information

TTCRiders Membership: https://act.ttcriders.ca/become_a_member

TTCRiders Committees: <http://www.ttcriders.ca/our-committees/>

Attend a Public Meeting

Attending a public meeting about public transportation is one place where your voice can be heard. Monthly *Advisory Committee on Accessible Transit* meetings and yearly *TTC Public Forums* are two meetings you can attend to have your voice heard.



Who they are

The Advisory Committee on Accessible Transit (ACAT) is a group of volunteers who provide input on accessible transit to the TTC.

What they advocate about

They give advice and suggestions on how to make Wheel-Trans and community buses better for seniors and people with disabilities.

What they do

The ACTC meets monthly to discuss accessibility issues and they have five subcommittees. The subcommittees provide input on topics like TTC communication materials and website, improvement ideas on TTC vehicles and transit stops, recommendations on TTC accessibility planning and AODA compliance, Wheel-Trans operations, and other accessibility-related issues.

How to get involved

The ACTC welcomes presentations from the public on accessibility related issues. When a person presents an issue at one of their meetings, it is called a deputation. The issue has to be about accessible transportation for people with disabilities and seniors. Presentations must be no longer than five minutes and you must request to make a presentation ten days before the next ACTC meeting. Look to the *preparing your presentation* section for tips on how to present a deputation.

TTC Public Forum on Accessible Transit

AODA requires public transportation agencies to have at least one public meeting per year to gather feedback from the public on their accessibility plans. The TTC calls this the Public Forum on Accessible Transit. At the Forum, the TTC will give updates on their accessibility plans and will ask for feedback on how to make things better. The last session was in September of 2019. Look out for the meeting next year on this website:

http://www.ttc.ca/TTC_Accessibility/Public_Forum_on_Accessible_Transit/index.jsp



Preparing your presentation

1. You have 5 minutes to present. Practice ahead of time to make sure you stay within 5 minutes.
2. Thank the council for allowing you to present.
3. Introduce yourself.
4. Clearly state your issue (for example, we need cheaper bus passes for people on ODSP).
5. Explain the impact the issue has on your community.
Consider sharing a personal story as an example.
6. If you have any stats about the issue share them too.
7. Be clear about what you want them to do about it.
8. Politely ask them to take the action you suggested.
9. Thank them again for their time.

Where to find more information

http://www.ttc.ca/About_the_TTC/ACAT_Reports_and_Information/index.jsp

http://www.ttc.ca/TTC_Accessibility/Public_Forum_on_Accessible_Transit/2019/index.jsp

Contact a Politician

Your politicians are here to represent you. That means that their job is to hear what issues matter to you and to make decisions about those issues on your community's behalf.



You can contact your City Councillor who represents you in the neighbourhood where you live. You can also contact your MPP who represents all the people who live in your city to the government of Ontario. When you contact them, you can share what you would like to see changed or what ideas you have to make your community better, including transportation. The Minister of Transportation is a MPP whose job it is to oversee transportation in Ontario. To see what your City Councillor, MPP, or the Minister of Transportation can do related to transportation and how you can contact them, check out page 40.

There are a few common ways you can contact your City Councillor, MPP, or the Minister of Transportation.

1

Attend a Council Meeting

The city of Toronto has four community councils and a number of sub-committees. The councils and their sub-committees make recommendations about issues in the community to the City Council. The public can attend these meetings and provide input on agenda items either through submitting comments to the committee or asking to speak at the meeting. If you want to submit comments or speak at a meeting, you need to let the committee clerk know ahead of the meeting. If you are given an opportunity to speak, you will have five minutes to speak. You can find a list of upcoming meeting agendas as well as contact information for the different committee clerks here:

<http://app.toronto.ca/tmmis/decisionBodyList.do?function=prepareDisplayDBList>

Toronto Accessibility Advisory Committee

One of the subcommittees is the Toronto Accessibility Advisory Committee. This committee makes recommendations to the city council on how to remove barriers and improve the community to be more inclusive of people with disabilities. They provide advice on a number of topics including transportation. They also help to make sure the city is meeting AODA requirements. To attend one of their meetings, you can contact:

Jennifer Lin
10th floor, West Tower, City Hall
100 Queen Street West
Toronto, ON M5H 2N2
email: taac@toronto.ca
phone: 416-338-5089
fax: 416-392-1879

Where to find more information

Toronto City Council Meetings-
<http://app.toronto.ca/tmmis/index.do>

Toronto Accessibility Committee-
<https://secure.toronto.ca/pa/decisionBody/321.do>



*Img. 20: Toronto City Hall
From <http://app.toronto.ca/tmmis/index.do>*

Here are two more ways you can contact a politician



Img. 21: Stock photo from Pictochart

2 Write a letter or send an email

Another great way to contact a politician is by writing a letter or sending an email. You can either write your own letter or you can use letters that other advocacy groups like the TTCRiders have already written for you to share.

At the link below, you can find a letter the TTCRiders have written to ask for cheaper TTC passes. In the letter you can add your own story about why this matters to you.

<http://www.ttcriders.ca/action-lower-fares-vote-on-thursday/>

Tips

Tips when writing your own letter

- ✓ Keep it short, 1-2 pages.
- ✓ Follow steps 3-8 of the *preparing your presentation* section on pg 34. You can include these same messages in your letter.
- ✓ Thank them for considering your request.

3 Request a personal meeting

If you would prefer to meet with your MPP or City Councillor in person, you can request to meet with them. You will want to prepare for your meeting ahead.

Sometimes it's good to thank them for the work they have already done on your issue or to politely suggest what more they can do.

Research what your MPP or City Councillor has had to say or has done about the issue in the past. You can often find this information on their website or in the news. Searching online is a great idea.

Write down what you would like to say. You can follow steps 3-8 in the *preparing your presentation* section on pg 34. You can use these as notes to refer to as you talk.



Remember to dress professionally and be on time. It is important to listen to what they have to say too. Ask them what you can do to show you want to work together to make the change. Follow up a few days later with a thank you note.

Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has. - Margaret Mead

Who can I talk to about what?

Different politicians can do different things to make transportation better. Depending on what your issue or idea is, you may want to talk to different politicians. Read below to learn who you can talk to about what.

What can Ontario's Minister of Transportation do?



Img. 22: Minister of Transportation, Caroline Mulroney
<https://www.cbc.ca/news/canada/mulroney-pc-leadership-1.4514315>

The Minister of Transportation recommends plans to improve and pay for transportation in the province like highways, Go Trains, and public transportation in the GTA. The Minister of Transportation can advocate for more funding from the province for transportation. In October of 2019, the province of Ontario announced they would be giving the city of Toronto money to expand subway lines. If you have big ideas about transportation that will cost the TTC a lot of money, it might be a good idea to contact the Minister of Transportation about that.

Transportation Minister's Office
 Hon. Caroline Mulroney | Minister |
 Mailing Address:
 5th Floor, 777 Bay St, Toronto, ON M7A 1Z8
 416-327-9200 | minister.mto@ontario.ca

What can my MPP do about transportation?



Img. 23: Ontario MPPs
<https://www.ola.org/en/members>

Different communities in Ontario have a MPP that represents them. Their job is to share the concerns and ideas of the people they represent to the Ontario government. MPPs help the Ontario government to make decisions about services, including how much money to spend on those services. Talking with your MPP can help to increase funding for transportation. Your MPP also helps the Ontario government to make decisions about laws, like the Accessibility for Ontarians with Disabilities Act (AODA). Laws like this ensure that services in communities are accessible to people with disabilities. You can talk with your MPP about how to change laws like AODA to make transportation more accessible if that is something you feel needs to be done.

Find out who your MPP is and their contact information at the link below:

<https://www.ola.org/en/members/current/contact-information>

What can my City Councillor do about transportation?



Img. 24: Toronto City Councillors.
<https://www.toronto.ca/city-government/council/>

Your City Councillor represents you and other people who live in your neighbourhood to the city of Toronto. Together with the Mayor, City Councillors make decisions about what services to offer in your city including public transportation. Some City Councillors sit on the board of the TTC and make decisions about what services the TTC has to offer. All City Councillors help the Mayor of Toronto decide how much money they will spend on those services. This includes where bus, streetcar, and subway stops are, where they will go in the city, and when they will run. Your City Councillor can help to ensure that the services are following all the accessibility rules we talked about earlier like AODA.

Find out who your City Councillor is and their contact information by using this handy map at the link below:

<https://www.toronto.ca/city-government/council/members-of-council/>

Participate in Public Consultation

Regularly, the city of Toronto holds public consultations to get feedback from the community about the plans City Councillors have for the city. These can be surveys or public meetings. Participating in these consultations allows you to share your feedback with the city and have your voice heard.

In June of 2019, the city consulted with people on the transit system and their plans to expand it. They sought feedback at public events, through online surveys, social media, and through meetings. While these consultations are over, the city of Toronto posts all their consultation opportunities at the link below. You can check back there regularly to see if they are looking for feedback about transportation in your neighbourhood.

<https://www.toronto.ca/community-people/get-involved/public-consultations/>



Img. 25: Stock photo from Pictochart

Get More Involved

The city of Toronto has a webpage that describes the different ways you can stay informed and have your say. They have also put together a guide with all this information in one place. In the guide, there is a handy flow chart that shows how decisions are made by the city. The guide also describes the different roles different levels of government play.

You can find this information here:

- Website: <https://www.toronto.ca/city-government/council/my-local-government-its-for-me/>
- Guide: https://www.toronto.ca/wp-content/uploads/2019/06/9998-MyLocal_Government-Book_Apr12_spread.pdf

TTC Consultation

In addition to the yearly Forum on Accessible Transit, the TTC welcomes feedback on their services on a daily basis. You can submit feedback online at the link below. At the link, there is a separate online form for sharing complaints, compliments, and suggestions. Let's look at the difference between those.

https://www.ttc.ca/Customer_Service/Compliments_Complaints_Suggestions/index.jsp

- 1 Complaints-** You can always contact the TTC if you have a concern like if a bus stop is not properly shoveled or if a driver did not treat you fairly. Complaints are things that you notice are wrong that need to be fixed.
- 2 Compliments-** If you had a really great experience with a TTC bus driver or a new TTC program has been really helpful for you, it's important to let the TTC know. Knowing what is working well is just as important as knowing what is not.
- 3 Suggestions-** Suggestions are your ideas to make things better. You can share your ideas to make TTC transit better with the TTC anytime by filling out the form at the link above.

Have
your say

Share Your Ideas on Social Media

Social media allows you to share your ideas with others. It is a great way to let your community know about what changes can be made to make transportation better. You can start your own social media campaign or join another one that you agree with.



1 Join another campaign

@CodeRedTO is a volunteer-run transportation advocacy group in Toronto. They use Twitter and Facebook to advocate for better transit in Toronto.

@TTCriders also uses Twitter, Facebook, and Instagram. On their accounts, they talk about transit related issues, update the public on their advocacy work, and call for change. They often tag politicians or the TTC in their posts so politicians and the TTC know what change is needed.

You can choose to follow any of their accounts to stay in the loop. You can also share their social media posts on your own social media. This way, more people will know what change is needed to make transportation better in Toronto. When you do, consider tagging your City Councillor or MPP. This is another way for your voice to be heard by those who represent you.

Img. 26: Stock photo from Pictochart



2 Use Hashtags

Sometimes organizations like CodeRedTo and TTCRiders will launch a social media campaign, which means they plan a number of social media posts on a specific topic and they encourage others to share, comment on, or like their posts. Often, these social media campaigns have a hashtag you can add to your social media posts on the same topic. Hashtags allow people to easily search and find all the social media posts on a particular topic. Here are a few you can use when posting about issues related to transportation in Toronto :

#transitmatters
#grumpyriders
#keeptransitpublic



Img. 27: Stock photo from Pictochart

3 Share Your Story

Sharing stories of how public transportation did not meet your needs can help others to understand the problem better. Sometimes people will share a post on Facebook or Instagram about how waiting for Wheel-Trans for a long time made them late for an important event or how bus stops did not have proper snow removal to allow people using wheelchairs to safely access the bus stop. Sharing a personal story of the issue and what can be done to change it can be a helpful tool for making change happen. Of course, you can also share stories of what is working well too. This way others know what services and supports are most helpful. Check out the tips for posting on social media on the next page. Remember, the most successful posts will be clear about what can be done to make things better and will tag people who can do something about it. In addition to tagging your City Councillor or MPP, you can tag the Toronto Mayor, John Tory, and the TTC.

@TTC
@JohnTory



Some tips when posting on social media

1. Keep it short. People often don't read more than a few sentences.
2. Stick to the facts. Share what happened and how it impacted you, but don't make the situation seem worse than it really was.
3. Don't share overly personal information like your address or phone number. Or things you might regret sharing later on.
4. Be polite. It's best to be the bigger person. If a bus driver was not fair and kind, it's important to share that, but we don't want to use name-calling or be unkind ourselves. It's best to wait until you are calm before you share your post.
5. If you are unsure if you should share your post, it's best to have a trusted friend read it first.
6. Be clear about what can be done to make things better. Remember, civic engagement is about making your community a better place. We can't just complain about the problem, we also have to be a part of making it better. One way we can do that is by sharing ideas.
7. Tag the TTC and politicians so they can be aware of the issue and do something about it.

Write to a Newspaper



Letters to the Editor

Social media is not the only way you can share your ideas with others in your community. You can also share your ideas in a letter to the editor of your local newspaper. This section is often read by people. And politicians use this section to get a sense of what issues matter most to people.

To let your community know about what changes can be made to make transportation better, consider writing a letter to the editor.

Tips

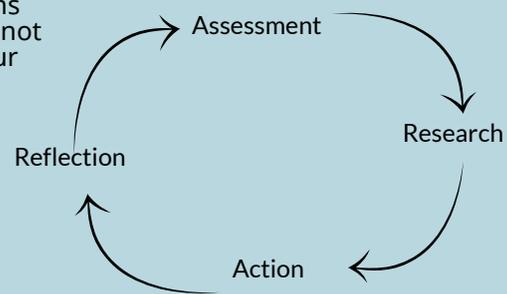
- Letters that are shared in the newspaper need to be short, less than 150 words.
- It's best to send a letter in response to an article. If you see an article about transportation, you can write a letter in response. What's your opinion on the matter? Do you agree or disagree with the article?
- Back up your stance with proof. Use examples, stories, and stats if you have any.
- Be sure to send your letter right away, as soon after the article was published as possible.
- Newspapers have instructions on how and where to send a letter to the editor. Make sure you read all the instructions first and be sure to include your name and contact information so they can ask you any questions they might have.
- Not all letters are posted in the newspaper. Don't get discouraged if your letter isn't chosen. We just learned of a whole number of ways to have your voice heard, a letter to the editor is just one.

10 Next Steps

Img. 29: Stock photo from Pictochart

The process of community organizing:

- 1 The first step is called assessment. It means figuring out what issues are impacting the community.
- 2 The second step involves research. It means figuring out what is causing those issues.
- 3 The third step involves taking action. It means making a plan and taking action to fix the issue.
- 4 The fourth step involves reflecting. It means thinking about what worked and what did not work. What did you learn and what are your next steps?



What are your next steps?

At the beginning of this guide, we talked about the stages of community organizing. They're included on the previous page as a reminder. Throughout this guide, we walked through the steps involved in accomplishing the first three stages. Let's remind ourselves of what we learned.

- ✓ You have already identified transportation as an issue that could be better in your community. Section 8 helps you to write down the idea you have to make it better.
- ✓ In sections 4,5,6, and 7, we learned about the history of services for people with disabilities and the beliefs about disability that shaped them. We also learned about why change is needed, your transportation rights, and heard from other people with disabilities about their transportation experiences. This section helped us to research what may have had an influence on transportation services for people with disabilities. We also learned that new leaders, like you, are needed to advocate for the full and equal participation of people with disabilities in our communities.
- ✓ In sections 1, 2 and 3, we learned about civic engagement and why it's important. We learned that it is a helpful way to fix issues and make our communities better. In section 9, we looked at different ways we can take action to make transportation better. You can use these sections to make a plan about what you can do to make public transportation better in Toronto.

Next steps:

If you have decided you do want to take action, your next steps might be to:

1. Use page 8 to clarify what idea you have to make transportation better.
2. Use section 9 to decide which action you will take.
3. Once you have taken action, the last step is to reflect, which means thinking about what worked well and what you would do differently next time. Did your action work? Was change made? What action was the most helpful? What more change is needed next?

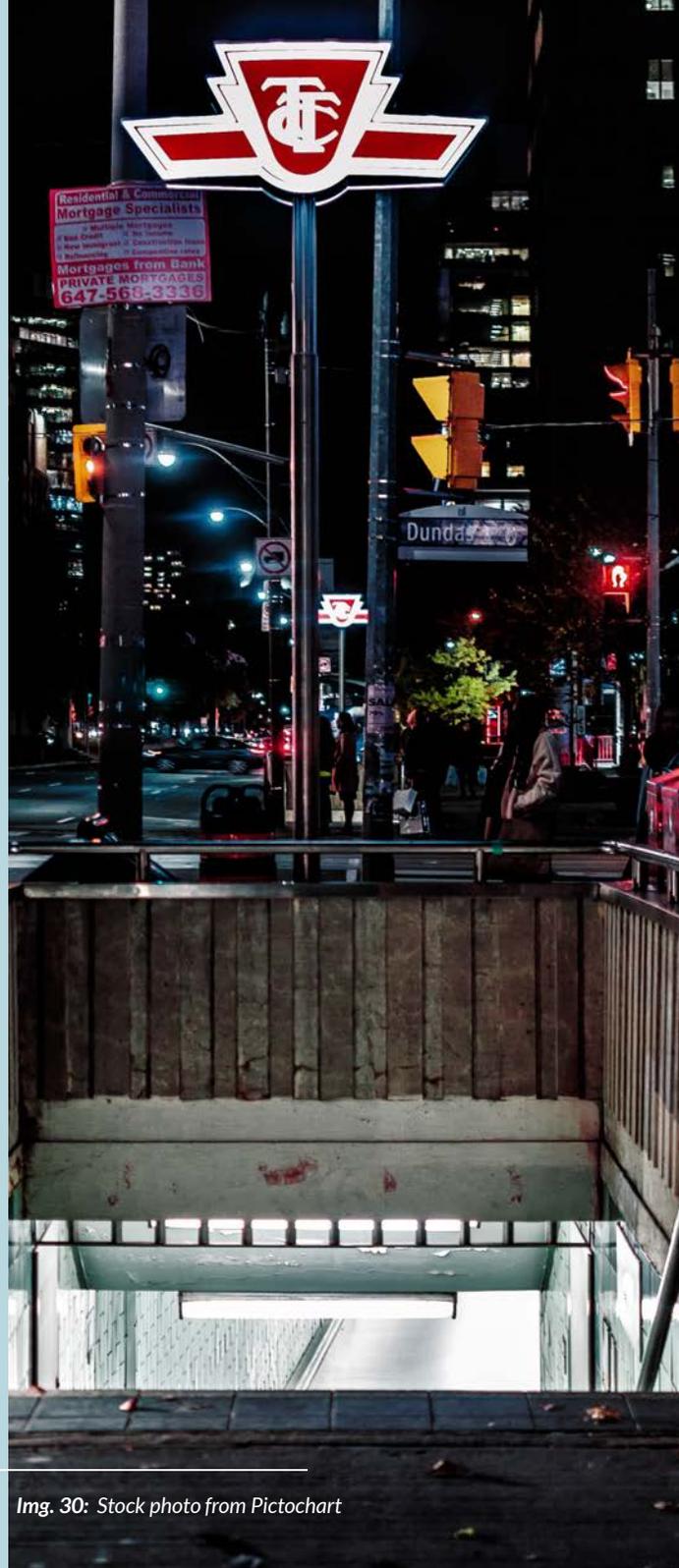
Remember, You have the power to make a difference. Your voice matters. It is time to be heard.

References

- Adler, R. P., & Goggin, J. (2005). What do we mean by "civic engagement"? *Journal of Transformative Education*, 3(3), 236-253.
- Barron, F. (2016). *Civic engagement kit*. Retrieved from Making Voices Count: <http://makingvoicescount.ca/kit/civic-engagement-kit>
- Boyce, W. F. (2001). *A seat at the table: Persons with disabilities and policy making*. Montreal: McGill-Queen's University Press.
- Christian Blind Mission. (2017). *Developing an advocacy plan: The CBM advocacy toolkit*. Retrieved from Mill Neck International: <https://millneckinternational.org/resources/developing-advocacy-plan/>
- City of Toronto. (2019). *Council*. Retrieved from City of Toronto: <https://www.toronto.ca/city-government/council/>
- CodeRedTO. (2019). *CodeRedTO*. Retrieved from CodeRedTO: <https://coderedto.com/>
- Council of Canadians with Disabilities. (2019, April 25). *Canadian human rights commission 2018 annual report shows little improvement for disabled Canadians*. Retrieved from <http://www.ccdonline.ca>: <http://www.ccdonline.ca/en/humanrights/promoting/Media-Release-CHRC-Annual%20Report2018>
- D'Aubin, A. (2006). Making federally regulated transportation systems accessible to persons with disabilities. In M. McColl, & L. Jongbloed, *Disability and social policy in Canada* (pp. 370-402). Concord, ON: Captus Press Inc.
- Department for Work and Pensions by the 'EasyRead' service. (2007). *International agreement on the rights of disabled people*. Retrieved from United Nations: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/345108/easy-read-un-convention.pdf
- Ekman, J., & Amna, E. (2012). Political participation and civic engagement: Towards a new typology, 22. *Human Affairs*, 283-300. DOI: 10.2478/s13374-012-0024-1
- Freire, P. (1970). *Pedagogy of the oppressed*. New York: Continuum.
- Government of Canada. (2019, Nov 29). *Canadian human rights act*. Retrieved from Justice Laws Website: <https://laws-lois.justice.gc.ca/eng/acts/h-6/page-1.html#docCont>
- Government of Canada. (2019, 12 11). *Making an accessible Canada for persons with disabilities*. Retrieved from Government of Canada: <https://www.canada.ca/en/employment-social-development/programs/accessible-people-disabilities.html>
- Hutchinson, P. (2007). Leadership in the Canadian consumer disability movement: Hopes and challenges. *International Journal of Disability, Community, and Rehabilitation*, 6(1), 1-12.
- Kelly, C. (2013). Towards renewed descriptions of Canadian disability movements: Disability activism outside of the non-profit sector. *Canadian Journal of Disability Studies*, 2(1), DOI: <http://dx.doi.org/10.15353/cjds.v2i1.68>
- Legislative Assembly of Ontario . (2019). *MPP contact information*. Retrieved from Legislative Assembly of Ontario : <https://www.ola.org/en/members/current/contact-information>
- Malhorta, R., & Rowe, M. (2014). *Exploring disability identity and disability rights through narratives: Finding a voice of their own*. New York: Routledge: Taylor and Francis Group.
- Mennonite Central Committee. (2016, March 23). *MCC Canada advocacy toolkit*. Retrieved from Mennonite Central Committee Canada: <https://mcccanada.ca/stories/mcc-canada-advocacy-toolkit>
- Nelson, G. (2013). Community psychology and transformative policy change in the neo-liberal era, 52. *American Journal of Community Psychology*, 211-223. DOI 10.1007/s10464-013-9591-5

- Neufeldt, A. H. (2003). Disability in Canada: An historical perspective. In H. E. Neufeldt, *In pursuit of equal participation: Canada and disability at home and abroad* (pp. 22-79). Concord, ON: Captus Press Inc.
- Prilleltensky, I. (2001). Value-based Praxis in Community Psychology: Moving Toward Social Justice and Social Action. *American Journal of Community Psychology*, 747-778.
- Prilleltensky, I. (2012). Wellness as fairness, 49(1-2). *American Journal of Community Psychology*, 1-21. DOI: 10.1007/s10464-011-9448-8.
- Prince, M. J. (2004). Canadian disability policy: Still a hit or miss affair, 29(1). *Canadian Journal of Sociology*, 59-82.
- Prince, M. J. (2009). *Absent citizens: Disability politics and policy in Canada*. Toronto: University of Toronto Press.
- Prince, M. J. (2012). Canadian disability activism and political ideas: In and between neo-liberalism, 1(1). *The Canadian Journal of Disability Studies*, 1-33. DOI: <http://dx.doi.org/10.15353/cjds.v1i1.16>.
- Rioux, M. H., & Samson, R. M. (2006). Trends Impacting disability: National and international perspectives. In M. McColl, & L. Jongbloed, *Disability and Social Policy in Canada 2nd ed.* (pp. 112-142). Concord, ON: Captus Press Inc.
- Rioux, M. H., & Valentine, F. (2006). Does Theory Matter? Exploring the Nexus Between Disability, Human Rights, and Public Policy. In D. Pothier, & R. F. Devlin, *Critical disability theory: essays in Philosophy, Politics, Policy, and Law* (pp. 47-68). UBC Press.
- Speer, P. W., Hughey, J., Gensheimer, L. K., & Adams-Leavitt, W. (1995). Organizing for power: A comparative case study, 23(1). *Journal of Community Psychology*, 57-73. DOI: 10.1002/1520-6629(199501)23:1<57::AID-JCOP2290230106>3.0.CO;2-9.
- Stienstra, D., & D'Aubin, A. (2006). People with disabilities and political participation. In M. McColl, & L. Jongbloed, *Disability and Social Policy in Canada 2nd Ed.* (pp. 210-229). Concord, ON: Captus Press Inc.
- Thomson, G. (2018, Dec 17). *What is the transportation standard?* Retrieved from Accessibility for ontarians with disabilities act: <https://aoda.ca/what-is-the-transportation-standard/>
- Toronto Transit Commission. (2018, May 8). *2019-2023 TTC multi-year accessibility plan*. Retrieved from TTC: http://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2019/May_8/Reports/6_2019-2023_TTC_Multiyear_Accessibility_Plan.pdf
- TTC. (2019-a). *Accessible transit services plan*. Retrieved from TTC: <http://www.ttc.ca/>
- TTC. (2019-b). *Advisory committee on accessible transit (ACAT)*. Retrieved from TTC: http://www.ttc.ca/About_the_TTC/ACAT_Reports_and_Information/index.jsp
- TTC. (2019-c). *Complaints, compliments, and suggestions*. Retrieved from TTC: https://www.ttc.ca/Customer_Service/Compliments_Complaints_Suggestions/index.jsp
- TTC. (2019-d). *TTC public forum on accessible transit*. Retrieved from TTC: http://www.ttc.ca/TTC_Accessibility/Public_Forum_on_Accessible_Transit/index.jsp
- TTC. (n.d.). *Travel training handbook*. Retrieved from TTC: http://www.ttc.ca/PDF/TTC_Accessibility/Accessible_Travel.pdf
- TTCRiders. (2019). *TTCRiders*. Retrieved from TTCRiders: <https://www.ttcriders.ca/>
- United Nations. (n.d.). *Convention on the rights of persons with disabilities – Articles*. Retrieved from United Nations: <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities/convention-on-the-rights-of-persons-with-disabilities-2.html>
- Watts, R. J., Williams, N., & Jagers, J. R. (2003). Sociopolitical development, 31(1-2). *American Journal of Community Psychology*, 185-194. DOI: 10.1023/A:1023091024140
- Withers, A. (2012). *Disability politics and theory*. Halifax: Fernwood Pub.

Thank you.



Img. 30: Stock photo from Pictochart