

1. CALL TO ORDER

Call to Order – 11:04 AM

2. TERRITORIAL ACKNOWLEDGMENT

We respectfully acknowledge that the SFSS is located on the traditional, unceded territories of the Coast Salish peoples, including the x^wməθk^wəyəm (Musqueam), Sk^wxwú7mesh Úxwumixw (Squamish), Selílwitulh (Tsleil-Waututh), k^wik^wəłəm (Kwikwetlem) and qícəy (Katzie) Nations. Unceded means that these territories have never been handed over, sold, or given up by these nations, and we are currently situated on occupied territories.

3. ROLL CALL OF ATTENDANCE

3.1 Accessibility Committee Composition

VP Student Life (<i>Chair</i>)	Jennifer Chou
VP Student Services (<i>Vice-Chair</i>)	Matthew Provost
Ex-Officio	Osob Mohamed
Student At-Large	Vivian Ly
Student At-Large	Spencer Chen
Student At-Large	Serena Bains
Student At-Large	Jillian Sloane
Faculty Representative (Education)	Emerly Liu
At-Large Representative	Phum Luckkid

3.2 Society Staff

Campaigns, Research, & Policy Coordinator	Sarah Edmunds
Transition Manager	Lawrence Jones
Administrative Assistant	Somayeh Naseri

3.3 Regrets

Student At-Large	Spencer Chen
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3.4 Absents

Student At-Large	Vivian Ly
Student At-Large	Jillian Sloane
At-Large Representative	Phum Luckkid

4. ADOPTION OF THE AGENDA

4.1 MOTION AC 2020-12-08:01

Jennifer/Matthew

Be it resolved to adopt the agenda as amended.

CARRIED AS AMENDED UNANIMOUSLY

- Add new motion section 7.1: Neurodivergent Hangouts

- Add new motion section 7.2: SFU Disability and Neurodiversity Alliance Social
- Add a new discussion item section 8.4: Signage in the SUB

5. RATIFICATIONS OF REGRETS

5.1 MOTION AC 2020-12-08:02

Emerly/Serena

Be it resolved to ratify regrets from Spencer Chen for fall 2020 semester.

CARRIED UNANIMOUSLY

6. MATTERS ARISING FROM THE MINUTES

6.1 MOTION AC 2020-12-08:03

Matthew/Emerly

Be it resolved to receive and file November 11, November 24, 2020 Accessibility Advisory Committee minutes:

- AAC 2020-11-10
- AC 2020-11-24

CARRIED UNANIMOUSLY

7. NEW BUISINESS

7.1 Neurodivergent Hangouts-MOTION AC 2020-12-08:04

Emerly/Osob

Be it resolved to approve \$2,390 from the Accessibility Fund for ASL interpretation and CART captioning for SFU Disability and Neurodiversity Alliance's Neurodivergent Hangouts Collaboration with Autistics United Canada.

CARRIED

In Favor (3): Matthew Provost, Emerly Liu, and Osob Mohamed.

Against (0)

Abstain (2): Serena Bains and Jennifer Chou

- CART costs \$600 for the event duration, and since there are 2 events (one in December and one in January), it would cost \$1,200 for CART captioning.
- Preparation fee is \$100.
- Equipment setup fee is \$60.
- Streaming fee is \$30.
- ASL interpretation is \$500 for the event duration, and since there are 2 events, it would cost \$1,000.
- Total is \$2,390.

7.2 SFU Disability and Neurodiversity Alliance Social-MOTION AC 2020-12-08:05

Serena/Matthew

Be it resolved to approve \$1,290 from the Accessibility Fund for ASL interpretation and CART captioning for SFU Disability and Neurodiversity Alliance's social event.

CARRIED

In Favor (3): Matthew Provost, Emerly Liu, and Osob Mohamed.

Against (0)

Abstain (2): Serena Bains and Jennifer Chou

- CART costs \$600 for the event duration.
- Preparation fee is \$100.
- Equipment setup fee is \$60.
- Streaming fee is \$30.
- ASL interpretation is \$500 for the event duration.
- Total is \$1,290.

8. DISCUSSION

8.1 Sub Washrooms Update

- SFSS Board was generally supportive of more gender-neutral washrooms, but there is a need to consult with different groups who will be affected (Out On Campus, Women's Centre, SFU Disability and Neurodiversity Alliance, religious groups like Muslim Students' Association, etc.).
- It would be good to have people taking on a specific group.
- Matt can ask FNSA.
- Can also ask Interfaith Centre.
- Suggested to put out a survey to get feedback but prioritize consultation.
 - For students who aren't part of or involved with these specific groups, but are still affected by these decisions.
 - Concerns with the U-Pass again (huge argument in student population).
 - It could be neglected a whole other social group if we didn't do a comprehensive survey.
 - Suggested to construct the survey, and get other groups to send out the survey.
 - Collect demographic data in survey.
 - Can also explain issue to groups and have them collect open feedback.
 - The survey could be more specific, and help future projects.
 - Suggested to provide guiding questions for groups to discuss at their meetings.
- Previous projects:
 - For the food security project Jennifer did a survey, administered online and provided during the focus group interviews. Focus groups can be used to get feedback to questions, but also prompt more questions based on feedback.
 - Suggested to have semi-structured questions with a general feedback question at the end.
 - Also suggested to give the option because participants also might not want to disclose that they use these washrooms etc.
- Matt can help with survey questions; other committee members can provide input.
 - Can also guide discussions,
- Sarah can help with research design.
- Emerly, Phum, and Serena can help out.

8.2 Accessibility Designated Assistant Wage Increase Letter of Support

- See the link below:
<https://docs.google.com/document/d/1EyY9x7yyaRGT0sJpguj9OvV5HdGz7vehuwyPv2ogvaA/edit>
- Wages will have to be addressed through the Collective Agreement, which will be negotiated in early Spring 2021 (January-February).
- Board will strike a committee.
- SFSS and the Union develop proposals, then both will have a motion, then can update this committee.

8.3 SFSS Psycho-Educational Assessment Process

- See the link below:
https://drive.google.com/file/d/1h4CYyMZYa2aIlzbbgyCTxPiFSOEn8Eh_/view?usp=sharing
- Highlighted portions of the document is what SFSS still needs to confirm.
- SFSS will be reimbursing regardless of (positive or negative) diagnosis, and no referral necessary.
 - But might change to a referral is needed, because it might will be a positive diagnosis.
 - In the past, they've only talked about restricting it to the issue of positive diagnosis.
- Reimbursing 80% of the assessment, part of the \$500 psychology benefit (this is a concern).
 - Not possible to have it separate from psychology benefit, so might need to look at a bursary.
 - 80% up to \$3,000 annually (can change annual amount - average assessment is \$1,000).
 - Problems could be mitigated if psychology benefit was increased.
 - It's not 2 streams, it's 1 stream (not sure the reason - probably because of the insurer).
- The UVSS model is different because there, Centre for Accessible Learning (CAL) was a big part of the reimbursement process.
 - Someone from StudentCare is the designated person/service manager.
 - Need to designate someone from the SFSS side to issue the reimbursement.
- Talked to StudentCare because there were questions about referring students to psychologists.
 - to refer students to (and if this is allowed).
- Talked to Mitch, director of Centre for Accessible Learning.
 - Create a form for psychologists to fill out before starting the assessment process, to confirm they are registered to administer the assessment so student can get reimbursed (legally able to make diagnosis).
 - This is so students don't need to have a positive diagnosis, just to make sure that student is reimbursed even if they have a negative diagnosis.
- StudentCare is kind of treating this as a pilot project, where it will be reviewed (but it won't go away after 1 year).
 - They're on our side, but have to negotiate with Pacific Blue Cross, which is the

insurer (they're like the middleman).

- We're like the first school to do this, so they have to push a bit more.
- Reimbursement from the past
 - Longest you'd be able to claim an assessment that's already been done is within the policy year (nothing earlier than that, like in childhood).
- From an accessibility committee member:
 - "I would be okay with referral if there are psychologist at SFU who are accredited to do this kind of assessment, which I don't know if that's the case?"
 - SFU does not have a psychologist who can refer them to accommodation through CAL (conflict of interest because they're employed through SFU).
- Suggested to have an assessment through CAL if you want specific accommodations
 - The psychoeducational assessment (to get accommodations or just to know) would be given to CAL for accommodations.
- Possibility to consult with SFU Disability and Neurodiversity Alliance
- Timeline: Fall 2021
 - Wait for new policy year in August 2021
 - Talking to StudentCare, getting policy/details finalized at Accessibility Committee, Governance would look it over, Board will pass a motion, put on website, etc.
 - We'd still have to look at details as to what psychoeducational assessments cover
- Continue discussing this at next Accessibility Committee meeting in January

8.4 Signage in the SUB

- Some accessibility requests re: SUB washrooms and signage (refer to SUB Pictures and Descriptions attachment)

9. ATTACHMENTS

- Assistant Wage Increase Letter of Support
- Process for Psycho-Educational Assessment Claims, SFSS and Student care Nov 2020
- SUB Pictures and Descriptions

10. ADJOURNMENT

10.1 MOTION AC 2020-12-08:04

Emerly/Matthew

Be it resolved to adjourn the meeting at 12:03 PM.

CARRIED UNANIMOUSLY

Designated Assistant Wage Increase - Letter of Support from SFSS Accessibility Committee & SFU Disability and Neurodiversity Alliance

Re: SFSS Designated Assistant Wage Increase

Dear SFSS HR and Personnel Committee,

The SFSS Accessibility Committee and the SFU Disability and Neurodiversity Alliance are writing together in strong support of increasing the wage for all designated assistants as defined under Article 4.8 in the collective agreement. This would include the wage of the new SFSS Accessibility Assistant.

Accessibility work is important, and has become critical during the pandemic. Organizations urgently need to implement accessible procedures. This necessitates an increased demand in the job market for people experienced in the field of accessibility who can commit to the position long-term. Accessibility assistant positions are, on average, paid much more than \$15.63 per hour—in fact, the average wage is over \$20 per hour.¹

We strongly urge that Designated Assistant wages be indexed by inflation (2.4% in Vancouver as of 2019)² and increased to at least the living wage (\$19.50 per hour in the Metro Vancouver area).³ We further recommend that the wages be set closer to the average for assistants in disability and accessibility fields.

The SFSS aims to increase accessibility within our organization, and the hiring of an Accessibility Assistant is a step forward in carrying out this mission. The Assistant position requires specialized administrative and technical expertise in disability and accessibility services to support the implementation of SFSS's new Accessibility Standard Policy. The SFSS Accessibility Committee has many ongoing and future projects requiring the Assistant's help, and having the necessary knowledge and experience for this work is essential. Other Designated Assistants employed by the SFSS also require specialized expertise in their relevant fields: clerical work, policy research, and administrative support.

The SFSS also prioritizes lived experience and is an equal opportunity employer. We have encouraged applications from disabled and neurodivergent people, particularly disabled black,

¹ Glassdoor, https://www.glassdoor.ca/Salaries/disability-services-assistant-salary-SRCH_KO0.29.htm

² Statistics Canada, https://www2.gov.bc.ca/assets/gov/data/statistics/economy/cpi/cpi_annual_averages.pdf

³ Policy Alternatives, https://www.policyalternatives.ca/sites/default/files/uploads/publications/BC%20Office/2019/05/BC_LivingWage2019_final.pdf

indigenous, people of colour; disabled women; low-income disabled people; disabled parents; and disabled LGBTQ+ people. The importance of fair wages for disabled people is not to be understated. The cost of living is often much higher for disabled individuals, while over half of disabled people in Canada live under the poverty line.⁴

The SFSS Accessibility Committee and the SFU Disability and Neurodiversity Alliance strongly support an increased wage for the Accessibility Designated Assistant position. Again, we recommend that Disability Assistant wages be:

- **Indexed by inflation (2.4% in Vancouver as of 2019)⁵ and increased to at least the living wage (\$19.50 per hour in the Metro Vancouver area).⁶**
- **Set closer to the average for assistants in disability and accessibility fields.**

We hope you will consider our letter of support when negotiating the new collective agreement.

Sincerely,

SFSS Accessibility Committee
SFU Disability and Neurodiversity Alliance

Supported by:
[List organizations here]

⁴ Morris, S., Fawcett, G., Brisebois, L., & Hughes, J. (2018). A demographic, employment and income profile of Canadians with disabilities aged 15 years and over, 2017. *Statistics Canada*. Retrieved from <https://www150.statcan.gc.ca/n1/pub/89-654-x/89-654-x2018002-eng.htm>

⁵ Statistics Canada, https://www2.gov.bc.ca/assets/gov/data/statistics/economy/cpi/cpi_annual_averages.pdf

⁶ Policy Alternatives, https://www.policyalternatives.ca/sites/default/files/uploads/publications/BC%20Office/2019/05/BC_LivingWage2019_final.pdf

Background:

A Psycho-Educational Assessment can help students in need identify areas of strength and weakness in a their learning profile and obtain a deeper understanding of their educational abilities, as well as assisting with any academic accommodations they may wish to request through SFU's Centre for Accessible Learning.

Recognizing that uncertainty around diagnosis, restrictions in obtaining provincial funding, and personal financial challenges may present barriers to students, the SFSS undertakes this pilot project with intent of opening up access and helping to identify unmet need. It is recommended that an SFU student who believes they may benefit from an Assessment contact SFU's Centre for Accessible Learning as a starting place and a helpful resource. However, as part of its commitment to meet students where they are at, the SFSS is choosing to make this coverage available **regardless of diagnosis, and with no referral necessary.**

Purpose:

To provide extra-contractual coverage to assist with the cost of a Psycho-Educational Assessment (sometimes referred to as a Learning Disability Assessment) for members of the SFSS Health Plan.

The SFSS Health Plan will **reimburse 80% of** the cost of Psycho-Educational Assessment , through the regular claiming procedure under the Psychology benefit, up to the annual maximum of **\$500.** , The SFSS will authorize payment on a case-by-case basis for the remainder **at 80%, up to \$3000** total (including the amount under Psychology). The role of Studentcare is to collect and remit the required documentation while protecting the confidentiality of the claimant.

Process for Coordinating Claim Submission and Payment:

All expenses related to the Assessment must first be claimed under the member's individual psychology benefit, even if the member has already exhausted the psychology coverage maximum for the policy year. The Plan covers 80% of the cost of a psychologist, up to a maximum of \$500 per policy year.

Step 1: Student submits Health claim form to PBC, under Psychology benefit

To be submitted (preferably not stapled):

- A completed Health Claim Form;
- A final receipt which includes the practitioner's name and licensing information as well as a breakdown in the number of hours required to complete the assessment.

Once the claim has been processed and paid under the member's individual psychology benefit, the student will receive an Explanation of Benefits from PBC.

Step 2: Student submits the claim to Studentcare for review and processing on an “extra-contractual basis”

If the claim meets the defined criteria, the SFSS will reimburse **80% of the remaining cost, up to a maximum of \$3,000 annually.**

The Student will provide:

- A completed Health Claim Form
- A photocopy of the member's detailed receipt from the registered psychologist who rendered the services. The receipt must include a breakdown of the number of hours required to complete the Psycho-Educational Assessment.
- A photocopy of the member's 'Explanation of Benefits' received from Pacific BlueCross following the member's submission under their individual coverage.

Step 3: Studentcare opens case file and escalates to designated senior employee to manage Ex-Con process.

At this point, as case will be opened in the student's file with Studentcare, and escalated to a senior employee trained specifically in this extra-contractual process. The Studentcare employee will complete the Extra-Contractual Cost Plus Claim Form, without the student's name or identifying information in order to maintain the highest privacy standards, and submit to the SFSS for review.

Step 4: SFSS completes form and processes payment, returns to Studentcare

The SFSS will complete the authorization section of the form and return it to Studentcare along with a cheque made payable to Pacific Blue Cross for the amount identified.

Studentcare will add the student's name and student ID number to the Extra-Contractual Cost Plus Claim Form and send the entire package (the detailed receipt, the Explanation of Benefits, the new Health claim form, and the completed Extra-Contractual Cost-Plus Form) to Pacific BlueCross for adjudication and payment.

Step 5: PBC processes Extra-Contractual Claim and issues payment to the student

Key Contacts:

SFSS	Studentcare	Pacific Blue Cross
TBC	Hannah-Rose Redford <i>Service Manager</i> Email: psychoed_claims@studentcare.ca	Silvana Spindler Attn: Extra Contractual Claims Dept. 4250 Canada Way Burnaby BC, V5G 4W6

SUB Pictures and Descriptions

Most photos are from the 4th floor and 1st floor. These were taken by Corbett's phone camera which is quite old.

With the exception of the general directional signage, all room signs have braille under the text. However, it's not easy to see from the photos as the braille is either the same color as the wood or they're transparent.

SUB Microwaves

I was wondering if the SUB microwaves had braille on them? If it's a touchscreen, an Accessibility Committee member told me you can put a sticker on the microwave and the sticker would have bumps (apparently you can get any stickers from the dollar store but I think there are special stickers online somewhere). I think having braille stickers would be best though (with the numbers, saying what is start/stop, etc.).

SUB Stoves/Kitchen

I'm not sure if the stoves have any tactile markers on them indicating what the dials are...like a mark on low, medium, and high. Same with buttons like "bake" and "set timer" and the number pad.

If there aren't any tactile markers then is it possible to get them? I've been told you can use fabric paint (to mark where low, medium, and hot are on the stove) or stickers.

[Elevator area directional signage](#)

I had assumed that there would be Braille signage by the elevator area where it says which floor you're on and what rooms are on which floor. I don't think this is the case though, so would it be possible to get a separate signage (in Braille only) with this information? Since it might take up a lot of space to put braille on existing signage.

SUB Washroom Signage

[Some washroom stalls I noticed had signage, and some didn't](#) (like some of the stalls had the accessible/gender neutral signage and some had nothing on the stall doors). Is it possible to get signage on the regular stall doors as well?

Also, it seems like the [emergency sign](#) (where you can pull a string and someone will come help you) was too far away from the toilet. Like if it had braille, would

someone be able to reach over (while sitting on the toilet) to feel for the signage, and feel for the string? Or would they have to crawl over from the toilet...but then how would someone who was blind know where it was?

The [baby change station](#) also doesn't seem to have braille, but there is signage on the bottom right side indicating that it's a change station. Perhaps we can put braille by this sign as well?

Map



It would be really difficult for a blind student to orient themselves in the building and find their way around. I'm not sure if there is a map or anything by entrances with signage and braille? Is it possible to get a sign or map like this that lists what was on which floor (nap room, gaming lounge, etc.) as well as the current floor that the map is on?

It would be great to have a map like this at all entrances like the AQ entrance and MBC food court entrance.

"Don't peel off" notice

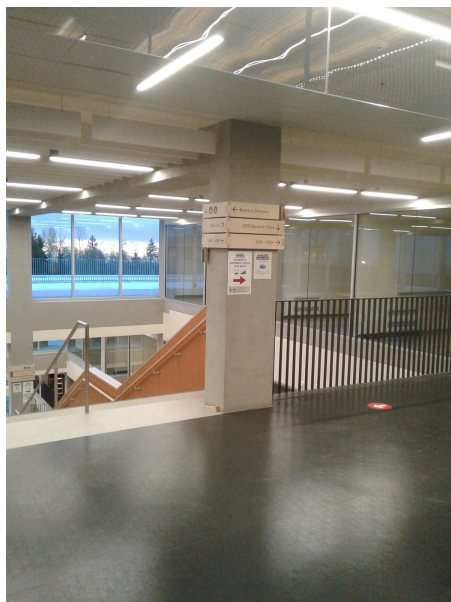
Often, if we opt for stickers instead of braille for tactile indicators, people would peel it off.

If we end up having stickers, putting a sign up telling people not to peel/pick at the stickers would be great. We can also include a little note about accessibility as well, and why these stickers are important.

Directional Signage	
	<p>4th floor directional signage near the main stairs. The stairs go all the way down to 1000 level</p>
	<p>4th floor directional signage near the main stairs (zoomed out)</p>



4th floor directional signage near the main stairs, different angle



4th Floor directional signages (zoomed out)



Individual directional signage (washrooms, elevators)

Signage by the elevator



SUB elevator signage, the floor number is a different color than all the rest. Writing explains the main areas on each floor



4th floor hallway that has the elevator and washroom entrances. Signs for each room are near the top of each entrance and on the side of each entrance

1st Floor Gender Neutral Washroom



Washroom sign and symbols



Entrance to the gender neutral washroom



Three sinks, three mirrors, two paper towel dispensers



Two single stall washrooms



Single stall and two wheelchair accessible stalls



Airblade hand dryers, different heights



Single stall with safe needle receptacle, toilet paper dispenser.



Wheelchair accessible washroom (one of two), with handlebars, safe needle receptacle

4th Floor Gender Neutral Washroom



4th floor door with automatic door button and door sign.



What you see from the door: sink, toilet, two handle bars, toilet paper dispenser, safe needle receptacle



Emergency pull string and sign. Both the Building Manager (John Walsh) and I have noted the odd placement of the emergency string. Expected that it would be near the toilet. He's been told it's within building code, but we're double checking that.



Baby change station (closed)



Baby change station (opened)

Other Photos



Sink and refillable water stations at different heights.



4th floor women's washroom sign



4th Floor Male washroom sign



Emergency Help Button



Room number signs with rainbow coloring



Directional Signs for a range of rooms