



Experience-based Regulation
August 21, 2023

Disability Market Snapshot – Top-line Size



25.7%
of GenPop



Canadians with Disabilities equal the populations of
the Greater Toronto and Vancouver Areas - combined

Disability Market Snapshot – Inclusive Experience/Design Lens



Identity



Experience



Functionality

Experience is service-related – regulating “stuff” has failed



Process review

- a. Consult/Assess/Consult/Recommend
- b. Analogous Success
- c. Clear and Practical Paths Forward
- d. System Change without Legislation

Assessment Buckets

- a. Outcomes → Over-reliance on Standards, must refocus on experience – both enforcement and incentives needed
- b. Governance/Structure/Harmonization → Province must be a model (it's not)
- c. Leadership – No priority (do you care?) – PO/Cabinet/DM/Opposition/media
- d. Accountability – No success metrics – no owner – no results
- e. Built environment – Risk at the core of solution

Next Steps