

# PODCAST Episode 359 - Ean Price

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## SUMMARY KEYWORDS

wheelchair, people, assistive technology, travel, ventilator, talking, printer, accessible, bit, years, put, disability, devices, technology, print, chair, complaint, pringles, documenting, work

## SPEAKERS

Lis Malone, Steve Barclay, Ryan Fleury, Rob Mineault, Ean Price

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**R** Rob Mineault 00:09  
Hey, and welcome to another episode of AT Banter.


**S** Steve Barclay 00:27  
Banter, banter.


**R** Rob Mineault 00:30  
I love the I love that the banter banter is back. This is of course the podcast where we talk with advocates and members of the disability community to educate and inspire better conversation about disability. Hey, my name is Rob Mineault and joining me today Mr. banter, banter himself the voice of the podcast. Mr. Steve Barclay.


**S** Steve Barclay 00:55  
Why howdy.


**R** Rob Mineault 00:58  
And also in here somewhere we've got Miss Lis Malone.


**L** Lis Malone 01:04  
Greetings, friend.


 Rob Mineault 01:07  
And bringing up the rear just for today, because he's been here all the time. And he's always gotten top billing, Mr. Ryan Fleury.


 Ryan Fleury 01:17  
Salutations to everyone.


 Rob Mineault 01:20  
Why are one so well behaved today? You think you think we haven't been together like this for a while?


 Steve Barclay 01:26  
I wouldn't worry too much it can't last.

 Rob Mineault 01:29  
Although I do have to ensure the audience that this is indeed Steve, we didn't actually pull the trigger and create an AI synthetic voice that sounds like him yet.

 Ryan Fleury 01:40  
We're working on it.

 Rob Mineault 01:42  
We're working on it. But he is actually here in the flesh.

 Ryan Fleury 01:50  
Virtually.

 Steve Barclay 01:52  
I exist in reality.

 Rob Mineault 01:58

**R** Rob Mineault 01:58  
How the heck is everybody?

**S** Steve Barclay 02:01  
Tired?

**R** Rob Mineault 02:06  
You've been busy. So speaking of that, I've been sort of talking to the audience a little bit about that. You might have some some announcements coming up. In terms of what's going on with with Canasstech. Are you ready to make any sort of announcement yet?

**S** Steve Barclay 02:22  
I think that yeah. I'm ready to make a little sneak preview.

**R** Rob Mineault 02:28  
Okay, well, I don't even without any further ado, I'm gonna pass things over to Mr. Steve Barclay, who has a bit of a special announcement.

**S** Steve Barclay 02:36  
Well, after seven years of operation as a home based business, Canadian Assistive Technologies is moving out of the house, much to my wife's glee. And we have secured a space in Vancouver on Eighth Avenue, which we are currently setting up to be our showroom with a primary focus on low vision and blindness technologies. But we will also have a smattering of other things there as well, from communication aids and physical access technologies. So we're just in the process of putting that location together. literally putting it together, we're taking things like desks and assembling them and tables and assembling them and waiting for more things to come in so that we can assemble them. We've discovered the limitations of Amazon. What is what do they call them? Amazon Basic products. Like, oh, don't buy the coffee pot. It's terrible. Yeah, and, yeah, so it's, we should, I'm hoping have a open functioning office within a couple of weeks time.

**R** Rob Mineault 03:49  
Oh, that's, that's super exciting. As you say, you can do anything for like a grand opening.

**S** Steve Barclay 03:54  
My plan is to invite various different groups at different times. Because there's, there's you

know, there's a whole set of customers who are involved in say, rehab, for example, there's a whole set of customers who are involved in education, there's a whole set of customers who are involved in, you know, other other areas. So I think you know, there's only so much space and and only so many people you can talk to at once so I think I'll probably stage out and just have different groups invited on different days.

R

Rob Mineault 04:24

Very cool. And who knows, maybe we'll set up a little studio and there will be the new guitar dungeon.

S

Steve Barclay 04:33

There is actually a room that I am devoting to video production and podcasting.

R

Rob Mineault 04:39

Whoo. That is exciting. Yeah. There you go. Yes.

L

Lis Malone 04:46

Excellent. Congratulations.

S

Steve Barclay 04:49

Thank you. It's terrifying. I'm paying rent!

L

Lis Malone 04:55

Just don't drink the coffee.

S

Steve Barclay 04:58

The coffee turned out okay, but it's it's stupid. It's really stupid. So this coffeemaker came, and we ran our first run a coffee through it. And I noticed that no coffee was dripping out of it. And I thought, You know how sometimes with those drip things, you don't quite situate the pot properly and it doesn't hit a flap at the top and the coffee doesn't drip through. Well, in this case, there was about a three millimeter gap between the pot and the little floppy thing that lets the coffee drain through. And it's just the pot is literally too short.

R

Rob Mineault 05:33

Bad design.

S

Steve Barclay 05:34

Yeah, terrible.

R

Rob Mineault 05:36

I'm Shocked. Shocked that Amazon has dropped the ball like that.

S

Steve Barclay 05:39

It's pretty weird.

L

Lis Malone 05:40

Like, oh, somebody probably bought it because they wanted the coffee pod they switched out on or something like that. There's always weird thing. They're always just repackaging their returns. So yeah, I mean, it's gotten a little goose egg right there.

S

Steve Barclay 06:07

Well, so there are returns. I've never returned anything to Amazon before, but I am now.

L

Lis Malone 06:13

You're just in time for their new restocking fee and everything else. Yeah, Amazon is they're saying goodbye to totally free returns. It's sort of, you know, free returns with a big fat asterisk.

R

Ryan Fleury 06:28

Oh, I didn't get that memo yet.

L

Lis Malone 06:32

Yeah, yeah. There was an email that went out.

R

Rob Mineault 06:42

Well, I think that's enough preamble. But that's very exciting. Steve, congratulations. And I'm sure we'll be talking a lot more about that on the show. And yeah, when you're ready for the

sure we'll be talking a lot more about that on the show. And yeah, when you're ready for the big grand opening, we'll make sure that will we talk about it?

S

Steve Barclay 06:57

Absolutely.

R

Rob Mineault 06:59

In any case, Hey, Ryan.

R

Ryan Fleury 07:02

Yeah, Rob.

R

Rob Mineault 07:05

Just what the heck we are up to today?

R

Ryan Fleury 07:08

We've been talking to Steve about his new office space and the lack of food places around there. Probably a Jamba Juice or something.

S

Steve Barclay 07:16

There's lots of food places around.

R

Ryan Fleury 07:17

But back to the show. We're actually talking with Ean Price from technology for living. Ean, thanks so much for joining us.

E

Ean Price 07:26


Hey, thanks for having me.


R


Ryan Fleury 07:28


Glad you could make it after we had to reschedule there.


 Ean Price 07:32  
Thank you for having me. I really appreciate it.


 Ryan Fleury 07:36  
No problem at all.


 Rob Mineault 07:37  
Yeah, that's right. We had a very busy week last week talking all about the Hall & Oates lawsuit.


 Ryan Fleury 07:45  
Nobody knows why is happening

 Rob Mineault 07:51  
There is an update actually..

 Lis Malone 07:54  
I think I need to hear this update because you know, my my weird fascination with why Toronto Maple Leafs uses that's stupid song.

 Rob Mineault 08:02  
Okay, well...

 Lis Malone 08:04  
I need an update later.

 Rob Mineault 08:08  
In any case, thank you again for coming on the show and chatting with us. Maybe let's just start off maybe just giving the audience a little bit of background about yourself and about your association with Technology for Living.

E

Ean Price 08:24

Absolutely. So I live in Kelowna, British Columbia, Canada, and I have spinal muscular atrophy type 2. So I use a power wheelchair and I'm ventilator dependent and I have very limited movement on my thumbs. And so I rely on a lot of technology and, and Technologies for Living, I've been a member for a number of years and also the Peer Team Lead and Innovation Strategist. We are a nonprofit organization based in British Columbia Canada and we provide assistive technology to people in British Columbia.

R

Rob Mineault 09:18

How did you become involved with them?

E

Ean Price 09:23

As a member, one day I stopped breathing and needed a ventilator. And so I was connected to them through Children's Hospital at the time and they were able to assist me as I became an adult and it's been happily ever after.

R

Rob Mineault 09:45

So can you speak a little bit about a little bit more about what kinds of things go on there. Are you guys a bit of a retailer or more R&D? Are you developing new devices or custom made devices? What sort of branch of assistive technology are you guys mainly steeped in?

E

Ean Price 10:08

Okay, so we have three different programs, one of which is PROP, provincial respiratory outreach program, where we supply respiratory and airway management devices to people throughout the province. With PROP we are loaning learning equipment to people to live independently at home. And if their ventilator isn't a good fit, after a couple of years, there's something better and more suited to that person, then we ask that they return it to us and then we will supply them with something else. We also do servicing and whatnot. We have a team, our respiratory therapist that will also do our assessments to make sure that the equipment is working properly and and that they have the supplies that they need. on Similarly, TIL, Technology for Independent Living, is another program where we supply assistive devices or environmental control systems such as smart home devices. and same idea. We have rehab technicians that travel around our province and that will do an assessment and see what type of Smart home tech would be the best suited and then we either send them a care package that are all the devices and then we'll help them set it up in their home, or we have technicians that will travel to that member's house and set everything up around them and show them how to use it. So it really depends on their comfort level. There's a rumor that the off the shelf devices similar to what you would find at Amazon for example. We also do some R&D in the office creating some customized solutions we have an array of 3d printers and a team that are quite skilled and make custom cup holders and mounts and you name it. And then our third program



is our PEER program and we provide support at more one on one people that are you know, maybe they're new to being on a ventilator, or they have frustrations about Smart Home devices and maybe they really want to talk to somebody that has that lived experience.

R

Rob Mineault 13:20

I think that that that's a really interesting branch of what you guys do. And I think it's really vital because a lot of times with assistive technology, it can be really complicated, especially for somebody who is a new to the sort of a disability community, it can be really daunting to not only, like figure out what's out there, that's going to be a good solution for them because everybody's different. And every piece of assistive technology, you know, may work for one person, but not for another. So, you know, having some sort of a pure program where you can sort of network and and engage with each other and try to share these lived experiences, I think is a really important component and one that a lot of assistive technology organizations might overlook.

E

Ean Price 14:11

Yeah, I really like it. Especially when we have somebody new to our program or to the organization but it that doesn't fully understand or appreciate that. Everything that we do is at no cost that the equipment that we're providing. The technicians, the peers, everything is free. I find that people sometimes are a little bit apprehensive just they don't really know what they need. Like when I show people tours of my house, which is kind of like the labs where I'm fortunate enough to test all of our new smart tech and I'll give demos and say, hey, this is how I'm using on a daily basis. And it you can tell that their brains start spinning, their their thinking about how they could use this in their house. And that's really when a conversation began where people start asking questions are, well I have a problem right I am I'm in bed most of the time and I would really like to be able to control on my TV on something by voice. And that's where we help out.

R

Rob Mineault 15:36

So I'm really curious to talk a little bit about things like environmental controls and the smart home component. You know, here on the podcast, we've been talking about it about, you know, the idea of the smart home and, and smart devices for a while now. And it seems intuitively just kind of looking at it from the outside that things have gotten a lot better over the say the past, say 10 years with the sort of the mainstream entrance of smart devices, or have things really gotten better in that space in terms of, you know, the sort of the flood of smart devices and stuff, you know, compared to say 10/20 years ago with environmental controls.

E

Ean Price 16:16

With it being much more mainstream, it has greatly improved the functionality and the the options. There are so many more devices now that are available, a lot easier to connect, a lot easier to set up. Voice control has improved drastically. Overall there are a lot of pluses and and also the the price point. Even the devices that we provide, are at no cost to our members,

it just for us as a organization, it's a heck of a lot cheaper to buy things in bulk or even just off of Amazon than 10 years ago, when you reduce spending hundreds of dollars for something that now maybe cost 10 or 20. So, these are all really good things. They are also a lot of smart home companies that are new that are creating products that don't last, and they're not reliable. And that can be really frustrating for people who just they see something online, like a smart plug or a light bulb, and they think well this half the price, or I'm gonna buy it. And then not only are there some potential security risks, but also just reliability, like if the company were to go bankrupt next year, then there's a good chance that all of the devices that you brought from that manufacturer are not been are not going to work anymore.

R

Rob Mineault 18:23

So when you're sort of talking to clients and stuff and and sort of advising them it do you sort of have like a certain, you know, manufacturer list, or do you use sort of suggest that they stay within, you know, a certain price point for particular products and not cheap out and, you know, run into some of these risks or what do you what do you kind of tell the clients

E

Ean Price 18:47

There are certain brands that that we use that we've tested for a number of years and they keep improving. So we like to stick to those. But yeah, I just recommend people be cautious if there's a new brand that they've never heard are that are are promising all of these wonderful features down the road. And if there's features aren't currently available, and I like to steer away from that for sure.

R

Rob Mineault 19:27

I understand. Now you also our founder of your own company are a little bit of an entrepreneur. Can you talk to us a little bit about that?

E

Ean Price 19:41

In February 2011 I started ICAN Resource Group. It is a multifaceted cooperation. We do assistive technology, development and consulting. We have a team of designers, multimedia design, whether it's web sites, Social Media Marketing, etc. And then in the last few years, we also started our third division, where we do a accessible travel consulting, and this is something that I'm extremely passionate about. And, and I've learned to share my stories and other people's stories about how it can be, you know, a little bit challenging at times to travel with that disability, but it's certainly doable. And it's a lot of fun.

R

Rob Mineault 20:38

Sure, well, that's interesting that you say that, because we and we will definitely come come back to that topic. Because I do want to, I want to pick your brain about some things, because we've actually been talking a lot lately about travel specifically, so. But tell me a little bit more

about the company. So how old is it? When did you start it and what sort of prompted you to start it up?

E

Ean Price 21:02

February 2011. I started ICAN, and at the time, I was unsure I wanted to do it myself, right. I was like just out of school and, and I, I knew that it would be challenging for me that to work a nine to five job and so I thought why not start up my own company. And, and then about time, I met some other like minded individuals that were in a similar situation. And so we joined together, and I brought them on as consultants. And it Yeah, it's been a really rewarding experience, for sure.

R

Rob Mineault 21:53

So it sounds like you're sort of in the digital space, but you're and you're also sort of in the specifically the assistive technology space, and the travel space. But talk to me a little bit about, again, about the assistive technology piece of that is this, is this your, again, your you're dealing with sort of custom custom builds or custom technology? Or is it is it more just consulting?

E

Ean Price 22:18

Really, it's been primarily consulting. In the early, early years, we did design, our prototype for a suction machine, retractable straw, and it's something that actually I'm still using on my wheelchair to date. We were hoping to bring it to market. We found out there's a lot of red tape when trying to release a medical device. So I decided to make it a open source project. And, and now the plans are free for anybody to use or to, to build. And I'm pretty proud to say that the plans have been sent all over the world, and I got pictures from different countries or people working on similar devices. Now.

R

Rob Mineault 23:18

I love that that part of of assistive technology, the sort of the, you know, hackathon type of things that happen where you just get sort of, you know, our custom builds going. I mean, it wasn't that long ago, you know, maybe 1012 years ago, we heard things like people, like making Frankenstein versions of say, console controllers, and making them make them accessible. And you know, you fast forward to, you know, five years ago and Microsoft comes out with, you know, an official, adaptive adaptive controller. And you know, PlayStation, for example, is doing much the same, you know, you can really see those home solutions. You know, this assistive technology built in somebody's garage, you can actually see tangible results down the road.

E

Ean Price 24:12

Yeah, and it's really exciting. Like, Makers Making Change. But yeah, they're wonderful. And they that some idea, or bunch of like minded individuals that are collaborating and building

they that same idea, or bunch of like minded individuals that are collaborating and building customized solutions. And yeah, also, the TETRA society is another great organization that does very similar work.

**S** Steve Barclay 24:42

There's a question for you on that. have you guys gotten into the 3D printing world the way that some of these other guys have have done at Technology for Living?

**E** Ean Price 24:56

We are. I think there's a couple people on a team are very very skilled and it's incredible the things that they can come up with. But not only finished product but also or just for making prototypes it's so much easier. We can come up with different variations day after day and really fine tune that device.

**S** Steve Barclay 25:30

Yeah it's pretty remarkable what you can do now with a with a 3D printer. I've thought a lot about about getting one but then i Then I realized that it would just mean having Rob at my office printing Star Wars figures the entire time.

**E** Ean Price 25:42

Yes. All right. That does happen. I'm pretty sure the first thing I printed was our fidget spinner.

**R** Rob Mineault 25:55

Come on Steve. Just come once a week.

**S** Steve Barclay 26:00

We don't need that many Boba Fetts.

**R** Rob Mineault 26:07

Extending off of that like because because you know, has it become more affordable, do you think it's really going to get to a point where it is going to be a bit ubiquitous?

**E** Ean Price 26:17

I found that companies who have web sites where you should just go on there and download

printer styles that are free that other creators have made and and printed in their home. So I think in that in the future it's gonna be pretty common for people to our 3D printers available. Like something breaks on their their wheelchair, for example, and you just print another one.

R

Rob Mineault 26:59

See, I didn't need any more life distractions for in the future. now I'm gonna and 3D printing I'm never going to leave my house.

E

Ean Price 27:10

Especially for a person like me, everything I with my wheelchair is customized my driving control system, my positioning absolutely everything and for people to be able to create and find and create a new like, add on. That was rare 20 years ago, and would have to outsource it to some other company. And now I can simply do it in my house. Right?

R

Rob Mineault 27:59

Yeah, that's true. That's true. So it's really the age or where we can really sort of customize things to sort of a level that we've never been able to before in terms of assistive technology. I mean, that's, that's pretty major, actually, now that I'm thinking about it, because it does mean that you can really build a custom solution that works, you know, the best for your particular disability or range of mobility or whatever, more than you ever could before. Yeah,

E

Ean Price 28:30

I have a friend in the States that he was losing hand function and knew that he still wanted to be able to operate the computer and his wheelchair, obviously. And so he created a custom mount that attached to his chest, and he's able to place a joystick into this mount. And, and now he can control everything, or with a change or it's like, and as his condition progresses, it he can make minor adjustments to this creation.

R

Rob Mineault 29:11

And, you know, it can't be understated, just how important that's gotta be for somebody because it, it makes it you know, kind of puts you back a little bit in control where it's like, well, I can, you know, I can adjust, I can, you know, you're not relying on well, you know, this is going to suck if if my condition changes and I need something that a you know, a company isn't going to be able to provide me and I'm just gonna have to try to work with the old system. Now you can just yeah, you can just sort of rejigger and redesign as you need to.

E

Ean Price 29:48

And it's not just one person. Again, it's an entire maker community that is working together. So if somebody has a file that they want to share with the world they're able to. You can see it

If somebody has a file that they want to share with the world they're able to. You can see it, modify it and then print a version that is best suited for yourself again all within a matter of 24 hours.

R

Rob Mineault 30:13

That is amazing. Well listen we just to do is wait for those wait for the damn printers to come down in price a little bit more.

S

Steve Barclay 30:20

Yes. I actually I was curious when we were talking about that so I googled it may have come down. You can get a 3D printer for like, under 300 bucks now. What? Yeah.

R

Rob Mineault 30:34

Wow. Okay, Steve, you gotta get one.

S

Steve Barclay 30:38

Again, we don't need that many Boba Fetts.

R

Ryan Fleury 30:43

You can make your perfect coffeemaker

S

Steve Barclay 30:53

True. Is any printer filament BPA free?

L

Lis Malone 30:58

What about what about those food printers? Is that a real?

S

Steve Barclay 31:06

Yeah, it is. I've seen meat they are making meat by printing it.

L

Lis Malone 31:17

Yeah, I still I want to hear from somebody who's actually consumed 3D printed food. I haven't

really received a first hand account of what that's like.

**E** Ean Price 31:30

Yeah, that would be interesting. I really want to try it if anybody out there as a 3D food printer, shout at me.

**L** Lis Malone 31:39

Thank good. I volunteer you taste tester and report back?

**E** Ean Price 31:45

Yeah.

**S** Steve Barclay 31:47

So again, because I can't help myself and I Googled, there's a site called inkedibles.com, which has a variety of food printers that you can get both the cheapest one I'm seeing there is about 2200 bucks. It prints cookies cakes. Macarons and more. Apparently.

**R** Rob Mineault 32:12

Oh man. Wow. Ryan we're in trouble if they make a Dorito printer.

**R** Ryan Fleury 32:19

Bacon. What? Yes. Print me some bacon that's not plant based.

**S** Steve Barclay 32:26

That's called Bacon and you don't have to.

**R** Rob Mineault 32:32

Oh, man, that's crazy. That's crazy. Well, we'll have to have to dig down into that. Okay, changing topics once again because I'm fascinated to talk about a little bit about travel. When did you first start traveling? When did you first get bit by the travel bug and tell us a little bit about your experience?



E

Ean Price 32:53

Now my first big traveler experience was in 2005 by going to Amsterdam. My buddy and I wanted to go there for many years and we made it happen and I'll be honest there was an absolute disaster in some aspects. My ventilator broke down, I was having issues with my battery charger from my wheelchair. Yeah it was a learning experience. I tell people I've made all the mistakes so you don't have to. It was great. Other than ending up in the hospital for one night just because my ventilator malfunctioned then and even just trying to find the hospital that day in a panicked state. I ended up at a food bank by accident. In all seriousness, there's there's a lot of preparation. A lot of and logistics involved in traveling. Loads. Keeping the wheelchair safe and sound, I have a wooden shipping container that we put my wheelchair into and then they forklift onto the airplane. I haven't had too many problems. So it's things like that, that are a little bit of preparation ahead of time, but worth in the end.

R

Rob Mineault 34:59

Because you mentioned logistics and sort of the planning part of it. And I'm assuming that that's kind of what you deal with in the travel portion of of ICAN?

E

Ean Price 35:11

Yes, absolutely. Yeah. Like sharing that experience, not just myself or other other people that are passionate about traveling, we love to share our stories. And, and we love to share our contacts as well. Like, there are many people at the airlines that I'm I've created that great relationships with. There are so many people really that want to see people with disabilities travel and, and part of what I do is just helping people you know, get to learn about what to expect but because there are burning questions. What do I do if I need to use the washroom on an airplane, or what happens if my chair breaks down, what if my chair's charger explodes on the first night in London. Things that happen. And you just have to be flexible and be able to adapt and then enjoy yourself.

R

Rob Mineault 36:34

Yeah, I just I'm, I wonder thinking about this is that about how many people probably don't traveled only because they're intimidated by the idea or they don't have the answers to these questions. And a lot of times you just go to you know, a ticket agent or even a travel agent who isn't well versed in in, in any of this, they're not going to have those answers. And so for a lot of people, I'm sure in the past, they just kind of throw up their hands, and they just decide that you're traveling isn't going to be for them.

E

Ean Price 37:06

it is. Like a couple years ago, I I went on a trip to Southeast Asia. And I was in Japan, Thailand and Cambodia. And that was one of the most challenging trips to plan simply because lack of resources and education and also misinformation. There is a very popular travel agency, I'm not going to name any names here, but they at they connected me with their "expert" on accessible travel in Tokyo, and they said do not go here, it is not accessible and blah blah. And



on tour like I found that their public transit system is some of the most accessible that I've ever seen. And so it was a great opportunity to document it and share with this travel agency and say, Hey, I don't know what book, you're reading, but this is wrong. But things are changed. And, and it's it's really, really fascinating.

R

Rob Mineault 38:33

So is there a sort of a community that's being built around this idea of travel? Because it seems to me some of the solution around this disinformation, or this lack of information completely, is just going to be people who, like you said, like you'd like you going out and actually doing the travel, documenting it, making note of it, and then sharing that with other people? Is that kind of what going on within sort of a travel community?

E

Ean Price 39:04

Yes. And I think that a resource that I use quite often now is our Facebook groups. There are so many different groups on accessible travel and people like sharing their trauma stories I'll post a story saying hey, I'm off to Cambodia in six months, and I need to find some accessible hotels and transportation and then a friend of a friend of a friend, somebody will contact me and give me give me all the answers I'm looking for. That's that's usually how I how I do it nowadays.

R

Rob Mineault 39:55

So as a frequent traveler, then sort of what is sort of the bee in your bonnet in terms of like what needs to happen to make that process more of a tangible process where, you know, travel agents actually have useful information for people who say, you know, wanting to travel.

E

Ean Price 40:15

Again, reliable information and up to date information is always important. And I would love to see some general website. And, you know, certain countries are great, you can go on to their website and they will have accessibility resources built right in. There's a lot of towns that I found that are doing that as well. And not just not just telling me of all the terrific attractions in town, but actually documenting pictures of sidewalks and ramps, just like curb cuts there. I've been surprised where I go to certain countries have curb cuts, or a ramp onto a sidewalk, still isn't a thing. And so I think that there should be a requirement that those types of things are well documented.

R

Rob Mineault 41:44

And a lot of times I'm sure is that the the information is probably so much more valuable when it's when it's crowd sourced. When it's actually you know, users, you know, people who are traveling, giving the information as opposed to getting some accessibility text that a city or a country, you know, might spit out there, you know, thinking that, oh, this is gonna solve everybody's problems, but they don't think of, you know, where are the accessible bathrooms?

Where are the curb cuts? What's, what part of the city is, is going to be more friendly to wheelchairs than others? Those types of things I feel like would be much more valuable coming from some actual travelers than any sort of any other accessibility report that a country or city might put out.

E

Ean Price 42:33

Yeah, and also something to keep in mind is that but the term accessible is pretty vague, it's a pretty broad term, depending on where you are in the world. But earlier this year, I was in Mexico, and I saw a bus, a short bus that had a giant wheelchair symbol on the back of it and I thought, perfect. We're in a small town, and I'm none of the other taxis were accessible. This is it. I've found my way to get from A to B. And I chased this bus for three blocks and then finally when I run up to it, I realized that, yes, it had a wheelchair symbol on the back. But it wasn't intended for people in wheelchairs it was for the elderly and the idea was you handed them your crutches or your cane and you were lifted up the stairs onto the bus. And I was horribly disappointed.

R

Rob Mineault 44:01

Being an avid traveler and being a power wheelchair user. You know, we've seen a lot of stories in the press lately around a few airlines. We've seen a lot of stories around issues with travelers with disabilities. What's sort of your take on that? Are you sort of happy that these incidents seem to be getting more press and it's becoming a little bit more prevalent so that we can maybe see some change? What's kind of your experience been in terms of of airlines and travel?

E

Ean Price 45:04

I'm really happy that people are starting to share their stories good and bad. I think it's really important for everyone to hear and see some of the horror stories. I know. I've had my, my fair share of scares where I'm sitting there are watching them pushing my chair or my crate around and not handling that with care. And I've had it when I arrived at my destination, and they have no idea where the wheelchair and have no idea what I'm talking about. And we're talking about a 500 pound, giant orange wooden box that has symbols all over it. Yeah, it's terrifying because you arrive at the destination and your wheelchair, isn't there or it's damaged, then that's a part of you. My chair is so customized it to me that there is no other wheelchair in the world that I can just hop into and continue on my journey. That's just not possible. Like we joke that Plan B would be to just throw me in a wheelbarrow and use that. That's the best solution at the time. Luckily, I haven't had to do that yet.

R

Rob Mineault 46:56

Yeah, we've heard shocking stories in the past month, right? Like we've had the fellow in Las Vegas had to drag himself off the plane, or they made him drag himself off the plane or, you know, losing Stephanie Cadieux's wheelchair. So we do get to see them dropping the ball when the stories pop up in the media. But, you know, we took a look at the stats a few weeks ago,

and, and they were pretty shocking, because I think it's it had said that, you know, this year, there were 224 complaints. And that's, that's just complaints that's not necessarily incidents as people who, you know, went to the time in the effort to actually file a complaint because of something that had happened. So you know, you have to double or triple that number of probable incidents that happen every year and that's way too many.

E

Ean Price 47:57

It's, yeah, and you're absolutely right, that a lot of people don't file a complaint. I think after a long trip, you're physically exhausted, you're mentally exhausted. You just want to go home. You just want to get out of there. The last thing you want to do is sit around any longer and after speak to yet another person in a reflective vest. It's really unfortunate. But I think all this exposure I think it really helped airlines learn that this is serious, and that they need to make the changes were made to not only make it easier for the airlines, but also for the travelers.

R

Rob Mineault 49:05

Well, hopefully, you know, we're gonna see some of that change. I know that the conversations are being had, which I feel like is an improvement over or even two, three years ago. Like I think that that people need to realize that that there's there's some real big problems in terms of transportation, which is federally regulated, which means they all fall under the accessible Canada Act, which means you know, there should be some some pretty steep penalties for these guys.

E

Ean Price 49:33

Yeah, there should be and and I think the general public, sometimes just doesn't see it and can't really appreciate how scary it can be. They just leave you on an airplane and the rest of airplane is empty and then the cleaners come in. And they serve vacuuming around you and nobody's speaking to you. And then in the worst case scenario, you need to finally get to your wheelchair. And it's in two pieces. I had to get a trip to Vegas years ago, where they couldn't find my chair. And then they told me that in Vancouver, they didn't put a sticker on the box, so they were gonna have to send my wheelchair back to Vancouver, have it through Customs and and then they would send it to Vegas in a couple of days. And they left me up laying on a baggage cart for probably four hours, and then finally my chair showed up. And they had dismantled it, and they came back they brought in, they brought it in on the on dolly. And it was in pieces. And they said okay, you're free to go and that was it. And then luckily my caregiver we had a tool kit in my suitcase and we were able to put the chair back together. And this was about 11 that night, there was nobody around. No compassion whatsoever. It's absolutely ridiculous.

R

Rob Mineault 51:43

That is so infuriating. But see now just out of curiosity now, did you lodge a complaint for that? Or did you know again, you just you wanted to get home get wherever you're going? And you didn't want to bother?

didn't want to bother.

E

Ean Price 51:54

Now honestly, I was young and dumb. And was just there to party and so all I wanted to do was finish up and head to the casinos. Right? No, I didn't file a complaint, but I really should. Yeah.

R

Rob Mineault 52:12

Yeah. Well, I mean, I think that's the message to the audience. You know, we people need to start actually getting loud and and cuz because enough of this, this is nonsense, ya know?

S

Steve Barclay 52:24

And sometimes sometimes we get good stories out of it, too. I mean, look at Donovan Tilsley, blind guy got to refuse boarding on a ship because he couldn't possibly travel on his own. Yeah. And, and now he's boating around the world on Richard Branson's dime.

R

Rob Mineault 52:44

As a happy ending, while our we just started we talked to somebody a few weeks ago that was that where, you know, there's this new ferry service between Nanaimo and and Vancouver called Hullo Ferries. And they just flat out said yeah, no, we don't we don't allow power wheelchairs on the ferry. So, you know, and she took them to task, she got some media coverage. And of course, they, they, you know, they're rethinking that policy. So it's, it's amazing the things that that are still happening, just the you know, the sheer arrogance of some of these things.

E

Ean Price 53:23

I'm excited for the day ran, I can drive my chair onto the airplane. I down just like any other former public transportation and not need to be my wheelchair.

R

Rob Mineault 53:52

Excellent. That and the Dorito printer. I'm excited about both both. Both of those. I hope I live to see.

S

Steve Barclay 54:01

Huge step forward. steps forward.

—

R

Rob Mineault 54:05

Well, Ean, thank you so much for coming on and chatting with us a little bit. Before we let you go though. Where can people find ICAN Resources and Technology for Living?

E

Ean Price 54:17

<https://icanresource.ca/> and <https://www.technologyforliving.org/>

R

Rob Mineault 54:28

All right, thanks!

E

Ean Price 54:31

Thank you

R

Rob Mineault 54:31

I think I feel like there's probably a Dorito printer race going on right now.

S

Steve Barclay 54:42

I somehow doubt it because Doritos are in fact, one of the closest foods you can get to 3D printed foods to begin with. They're like, they're like Pringles right. You know, that's Pringles takes the worst potatoes available. They turn them into mash. They extrude them as a sledge, they bake them into a nice little crisp Pringles. And you're chowing down on some of the most expensive crappy chips ever made.

L

Lis Malone 55:15

They do bug me on how uniform they are.

R

Rob Mineault 55:19

The only thing about Pringles as they put them in that can. You can't get into the bottom of the tube. that it was perfect for tennis balls. And you gotta you gotta try to get the ones at the bottom and have to tip it and then all the crumbs go everywhere.

S

Steve Barclay 57:57

and you eat the crumbs.



Lis Malone 57:58

Don't defend the tube. I guess.



Rob Mineault 58:05

Anyways. maybe we should have a spin off podcast where we just talk about food. And we could or, or I had this thought actually coming home. Maybe we do need to AT Banter cookbook, maybe that's our merch. Although I don't know what recipe I would submit.



Steve Barclay 58:32

My, brother in law took on the task a number of years ago of putting together a family cookbook of all the favorite recipes of our families, and they're all combined into a single cookbook. And yeah, some of that stuff is pretty darn good.



Rob Mineault 58:50

Yeah, well, there you go. Maybe we'll just rip off him.



Steve Barclay 58:56

Re-label on it just sell it as our own. Yeah. I'll be voted off the island.



Lis Malone 59:05

Every every recipe has to include like Doritos.



Ryan Fleury 59:09

I'm just thinking if you took Doritos or even Pringles, you could make like a chip ravioli sandwich put the little ravioli pocket between the chips. Sure, and come up with multiple flavors of Bite Size, delicacies, whatever.



Steve Barclay 59:31

With the cookbook so we so we'll submit a recipe and then each other will will critique each other's recipes. I like it a lot.



**R** Rob Mineault 1:00:23

Anyways, I have to say, you know listening to some of his experiences traveling. I'm surprised he's still an avid traveler. Because after that, after pretty be put on a baggage claim for like four hours and then giving your wheelchair come to you in pieces, I wouldn't be.

**L** Lis Malone 1:01:35

For sure. Yeah, he's so charming too. I love when we have these charming guests. I just sit there and listen and said all that always so positive. And he's got such great insight. And yeah, it reminds me, I'm so cranky. But oh my god he is so just delightful.

**S** Steve Barclay 1:01:54

Almost makes you want to be a better person.

**L** Lis Malone 1:01:57

Almost, but not quite.

**S** Steve Barclay 1:01:58

I know. Right?

**R** Rob Mineault 1:02:03

When I first were first listening to him talking about travel, I was like, okay, well, yeah, he's obviously hasn't had any of these nightmare scenarios happened to him like, like we've been hearing in the media. But yeah, clearly he has, but he still has this positive attitude. And it didn't, you know, do anything. It only made him get more interested in travel and want to help other people. So very, very cool. Okay, we gotta get out of here.

**R** Ryan Fleury 1:06:19

Yes.

**R** Rob Mineault 1:06:23

Hey, Lis.

**L** Lis Malone 1:06:26

Hi Roh

... , ROB.

R

Rob Mineault 1:06:27

Fancy meeting you here. Where can people find us?

L

Lis Malone 1:06:33

Thank you and they could find us [www.atbanter.com](http://www.atbanter.com)

R

Rob Mineault 1:06:36

You are correct. They can also drop us an email if they so desire at [cowbell@atbanter.com](mailto:cowbell@atbanter.com).  
What else? Where else can people find us?

S

Steve Barclay 1:07:44

On Facebook.

R

Rob Mineault 1:07:47

That is going to do it for us this week. Big thanks of course to Ean for joining us and we will see everybody next week.