



## Government of Canada's Accessibility Survey

Thank you for taking the time to participate in this survey. This research is being conducted by Quorus Consulting on behalf of Employment and Social Development Canada (ESDC) and will help the Government of Canada learn about Canadians' experience(s) with accessibility and disability issues.

The survey takes about 15 minutes to do. You have to be 18 years of age or older to do the survey. Your responses will be kept entirely confidential and anonymous. If at any time during the survey you are not comfortable with a question, you can skip it.

Your decision to participate is up to you and will not affect your relationship with the Government of Canada or the services they provide you. The information provided will be managed according to the requirements of the *Privacy Act*. The final report on the survey will be available through Library and Archives Canada.

We would appreciate it if you could complete the survey by April 30, 2022.

If you have any questions regarding the purpose of the study, please email [ACCESSIBLE.CANADA.DIRECTORATE-DIRECTION.CANADA.ACCESSIBLE@hrsdc-rhdcc.gc.ca](mailto:ACCESSIBLE.CANADA.DIRECTORATE-DIRECTION.CANADA.ACCESSIBLE@hrsdc-rhdcc.gc.ca).

For all technical issues and resources to help you complete the survey, please visit [www.quorusconsultations.com](http://www.quorusconsultations.com) or send an email to [discussions@quorusconsulting.com](mailto:discussions@quorusconsulting.com).



A. In what year were you born? \_\_\_\_\_

Refuse to answer

**IF YOU CHOSE “REFUSE TO ANSWER”:** If you do not wish to provide the year, in which of the following age categories do you belong?

18 to 24

25 to 34

35 to 44

45 to 54

55 to 64

65 to 74

OR 75 or older?

Refuse to answer

B. In which province or territory do you currently live?

British Columbia

Alberta

Saskatchewan

Manitoba

Northwest Territories

Yukon

Ontario

Quebec

New Brunswick

Nova Scotia

Prince Edward Island

Newfoundland and Labrador

Nunavut

Refuse to answer



C. What is your gender?

- Male
- Female
- Non-binary [a non-binary person is a person who does not identify with being either a man or a woman. This is a gender identity which may include man and woman, androgynous, fluid, multiple, no gender, or a different gender outside of "woman-man"]
- Other gender identity (please describe): \_\_\_\_\_
- Don't know / refuse to answer

1. Do you identify as a person with a disability?

- Yes
- No
- Refuse to answer
- Don't know



2. Below is a list of different types of disabilities. These disabilities could be permanent, temporary, or episodic – meaning that they change over time.

**Instructions:** please select **YES** or **NO** if you have that type of disability. For every disability you select, please also indicate how often the world around you limits your inclusion in society because of this disability.

If you select **RARELY** to the question “how often would you say the world around you limits your inclusion in society because of this disability” please also indicate how much difficulty you have with this type of disability.

- a. **Seeing** - also known as visual impairment, it affects a person’s ability to see - even when wearing glasses or contact lenses.

- Yes
- No
  
- Refuse to answer
- Don't know

**IF “YES”:** How often would you say the world around you - for example physical spaces, technology, or people’s attitudes towards you - limits your inclusion in society because of this disability?

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Prefer not to answer

**IF “RARELY”:** How much difficulty do you have seeing, even when wearing glasses or contact lenses?

- No difficulty
- Some difficulty
- A lot of difficulty
- You are blind or legally blind
  
- Prefer not to answer



b. **Hearing** - also known as D/deaf or Hard of Hearing, it affects a person's ability to hear - even when choosing to use devices like hearing aids or cochlear implants.

- Yes
- No
  
- Refuse to answer
- Don't know

**IF "YES":** How often would you say the world around you - for example physical spaces, technology, or people's attitudes towards you - limits your inclusion in society because of this disability?

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Prefer not to answer

**IF "RARELY":** How much difficulty do you have hearing, even when choosing to use devices such as hearing aids or cochlear implants?

- No difficulty
- Some difficulty
- A lot of difficulty
- You are deaf
  
- Prefer not to answer



c. **Mobility** – a type of physical disability, it affects a person's ability to move.

- Yes
- No
  
- Refuse to answer
- Don't know

**IF "YES":** How often would you say the world around you - for example physical spaces, technology, or people's attitudes towards you - limits your inclusion in society because of this disability?

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Prefer not to answer

**IF "RARELY":** How much difficulty do you have with mobility? For instance, how difficult is it for you to walk on a flat surface?

- No difficulty
- Some difficulty
- A lot of difficulty
- You cannot move without a wheelchair, or scooter
  
- Prefer not to answer



d. **Flexibility** - also known as a physical disability, it affects a person's ability to move their joints.

- Yes
- No
  
- Refuse to answer
- Don't know

**IF "YES":** How often would you say the world around you - for example physical spaces, technology, or people's attitudes towards you - limits your inclusion in society because of this disability?

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Prefer not to answer

**IF "RARELY":** How much difficulty do you have with flexibility?

- No difficulty
- Some difficulty
- A lot of difficulty
- You cannot do at all
  
- Prefer not to answer



e. **Dexterity** - also known as a physical disability, it affects a person's ability to do tasks, especially with their hands.

- Yes
- No
  
- Refuse to answer
- Don't know

**IF "YES":** How often would you say the world around you - for example physical spaces, technology, or people's attitudes towards you - limits your inclusion in society because of this disability?

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Prefer not to answer

**IF "RARELY":** How much difficulty do you have with grasping small objects?

- No difficulty
- Some difficulty
- A lot of difficulty
- You cannot do this at all
  
- Prefer not to answer





f. **Pain** - also known as chronic pain syndrome or disability, it affects a person's ability to function due to pain. This is the type of pain that continues over a long period of time and disrupts your life.

- Yes
- No
  
- Refuse to answer
- Don't know

**IF "YES":** How often would you say the world around you - for example physical spaces, technology, or people's attitudes towards you - limits your inclusion in society because of this disability?

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Prefer not to answer

**IF "RARELY":** How much difficulty do you have with pain that is always present or with recurring periods of pain?

- No difficulty
- Some difficulty
- A lot of difficulty
- You cannot function due to pain
  
- Prefer not to answer



g. **Learning** - also known as learning disabilities, it affects the way a person receives, understands, and uses information. Learning disabilities can include Dyslexia, Aphasia, Hyperactivity, Dyscalculia, Dysgraphia, Attention Deficit and Hyperactivity Disorder, etc.

- Yes
- No
  
- Refuse to answer
- Don't know

**IF "YES":** How often would you say the world around you - for example physical spaces, technology, or people's attitudes towards you - limits your inclusion in society because of this disability?

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Prefer not to answer

**IF "RARELY":** How much difficulty do you have with learning?

- No difficulty
- Some difficulty
- A lot of difficulty
- You require accommodation and support
  
- Prefer not to answer



h. **Developmental** - also known as intellectual disabilities, it affects a person's ability to learn and to adapt their behaviour to different situations.

More specifically, has a doctor, psychologist or other health care professional ever said that you had a developmental disability? This may include Down syndrome, autism, Asperger syndrome, etc.

- Yes
- No
  
- Refuse to answer
- Don't know

**IF "YES":** How often would you say the world around you - for example physical spaces, technology, or people's attitudes towards you - limits your inclusion in society because of this disability?

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Prefer not to answer

**IF "RARELY":** How much difficulty do you have with this condition?

- No difficulty
- Some difficulty
- A lot of difficulty
- You cannot function at all without help
  
- Prefer not to answer



i. A **memory disability** - this affects a person's ability to remember information. In other words, do you have a disability that regularly affects how you remember things?

- Yes
- No
  
- Refuse to answer
- Don't know

**IF "YES":** How often would you say the world around you - for example physical spaces, technology, or people's attitudes towards you - limits your inclusion in society because of this disability?

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Prefer not to answer

**IF "RARELY":** How much difficulty do you have with your memory? For instance, how much difficulty do you have remembering appointments, remembering your health information, personal information, etc.?

- No difficulty
- Some difficulty
- A lot of difficulty
- You experience significant memory loss
  
- Prefer not to answer



j. **Mental health-related** - also known as mental illness, it affects a person's psychology or their behavior, in other words their ability to think, their emotions, and their behaviour.

- Yes
- No
  
- Refuse to answer
- Don't know

**IF "YES":** How often would you say the world around you - for example physical spaces, technology, or people's attitudes towards you - limits your inclusion in society because of this disability?

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Prefer not to answer

**IF "RARELY":** How much difficulty do you have with your mental health condition?

- No difficulty
- Some difficulty
- A lot of difficulty
- You cannot function at all without help
  
- Prefer not to answer



k. A **communications disability** - this affects a person's ability to receive, understand, and respond to communication from others.

This includes people not knowing how to communicate with you and people not understanding what you are saying but does not refer to a situation where you are not sufficiently fluent in a given language.

- Yes
- No
  
- Refuse to answer
- Don't know

**IF "YES":** How often would you say the world around you - for example physical spaces, technology, or people's attitudes towards you - limits your inclusion in society because of this disability?

- Always
- Often
- Sometimes (it depends on the situation and persons you are communicating with)
- Rarely
- Never
  
- Prefer not to answer

**IF "RARELY":** How much difficulty do you have communicating?

- No difficulty
- Some difficulty (it depends on the situation and persons you are communicating with)
- A lot of difficulty
- You cannot communicate without support or technology
  
- Prefer not to answer



I. A **speech disability** - this affects the way a person speaks.

- Yes
- No
  
- Refuse to answer
- Don't know

**IF "YES":** How often would you say the world around you - for example physical spaces, technology, or people's attitudes towards you - limits your inclusion in society because of this disability?

- Always
- Often
- Sometimes (it depends on the situation and persons you are communicating with)
- Rarely
- Never
  
- Prefer not to answer

**IF "RARELY":** How much difficulty do you have speaking?

- No difficulty
- Some difficulty (it depends on the situation and persons you are communicating with)
- A lot of difficulty
- You cannot speak at all
  
- Prefer not to answer



m. **Language** - also known as a language-based disability, it affects a person's ability to understand and use spoken and written language.

- Yes
- No
  
- Refuse to answer
- Don't know

**IF "YES":** How often would you say the world around you - for example physical spaces, technology, or people's attitudes towards you - limits your inclusion in society because of this disability?

- Always
- Often
- Sometimes (it depends on the situation and persons you are communicating with)
- Rarely
- Never
  
- Prefer not to answer

**IF "RARELY":** How much difficulty do you have with your language-based disability?

- No difficulty
- Some difficulty (it depends on the situation and persons you are communicating with)
- A lot of difficulty
- You cannot use or understand language at all
  
- Prefer not to answer





n. Do you believe you have any **other type of disability**, other health problem, or temporary, episodic or long-term condition that has lasted or is expected to last for six months or more? If so, please describe it.

- Yes, please describe: \_\_\_\_\_
- No
- Refuse to answer
- Don't know

**IF "YES":** How often would you say the world around you - for example physical spaces, technology, or people's attitudes towards you - limits your inclusion in society because of this disability?

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Prefer not to answer



3. Have you seen, read, or heard anything about the Government of Canada's *Accessible Canada Act*?

- Yes
- No
- Refuse
- Don't know

**IF "YES" to QUESTION 3:** What can you remember about this Act? What comes to mind?

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- Refuse to answer
- Don't know / Can't think of any



This next part is about services, programs, and products that are provided by federal sector organizations. As you would expect, this includes services and programs delivered by the Government of Canada but also includes services and products from businesses and other organizations that are regulated by the federal government. This would be things like banks, courier and mail services, ferries, airlines, and interprovincial railroads and bus lines – that is, railroads and bus lines that travel across provincial borders. It also includes radio and television stations, Internet service companies, and First Nations band councils.

4. Let's start by asking about any **services and programs** you may have used or accessed from these types of organizations over the past 2 years.

First, how do you like to access the services or programs from federal sector organizations?

**Instructions:** Please select one answer only.

**REMINDER:** "Federal sector organizations" include banks, courier and mail services, ferries, airlines, interprovincial rail and bus travel, radio and television stations, Internet service companies, and First Nations band councils. They also include all services and programs offered by the Government of Canada.

- In person
- Telephone
- Online
- Mail
  
- Other please specify: \_\_\_\_\_



5. Now, we would like to know about any accessibility or other accommodations you may have needed when you were accessing services or programs from federal sector organizations. Over the past 2 years, how many times have you needed the following kinds of accommodations when accessing the services or programs from federal sector organizations?

**REMINDER:** "Federal sector organizations" include banks, courier and mail services, ferries, airlines, interprovincial rail and bus travel, radio and television stations, Internet service companies, and First Nations band councils. They also include all services and programs offered by the Government of Canada.

- a. Over the past 2 years, how many times have you needed documents in accessible formats such as Braille, large print, or that work with computer programs that read text or documents out loud, etc.?

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know



b. Over the past 2 years, how many times have you needed documents in Plain Language? For example, documents that are easy for people to read and understand.

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know

c. Over the past 2 years, how many times have you needed more time to complete a form or an application?

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know



d. Over the past 2 years, how many times have you needed an accessible website? In other words, a website which is easy to use and designed so that everyone, including persons with disabilities, can use it.

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know

e. Over the past 2 years, how many times have you needed help completing forms? This includes intervenors, direct support professionals or other communications supports. An intervenor is someone who specializes in assisting persons with both hearing and vision loss.

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know



f. Over the past 2 years, how many times have you needed sign language interpretation services or sign language videos?

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know

g. Over the past 2 years, how many times have you needed oral interpretation services? This is a person who repeats a speaker's words silently to assist people who read lips.

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know



h. Over the past 2 years, how many times have you needed accommodation for a service animal such as guide dogs, therapy animals, or other service animals?

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know

i. Over the past 2 years, how many times have you needed the use of an assistive device? Assistive devices are devices used to assist a person to perform a particular task. E.g., voice recognition software that converts spoken words into text; text to audio – that is programs that read text out loud; mobility aids; hearing aids; computers; computer-electronic assistive devices; tools; devices that have been modified to make them easier to use, etc.

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know





6. Thinking about the past 2 years again, have you needed any other type of accommodation or accessibility requirement when you were accessing services or programs from federal sector organizations?

- Yes, please describe: \_\_\_\_\_
- No
- Refuse
- Don't know

7. Now there are a couple of questions about printed materials you may access or receive from federal sector organizations.

First, thinking about things like books, letters, forms, posters, online content or other communications materials, how often do you need federal sector organizations, including the Government of Canada, to make these materials available in accessible formats?

**REMINDER:** "Federal sector organizations" include banks, courier and mail services, ferries, airlines, interprovincial rail and bus travel, radio and television stations, Internet service companies, and First Nations band councils. They also include all services and programs offered by the Government of Canada.

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Refuse to answer
- Don't know



**IF “ALWAYS”, “OFTEN”, OR “SOMETIMES”:** Which of the following accessible formats do you need?

**Instructions:** Select all that apply.

- Large print
- E-books
- Braille
- Closed captioning
- Plain language – in other words, text that someone can easily read and understand
- Text to speech compatible
- Audio version
- Sign language version
- Do you need any other format? Please specify: \_\_\_\_\_
- Refuse to answer
- Don't know

8. This question is about just getting into and around different places. Thinking again about the last two years, how often have you experienced barriers that limited your ability to move in and around the following places:

a. Government buildings, such as Service Canada centres, etc.

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know



b. Public buildings, such as libraries, community buildings, city hall, etc.

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know

c. Public spaces, such as sidewalks and parks

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know

d. Your place of work

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know



e. Large retail stores and chain stores

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know

f. Shopping centres

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know

g. Medical offices including walk-in clinics, hospitals, etc.

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know



h. Restaurants

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know

i. Movie theatres

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know

j. Small and independent local stores or shops

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know



k. Friends or other people's houses you visited

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know

9. Do you have access to the Internet at home?

- Yes
- No

**IF "NO":** Could you explain the reasons you do not have Internet at home?

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- Don't know



10. The next few questions are about “barriers to accessibility.” This is anything that might prevent a person with a disability from full and equal participation in society. It could be a physical barrier, a communication barrier, an attitude barrier, a technology barrier, or a barrier caused by a policy or a practice.

And over the past 2 years, how often did you experience the following technology barriers because of an accessibility issue? By this we mean...

a. there was a barrier to using a website?

For example, the website had no alternate text or would not work with an accessibility device.

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know

b. ...there was a barrier to using a cellphone or accessing a wireless service?

This refers to any barrier using a device or service obtained in Canada. Wireless Services include: Retail mobile wireless voice and data services.

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know



c. ...there was a barrier to using self-service technology in a public place? For example, while using an ATM, a self-service checkout, or an information kiosk.

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know

d. ...there was a barrier to watching cable TV?

Examples of barriers could include inadequate closed captioning, lack of described video or sign-language programming, among others.

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know





- e. ...there was a barrier to watching a show on a streaming service such as Netflix, AppleTV, Crave, Amazon Prime, or a similar service?

Examples of barriers could include inadequate closed captioning, lack of described video or sign-language programming, among others.

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know

- f. There was a barrier to watching a video on the internet, for example on YouTube, Facebook, other social media or websites?

Examples of barriers could include inadequate closed captioning, lack of described video or sign-language programming, among others.

- Always
- Often
- Sometimes
- Rarely
- Never
  
- Not applicable
- Refuse to answer
- Don't know



We have just a few final demographic questions that will be used to help us analyze the survey results. We want to remind you that your answers are completely confidential and anonymous and will only be used for analysis in combination with other survey respondents' answers as required by the *Privacy Act*. If at any time you are not comfortable with a question, you can skip it.

11. What is the highest level of formal education that you have completed?

- Grade 8 or less
- Some high school
- High School diploma or equivalent
- Registered Apprenticeship or other trades certificate or diploma
- College certificate or diploma
- Bachelor's degree
- Post graduate degree or certificate above bachelor's level
- Prefer not to answer

12. Which of the following categories best describes your current employment status?

**Instructions:** Select all that apply.

- Working full-time, that is, 30 or more hours per week
- Working part-time, that is, less than 30 hours per week
- Self-employed
- Unemployed, but looking for work
- A student
- Retired
- Not in the workforce (full-time homemaker, not looking for work)
- Not in the workforce (due to a disability)
- Other, please specify: \_\_\_\_\_
- Prefer not to answer



13. Do you self-identify as a member of the following groups?

**Instructions:** Select all that apply.

- Visible minorities
- Indigenous Peoples (First Nations, Inuit or Métis)
- LGBTQ2+
- None of the above
  
- Prefer not to answer

14. Please select the category that best describes your total household income. That is, the total income of all persons in your household combined, before taxes.

- Under \$20,000
- \$20,000 to just under \$40,000
- \$40,000 to just under \$60,000
- \$60,000 to just under \$80,000
- \$80,000 to just under \$100,000
- \$100,000 to just under \$150,000
- \$150,000 and above
  
- Refused

15. To better understand how results vary by region, may we have your 6-digit postal code?

\_\_\_\_ \_    \_\_\_\_ \_    (Format: **A4A 5B5**)

- Don't know / Not applicable

Those are all the questions we had for you – thank you very much for your time and have a great day!



**Instructions:** These are the **five** ways you can **submit** your survey responses.

- If this survey was mailed to you, you will have received a postage paid return envelope. Just use that envelope to mail it back to us.
- If you printed it off and prefer mailing it to us, please mail it to:

Quorus Consulting Group  
1937 Portobello Blvd., PO Box 17053  
Ottawa, ON  
K4A 4W8

- You can call the following number to have someone call you back to collect your answers over the phone: 1-833-739-1983
- You can go online and submit your responses through the online survey – just use the following link: [www.quorusconsultations.com](http://www.quorusconsultations.com)
- If you filled it out electronically, you can email it to: [discussions@quorusconsulting.com](mailto:discussions@quorusconsulting.com). Your answers are completely confidential and will only be used for analysis in combination with other survey respondent's answers as required by the *Privacy Act*.