

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Sample Size	1800	434	545	567	255

Regional sample sizes are unweighted. All other sample sizes, including totals, are weighted to census data. Blank cells indicate zero responses were received. Cells containing "0%" are statistically zero, though at least one response was received

Q1. Do you have what you consider to be a "physical disability"?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Yes, I have a physical disability	9%	39%			
No, I do not have a physical disability	76%		100%	100%	100%
I have mobility or other physical, vision or hearing challenges, but don't consider myself to have a disability	15%	61%			
Net: Has disabilities/challenges	24%	100%			

Q2. And, do any of your family members or close friends have a physical disability?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Yes, a physical disability	22%	34%	45%		
No, do not	64%	42%	27%	100%	100%
Mobility/other physical, vision or hearing challenges, but don't consider it a disability	14%	25%	27%		

Q3. Thinking about the future, say 5 to 10 years from now -- are you concerned that you yourself may face new or worsening disability/mobility issues?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
No, not something I am concerned about	36%	17%	32%	26%	100%
A little bit/Occasionally concerned about this	38%	30%	45%	56%	
Yes, somewhat concerned about this	18%	30%	18%	16%	
Yes, a serious concern of mine	8%	23%	4%	2%	
Net: No	74%	46%	77%	82%	100%
Net: Yes	26%	54%	23%	18%	

Q4. Is that a concern you have about a family member or close friend -- that someone close to you may face new or worsening disability/mobility issues in the future?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
No, not something I am concerned about	32%	29%	15%	21%	100%
A little bit/Occasionally concerned about this	36%	30%	37%	56%	
Yes, somewhat concerned about this	20%	22%	30%	18%	
Yes, a serious concern of mine	12%	20%	18%	5%	
Net: No	68%	59%	52%	76%	100%
Net: Yes	32%	41%	48%	24%	

Q5. Currently, how often, if ever, do you spend time with, help, or provide care for someone who has a physical disability or other mobility, hearing or vision challenge?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Never/Hardly ever	53%	43%	18%	76%	93%
Only rarely	18%	19%	16%	24%	7%
Sometimes	20%	23%	48%		
All the time	9%	16%	18%		
Net: Only rarely/ Never	71%	62%	34%	100%	100%
Net: Sometimes/all the time	29%	38%	66%		

Q6. And, do you expect to be helping or providing care for someone with these types of challenges in the next 5 to 10 years or so?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
No, definitely do not expect that	22%	21%	7%	16%	67%
Probably not	35%	28%	26%	49%	33%
Probably	31%	31%	46%	32%	
Yes, definitely expect that	12%	20%	21%	3%	
Net: No/Probably not	56%	49%	33%	65%	100%
Net: Probably/ Definitely yes	44%	51%	67%	35%	

	Has disability/ challenges	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Sample Size	434	434	-	-	-

Q7. Thinking about your own physical challenges or disability, what kind of an impact would you say this has on your own life and day-to-day activities?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Minimal impact – I do basically everything I want to without much trouble	26%	26%			
Moderate impact – I live comfortably, but some activities are a challenge	51%	51%			
Major impact – many day-to-day activities are a challenge for me	23%	23%			

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Sample Size	1800	434	545	567	255

Q7. [Rebase to all Respondents] Thinking about your own physical challenges or disability, what kind of an impact would you say this has on your own life and day-to-day activities?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Minimal impact – I do basically everything I want to without much trouble	6%	26%			
Moderate impact – I live comfortably, but some activities are a challenge	12%	51%			
Major impact – many day-to-day activities are a challenge for me	6%	23%			
Do not have disability/Challenges	76%		100%	100%	100%

	Has disability/ challenges	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Sample Size	434	434	-	-	-

Q8. What kind of mobility or other physical, vision, or hearing challenge(s) do you have?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Chronic pain or illness	46%	46%			
Difficulty walking	45%	45%			
Arthritis	36%	36%			
Vision impairments	23%	23%			
Difficulty hearing /hard of hearing	21%	21%			
Require a walker/cane/scooter	16%	16%			
Require a wheelchair	5%	5%			
Deaf	3%	3%			
Blind	1%	1%			
Other (Please specify:)	15%	15%			

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Sample Size	1800	434	545	567	255

Q8. [Rebase to all Respondents] What kind of mobility or other physical, vision, or hearing challenge(s) do you have?

	Total	Four Groups			
		Have disability/mobility issue (F1)	Exposed to disability (G1)	Concerned / attuned to future (H1)	No personal exposure/ engagement (I1)
Chronic pain or illness	11%	46%			
Difficulty walking	11%	45%			
Arthritis	9%	36%			
Vision impairments	6%	23%			
Difficulty hearing /hard of hearing	5%	21%			
Require a walker/cane/scooter	4%	16%			
Require a wheelchair	1%	5%			
Deaf	1%	3%			
Blind	*%	1%			
Other (Please specify:)	4%	15%			
Do not have disability/Challenges	76%		100%	100%	100%

Q9. How often, if at all, do you find yourself temporarily challenged when it comes to getting into and around different places?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Never/Hardly ever	54%	36%	50%	59%	82%
Only rarely	24%	25%	22%	29%	12%
Sometimes	19%	28%	24%	12%	6%
All the time	4%	10%	4%	*%	
Net: Only rarely/ Never	78%	62%	72%	88%	94%
Net: Sometimes/all the time	22%	38%	28%	12%	6%

Q10. Do you own or rent your current residence?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Own	56%	49%	57%	60%	62%
Rent	36%	43%	35%	33%	31%
Some other arrangement (e.g. live with parents or other family)	8%	8%	8%	8%	8%

Q11. Which of the following best describes your home?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
A single-family detached house	59%	51%	60%	62%	64%
A unit in a small multi-family dwelling (e.g. a duplex or townhome)	16%	19%	15%	15%	14%
A unit in a large multi-family dwelling (e.g. an apartment or condo building)	25%	30%	25%	23%	22%

Q12. Generally speaking, would you say your own current home is:

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Very easy to get around	26%	26%	21%	22%	46%
Fairly easy	41%	47%	43%	41%	28%
Fairly difficult	27%	23%	29%	29%	22%
Very difficult to get around	6%	4%	8%	8%	4%

Q13. Let's say 10 or 15 years down the road – are you concerned about your current home's accessibility or suitability for yourself and your family as you age?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
No, not something I am concerned about	47%	38%	39%	44%	86%
A little bit/Occasionally concerned about this	32%	29%	38%	38%	12%
Yes, somewhat concerned about this	15%	19%	19%	13%	2%
Yes, a serious concern of mine	6%	14%	5%	5%	*%
Net: No	79%	67%	77%	82%	98%
Net: Yes	21%	33%	23%	18%	2%

Q14. Have you made or planned any changes to where you live because of future mobility/accessibility issues?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Already renovated/made changes	5%	10%	3%	2%	7%
Already moved	4%	6%	4%	4%	2%
Plan to renovate/make changes	8%	13%	10%	6%	2%
Plan to move	19%	26%	21%	18%	6%
No, no changes or plans for this reason	63%	45%	61%	71%	83%
Net: Yes	37%	55%	39%	29%	17%

	Have made/ planned changes	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Sample Size	657	237	211	167	42

Q15. What sorts of changes have you made (or planned) to the place where you live?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
One level/No stairs	39%	41%	35%	41%	34%
Bathroom -- more/closer/on main level or accessible features within	38%	41%	39%	30%	44%
Accessible parking (i.e. large spaces/close to entrance)	20%	22%	19%	18%	23%
Ramp(s) where there are stairs	19%	17%	20%	20%	25%
Elevator(s) / stair lift(s)	17%	20%	16%	16%	2%
Wide doorways	16%	17%	16%	15%	19%
Wide hallways	15%	17%	13%	17%	6%
Smoke alarms with flashing lights for the hard-of-hearing	15%	16%	12%	16%	19%
Easy-open/Automatic doors	10%	9%	9%	11%	10%
Other, please specify:	18%	19%	21%	15%	14%

	Have made/ planned changes	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Sample Size	1800	434	545	567	255

Q15. [Rebase to all Respondents] What sorts of changes have you made (or planned) to the place where you live?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
One level/No stairs	14%	22%	14%	12%	6%
Bathroom -- more/closer/on main level or accessible features within	14%	23%	15%	9%	7%
Accessible parking (i.e. large spaces/close to entrance)	7%	12%	7%	5%	4%
Ramp(s) where there are stairs	7%	10%	8%	6%	4%
Elevator(s) / stair lift(s)	6%	11%	6%	5%	*0%
Wide doorways	6%	9%	6%	4%	3%
Wide hallways	6%	9%	5%	5%	1%
Smoke alarms with flashing lights for the hard-of-hearing	5%	9%	5%	5%	3%
Easy-open/Automatic doors	4%	5%	4%	3%	2%
Other, please specify:	7%	10%	8%	4%	2%
Not planning to make any changes	63%	45%	61%	71%	83%

Q16. Leaving the home now, are you currently working or going to school outside your home?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Working full time	43%	29%	46%	47%	56%
Working part time	14%	13%	16%	12%	13%
Full-time student	7%	9%	6%	5%	7%
Part-time student	2%	2%	3%	2%	
Not currently working/going to school outside my home	38%	52%	34%	37%	28%
Net: Working	57%	41%	61%	59%	69%
Net: Student	8%	11%	9%	7%	7%

	Work/ Go to school	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Sample Size	1109	209	361	355	184

Q17. Thinking about the building or space you work/go to school in, would you say it's generally easy or difficult for people to get into/move around in?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Very easy to get around	42%	39%	37%	39%	61%
Fairly easy	41%	44%	42%	46%	23%
Fairly difficult	13%	14%	14%	11%	11%
Very difficult to get around	5%	3%	6%	4%	5%
Net: Easy	83%	83%	79%	85%	84%
Net: Difficult	17%	17%	21%	15%	16%

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Sample Size	1800	434	545	567	255

Q17. [Rebase to all respondents] Thinking about the building or space you work/go to school in, would you say it's generally easy or difficult for people to get into/move around in?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Very easy to get around	26%	19%	24%	25%	44%
Fairly easy	25%	21%	28%	29%	17%
Fairly difficult	8%	7%	10%	7%	8%
Very difficult to get around	3%	1%	4%	2%	3%
Net: Easy	51%	40%	53%	53%	61%
Net: Difficult	11%	8%	14%	9%	11%
Not Working or going to school	38%	52%	34%	37%	28%

	Work/ Go to school	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Sample Size	1109	209	361	355	184

Q18. Do you currently work/attend school with anyone who has a physical disability?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
No, no one	70%	59%	65%	76%	83%
Yes, one person	13%	18%	15%	12%	6%
Yes, multiple people	16%	23%	20%	12%	10%
Net: Yes	30%	41%	35%	24%	17%

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Sample Size	1800	434	545	567	255

Q18. [Rebase to all respondents] Do you currently work/attend school with anyone who has a physical disability?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
No, no one	43%	29%	43%	47%	60%
Yes, one person	8%	8%	10%	8%	4%
Yes, multiple people	10%	11%	13%	8%	8%
Net: Yes	18%	20%	23%	15%	12%
Not Working or going to school	38%	52%	34%	37%	28%

	Work/attend school with someone who has a disability	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Sample Size	328	434	545	567	255

Q19. Does this person or group of people have any issues getting around your place of work/school?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
No, no issues	43%	30%	41%	55%	49%
A few/minor problems	51%	58%	54%	42%	46%
Yes, a lot of issues	6%	12%	4%	3%	5%
Net: Has issues	57%	70%	59%	45%	51%

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Sample Size	1800	434	545	567	255

Q19.[Rebase to all respondents] Does this person or group of people have any issues getting around your place of work/school?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
No, no issues	8%	6%	10%	8%	6%
A few/minor problems	9%	11%	13%	6%	6%
Yes, a lot of issues	1%	2%	1%	*%	1%
Net: Has issues	10%	14%	14%	7%	6%
Do not work/attend school with anyone with disability	43%	29%	43%	47%	60%
Not Working or going to school	38%	52%	34%	37%	28%

	Has issues getting around	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Sample Size	188	59	74	39	16

Q20. What sorts of challenges does this person face in getting into or moving around your school/workplace?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Doors that are difficult to open/don't open automatically	38%	32%	45%	34%	34%
No elevator/too many stairs	32%	41%	34%	11%	46%
Washrooms that are not accessible (i.e. too far/too small/lacking appropriate stalls)	31%	34%	23%	39%	31%
Lack of accessible parking (i.e. spaces too small/too far away)	26%	30%	27%	18%	29%
Desks that are too small or not adjustable	25%	25%	21%	36%	15%
No ramp(s)	22%	11%	34%	16%	24%
Narrow doorways/hallways	22%	16%	21%	28%	37%
Lack of safe stairs (i.e. no contrast on edges or touchable warnings at the top of stairs)	17%	23%	16%	14%	10%
Lack of emergency exit planning (i.e. lack of visual fire alarms, evacuation chairs, or areas of refuge for those with disabilities)	16%	15%	15%	23%	13%
Insufficient light levels or shadows	15%	15%	18%	10%	8%
Kitchen appliances or accessories that are too high	14%	17%	14%	15%	
Signs are too small/illegible (or don't include Braille or raised lettering) for those with impaired vision	13%	23%	13%	3%	
Not enough signage	12%	8%	11%	22%	4%
Other, please specify:	12%	19%	11%	8%	

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Sample Size	1800	434	545	567	255

Q20. [Rebase to all respondents] What sorts of challenges does this person face in getting into or moving around your school/workplace?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Doors that are difficult to open/don't open automatically	4%	4%	6%	2%	2%
No elevator/too many stairs	3%	6%	5%	1%	3%
Washrooms that are not accessible (i.e. too far/too small/lacking appropriate stalls)	3%	5%	3%	3%	2%
Lack of accessible parking (i.e. spaces too small/too far away)	3%	4%	4%	1%	2%
Desks that are too small or not adjustable	3%	3%	3%	2%	1%
No ramp(s)	2%	2%	5%	1%	1%
Narrow doorways/hallways	2%	2%	3%	2%	2%
Lack of safe stairs (i.e. no contrast on edges or touchable warnings at the top of stairs)	2%	3%	2%	1%	1%
Lack of emergency exit planning (i.e. lack of visual fire alarms, evacuation chairs, or areas of refuge for those with disabilities)	2%	2%	2%	2%	1%
Insufficient light levels or shadows	2%	2%	2%	1%	*%
Kitchen appliances or accessories that are too high	1%	2%	2%	1%	
Signs are too small/illegible (or don't include Braille or raised lettering) for those with impaired vision	1%	3%	2%	*%	
Not enough signage	1%	1%	2%	2%	*%
Other, please specify:	1%	3%	1%	1%	
No, no issues	8%	6%	10%	8%	6%
Do not work/attend school with anyone with disability	43%	29%	43%	47%	60%
Not Working or going to school	38%	52%	34%	37%	28%

Q21. [Easy] Thinking about each of the following types of places in your community, would you say each is generally easy or difficult for people to get into/move around in?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Small/Independent stores	51%	51%	45%	50%	66%
Small/Independent restaurants	53%	51%	47%	54%	63%
Large/Chain stores	87%	81%	87%	90%	91%
Large/Chain restaurants like	78%	75%	75%	82%	83%
Movie theatres	67%	60%	64%	70%	75%
Malls/shopping centres	90%	85%	91%	91%	93%
Medical offices	81%	79%	80%	80%	87%
Public buildings	82%	79%	81%	86%	84%
Other people's houses you visit	43%	44%	36%	44%	58%

Q21. [Difficult] Thinking about each of the following types of places in your community, would you say each is generally easy or difficult for people to get into/move around in?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Small/Independent stores	42%	43%	48%	44%	27%
Small/Independent restaurants	40%	40%	45%	38%	30%
Large/Chain stores	10%	16%	11%	7%	6%
Large/Chain restaurants like	16%	19%	19%	12%	8%
Movie theatres	20%	23%	23%	16%	16%
Malls/shopping centres	8%	13%	8%	7%	4%
Medical offices	16%	17%	18%	16%	8%
Public buildings	12%	15%	15%	8%	9%
Other people's houses you visit	47%	49%	55%	45%	30%

Q21. Generally easy or difficult for people to get into/move around in - Small/Independent stores

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Very easy to get around	12%	10%	8%	12%	25%
Fairly easy	39%	41%	37%	38%	41%
Fairly difficult	33%	33%	37%	36%	19%
Very difficult to get around	9%	10%	10%	8%	7%
Not sure/Can't say	7%	6%	7%	6%	8%
Net: Easy	51%	51%	45%	50%	66%
Net: Difficult	42%	43%	48%	44%	27%

Q21. Generally easy or difficult for people to get into/move around in - Small/Independent restaurants

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Very easy to get around	12%	11%	9%	10%	26%
Fairly easy	41%	40%	39%	44%	37%
Fairly difficult	31%	30%	36%	30%	23%
Very difficult to get around	9%	10%	10%	8%	7%
Not sure/Can't say	8%	9%	7%	8%	8%
Net: Easy	53%	51%	47%	54%	63%
Net: Difficult	40%	40%	45%	38%	30%

Q21. Generally easy or difficult for people to get into/move around in - Large/Chain stores

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Very easy to get around	36%	31%	35%	34%	51%
Fairly easy	51%	50%	52%	56%	39%
Fairly difficult	8%	14%	9%	5%	5%
Very difficult to get around	2%	2%	2%	1%	1%
Not sure/Can't say	3%	3%	2%	3%	3%
Net: Easy	87%	81%	87%	90%	91%
Net: Difficult	10%	16%	11%	7%	6%

Q21. Generally easy or difficult for people to get into/move around in - Large/Chain restaurants like

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Very easy to get around	23%	17%	22%	22%	35%
Fairly easy	55%	58%	52%	60%	47%
Fairly difficult	12%	17%	15%	10%	5%
Very difficult to get around	3%	3%	5%	2%	3%
Not sure/Can't say	6%	5%	6%	6%	9%
Net: Easy	78%	75%	75%	82%	83%
Net: Difficult	16%	19%	19%	12%	8%

Q21. Generally easy or difficult for people to get into/move around in - Movie theatres

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Very easy to get around	22%	18%	20%	21%	35%
Fairly easy	45%	42%	45%	49%	40%
Fairly difficult	15%	17%	18%	12%	12%
Very difficult to get around	5%	6%	5%	4%	4%
Not sure/Can't say	14%	16%	13%	14%	9%
Net: Easy	67%	60%	64%	70%	75%
Net: Difficult	20%	23%	23%	16%	16%

Q21. Generally easy or difficult for people to get into/move around in - Malls/shopping centres

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Very easy to get around	37%	33%	34%	39%	47%
Fairly easy	52%	51%	56%	52%	46%
Fairly difficult	7%	11%	7%	6%	2%
Very difficult to get around	1%	2%	1%	1%	2%
Not sure/Can't say	2%	2%	2%	2%	2%
Net: Easy	90%	85%	91%	91%	93%
Net: Difficult	8%	13%	8%	7%	4%

Q21. Generally easy or difficult for people to get into/move around in - Medical offices

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Very easy to get around	27%	24%	23%	26%	41%
Fairly easy	54%	56%	57%	53%	46%
Fairly difficult	13%	14%	15%	13%	6%
Very difficult to get around	3%	4%	3%	2%	1%
Not sure/Can't say	4%	3%	2%	5%	5%
Net: Easy	81%	79%	80%	80%	87%
Net: Difficult	16%	17%	18%	16%	8%

Q21. Generally easy or difficult for people to get into/move around in - Public buildings

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Very easy to get around	29%	25%	28%	29%	40%
Fairly easy	53%	54%	53%	57%	44%
Fairly difficult	10%	13%	13%	7%	7%
Very difficult to get around	2%	3%	2%	1%	2%
Not sure/Can't say	6%	6%	5%	6%	7%
Net: Easy	82%	79%	81%	86%	84%
Net: Difficult	12%	15%	15%	8%	9%

Q21. Generally easy or difficult for people to get into/move around in - Other people's houses you visit

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Very easy to get around	11%	10%	7%	8%	26%
Fairly easy	33%	34%	29%	35%	32%
Fairly difficult	35%	38%	39%	36%	19%
Very difficult to get around	12%	11%	17%	8%	12%
Not sure/Can't say	10%	8%	9%	12%	12%
Net: Easy	43%	44%	36%	44%	58%
Net: Difficult	47%	49%	55%	45%	30%

Q22. Does accessibility come into consideration when you're thinking about which specific places you'll go to and which ones you will try to avoid?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
No, accessibility never a factor for me	70%	48%	63%	84%	94%
Yes, sometimes	25%	41%	32%	16%	5%
Yes, all the time	4%	11%	5%	*%	1%
Net: Yes	30%	52%	37%	16%	6%

	Yes, will avoid certain places	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Sample Size	531	225	202	90	14

Q23. Which types of places do you find you have to try to avoid due to lack of accessibility?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Small/Independent restaurants	48%	46%	49%	54%	26%
Small/Independent stores	47%	40%	53%	49%	43%
Movie theatres	21%	27%	18%	16%	10%
Public buildings	12%	16%	10%	10%	10%
Large/Chain restaurants like	12%	18%	8%	9%	11%
Malls/shopping centres	11%	13%	9%	10%	16%
Large/Chain stores	9%	11%	7%	12%	9%
Medical offices	9%	10%	13%	3%	3%
Other people's houses you visit	52%	53%	55%	41%	55%
Other, please specify:	10%	15%	8%	2%	7%

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Sample Size	1800	434	545	567	255

Q23. [Rebase to All Respondents] Which types of places do you find you have to try to avoid due to lack of accessibility?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Small/Independent restaurants	14%	24%	18%	9%	1%
Small/Independent stores	14%	21%	20%	8%	2%
Movie theatres	6%	14%	7%	3%	1%
Public buildings	4%	8%	4%	2%	1%
Large/Chain restaurants like	4%	9%	3%	1%	1%
Malls/shopping centres	3%	7%	4%	2%	1%
Large/Chain stores	3%	6%	2%	2%	*%
Medical offices	3%	5%	5%	*%	*%
Other people's houses you visit	15%	27%	20%	7%	3%
Other, please specify:	3%	8%	3%	*%	*%
No, accessibility never a factor for me	70%	48%	63%	84%	94%

	Yes, will avoid certain places	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Sample Size	531	225	202	90	14

Q24. What types of challenges do those places present that make them difficult to access?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
No elevator/too many stairs	56%	61%	57%	44%	36%
Doors that are difficult to open/don't open automatically	45%	45%	47%	42%	46%
No ramp(s)	42%	38%	47%	38%	42%
Narrow doorways/hallways	41%	40%	43%	41%	23%
Washrooms that are not accessible	36%	38%	36%	28%	38%
Lack of accessible parking	33%	36%	34%	22%	53%
Lack of safe stairs	21%	23%	22%	12%	23%
Products/service counters too high/too low	14%	18%	11%	12%	28%
Insufficient light levels or shadows	14%	13%	11%	18%	32%
Too quiet/loud for the hard-of-hearing	13%	13%	14%	13%	5%
Not enough signage	12%	9%	14%	14%	10%
Signs are too small/illegible for those with impaired vision	10%	10%	9%	13%	17%
Lack of emergency exit planning	9%	9%	9%	9%	10%
Other, please specify:	8%	9%	8%	9%	

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Sample Size	1800	434	545	567	255

Q24. [Rebase to all Respondents] What types of challenges do those places present that make them difficult to access?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
No elevator/too many stairs	16%	32%	21%	7%	2%
Doors that are difficult to open/don't open automatically	13%	24%	17%	7%	3%
No ramp(s)	12%	20%	17%	6%	2%
Narrow doorways/hallways	12%	21%	16%	7%	1%
Washrooms that are not accessible	10%	20%	13%	4%	2%
Lack of accessible parking	10%	19%	13%	4%	3%
Lack of safe stairs	6%	12%	8%	2%	1%
Products/service counters too high/too low	4%	9%	4%	2%	2%
Insufficient light levels or shadows	4%	7%	4%	3%	2%
Too quiet/loud for the hard-of-hearing	4%	6%	5%	2%	*%
Not enough signage	3%	4%	5%	2%	1%
Signs are too small/illegible for those with impaired vision	3%	5%	3%	2%	1%
Lack of emergency exit planning	3%	5%	3%	1%	1%
Other, please specify:	2%	5%	3%	1%	
No, accessibility never a factor for me	70%	48%	63%	84%	94%

Q25. Overall, do you think the accessibility of places like these in your community is generally improving, worsening, or staying about the same?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Generally improving	53%	46%	55%	56%	53%
Staying about the same	39%	43%	39%	39%	34%
Generally worsening	3%	4%	2%	2%	3%
Really can't say	5%	6%	4%	4%	11%

Q26. What is your overall view about the level of accessibility that should exist in Canada today?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Universal accessibility for everyone whenever this is possible	53%	54%	53%	51%	56%
Access should be a priority, but with cost feasibility in mind	37%	35%	40%	39%	29%
Consider access issues, but not a priority	7%	8%	5%	8%	10%
Do what is easily possible, and that's all that should be expected	3%	3%	1%	3%	5%

Q27. What would you say the goal should be in -Newly constructed buildings that will house private businesses open to the public

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Universal accessibility for everyone whenever this is possible	69%	68%	70%	70%	68%
Access should be a priority, but with cost feasibility in mind	23%	25%	23%	23%	22%
Consider access issues, but not a priority	5%	3%	5%	5%	5%
Do what is easily possible, and that's all that should be expected	2%	3%	1%	2%	5%

Q27. What would you say the goal should be in -Existing buildings that house such businesses, including buildings that may have been built long ago

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Universal accessibility for everyone whenever this is possible	31%	35%	28%	27%	40%
Access should be a priority, but with cost feasibility in mind	50%	48%	53%	52%	41%
Consider access issues, but not a priority	12%	8%	12%	16%	11%
Do what is easily possible, and that's all that should be expected	7%	9%	6%	5%	9%

Q28. Thinking about the accessibility standards where you live, how much would you say you know about them?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Are quite familiar with accessibility standards where you live	10%	12%	9%	8%	14%
Know a little bit about them	33%	31%	40%	30%	28%
Only know that they exist	40%	40%	37%	43%	36%
Are unaware of any accessibility standards where you live	17%	17%	14%	19%	22%
Top2box	43%	43%	49%	38%	42%
Bottom2box	57%	57%	51%	62%	58%

Q29. Would you say these standards in your community are ...

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Too strong – a burden on building-owners who must meet them	6%	5%	7%	6%	7%
Too weak – don't do enough to ensure accessibility	23%	27%	27%	20%	18%
About right overall	39%	32%	42%	42%	41%
Really can't say	31%	36%	24%	33%	35%

Q30. When buildings aren't very accessible and pose barriers for people with a physical disability - What do you think are the one or two most common reasons for that?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Retrofitting old buildings is too expensive	56%	54%	57%	61%	46%
Building owners don't want to spend the money	48%	50%	49%	48%	41%
Not enough demand/Not really needed	23%	20%	19%	23%	32%
Governments don't enforce accessibility rules	20%	24%	21%	17%	19%
Accessibility standards are too lenient	11%	12%	12%	9%	11%
Other, please specify:	2%	2%	2%	1%	1%

Q31. Which of the following statements is closer to your own view when it comes to accessibility regulations?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
There should be one uniform set of rules for accessibility across Canada	54%	63%	56%	50%	46%
Different regions may have different needs, and should be able to set their own rules for accessibility	32%	26%	33%	36%	32%
Not sure/Can't say	13%	11%	11%	14%	21%

Q32. When a building is inaccessible and needs to be renovated to meet accessibility regulations, who should be responsible for the cost of the renovation?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Entirely the government (federal, provincial, or local) requiring the upgrade	10%	9%	10%	7%	16%
Mostly the government	14%	12%	13%	15%	14%
Split equally between government and the building owner	45%	49%	44%	42%	45%
Mostly the building owner	21%	18%	23%	25%	16%
Entirely the owner of the building that needs upgrading	11%	12%	10%	11%	9%

Q33. Have you ever heard of a program called "Rick Hansen Foundation Accessibility Certification" (RHFAC)?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Yes, heard of it	16%	18%	17%	13%	18%
Not sure/might have	24%	26%	28%	23%	16%
No, never heard of it	60%	56%	56%	64%	66%

Q34. Would you say the program is

	Total	Four Groups			
		Have disability/mobility issue (F1)	Exposed to disability (G1)	Concerned / attuned to future (H1)	No personal exposure/ engagement (I1)
Definitely worthwhile	39%	42%	41%	37%	35%
Probably worthwhile	52%	46%	51%	56%	52%
Probably not worthwhile	7%	9%	6%	5%	11%
Definitely not worthwhile	2%	2%	3%	1%	3%
Top2box	91%	89%	92%	93%	87%
Bottom2box	9%	11%	8%	7%	13%

Q35. How appealing would it be that the new building you moved to were certified as accessible ?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Very appealing – a key consideration	22%	34%	24%	15%	15%
Fairly appealing	48%	45%	49%	56%	35%
Not that appealing	16%	13%	15%	16%	24%
Not at all appealing – would not care about that at all	14%	9%	12%	14%	26%
Top2box	70%	78%	73%	71%	50%
Bottom2box	30%	22%	27%	29%	50%

Q36. suppose you knew that a business in your community had been certified as accessible. Would this have any impact on your dealings with this business?

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
No, not something I would think about	31%	23%	26%	30%	56%
Would make me feel better about them, but likely not change my habits	48%	44%	49%	57%	35%
Yes, I would try to give them more of my business	21%	33%	25%	13%	9%

Four Groups

	Total	Four Groups			
		Impacted	Exposed	Concerned	Unaffected
Have disability/mobility issue	24%	100%			
Exposed to disability	30%		100%		
Concerned / attuned to future	32%			100%	
No personal exposure/engagement	14%				100%