

ARI/RHF Partnership 2018: Revised Draft Questionnaire (November 6, 2018)

Sample: n= 1300 + booster of people with disabilities/mobility challenges (n=200); N= 1500 overall

[N] = new survey question for 2018

All other questions are from previous waves of this partnership (2016 and 2015)

[INTRO SCREEN]

In this survey, we're asking Canadians for their views on some issues concerning life and their community today. As always, there are no right or wrong answers. We just want to understand people's personal experiences and views.

The survey should take about 10 minutes to complete.

Physical disability – experience and future anxiety

Q1. Let's start with some questions about you and your life today.

Do you have what you consider to be a "physical disability"? Let's include here any significant mobility problems, whether experienced from birth or related to aging or injury, hearing or visual impairment, or anything else like this.

Yes, I have a physical disability

No, I do not have a physical disability

I have mobility or other physical, vision or hearing challenges, but don't consider myself to have a disability

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

Yes, a physical disability

No, do not

Mobility/other physical, vision or hearing challenges, but don't consider it a disability

[N] 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?

No, not something I am concerned about

A little bit/Occasionally concerned about this

Yes, somewhat concerned about this

Yes, a serious concern of mine

[N]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?

No, not something I am concerned about
 A little bit/Occasionally concerned about this
 Yes, somewhat concerned about this
 Yes, a serious concern of mine

[N]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? Is this something you do ...

Never/Hardly ever
 Only rarely
 Sometimes
 All the time

[N] 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?

No, definitely do not expect that
 Probably not
 Probably
 Yes, definitely expect that

[ASK Q7 AND Q8 IF "YES" DISABILITY OR CHALLENGE AT Q1 – OTHERS SKIP TO Q9]

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? Would you say it has:

Minimal impact – I do basically everything I want to without much trouble
 Moderate impact – I live comfortably, but some activities are a challenge
 Major impact – many day-to-day activities are a challenge for me

Q8. What kind of mobility or other physical, vision, or hearing challenge(s) do you have?
 (Please try to choose the option(s) that are closest to the type of challenge(s) you have, even if not an exact fit.)

[KEEP THIS ORDER]

Difficulty walking
 Require a walker/cane/scooter
 Require a wheelchair
 Difficulty hearing /hard of hearing
 Deaf
 Vision impairments
 Blind
 Arthritis
 Chronic pain or illness
 Other (Please specify:)

[N] Q9. Besides an actual physical disability, how often, if at all, do you find yourself temporarily challenged when it comes to getting into and around different places – whether it is having luggage or a baby stroller with you, or having an injury requiring crutches, or the like? Is this something you deal with:

Never/Hardly ever
 Only rarely
 Sometimes
 All the time

Accessibility

[STANDALONE SCREEN]

For this survey, we're interested in the "accessibility" of different places – both for the general public and for people with physical disabilities affecting their mobility, vision or hearing.

When we say a space is "accessible," we mean it is easy to get into and move around in for everybody who might need to use it, including people who might be injured, parents with young children in strollers, and people who might use a cane, walker, or wheelchair. In other words, "everyone."

Home

[N] Q10. Let's begin our accessibility questions with a few questions about your home.

First, do you own or rent your current residence?

Own
 Rent
 Some other arrangement (e.g. live with parents or other family)

[N]Q11. And, which of the following best describes your home? Is it ...

A single-family detached house
 A unit in a small multi-family dwelling (e.g. a duplex or townhome)
 A unit in a large multi-family dwelling (e.g. an apartment or condo building)

[N]Q12. Thinking about the house or building you live in (including other units and common areas if you're living in a multi-family building), would you say it's generally easy or difficult for people (including those with either permanent or temporary mobility challenges) to get into and move around in? Generally speaking, would you say your own current home is:

Very easy to get around
 Fairly easy

Fairly difficult
 Very difficult to get around

[N] Q13. Thinking about the future – 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?

No, not something I am concerned about
 A little bit/Occasionally concerned about this
 Yes, somewhat concerned about this
 Yes, a serious concern of mine

[N]Q14. Some people find that they have to change the place they live in – either by renovating or moving someplace new – because of mobility/accessibility issues that may arise in the future as a result of aging, illness, or other circumstances.

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

Already renovated/made changes
 Already moved
 Plan to renovate/make changes
 Plan to move
 No, no changes or plans for this reason

[EXCLUDE THOSE WHO SAY “NO”]

[N]Q15. What sorts of changes have you made (or planned) to the place where you live? Please choose all that apply, or add your own to the list.

[RANDOMIZE]

Wide doorways
 Wide hallways
 Ramp(s) where there are stairs
 One level/No stairs
 Bathroom -- more/closer/on main level or accessible features within
 Smoke alarms with flashing lights for the hard-of-hearing
 Easy-open/Automatic doors
 Elevator(s) / stair lift(s)
 Accessible parking (i.e. large spaces/close to entrance)
 [ANCHOR]Other, please specify:

Work/School accessibility

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

[CHOOSE ALL THAT APPLY]

Working full time

Working part time

Full-time student

Part-time student

[EXCLUSIVE]Not currently working/going to school outside my home

[THOSE WORKING/GOING TO SCHOOL CONTINUE THIS SERIES, OTHERS SKIP TO “COMMUNITY ACCESSIBILITY” SECTION]

[N]Q17. Now, we have some questions about the accessibility of your workplace/school.

Thinking about the building or space you work/go to school in, would you say it’s generally easy or difficult for people (again, including those with permanent or temporary mobility challenges) to get into/move around in?

Very easy to get around

Fairly easy

Fairly difficult

Very difficult to get around

[N]Q18. Do you currently work/attend school with anyone who has a physical disability (i.e. a mobility, vision or hearing disability or challenge)?

No, no one

Yes, one person

Yes, multiple people

[ASK THOSE WHO SAY YES. THOSE WHO SAY NO SKIP TO COMMUNITY ACCESSIBILITY SECTION]

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

No, no issues

A few/minor problems

Yes, a lot of issues

[ASK THOSE WHO SAY YES OR A FEW]

[N]Q20. What sorts of challenges does this person (or group of people) face in getting into or moving around your school/workplace? (Choose all that apply, or add to the list)

[RANDOMIZE]

Narrow doorways/hallways

No ramp(s)

Doors that are difficult to open/don’t open automatically

No elevator/too many stairs

Lack of safe stairs (i.e. no contrast on edges or touchable warnings at the top of stairs)

Not enough signage

Signs are too small/illegible (or don't include Braille or raised lettering) for those with impaired vision

Lack of accessible parking (i.e. spaces too small/too far away)

Desks that are too small or not adjustable

Washrooms that are not accessible (i.e. too far/too small/lacking appropriate stalls)

Kitchen appliances or accessories that are too high

Insufficient light levels or shadows

Lack of emergency exit planning (i.e. lack of visual fire alarms, evacuation chairs, or areas of refuge for those with disabilities)

[ANCHOR]Other, please specify:

Community Accessibility

[N]Q21. Now, let's zoom out a bit and consider different places in the broader community. Thinking about each of the following types of places in your community, would you say each is generally easy or difficult for people (including those with permanent or temporary mobility challenges) to get into/move around in?

[ROWS – RANDOMIZE]

Small/Independent stores

Small/Independent restaurants

Large/Chain stores (e.g. Wal-Mart, Canadian Tire, etc.)

Large/Chain restaurants like (e.g. the Keg, Boston Pizza, McDonald's, etc.)

Movie theatres

Malls/shopping centres

Medical offices (e.g. doctor, dentist, eye doctor, etc.)

Public buildings (e.g. libraries, community centres, etc.)

[ANCHOR]Other people's houses you visit

[COLUMNS]

Very easy to get around

Fairly easy

Fairly difficult

Very difficult to get around

Not sure/Can't say

[N]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? (That is, you may try to avoid some places because they're too difficult for you or the person you're with to get into/move around in?)

No, accessibility never a factor for me

Yes, sometimes

Yes, all the time

[ASK Q23 AND Q24 OF THOSE WHO SAY YES; THOSE SAYING "NO" SKIP TO Q25]

[N]Q23. Which types of places do you find you have to try to avoid due to lack of accessibility? Please choose all that apply, or write in another answer if it's not on the list.

[SAME ORDER AS ABOVE]

Small/Independent stores

Small/Independent restaurants

Large/Chain stores (e.g. Wal-Mart, Canadian Tire, etc.)

Large/Chain restaurants like (e.g. the Keg, Boston Pizza, McDonald's, etc.)

Movie theatres

Malls/shopping centres

Medical offices (e.g. doctor, dentist, eye doctor, etc.)

Public buildings (e.g. libraries, community centres, etc.)

[ANCHOR]Other people's houses you visit

[ANCHOR]Other, please specify:

[N]Q24. What types of challenges do those places present that make them difficult to access? Please choose all that apply, or write in another answer if it's not on the list.

[RANDOMIZE]

Narrow doorways/hallways

No ramp(s)

Doors that are difficult to open/don't open automatically

No elevator/too many stairs

Lack of safe stairs (i.e. no contrast on edges or touchable warnings at the top of stairs)

Too quiet/loud for the hard-of-hearing

Not enough signage

Signs are too small/illegible (or don't include Braille or raised lettering) for those with impaired vision

Lack of accessible parking (i.e. spaces too small/too far away)

Products/service counters too high/too low

Insufficient light levels or shadows

Lack of emergency exit planning (i.e. lack of visual fire alarms, evacuation chairs, or areas of refuge for those with disabilities)

Washrooms that are not accessible (i.e. too small/lacking appropriate stalls)

[ANCHOR]Other, please specify:

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

Generally improving

Staying about the same

Generally worsening

Really can't say

Regulations/Standards

Q26. Thinking about places like the ones we've been considering in this survey so far, what is your overall view about the level of accessibility that **should** exist in Canada today? Would you say the goal should be:

Universal accessibility for everyone whenever this is possible
 Access should be a priority, but with cost feasibility in mind
 Consider access issues, but not a priority
 Do what is easily possible, and that's all that should be expected

[N]Q27. More specifically, what would you say the goal should be in each of the following situations:

[ROWS – THIS ORDER]

Newly constructed buildings that will house private businesses open to the public (e.g. stores, restaurants, offices, etc.)

Existing buildings that house such businesses, including buildings that may have been built long ago

[COLUMNS]

Universal accessibility for everyone whenever this is possible
 Access should be a priority, but with cost feasibility in mind
 Consider access issues, but not a priority
 Do what is easily possible, and that's all that should be expected

[N]Q28. As you may be aware, there are some laws and regulations in Canada that govern the accessibility of certain buildings. Such laws vary from city to city and province to province. Thinking about the accessibility standards where you live, how much would you say you know about them? Would you say you ...

Are quite familiar with accessibility standards where you live
 Know a little bit about them
 Only know that they exist
 Are unaware of any accessibility standards where you live

[N]Q29. And, based on whatever you may have seen, read, or heard about accessibility standards where you live, as well as your own personal experiences, would you say these standards in your community are ...

[ROTATE TOP 2]

Too strong – a burden on building-owners who must meet them
 Too weak – don't do enough to ensure accessibility
 About right overall
 Really can't say

[N]Q30. Earlier in this survey, we asked you to identify some places in your community that aren't totally accessible. We'd like to get a sense of why such places might exist.

In general, when buildings aren't very accessible and pose barriers for people with a physical disability affecting their mobility, vision or hearing, what do you think are the one or two **most common** reasons for that?

[RANDOMIZE]

Accessibility standards are too lenient
 Governments don't enforce accessibility rules
 Retrofitting old buildings is too expensive
 Not enough demand/Not really needed
 Building owners don't want to spend the money
 [ANCHOR]Other, please specify:

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

[RANDOMIZE]

There should be one uniform set of rules for accessibility across Canada
 Different regions may have different needs, and should be able to set their own rules for accessibility
 [ANCHOR]Not sure/Can't say

[N]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? Should it be ...

Entirely the government (federal, provincial, or local) requiring the upgrade
 Mostly the government
 Split equally between government and the building owner
 Mostly the building owner
 Entirely the owner of the building that needs upgrading

Accessibility certification

Just wrapping up the survey now....

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

Yes, heard of it
 Not sure/might have
 No, never heard of it

[N] Q34. Rick Hansen Foundation Accessibility Certification is a program that rates the accessibility of commercial, institutional, and multi-unit residential buildings. Ratings are made on a comprehensive scale that measures the level of meaningful access for people with varying physical disabilities that affect their mobility, vision, or hearing.

Once rated, a building or site may be certified at one of two levels, “RHF Accessibility Certified” or “RHF Accessibility Certified Gold.” Organizations can then choose to publicly list their certification level online and purchase a window decal or plaque to showcase that the location is accessible.

Based on this description and anything else you may have seen or heard about the Rick Hansen Foundation Accessibility Certification program, what are your views on it? Would you say the program is ...

Definitely worthwhile
Probably worthwhile
Probably not worthwhile
Definitely not worthwhile

[N] Q35. Suppose you were looking for a new place to live, such as a house, an apartment, a condo, or a townhouse. If that were the case, how appealing would it be that the new building you moved to were certified as accessible (either by the Rick Hansen Foundation or another entity)? Would it be ...

Very appealing – a key consideration
Fairly appealing
Not that appealing
Not at all appealing – would not care about that at all

[N] Q36. And, suppose you knew that a business in your community had been certified as accessible (either by the Rick Hansen Foundation or another entity). Would this have any impact on your dealings with this business?

No, not something I would think about
Would make me feel better about them, but likely not change my habits
Yes, I would try to give them more of my business

Demos

Region
Age
Gender
Education
Income
Visible minority
2015 federal vote