Accessibility in Canada
A special study by ARI in partnership with the Rick Hansen Foundation
Final Questionnaire (August 12)

Some questions held for future release.

Q1.
Base=All
Single Choice Grid

When thinking of the issues and challenges facing Canada today, do you think the following are receiving too much attention, about the right amount, or not enough attention?

[Randomize]

Addressing Indigenous issues / Reconciliation
Improving the accessibility of public spaces (e.g., wheelchair ramps, accessible washrooms, etc.)
Supporting Canadians living with disabilities
Emphasizing jobs and economic growth
Addressing climate change
Balancing the budget / government spending
Protecting national security

[Responses]
Too much attention
The right amount of attention
Not enough attention
Don’t know

Q3.
Base=All
Single Choice

Imagine now that a major new project such as a recreational centre or a shopping mall is being planned for your community. Some are urging that it be as environmentally conscious as
possible (e.g., energy efficient, using sustainable materials, etc.). Others are saying that the accessibility of the project should be the top priority (e.g., signage available in braille, wheelchair accessible washrooms, etc.).

If the decision were up to you, would you put the priority on:

[This order]
Environmental concerns over accessibility
Accessibility over environmental concerns
Both equally
Prioritize other concerns

Q5. [T2016RHF]
Base=All
Single Choice

Thinking of public spaces in Canada today, what is your overall view about the level of accessibility that should exist for people with physical disabilities?

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

Q9.
Base=All
Single Choice

In your opinion, should there be a national standard of accessibility that applies to the country as a whole?

Yes
No
Don’t know

Q10.
Base=All
Single Choice
Suppose a national standard of accessibility were to be implemented. Should it be based on:

- The highest existing standards and best practices
- A minimum level of accessibility
- Don’t know/Can’t say

Q12. [PLAN 2021 – minor changes]
Base=All
Multiple Choice, Select All

Are you currently living with any of the following? (Please note, we are referring to current long-term conditions that have lasted or are expected to last six months or longer.)

(Please select all that may apply)

[This order]

Chronic pain
Vision disability [e.g., blindness, glaucoma, macular degeneration, partially sighted]
Hearing disability [e.g., deaf, deafened, hard of hearing]
Physical disability [e.g., paraplegia, quadriplegia, cerebral palsy]
Mobility issues [e.g., difficulty walking, getting around using a wheelchair, walker, cane, etc.]
Neurological issue/acquired brain injury/episodic disability [e.g., epilepsy, stroke, dementia, seizures]
Mental health issue [e.g., schizophrenia, bipolar, mood or personality disorder]
Developmental/learning disability [e.g., autism, down syndrome]
Another chronic health condition [e.g., diabetes, heart disease, COPD, environmental sensitivities, auto-immune]
Communication disability [e.g., non-verbal]
Other (specify):
Prefer not to say [exclusive]
No, none of the above [exclusive]

Q13.
Base=Exclude “Prefer not to say” or “None of the above” in Q12
Single Choice

And still thinking about your own overall health and the condition(s) and/or disability you may be living with, how much difficulty, if any, do you have completing daily activities?

No difficulty at all
A bit of difficulty
Moderate difficulty
A lot of difficulty
Cannot do

Q14.
Base=Exclude “Prefer not to say” or “None of the above” in Q12
Single Choice

How often are your daily activities limited by your own overall health and the condition(s) and/or disability you may be living with?

Never limits daily activities
Rarely
Occasionally
Often
Always limits daily activities

Q15.
Base=All NOT qualifying as PWD
Multiple Choice, Select All

Do any of the other people in your life live with one or more physical disabilities that pose significant challenges for their day-to-day activities? (Select all that may apply.)

Yes, family member
Close friend
Co-worker or school mate
Acquaintance or neighbour
You have work experience in this area
No, no one/not close to anyone with significant physical disabilities [Exclusive]

Q18.
Base=All
Single Choice

First, have you personally had any experiences with a building that was inaccessible? Maybe it was a lack of automatic doors, no wheelchair accessible seating or parking, inaccessible washroom facilities, or something similar.

Yes, this is a common occurrence for me
Yes, this is an occasional occurrence for me
No, but I know someone who has experienced this
No, I haven’t experienced this and I don’t know anyone who has

Q19.
Base=Top three selections at Q18
Open Ended

Would you mind sharing a brief personal example of a time when you or someone you know encountered a lack of accessibility (i.e., experienced inaccessibility). Please briefly describe the situation and how you felt at the time.

[Open ended answer; pull quotes – not to be coded]

Prefer not to answer

Diversity and Inclusion

[Text Box]
Now, heading to the end of the survey, let’s move away from a focus on buildings and talk more about social questions.

Q22.
Base=All
Single Choice

Many companies and organizations now have departments or guidelines dedicated to diversity and inclusion. The goal of these policies is to ensure that all employees enjoy fair access, opportunity, and advancement regardless of their background or lived experiences.

If you are currently working, does your company or organisation have any diversity and inclusion policies?

Yes
No
Not sure
Not currently working
Q23.  
**Base=“Yes” at Q22**  
**Single Choice**

As far as you know, do the diversity and inclusion guidelines in your workplace have specific policies for employees living with disabilities?

Yes  
No  
Don’t know

Q24.  
**Base=All**  
**Single Choice**

In your opinion, *should* disability be included or not as part of workplace diversity and inclusion guidelines? This would mean having policies to include and support employees living with disabilities (e.g., allowing flexible work schedules, providing assistive technologies, etc.).

Yes, it should be included  
No, it should not be included  
Not sure

Q25.  
**Base=All**  
**Single Choice Grid**

Generally speaking, how would you rate Canadian companies when it comes to the following:

**[Randomize]**  
Hiring people with disabilities  
Supporting employees with disabilities (e.g., flexible work hours, accessible work environment, etc.)  
Providing accessible experiences for their customers and clients

**[Responses]**  
Great  
Good  
Bad  
Terrible  
Don’t know
Q26.
Base=All
Single Choice

Would you be more likely to give your business to a particular company or organisation if you knew they had specific policies designed to support those with disabilities (e.g., barrier free workplaces, assistive technology, etc.)?

Yes
No
Not sure

Political Angle/Attitudes

Q27.
Base=All
Multiple Choice

Now that we are headed into a federal election, in your opinion which party, if any, do you think has the best ideas for supporting Canadians living with disabilities? Please select up to two.

[Randomize first three, four in QC]
Liberal Party
Conservative Party
New Democratic Party
Bloc Québécois [QC respondents only]
Green Party
None of them [Anchor – Mutually Exclusive]
Don’t know/Can’t say [Anchor – Mutually Exclusive]

Q28.
Base=All
Single Choice Grid

More generally, here are a few statements people might make about the issues we’ve been talking about in this survey. For each one, please indicate whether you agree or disagree.

[Randomize]
[T2016RHF] Accessibility for people with physical disabilities is a basic human right, not a privilege
Taxpayer funded projects should be held to the highest accessibility standards

It is unacceptable that Canadians with physical disabilities are underemployed because of workplace barriers

Strongly Agree
Moderately Agree
Moderately Disagree
Strongly Disagree

**Accessibility Certification Tracking**

[Text Box]
A few final questions before we end this survey.

**Q29. [T2018]**
Base=All
Single Choice

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

[New] I've heard of the Rick Hansen Foundation, but not that specific program

**Q30. [T2018]**
Base=All
Single Choice

The Rick Hansen Foundation Accessibility Certification is a national 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

I. Profiling Information

Region, including urban--rural
Gender
Age
Education
HH income
Ethnicity/Race
Visible minority
Born in Canada
LGBTQ
Political engagement
Vote 2019
Left – right politics
Disability