

**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