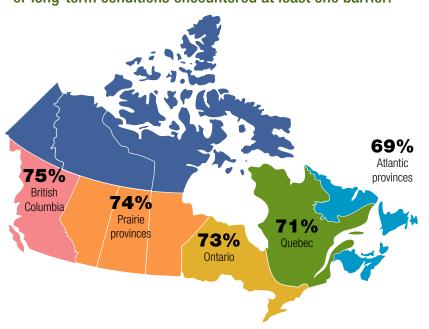
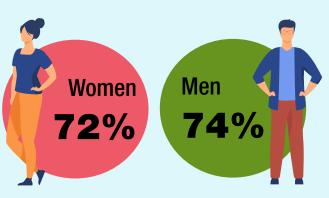
What are the accessibility experiences of Canadians with difficulties or long-term conditions?

Using data from the 2021 Survey on Accessibility in Federal Sector Organizations, this infographic provides a snapshot of barriers related to accessibility within federal sector organizations for Canadians with difficulties or long-term conditions that limit their daily activities (e.g., a disability or health-related problem).

In the past two years, 73% of Canadians with difficulties or long-term conditions encountered at least one barrier.1



The proportion of people who encountered one or more barriers was similar by gender:



Almost two-thirds (63%) of Canadians with difficulties or long-term conditions encountered one or more barriers when using transportation such as airplanes, passenger trains, ferry services, and buses.

Top three situations where transportation barriers were encountered:

Wait lines	35%	
Using the website	30%	
Lighting or sound levels	30%	



Nearly half (45%) of Canadians with difficulties or long-term conditions encountered barriers related to information and communication technologies (ICT).2

ICT-related barriers were encountered in the following situations:

Using self-serve technology

27%

Accessing federal government information, services or support online

24%

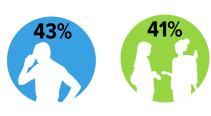
Watching TV shows, movies or other content through traditional television platforms **22**%

Accessing federally regulated businesses online 19%

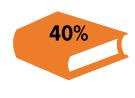


More than 3 in 5 (62%) Canadians with difficulties or long-term conditions experienced at least one communication barrier, either in understanding or being understood.

Situations where communication barriers were experienced most often:



Over the In person phone



Reading and understanding written materials

NOTES

The overall barrier calculations include those who said they encountered at least one type of barrier either "rarely," "sometimes," "often" or "always."

² ICT include computers, the Internet, and broadcasting technologies, such as radio and television broadcasting and podcasting.

Source: Statistics Canada, Survey on Accessibility in Federal Sector Organizations, 2021

ISBN: 978-0-660-39215-8 | Catalogue number: 11-627-M

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