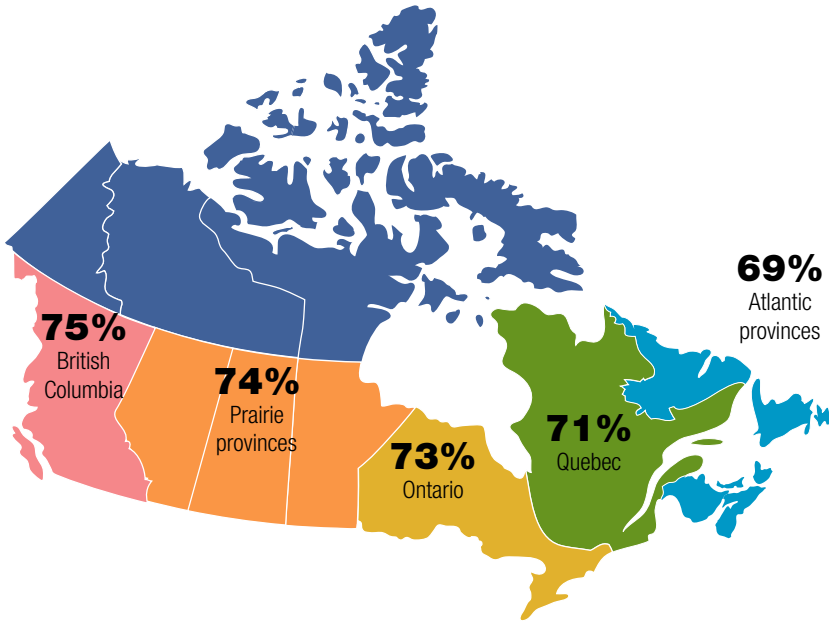


What are the accessibility experiences of Canadians with difficulties or long-term conditions?

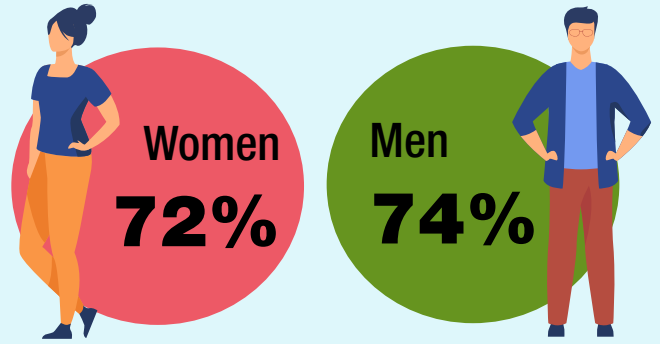
Using data from the 2021 Survey on Accessibility in Federal Sector Organizations, this infographic provides a snapshot of barriers related to accessibility within federal sector organizations for Canadians with difficulties or long-term conditions that limit their daily activities (e.g., a disability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



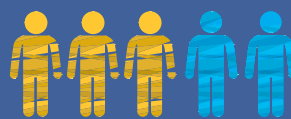
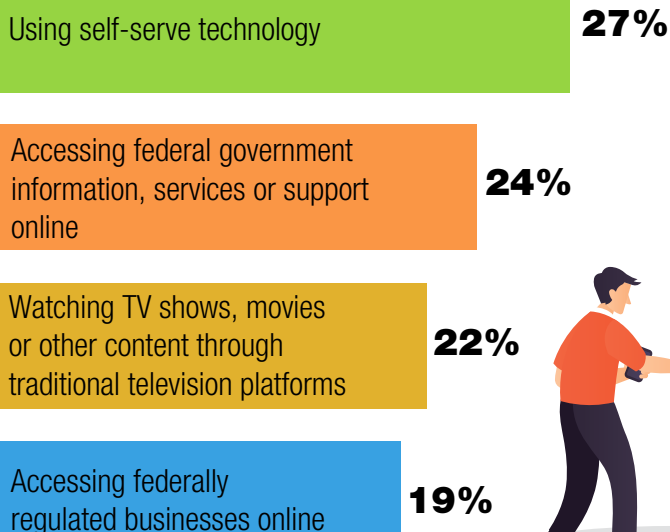
Almost two-thirds (**63%**) of Canadians with difficulties or long-term conditions encountered one or more barriers when using transportation such as airplanes, passenger trains, ferry services, and buses.

Top three situations where transportation barriers were encountered:



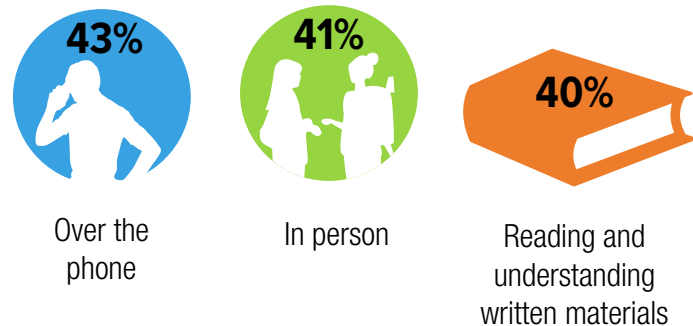
Nearly half (**45%**) of Canadians with difficulties or long-term conditions encountered barriers related to information and communication technologies (ICT).²

ICT-related barriers were encountered in the following situations:



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:



NOTES
¹ 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.