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## The Government of Canada is developing a new law to make services accessible for Canadians with disabilities. CDAC wants to make sure that the law includes accessibility for people who have speech, language and communication disabilities.

There are 16 questions in this survey.

You can mark your answers with an X. If you like, you can also add your own comments.

By doing the survey, you give us permission to share your input with the Federal Government.

In this survey a person with a communication disability means a person who has a disability that affects their speech and/or understanding of spoken language and who is not Deaf or Deafblind. A service provider means a person who works in an organization that provides services to the public.

You can get information about this survey by going to our website at <http://www.cdacanada.com/projects/federal-accessibility-legislation>

Please contact us if you have any questions at [admin@cdacanada.com](mailto:admin@cdacanada.com)

Deadline to complete the survey is **January 1, 2017.**

You can email you survey to us at [admin@cdacanada.com](mailto:admin@cdacanada.com) or mail it to us at:

CDAC

131 Barber Greene Rd.

Toronto

ON M3C 3Y5

Thank you.

Barbara Collier, Executive Director

1. Please tell us who you are by putting an X beside your answer:

**A person who has a communication disability**

**A family member or friend of a person who has a communication disability**

**A clinician or service provider who supports a person who has a communication disability**

**A disability advocate**

**A group of people completing this form**

If you are responding as a group, please tell us how many people are in your group.

1. Please tell us where you live by putting an X beside your answer:

**British Columbia**

**North West Territories / Yukon / Nunavut**

**Alberta**

**Saskatchewan**

**Manitoba**

**Ontario**

**Quebec**

**New Brunswick**

**Prince Edward Island**

**Nova Scotia**

**Newfoundland and Labrador**

1. Do you think that people with communication disabilities need communication services and funding for communication devices in order to access and use Government and community services?

This means being able to get speech-language pathology or augmentative communication services when they need these services, as well as funding for assistive technologies that they may need such as a communication device, adapted phone or computer to get information and services.

**Please put an X beside your answer:**

**Yes**

**No**

**I don’t know**

If you like, tell us about barriers caused by not having communication services and funding for devices.

1. Do you think service providers should speak in a respectful way to a person who has a communication disability?

This means they should not ignore them, underestimate their abilities, only speak to the person with them or address them in a childish or loud manner.

**Please put an X beside your answer:**

**Yes**

**No**

**I don’t know**

If you like, tell us about barriers caused by people who are disrespectful and how these barriers could be fixed.

1. Do you think service providers should allow a person who has a communication disability to use whatever communication method(s) they choose to use in that situation?

This may include speech, gestures, writing, communication display or speech generating device, or a communication assistant.

**Please put an X beside your answer:**

**Yes**

**No**

**I don’t know**

If you like, tell us about service providers who may not let a person communicate in the way they want and how this could be fixed.

1. Do you think service providers should follow an individual's personal instructions about what they should do to make communication go smoothly?

This may include information about how a person selects items on a communication board or what to do if the person's message is not understood. If appropriate, it may also include instructions on how to assist a person to understand what is being said such as writing down words or showing pictures.

**Please put an X beside your answer:**

**Yes**

**No**

**I don’t know**

If you like, tell us about barriers caused by service providers not following a person's communication instructions and how to fix these barriers.

1. Do you think that service providers should give extra time when communicating with a person who has a communication disability?

This may include being patient, giving the person longer service time or extending an appointment time.

**Please put an X beside your answer:**

**Yes**

**No**

**I don’t know**

If you like, tell us about barriers caused by not getting enough time to communicate.

1. Do you think service providers should make reasonable efforts to understand messages from a person with a communication disability?

This may mean asking the person to repeat or to communicate a message in another way; moving to a quiet area to focus on a person's message or finding out if the person has someone who can assist.

**Please put an X beside your answer:**

**Yes**

**No**

**I don’t know**

If you like, tell us about barriers caused by not being understood and how these barriers could be fixed.

1. Do you think that people who provide services over the telephone should know how to communicate with people who choose to use their speech, a communication device or an assistant over the telephone?

This may include not hanging up on people who have unclear speech or who need time to type out their messages; what to do if they don't understand what the person is communicating and how to handle routine calls. It may also include the need for adapted telephones, as well as using alternatives to phones such as email, text, Skype and message relay services.

**Please put an X beside your answer:**

**Yes**

**No**

**I don’t know**

If you like, tell us about barriers to telephone services and how these could be fixed.

1. Do you think that people with communication disabilities should be able to ask for trained communication assistants if they need support to participate at government forums, committees and meetings?

This means providing a trained communication assistant to support people communicating at these events in the same way as people can request sign language interpreting and language translation services.

**Please put an X beside your answer:**

**Yes**

**No**

**I don’t know**

If you like, tell us about barriers to public forums and how these could be fixed.

1. Do you think service providers should provide text, print, digital information in ways that people who have communication disabilities can access, read and understand?

This includes plain language content, alternate formats, best practice layout and design, accessible electronic access as well as human assistance when required.

**Please put an X beside your answer:**

**Yes**

**No**

**I don’t know**

If you like, tell us about barriers to getting information and how these could be fixed.

1. Do you think that service providers should provide paper and digital forms and surveys in ways people with communication disabilities can use?

This means making forms that allow people to use with spell checkers and word prediction, as well as the option to save and to come back to it later. It also includes providing human assistance to complete a form.

**Please put an X beside your answer:**

**Yes**

**No**

**I don’t know**

If you like, tell us about barriers to completing forms and how these could be fixed.

1. Do you think that service providers should negotiate procedures and accept alternate signatures from people with communication disabilities?

This includes electronic signatures, having someone sign on their behalf, using a stamp or X.

**Please put an X beside your answer:**

**Yes**

**No**

**I don’t know**

If you like, tell us about barriers to signatures and how these could be fixed.

1. Do you think that people working in essential services such as healthcare, emergency, justice services should have procedures to ensure that people with communication disabilities can effectively communicate in these situations?

This includes making sure that people have any communication methods and assistance they need to support them communicating in these settings.

**Please put an X beside your answer:**

**Yes**

**No**

**I don’t know**

If you like, tell us about barriers communicating in essential services and how these could be fixed.

1. What do you think the greatest barriers are for people with communication disabilities?
2. What do you think this new accessibility law should include for people with communication disabilities?

## Thank you for contributing to this survey.

You can email your survey to us at [admin@cdacanada.com](mailto:admin@cdacanada.com)

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Deadline is **January 1, 2017.**

**Please join us on** [**Facebook**](https://www.facebook.com/Communication-Disabilities-Access-Canada-167031386664276/photos/?ref=page_internal) **to keep updated on our work with the Federal Government’s accessibility legislation.**

[**www.cdacanada.com**](http://www.cdacanada.com)