

January 17, 2022

Feedback on Draft Telephone Interview Script

Dear Ms. Kula,

Thank you for requesting input on the content of the Government of Canada's 2nd Cycle of Public Opinion Research on Accessibility. Communication Disabilities Access Canada (CDAC) is a national, disability organization supporting Canadians who have speech, language and communication disabilities. CDAC was instrumental in having Bill C81 amended to include communication as a priority area in the Accessible Canada Act.

We have reviewed the telephone script and how it can be used with people who have speech, language and communication disabilities. The following is a summary of our questions, comments and suggestions that apply to both telephone and written surveys.

- It is unclear how you will select respondents for this telephone interview. While people who have speech, language and communication disabilities should be included, many (not all) experience significant barriers communicating over the telephone because the interviewer may not be able to interpret their unclear speech or know how to accommodate them if they use a communication board or device. In addition, many people with speech, language and communication disabilities require a person to assist them communicating over the telephone.
- People who have speech, language and communication disabilities will require more time to communicate about this survey. They may take 45 – 60 mins for such a lengthy survey.
- It is unclear how you intend to reach this population, as many people are typically not affiliated with a disability organization. We suggest you connect with Speech-Language Pathology Associations as well as augmentative communication clinics as distribution points.
- The language throughout the survey should be consistent with language used within the disability sector. For example, disability rather than impairment and disorder. Avoid using the word "ability" and reframe this as the impact of the disability such as ...how that specific disability may affect how a person....
- All responses relating to communication should include the option to respond that it "depends on the situation and person with whom the individual is communicating" – as communication is a two-way process and different contexts impose different barriers. Service Canada is not the same as the Supreme Court of Canada.

- Provide examples that relate to the specific disability. For example, for communication questions should include examples such as “people not knowing how to communicate with you; people not understanding your messages.

Specifically, we noted the following:

- #2b there is no question. Suggest asking “ Do you have a disability that affects how you hear what people are saying? Include people who use sign language interpreting services and clarify whether you want them to rate the “difficulty” when using these interpreting services and be aware that they may require and not have access to these services.
- #2c. There is no question here. Perhaps “Ask do you have a disability that affects how you move around, get into buildings and spaces?” 4 c –Not clear what you want to know.... “do you require” or “do you use” a mobility aid such as a walker, cane, wheelchair? These are different questions.
- 2d. Suggest rewording in plain language “do you have a disability that affects how you pick up and move small objects such as ...”
- 2i Suggest rewording as “do you have a specific disability that affects how you remember things... 3i – give examples related to memory, remembering appointments, remembering your health information.
- 2k. Speech disability (do not use “communication” to distinguish it from communication due to hearing loss) Omit 3k and 4 k
- 21. Speech – do you have a disability that affects how you speak?
- Add a section asking what are your usual ways of communicating with members of the public (select all that apply)
 - Speech
 - Writing
 - Letter or picture board
 - Communication device
 - Assistance from someone who knows you well
- 31. Using your usual ways of communicating with the public, how well are people able to understand your messages.... 41. Add it depends on situation and person with whom you are communicating
- 2 m. Understanding speech –this disability may affect how a person understands what other people are saying. Suggest that you omit reading and writing here and make these another set of questions. 3 m. Add it depends on situation and person with whom you are communicating

Include question sets for telephone use, reading information (digital and hard copy) and writing (completing forms, signatures).

Section about the ACA:

- It appears that this section focuses almost entirely on access to information. It does not address access to face to face, and telephone services. It should be expanded.
- Emergencies occur in more places than workplaces and should also include access to police, legal, justice services.

We refer you to our online resources and webinars for more information at <https://www.cdacanada.com/>

We hope these suggestions are useful and that you can incorporate them into your final scripts.

Yours sincerely,



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