# A Performance Indicator Framework for Accessibility Data: Employment

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# List of acronyms

**ACA**

*Accessible Canada Act*

**CHRC**

Canadian Human Rights Commission

**CIS**

Canadian Income Survey

**CSD**

Canadian Survey on Disability

**EE**

Employment Equity

**SSA - EAE**

Survey Series on Accessibility; Experiences with Accessibility and Employment

# List of definitions

**Accommodations**

Arrangements that enable persons with disabilities to fully participate in society, including accessing services, employment, or housing. Accommodations help support equal participation in environments that are not inclusive and cannot be modified for persons with disabilities.

**Barrier**

Refers to anything — including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice — that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation (as defined by the *Accessible Canada Act*).

**Disability**

Refers to any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society (as defined by the *Accessible Canada Act*).

**Education**

Includes primary, secondary, trade school, college or university on a full-time or part-time basis, including training.

**Employment**

Any work for pay or profit on a full-time or part-time basis.

**Full-time Employment**

Employment of more than 30 working hours per week.

**Part-time Employment**

Employment of less than 30 working hours per week.

**Proportion**

A measurement that describes a part, share, or number considered in comparison to the whole. It is always expressed between 0 and 1 or as a percentage.

# A Performance Indicator Framework for Accessibility Data: Employment

## Ambition for employment

A barrier-free experience for persons with disabilities in all phases of the employment journey.

## Performance indicators

Performance indicators are a specific, observable, and measurable characteristic. They are used to show progress (either positive, or negative) towards achieving a specific outcome.

Each performance indicator includes a description and data sources that will help inform progress against that indicator. In some instances, data sources are still being identified.

The following list describes 2 the types of performance indicators corresponding to employment:

1. core indicators are high-level performance indicators that measure progress and trends over time. These measures identify the achievement of a specific outcome (either positive or negative). An example includes employment rate
2. supporting indicators are performance indicators that address specific components of core indicators. An example includes rate of new hires

The purpose of supporting indicators is to provide a clearer understanding of a complex issue.

## Core indicators

### 1. Employment rate for persons with disabilities

**Description**

This indicator refers to all types of employment including full-time, part-time, seasonal, permanent, and contractual employment.

It also refers to different phases of employment: entering the labour market (ages 15 to 24), the core working years (ages 25 to 64) and exiting the labour market (ages 65+).

**Data sources**

- CSD

## 2. Proportion of persons with disabilities with full-time employment

**Description**

This indicator refers to employment that consists of more than 30 working hours per week for one employer. This can include permanent, contractual, and seasonal employment.

It also refers to different phases of employment: entering the labour market (ages 15 to 24), the core working years (ages 25 to 64) and exiting the labour market (ages 65+).

**Data sources**

- CSD

## 3. Proportion of persons with disabilities who are self-employed

**Description**

This indicator refers to those who work for themselves rather than an employer and are therefore not considered employees. This includes independent contractors. This indicator aims to also capture those who are more likely in precarious work situations, such as gig work.

It also refers to different phases of employment: entering the labour market (ages 15 to 24), the core working years (ages 25 to 64) and exiting the labour market (ages 65+).

**Data source**

- CSD

## 4. Disability pay pap

**Description**

This indicator refers to the difference in the median earnings between all persons with disabilities and persons without disabilities between 15 and 64.

It also refers to different phases of employment: entering the labour market (ages 15 to 24) and the core working years (ages 25 to 64) and different types of employment: full-time and part-time employment.

**Data sources**

- CIS

## 5. Proportion of persons with disabilities with work potential

**Description**

This indicator refers to those who are:

- officially unemployed
- not in the labour market but intend to look for work in the next twelve months, or
- whose condition completely prevents them from working and no workplace accommodation exists that would enable them to work

It also refers to different phases of employment: entering the labour market (ages 15 to 24), the core working years (ages 25 to 64), and exiting the labour market (ages 65+).

**Data source**

- CSD

## 6. Proportion of persons with disabilities who have attained a secondary or post-secondary certificate, degree, or diploma

**Description**

This indicator refers to the highest level of education obtained by persons with disabilities aged 25+.

This indicator focuses on the completion rate across the different levels of education. Levels of education include high school diploma or equivalency certificate, apprenticeship or trade certificate or diploma, college diploma or equivalency certificate, undergraduate degree or equivalency certificate, and graduate degree or equivalency certificate.

**Data sources**

- CSD

## 7. Proportion of youth with disabilities not in education, employment, or training

**Description**

This indicator refers to youth aged 15 to 29 with disabilities who are not in education or training and are not employed. This indicator includes youth who may be experiencing difficulties transitioning from school to the labour market.

**Data sources**

- CSD

## 8. Proportion of persons with disabilities encountering barriers during the hiring process

**Description**

This indicator refers to barriers to accessibility encountered when searching for employment opportunities, completing and submitting applications, attending interviews, and completing assessments for employment processes. Examples include company websites or web-based job portals, lacking digital accessibility features, or delayed or denied accommodation requests. It also refers to federally regulated employees.

**Data source**

- Data sources are being explored

## 9. Proportion of persons with disabilities encountering barriers with the onboarding process

**Description**

This indicator refers to barriers to accessibility encountered while starting a new job or position. Examples include inaccessible training manuals and delays related to accommodations.

**Data source**

- SSA - EAE

## 10. Proportion of persons with disabilities who do not work due to lack of available transportation

**Description**

The indicator refers to a lack of available transportation to get to the workplace.

**Data source**

- CSD

## 11. Proportion of persons with disabilities who experience barriers to accessibility related to information and communication technologies

**Description**

This indicator refers to barriers encountered in the digital world. This includes devices, applications, systems, and networks specific to employment. Examples include lack of assistive technology or accessibility features for their workplace technology.

**Data source**

- CSD

## 12. Proportion of persons with disabilities whose required workplace accommodations have been provided

**Description**

This indicator refers to required workplace accommodations. Examples include assistive or specialized devices, ergonomic or modified workstations, and flexible work schedules.

**Data source**

- CSD

## 13. Proportion of persons with disabilities who feel uncomfortable asking for accommodations

**Description**

The indicator refers to those who feel uncomfortable or unable to ask their management for accommodations. Persons with disabilities may not request accommodations due to concerns of discrimination or retaliation.

**Data source**

- CSD

## 14. Proportion of persons with disabilities whose training and/or education is provided for by their employer

**Description**

This indicator refers to persons with disabilities who are in training and education provided by or on behalf of their employer. Examples include on the job training, post-secondary courses, etc.

**Data source**

- CSD

## 15. Number of complaints received by the Canadian Human Rights Commission

**Description**

This indicator refers to complaints filed by an individual further to experiencing harm because a regulated entity has not complied with an aspect or element of regulation made under the Accessible Canada Act (ACA) and resolved in favour of the applicant.

**Data sources**

- Data sources are being explored

# Supporting indicators

## 16. Proportion of federal sector employees with disabilities as a percentage of labour market availability

**Description**

This indicator refers to the number of federal sector employees with disabilities represented as a share of the total population of persons with disabilities.

**Data source**

- EE Reporting

## 17. Proportion of new hires who are persons with disabilities

**Description**

This indicator refers to the number of employees hired for permanent full-time and part-time positions. This includes those transitioning from contractual positions to permanent positions and those leaving one permanent position for another.

**Data sources**

- EE Reporting

## 18. Proportion of persons with disabilities whose federal sector position was terminated

**Description**

This indicator refers to an employee's dismissal or end of employment. This can be for a multitude of reasons including:

- bankruptcy or insolvency of the employer
- a constructive dismissal resulting in the employee resigning, or
- layoff due to broader economic conditions or shortage of work

**Data sources**

- EE Reporting

## 19. Net change in number of persons with disabilities employed within the federal sector

**Description**

The net change refers to the number of employees hired in the federal sector subtracted from the number of terminated employees.

**Data source**

- EE Reporting

## 20. Proportion of persons with disabilities who are employed in unionized positions

**Description**

This indicator refers to positions formally represented by a labour union.

**Data source**

- CSD

## 21. Proportion of federal sector employees with disabilities in permanent full-time positions

**Description**

This indicator refers to employment without a pre-determined end date. Federal sector employment in permanent positions typically have employer-sponsored benefits.

**Data source**

- EE Reporting

## 22. Proportion of employed persons with disabilities who are overqualified for their position

**Description**

This refers to employees whose level of education is higher than what is typically required for the position they hold.

**Data source**

- CSD

## 23. Proportion of persons with disabilities who are employed in involuntarily part-time work

**Description**

The indicator refers to persons with disabilities who are employed part-time but would prefer to have full-time employment.

**Data source**

- CSD

## 24. Proportion of persons with disabilities who are discouraged workers

**Description**

This indicator refers to those who would like to work, and can work, but have stopped seeking employment. Discouraged workers tend to believe that no suitable work is available or have failed to be shortlisted when applying for work.

**Data sources**

- CSD

## 25. Median employment income of working age persons with disabilities

**Description**

This indicator refers to the median employment income of persons with disabilities. This is the middle point at which half the population had higher income and half had lower.

It also refers to different phases of employment: entering the labour market (ages 15 to 24) and the core working years (ages 25 to 64) and different types of employment: part-time and full-time employment.

**Data source**

- CIS

## 26. Proportion of persons with disabilities who have a difficulty changing jobs or securing a promotion due to their disability

**Description**

This indicator refers to barriers to changing jobs or advancing positions at a current employer. Examples include difficulty securing accommodations with another employer or evidence that an employer has negative assumptions or beliefs about the abilities of persons with disabilities.

**Data source**

- CSD

## 27. Promotion rate for federal sector employees with disabilities

**Description**

This indicator refers to the advancement of persons with disabilities. This focuses on career development opportunities, and compensation increases for persons with disabilities.

**Data source**

- EE Reporting

## 28. Proportion of persons with disabilities who experience barriers to accessibility within education

**Description**

This indicator refers to barriers to accessibility encountered within educational institutions. For example, lack of accommodations such as more time allowed during exams or lack of access to aids and assistive devices such as speech-to-text for completing assignments or taking notes.

**Data sources**

- CSD