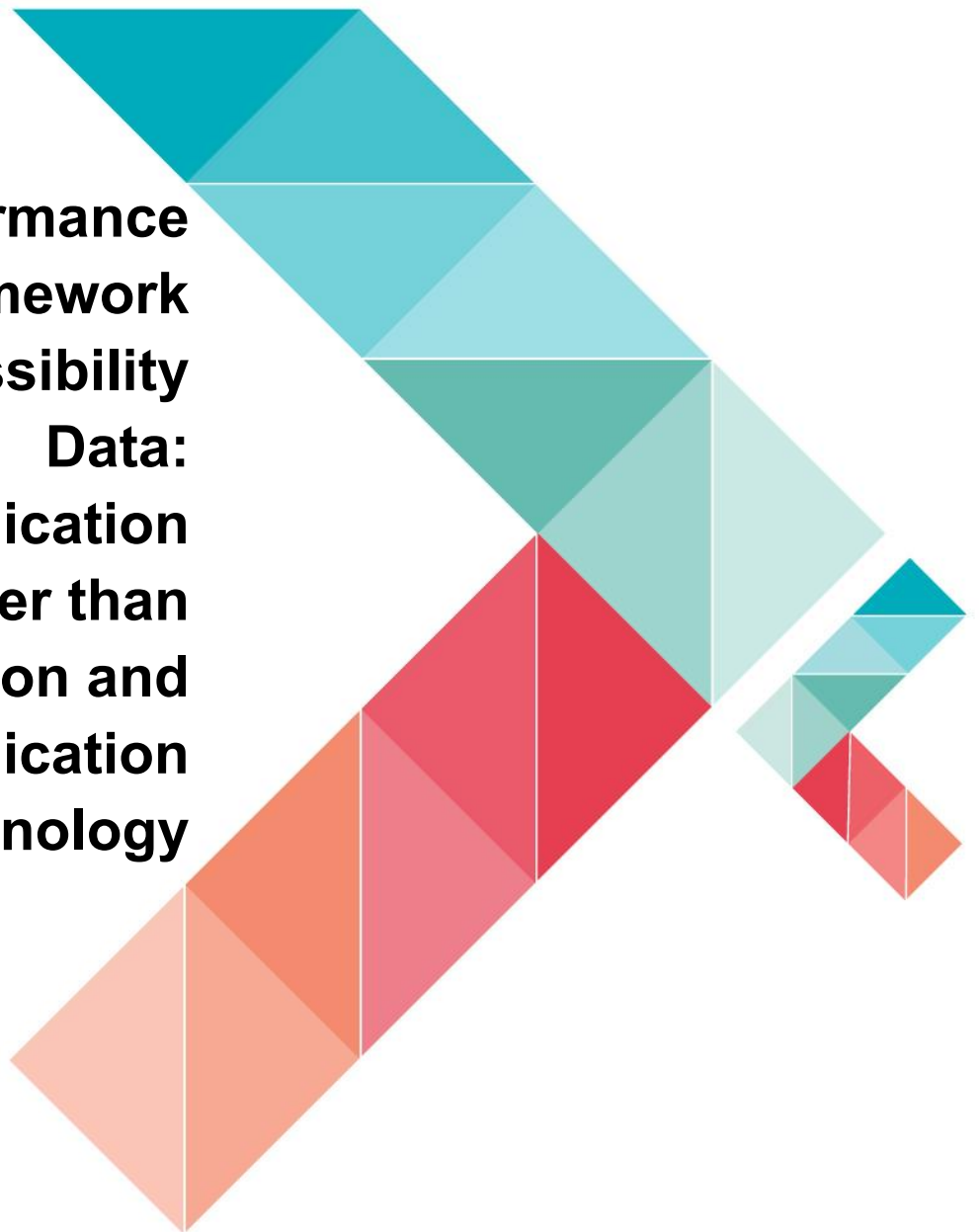




**A Performance
Indicator Framework
for Accessibility
Data:
Communication
other than
information and
communication
technology**



January 29, 2025

Performance Indicator Framework for Accessibility Data: Communication other than information and communication technology

Large print, Braille, MP3 [audio], e-text and DAISY formats are available on demand by [ordering online](#) or calling 1 800 O-Canada [1-800-622-6232]. If you use a teletypewriter [TTY], call 1-800-926-9105.

© His Majesty the King in Right of Canada, [2025]

For information regarding reproduction rights:
droitdauteur.copyright@HRSDC-RHDCC.gc.ca.

PDF

Cat. No. Em9-17E-PDF

ISSN 2818-7822

Table of Contents

List of acronyms	4
List of definitions	5
A Performance Indicator Framework for Accessibility Data: Communication for than information and communication technology (ICT)	7
Ambition for communication other than information and communication technology	7
Performance indicators	7
Core indicators	7



List of acroynms

CSD

Canadian Survey on Disability

ICT

Information and communication technologies

List of definitions

Accessible

Refers to how easily something — including a device, service, physical environment and/or information) — can be accessed, used and enjoyed on an equal basis.

Accessible (alternate) formats

Presentation of written information in diverse ways that meet the needs of persons with disabilities. Examples include electronic text, large font, or braille.

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*).

Communication

Communication is a two-way process that involves both receiving and providing information.

Communication access

The ability for every individual to communicate effectively, in the manner that works for them, to access goods and services and participate fully in society.

Communication barrier

Any obstacle that impedes the two-way process of receiving or providing information.

Communication supports

Strategies, supports, techniques and equipment that enhance the two-way process of receiving and providing information.

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*).

Discrimination

Discrimination is an action or a decision that treats a person or a group badly for reasons such as their race, age or disability (as defined by the *Canadian Human Rights Act*).

Federally regulated entities

Organizations or businesses that fall under the *Canada Labour Code* and are subject to federal regulations. Examples include banks, national parks, telecommunications companies, national transportation companies, and federal government organizations.

In-person communication

Face-to-face interactions involving primarily verbal and non-verbal communication.

Online communication

Communication through social media, websites, video conferencing platforms, applications, and other online mediums using text, images, and audio-visual components.

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.

Printed materials

Written information in any format, whether electronic or hard copy, including any audio-visual components such as images.



A Performance Indicator Framework for Accessibility Data: Communication other than Information and Communication Technology

Ambition for communication other than information and communication technology

Barrier-free communication for persons with disabilities

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 contains only core indicators. 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 the proportion of organizations including a federally regulated entities that provide training on accessible communications

Core indicators

1. Proportion of persons with disabilities who experience barriers to communication

Description

This indicator refers to barriers encountered when a person with disabilities is being provided with information and/or is providing information to someone else. This includes written, verbal, non-verbal, or visual communications in-person, over the phone, by email or mail, online, by text, in printed materials and during emergency situations and live events. Examples of barriers include communication only available over the phone or sign language not offered during emergency situations or live events.

Data source

- CSD

2. Proportion of persons with disabilities who experience barriers to communication supports

Description

This indicator refers to barriers related to the use of aids and assistive devices. Examples include a lack of awareness about the availability of communication supports, or inability to use supports or accommodations such as support workers, sign language interpreters, voice and video services, text to speech tools, and electronic and paper-based communication systems (which use letters of the alphabet, symbols and/or pictures).

Data source

- CSD

3. Proportion of persons with disabilities who experience barriers when receiving information in accessible formats

Description

This indicator refers to barriers experienced when trying to access accessible (alternate) formats such as braille, large-print reading material, or plain language reading material, either because they are not provided in a timely manner or because they are not available at all.

Data source

- Data sources are being explored

4. Proportion of requests for accessible formats that have been fulfilled

Description

This indicator refers to organizations, including federally regulated entities, that provide accessible formats when requested, such as plain language, HTML, and electronic text.

Data source

- Data sources are being explored

5. Proportion of persons with disabilities who experience barriers to sign language services

Description

This indicator refers to barriers experienced when requesting and receiving sign language translation or interpretation services such as American Sign Language (ASL), *Langue des signes québécois* (LSQ) or in an Indigenous sign language. Examples of barriers include difficulties requesting sign language services over the phone, in person and over email, lack of sign language interpretation during emergency situations and live events such as sporting events or concerts, and a lack of available qualified sign language interpreters.

Data source

- Data sources are being explored

6. Proportion of organizations that provide training on accessible communications

Description

This indicator refers to training offered by organizations, including federally regulated entities, that support employees in better serving and working alongside persons with disabilities. This indicator also refers to the completion rates of training for employees. Examples of accessible communications training include plain language training and training on creating accessible documents in Microsoft Word or PowerPoint.

Data source

- Data sources are being explored

7. Proportion of organizations that consider accessibility in their approach to communication

Description

This indicator refers to organizations, including federally regulated entities, that consider accessibility when communicating. For example, organizations that offer clients the opportunity to contact them in person, by phone, by text or via email, and provide alternate text on webpages, captioning in webinars and at conferences, etc.

Data source

- Data sources are being explored

8. Proportion of official social media posts that include accessibility features

Description

This indicator refers to social media posts from organizations, including federally regulated entities, that include accessibility features from the outset. Examples of accessibility features include pictures with alternate text descriptions or videos with sound and captioning on official Government of Canada social media posts.

Data source

- Data sources are being explored

9. Proportion of persons with disabilities who experience discrimination when communicating with others

Description

This indicator refers to persons with disabilities who perceive discrimination or encounter barriers — including negative behaviours, misconceptions, or assumptions — when communicating, resulting in poor service or reduced participation in society.

Data source

- Data sources are being explored