

Canadian Consumers and Accessibility

January 2019

The Angus Reid Institute polled 1,800 Canadians in a public opinion survey on disability & accessibility.

The new data shows that accessibility is both a source of future anxiety and a significant consideration for Canadian consumers today.



24%

of Canadians have a mobility, vision or hearing disability or challenge



47%

have a relationship with someone who has a physical disability or challenge

Canadians care about access



2/3rds

are concerned about future mobility challenges



53%

want Canada-wide standards for universal access



70%

say new buildings should be universally accessible

Accessibility influences consumers



30%

consider accessibility when deciding which business to visit
(that's 9 million adults!)



21%

would support a Certified Accessible business more often