

# Welcome

Thank you for your interest in taking the Canadian Human Rights Commission's survey!

In Canada, every person has the right, equal with others, to make for themselves the lives that they are able and wish to have. The problem is, not everyone is free to do so without barriers.

Barriers to equality for people with disabilities exist in many forms, in many places. They are in our policies, workplaces, buildings and public spaces, in our transportation systems, in our media and broadcasting, in our banks and schools, even in our biases or attitudes.

Across Canada, across jurisdictions, the majority of discrimination complaints brought to human rights commissions are from people with disabilities. This needs to change. And we need your help.

The Canadian Human Rights Commission's mission is to promote and protect human rights in Canada. As part of that role, we have recently been given a new responsibility to monitor the implementation of the United Nations Convention on the Rights of Persons with Disabilities here in Canada.

As we take on this new responsibility, we will need your help to determine what this monitoring should look like and what our priorities should be. This survey is your chance to provide input and help guide the process. At the same time, you will learn more about the Convention on the Rights of Persons with Disabilities and the Commission's role in monitoring it.

Thank you in advance for taking the time to complete our survey. Your participation and input will contribute to how we can work together to ensure that all people in Canada, especially people with disabilities, are treated equally and equitably.

Marie-Claude Landry

Chief Commissioner of the Canadian Human Rights Commission

## How we got here

The Canadian Human Rights Commission is Canada's human rights watchdog. We work for the people of Canada. We are independent from government. We promote and protect human rights. We also receive discrimination complaints. The complaints are about employment and services that are under the power and control of the federal government.

Recently, the Commission was given a very important task. The task is about the United Nations Convention on the Rights of Persons with Disabilities. The Convention is an important agreement. It is meant to protect the rights and dignity of people with disabilities.

The task the Commission is responsible for is to monitor the Convention. This means we will watch and make sure it is followed by governments in Canada. We will work together with people with disabilities and disability organizations on this task.

If the Convention is followed properly in Canada, people with disabilities will see real change in their day-to-day lives. They will be able to live their lives in a way that is equal to others.

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In this survey we will share more information about what we have been asked to do. We want to make sure that the work is done right. We want it to be meaningful to you. We want it to focus on the right priorities. To do that, we need your feedback.

Let's begin!

## About this survey

This survey is divided into 3 parts.

- Part 1 is background information. Here you can learn about the work we are doing. And you can tell us a bit about you.
- Part 2 is the guiding principles. Here you can look at the principles that will help to guide and inform our work. And you can share your experiences in this part.
- Part 3 is about the monitoring work. Here you can explore how we plan on monitoring the Convention in Canada. And you can tell us what you think is important.

The survey takes between 15 and 30 minutes to finish. This depends on how much detail you give in your answers. You can choose to answer any question or not answer it.

To return your survey, please take a picture of your responses or scan your completed survey and email it to: [survey@chrc2020-ccd2020.ca](mailto:survey@chrc2020-ccd2020.ca)

Thank you for taking part in this survey.

## About you

The first thing we want to do is learn a bit more about you. This will help us to better understand all the information we collect. All answers in each section are optional. This means that you don't have to answer a question if you don't want to. All the information we collect will be combined together. Nobody who takes the survey will ever be identified. This means that nobody will know this information was collected from you.

How are you filling out this survey today? *Choose one*

- On a computer at my home
- On a computer at a library
- On my phone
- On a paper version
- Other, please specify:

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Please choose how you would best describe your main daily activities. *Choose all that apply*

- Providing care to family or friends for a health condition
- Not working due to a disability or illness
- Going to school
- Caring for children
- Working at a paid job or running a business
- Working at more than one paid job
- Looking for paid work
- Temporarily off work
- Out of work but not currently looking for paid work
- Household work
- Retired
- Maternity/paternity/parental leave
- Volunteer work
- Don't know
- Prefer not to answer
- Other, please specify:

In which province or territory do you live? *Choose one*

- British Columbia
- Alberta
- Saskatchewan
- Manitoba
- Ontario
- Quebec
- New Brunswick
- Nova Scotia
- Prince Edward Island
- Newfoundland and Labrador
- Yukon
- Northwest Territories
- Nunavut
- I do not live in Canada
- Don't know
- Prefer not to answer

Where do you live? *Choose all that apply*

- In a city
- In a rural (small) community
- In a remote community (with limited or no road access)
- Indigenous community (First Nation, Métis or Inuit)
- I don't have a fixed address
- I'm staying with friends or family temporarily
- I live in an assisted living home or long-term care facility

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- Don't know
  - Prefer not to answer
  - Other, please specify:

Do you have a disability? *Choose one*

- Yes
- Sometimes
- No
- Don't know
- Prefer not to answer

Do you identify as any of the following? *Check all that apply*

- Indigenous (for example, First Nations, Métis, Inuit)
- Arab (for example, Saudi, Egyptian)
- Black
- Chinese
- Filipino
- Japanese
- Korean
- Latin American
- South Asian (for example, East Indian, Pakistani, Sri Lankan)
- Southeast Asian (for example, Cambodian, Indonesian, Laotian, Vietnamese)
- West Asian (for example, Afghan, Iranian)
- White
- Prefer not to answer
- Other, please specify:

[If yes Indigenous] Do you identify as First Nations, Métis or Inuit?

- Status First Nations
- Non-status First Nations
- Métis
- Inuit
- Prefer not to answer

Do you identify as a Deaf person? *Choose one*

- Yes
- No
- Don't know
- Prefer not to answer

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What is your gender? *Choose one*

- Female
- Male
- Non-binary or another gender
- Prefer not to answer

Do you identify as 2SLGBTQQA? (This refers to people who are Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, Intersex and Asexual). *Choose one*

- Yes
- No
- Prefer not to answer

How old are you? *Choose one*

- 16 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 to 84
- 85 or older
- Prefer not to answer

## **Some background information: What is the United Nations Convention on the Rights of Persons with Disabilities?**

The United Nations Convention on the Rights of Persons with Disabilities is an international agreement. It is sometimes called the 'CRPD.' We call it the 'Convention' in this survey.

This agreement promotes and protects human rights for people with disabilities. Canada agreed to follow the Convention in 2010. The Convention was developed by many groups. This included governments working with people with disabilities. It also included organizations for people with disabilities. There were also other organizations involved. These included groups like the human rights commissions.

The Convention has 50 articles. Articles explain what rights people with disabilities have under the Convention. These Articles cover many parts of a person's life. For example, there is the right to live free from discrimination. There is the right to an inclusive education for children with disabilities. There is the right to employment for people with disabilities. There is also the right to make one's own decisions for people with disabilities. There are many more rights in the Convention.

Do you want to learn more about the Convention before moving on with the survey? If so, check out the resources below.

- ARCH Disability Law Centre's resource on advancing the Convention on the Rights of Persons with Disabilities is available here: <https://archdisabilitylaw.ca/initiatives/advancing-the-un-crpd/>

- A United Nations resource on the Articles that make up the Convention on the Rights of Persons with Disabilities is available here:  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/345108/easy-read-un-convention.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/345108/easy-read-un-convention.pdf)
- The full text of the Convention on the Rights of Persons with Disabilities is available here:  
<https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities/convention-on-the-rights-of-persons-with-disabilities-2.html>

## Some background information: How the Convention will be monitored in Canada

All United Nations conventions need to have a way to see if they are being followed and if they are working. This is usually done by an international group at the United Nations. But the Convention on the Rights of Persons with disabilities is different. It requires countries to monitor the Convention themselves.

To do this, Canada needs groups of people to help them. Those groups would have to promote, protect and monitor the Convention. They would have to do this on an ongoing basis. It also requires that this be done in partnership with people with disabilities and the organizations that represent them.

The Commission was appointed as the group responsible for monitoring in 2019. We will look at how the Government of Canada is following the Convention.

We want our work to be meaningful for people with disabilities. We want to be part of real change. There are many ways we could do this. For example, we could prepare reports. Or we could provide education. Or we could give advice on laws and policies. There are also other things we can do.

That's one of the reasons we are doing this survey. We want your advice. We want to hear from people with disabilities across the country. We want you to share your experiences. We would like you to answer some questions. This will help to inform us as we move ahead.

## How familiar are you?

Before today, how much did you know about the following?

	Very familiar	Somewhat familiar	Not really familiar	Not familiar at all	Don't know	Prefer not to answer
The Canadian Human Rights Commission						
The United Nations Convention on the Rights of Persons with Disabilities						
The Accessible Canada Act						

How much positive effect do you think the Convention will have for people with disabilities?

- Very positive
- Somewhat positive
- Not really positive

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- Not positive at all
  - Don't know
  - Prefer not to answer

How important do you think it is for the Commission to partner with others to make sure Canada follows the Convention? This could include partnering with people with disabilities. The Commission could also partner with community groups.

- Very important
- Somewhat important
- Not really important
- Not important at all
- Don't know
- Prefer not to answer

## Guiding Principles

We are going to follow some guiding principles in our work. This will help us make sure that we monitor what is important. These principles will be based on the lived experience of people with disabilities and their caregivers.

This part of the survey will look at some key principles. You will have an opportunity to share other principles you think should guide and inform our work.

Let's explore some of them now.

### Guiding Principles: Participation

Participation means taking part or being involved in something. We want people with disabilities to be involved in our guiding principles. We want people with disabilities making decisions about things that affect their lives. This includes laws, policies, programs, and services.

An example of this would be the following. An employer wants to develop a return to work policy. Participation would mean that they would include others in all stages of developing the policy. The groups they would include are people who may be affected by the policy. This would include people with disabilities. Or people who will be returning to work.

### Guiding Principles: Participation

In this question, we are asking you to share any examples from your life. These can be like the following situations.

- You faced a situation where you were not comfortable in taking part in decision making about an issue that affected you.
- You faced a situation where you were not able to take part in decision making about an issue that affected you.
- You faced a situation where you were not asked to take part in decision making about an issue that affected you.

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You can share your examples here.

What kept you from taking part? For example, maybe you were not asked or you had childcare duties. Or there could have been travel costs that prevented you from taking part. Or there could have been barriers that prevented you from taking part like language or sign language barriers.

You can share what kept you from taking part here.

## **Guiding Principles: Accessibility**

Accessibility is about creating a society without barriers. This way everyone can fully take part in society. This means that everyone can fully access communities, workplaces and services.

An example of this would be making sure that everyone can vote. To do this, governments could take certain steps. They could provide plain language information in different formats. They could also choose polling locations that do not have barriers. They could also make sure that the technology used to vote follows universal design principles. This would mean they could accommodate people with all kinds of disabilities.

## **Guiding Principles: Accessibility**

Can you think of any examples from your life where you faced barriers to taking part in an activity?

You can share your examples here.

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Can you tell us anything that might have helped in your example? You can share what might have helped here.

## **Guiding Principles: Equality and non-discrimination**

Discrimination means the unfair treatment of one person or a group of people. Discrimination can be an action or a decision that treats a person or group in an unequal way. The unfair treatment can be because of reasons like a disability.

An example of this could be an employer's policy. The policy could be that all employees need to have a valid driver's license. The employer could take an approach that includes everyone. He could allow an employee with a disability to try to do the job another way. For instance, they could use public transportation.

## **Guiding Principles: Equality and non-discrimination**

Can you share any examples from your life where you were not treated equally or discriminated against because of your disability?

You can share your examples here.

Can you tell us anything that might have helped in your example? You can share what might have helped here.

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## Guiding Principles: Intersectionality

There are many different things that make each of us who we are. Things like our sex, race, age, disability and religion for example. These different parts of us come together to make us unique. This means they intersect or combine with each other. Our experiences are affected by all these parts of us, not just one part.

Our experiences are also affected by the society or situation we live in. There are rules and situations in our world that treat some people or groups unfairly. For example, some people have trouble finding a job or a place to live.

Both the individual things that make us unique and the situations we live in affect our lives. Looking at them together is called 'intersectionality'. Intersectionality helps us see all the barriers people face, not just one or two.

People with disabilities may face more barriers depending on their own situation. An example would be Indigenous women with disabilities. They can experience discrimination due to three things about them intersecting. These would be their sex, their disability and their Indigenous identity.

They are more at risk to be harmed, abused or mistreated than women in general. They often face more barriers to getting housing, health care, education and jobs.

## Guiding Principles: Intersectionality

Can you think of any examples from your life where you felt you were treated unfairly because of the combination of factors related to your identity?

You can share your examples here.

Can you tell us anything that might have helped in your example? You can share what might have helped here.

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## Guiding Principles: Other

We would like to hear about any other principles you think are important to our work and how they have impacted your life. Please use this section to share your thoughts.

## Monitoring: The role of the Commission

The Commission has the task of monitoring to see if the Government of Canada is following the Convention. This means that it is our job to track and report on the progress that Canada is making. We will also identify gaps and problems that need to be fixed.

It is also our duty to work with partners. The Commission will work with many different partners. We will work with people with disabilities, caregivers and families. We will also work with organizations of and for people with disabilities. Together we can give advice about how to fill the gaps and fix the problems.

How interested are you in being involved in this monitoring work?

- Very interested
- Somewhat interested
- Not really interested
- Not interested at all
- Don't know
- Prefer not to answer

Some people may need supports or resources to help them take part in monitoring work. Are there any supports that you would need to be able to take part in monitoring activities?

- Choose all that apply
- Training
- Financial resources
- Human resources
- Communication supports
- Other (please specify)

Which of the following roles could you see yourself playing? *Choose all that apply*

- I want to help figure out how the monitoring work will be done.

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- I want to take part in the monitoring activities by collecting data and helping to assess how Canada is doing.
  - I want to be an observer who can report back to my community or organization on how the monitoring work is going.
  - I want to write or participate in writing reports.
  - I want to be able to review and provide input on the data that was gathered before final reports are written.
  - I want to review drafts of final reports and be able to provide input.
  - I just want to review the final reports.
  - I want to train other people with disabilities to do one or more of these roles.
  - I want to help make information accessible and engaging for people with disabilities.
  - I want to stay informed and up to date on the monitoring process.
  - I don't want to play a role.
  - I don't know.
  - I want to do something else (please share)

What could an organization, such as those that represent people with disabilities, do to help you participate in monitoring?

## Monitoring: The priorities

The Convention on the Rights of Persons with Disabilities covers many different parts of a person's life. All of these parts are important. But we have limited resources. Because of this, the Commission may have to identify certain priorities and focus on those.

Below are some examples of priority issues of concern. These have often come up in our discussions with partners. This includes discussions with people with disabilities across Canada.

What are the top three issues or areas of concern for you? *Choose three.*

- Education
- Discrimination
- Work and Employment
- Accessibility
- Transportation
- Right to make my own decisions

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- Information and communication technologies
  - Housing (the right to choose where you want to live and who you want to live with)
  - Healthcare
  - Poverty
  - Violence
  - Access to sign languages
  - Access to adequate disability services
  - Access to justice
  - Parenting with a disability
  - Voting and access to political processes
  - Other (please specify)

## Monitoring: The framework

The Convention on the Rights of Persons with Disabilities has 50 Articles. Each one deals with a different topic or area. Some are about specific rights. Some explain how the Convention works. Many topics can fall under more than one Article. The Commission has to figure out a framework or a plan for monitoring.

The Commission can do the monitoring in different ways. There are a couple of options. Each option has advantages and disadvantages.

One option would be to monitor and report on each Article of the Convention separately.

The advantages of this option would be as follows:

- The monitoring and reporting would be complete because every Article would be covered.
- This would make it easy to write formal reports for the United Nations.

The disadvantages of this option would be as follows:

- We may not be able to see how the Articles relate to and affect each other. For example, there are separate Articles about accessibility and employment, but these two areas can be related to each other.
- This option can also be a lot of work. There are over 30 Articles about specific rights that would need to be monitored.

Another option would be to monitor and report around themes or issues. Some examples of themes or issues would be work or education or access to justice. These themes or issues may relate to many Articles in the Convention.

The advantages of this option would be as follows.

- We could look closer at how different Articles relate to and affect each other.
- The framework could better focus on priority areas.

The disadvantages of this option would be as follows.

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- The reporting may not be as complete.
  - Some very specific or technical issues may get overlooked.

Which of these options would you prefer to monitor the Convention? *Choose one*

- By each Article of the Convention on the Rights of Persons with Disabilities
- By themes or issues
- A combination of both
- Don't know
- Prefer not to answer

Please take a few minutes to share the reasons for your choice.

## Monitoring: Types of data

There are different types of information (or data) we can collect. This information could tell us how the Convention is being followed in Canada.

These are the types of information we could collect.

- We could get information on the lived experiences of people with disabilities. This would be examples and stories from people's everyday lives. This could be collected through surveys.
- We could examine information from other governments in Canada and other places. We could review their laws and policies to see what they are doing.
- We could look at public behaviours towards people with disabilities. We could look at human rights complaints. We could look at how the media represents people with disabilities. We could look at the stereotypes about people with disabilities in our society.
- We could look at reports and information from organizations and universities.

Besides the types of data listed above, are there any other type of information that you think should be included? *Choose one*

- Yes
- No
- Don't know
- Prefer not to answer

[If yes] Can you please share examples?

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## Monitoring: Outputs

Monitoring groups produce a lot of information and resources. These are called ‘outputs.’ They include things like reports, public education material, and advice on laws, among other things. The Commission wants to make sure that it produces things that are important and useful. These outputs would be shared with our partners, including people with disabilities.

What types of outputs would you find most useful? *Choose all that apply*

- Reports
- Technical reports with raw data
- Visual information – this would include videos with sign language interpretation, infographics or brochures
- Stories about people with disabilities
- Other (please specify)

## Monitoring: Questions to think about

Overall, how do you feel Canada is doing in promoting the rights of people with disabilities? An example could be training for employers and managers. They could learn about how to accommodate employees with disabilities.

- Very well
- Good; Neither well nor poor
- Not very well
- Very poor
- Don't know
- Prefer not to answer

Overall, how do you feel Canada is doing in protecting the rights of people with disabilities? An example could be making rules and laws that guarantee the rights of people with disabilities.

- Very well
- Good; Neither well nor poor
- Not very well
- Very poor
- Don't know
- Prefer not to answer

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## Monitoring: Questions to think about

How much of a positive impact do you think the Convention will have on your life in the future?

- Very positive
- Somewhat positive
- Not really positive
- Not positive at all
- Don't know
- Prefer not to answer

How important do you think it is that the Commission partners with others to make sure Canada follows the Convention? This would include partnering with people with disabilities and community organizations.

- Very important
- Somewhat important
- Not really important
- Not important at all
- Don't know
- Prefer not to answer

## Monitoring: Next steps

Thank you for taking part in this survey!

Thank you for sharing your experiences and input with us!

Do you want to learn more about our work and how the Convention is going to be monitored across Canada? If so, please leave your email address below and we will keep you updated. Please note that this will not be used to connect you to your survey answers.

## Monitoring: Evaluation

Before you finish, please tell us how you liked this survey experience.

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
This survey helped me learn more about the Convention on the Rights of Persons with Disabilities. It also helped me learn more about the role of the Canadian Human Rights Commission in							

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monitoring how the Convention is being followed.							
I am confident that the Commission will consider the feedback collected from this survey.							
Overall, I am satisfied with this survey experience.							
I would consider doing another survey in the future.							

Do you have any additional comments? Please share them here.