



Questions to ask to find barriers

Information and communication barriers

To find information and communication barriers ask if:

1. the layout of your online service is clear for people of all abilities
2. the font size on desktop, mobile and tablet screens is large enough
3. the contrast between the foreground and background is high enough
4. forms are labeled, error messages are clear and accessible
5. the forms include gender options other than male and female
6. information about the user's gender is really needed to use the service
7. content design principles have been used to make information easy to find, read and understand
8. information is properly structured for assistive technology by using titles, headings, lists and paragraphs
9. the content is accessible using a keyboard alone
10. content on your web page or application has been written in plain language
11. communication materials such as fact sheets, pamphlets, emails or advertisements meet the user's language and cultural needs
12. the text on your printed materials uses a sans serif font and is large enough to read
13. there are other ways to get the service or complete the task, for example by phone, in-person or online
14. there is enough accessible phone support for people who need to call for help
15. there is a process in place to give someone information in an alternative format



Technological barriers

To find technological barriers ask if:

1. phones, computers and other devices have a user-friendly design
2. people can fix their mistakes easily
3. web connectivity is strong enough
4. the technology needed to use the service is affordable and accessible
5. information about the service is available in several formats
6. users need to have technical skills to feel comfortable using the service
7. the user must have full vision, hearing or be able to use a mouse to use and understand the website, service or content

Policy and procedural barriers

To find policy and procedural barriers ask if:

1. affected communities or groups were consulted **before** the policies or procedures were developed
2. the service allows people with disabilities to get help from their support person
3. accommodation options are offered upfront
4. people with disabilities have equitable access to information, services, goods
5. affected communities or groups were sufficiently consulted **before** you began developing the policies
6. the policies allow for guide dogs
7. enough time is given to submit the information needed to access the service
8. there are processes in place to report, prevent, and address discrimination and harassment
9. process for people to identify barriers to using the service



Attitudinal barriers

To find potential attitudinal barriers, ask if:

1. your service only works for [users with specific abilities](#) (for example, hearing, sight or speech)
2. there are incidents of [discrimination based on ableism](#), age, race, gender or other human rights code grounds
3. parts of your service delivery process – online, in-person or phone – exclude people with disabilities
4. your service follows [inclusive design practices](#)

Physical barriers

Aspects of your digital service may still be delivered in person (for example, at a kiosk or in a building). To identify physical barriers, find out if:

1. there are elevators, ramps and washrooms for people with mobility needs
2. hallways and ramps are wide enough to allow people to move freely
3. the doors have an automatic opener
4. pathways and entrances are cleared of snow and ice
5. locations are accessible by public transit
6. the lighting in the space is bright or dim enough