

Accessibility at the Canada Revenue Agency: Online Questionnaire

Introduction

Thank you for taking the time to complete this questionnaire on the accessibility of the Canada Revenue Agency (CRA)'s programs, services, and tools. To support the Government of Canada's goal of a barrier-free Canada by 2040, the CRA is developing its first Accessibility Plan – this Plan will outline how the CRA will identify and address accessibility barriers over the next three years. Learn more about this project.

This questionnaire is seeking to engage persons with disabilities, individuals who have had a disability, and caregivers of persons with disabilities. We appreciate you taking the time to complete this questionnaire; what we learn from this questionnaire will be reviewed and used to inform the CRA's Accessibility Plan, which will be published by December 31, 2022.

Confidentiality and Information Sharing:

No personal information will be collected, and your answers will be kept anonymous and confidential. The responses you provide will be combined with the responses of other participants, so individual responses will not be identifiable.

Please do not include personal information in the comments, such as your name, phone number, address, email address, social insurance number or tax information.

Your response will be analysed by a third party, Delaney and Associates, on behalf of the CRA. This information is being collected for the purpose of gathering input into improving accessibility for Canadians when contacting the CRA, looking for information from the CRA, or accessing the CRA's programs and services, and will not be used for any other purpose.

Your personal information will be collected by Delaney in accordance with the: [Personal Information Protection and Electronic Documents Act \(PIPEDA\)](#). It is also governed by the [Privacy Act](#) and is being collected in accordance with the Treasury Board Directive on Privacy Practices. If you have any questions about this collection, you can contact the CRA project team at SACSODG@cra-arc.gc.ca.

Questionnaire Accessibility:

We have designed this questionnaire with accessibility in mind. This questionnaire platform supports the following screen readers: JAWS, NVDA, VoiceOver and TalkBack.

If you are having any issues accessing or completing the questionnaire, or if you need any assistance, please contact us at CRAengagementARC@rmdelaney.com.

Welcome!

1. To begin, please select any of the following that describe you:

I am or was a person living with a disability

I am or was supporting a person living with a disability

I am a representative of an organization that represents persons with disabilities

Prefer not to answer

Other (Please Specify)

Please tell us about your experience interacting with the CRA about its programs and services.

The CRA's "services and programs" include anything that people and businesses in Canada may do that the CRA administers, excluding applying for job opportunities with the CRA.

Examples of instances where you may be accessing a program or service run by CRA, are:

- Filing income tax returns, either on paper or online, or having someone else file your taxes on your behalf
- Receiving a refund or paying taxes
- Applying for and receiving benefits or credits, such as the Disability Tax Credit, Child Disability Benefit, or Canada Caregiver Credit
- Applying for and receiving pandemic-related benefits, such as the Canada Emergency Response Benefit (CERB), the Canada Recovery Caregiving Benefit (CRCB), the Canada Recover Sickness Benefit (CRSB), the Canada Worker Lockdown Benefit (CWLB)
- Applying for child and family benefits or credits, such as the Canada Child Benefit, Children's special allowances, the GST/HST credit, the Climate Action Incentive Payment
- Accessing FAQs, information or forms
- Accessing information online using My Account, My Business Account or Represent a Client
- Accessing information online using MyBenefits or MyCRA mobile application
- Authorizing a representative
- Registering a business
- Contacting (or being contacted by) a CRA auditor
- Discussing a payment arrangement for income tax debt
- Registering for, filing, and paying HST or GST
- Managing the estate of a deceased person

There are many ways in which you may interact or communicate with the CRA, including:

- Calling the contact centre or a specific agent by phone
- Going to the CRA website to find information
- Sending or receiving a fax
- Accessing your online My Account or My Business Account
- Using the MyBenefits CRA mobile application
- Exchanging emails
- In person, including through the Community Volunteer Income Tax Program (CVITP)
- Sending or receiving mail

2. Thinking over the past five years, which of the following apply to you? Please select all that apply.

I have interacted with the CRA by telephone or video (including teletypewriter (TTY) and Video TTY)
[Please complete the following questions: 3 and 4, 5 to 9, and 24]

I have interacted with the CRA by mail or fax (including paper forms and braille forms)
[Please complete the following questions 3 and 4, 10-14, and 24]

I have interacted with the CRA online (including website, email, online portal like My Account, mobile application, or instant chat) **[Please complete the following questions: 3 and 4, 15 to 19, and 24]**

I have interacted with the CRA in person, including through the Community Volunteer Income Tax Program (CVITP) **[Please complete the following questions: 3 and 4, 20 to 23, and 24]**

I have interacted with the CRA in some other way (please specify)

[Please complete the following questions: 3 and 4, and 24]

I have not interacted with the CRA in the past five years
[Please complete the following questions: 4 and 24]

Contacting the CRA

3. If you have contacted the CRA in the past five years, whether by phone, email, mail or any other way, please briefly tell us the main reason for your last contact.

4. How would you prefer to contact the CRA? Please select your top two:

By phone to a contact centre

Online via your My Account or My Business Account

By email

By mail, in writing

By fax

In person

Live text chat

Another way (Please specify)

[Please refer to the notes in Q1, on how to proceed]

Accessibility Barriers

For the purpose of this questionnaire, “accessibility” refers to the ability to access a program, service, tool, or other resource without encountering a barrier or obstacle, specifically for persons with disabilities. It is about having barrier-free access, being treated with dignity, having meaningful options for interacting with the CRA and getting consistent information regardless of who you are or how you communicate.

According to the [Accessible Canada Act](#), a barrier is “anything - anything physical, architectural, technological, or attitudinal, that is based on information or communications, or anything that is the result of a policy or 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”.

More plainly put, a barrier is something that stands in the way of a person with a disability receiving the information, support, or the help they want or need from the CRA.

Examples of barriers include:

- Negative attitudes or beliefs about what a person with a disability can or cannot do;
- Buildings and spaces that cannot be accessed or are not easy to navigate;

- Information that is difficult or impossible to access, read or understand either due to technology or the way it is presented;
- Web applications that are difficult or impossible to use; and
- Rules and practices that leave individuals out.

We want to understand the barriers you experience when interacting with the CRA, so the CRA can work towards removing and preventing barriers to make the CRA as accessible as possible.

[Learn more about the Accessible Canada Act.](#)

To answer the following questions, please reflect on the barriers you have encountered in the past five years when communicating with the CRA, and how they have impacted your experience. Please do not share any personal information like your name, email address, telephone number or mailing address in your responses.

Telephone Interactions

5. You indicated that you have interacted with the CRA over the phone. Which of the following describe your interaction? Please select all that apply.

Called the contact centre using a 1-800 toll free number

Called the contact centre using a teletypewriter (TTY)

Called or responded to a call from a specific CRA agent or employee

Another type of telephone interaction (Please specify)

6. Which of the following have you experienced when contacting the CRA by phone? Please select all that apply.

The agent was not completely knowledgeable or understanding about my disability or my needs.

I did not have enough time with the agent to receive the communication or help that I needed.

The agent was not empathetic to me, my disability, or my needs.

The agent was not fully supportive of me and my needs.

The sound coming from the phone was not clear.

The agent did not speak loudly enough.

The agent did not offer an appropriate alternative way of contacting the CRA when they were not able to help me.

The agent did not offer the appropriate accommodations to assist me.

I hung up the phone out of frustration because I could not get the information or help I needed.

The agent was not completely knowledgeable about the benefits and credits available to persons with disabilities.

The technology used to facilitate the phone call did not meet my needs.

The technology used to facilitate the phone call did not meet my needs.

None of the above

7. Please describe any other accessibility issues or barriers you may have experienced when contacting the CRA by phone that were not listed in the previous question.

8. Did any of these accessibility barriers or issues prevent you from getting the information you needed or from completing the task you needed to do?

Yes

No

Don't know

9. Were you able to resolve it some other way?

Yes – Please describe briefly how you resolved it

No, it was not resolved

Mail/Fax/Paper interactions

10. You indicated that you have interacted with the CRA by mail or fax. Which of the following describe your interaction? Please select all that apply.

Filled out or requested a paper form

Filled out or requested a braille form

Filled out or requested a large print form

Received a standard letter or paper form in the mail from the CRA

Received a letter or form in large print in the mail from the CRA

Received a letter or form in braille in the mail from the CRA

Received a fax from the CRA

Sent a fax to the CRA

Sent a letter or form through the mail to the CRA

Sent a letter or form in large print through the mail to the CRA

Sent a letter or form in braille through the mail to the CRA

Another form of mail or fax interaction (Please specify)

11. Which of the following have you experienced when filling out paper forms or communicating with CRA by mail or fax? Please select all that apply.

The text size was too small

The text colour made it difficult or impossible for me to read

The paper colour made it difficult or impossible for me to read

The braille quality made it difficult or impossible for me to read

The layout of the letter or form made it difficult or impossible for me to read or fill out

There was too much information, making it overwhelming for me

The language used was too difficult to understand

The process to fill out and submit the form was not accessible.

None of the above

12. Please describe any other accessibility issues or barriers you have experienced when contacting the CRA by mail or fax that were not listed in the previous question.

13. Did any of these accessibility barriers or issues prevent you from getting the information you needed or from completing the task you needed to do?

Yes

No

Don't know

14. Were you able to resolve it some other way?

Yes – Please describe briefly how you resolved it

No, it was not resolved

Online Interactions

15. You indicated that you have interacted with the CRA online. Which of the following describe your interaction? Please select all that apply.

Accessed or tried to access an online CRA account (i.e. My Account, My Business Account, Represent a Client).

Sent a message through an online CRA account

Sent an email directly to someone at the CRA

Received an email directly from someone at the CRA

Visited the CRA website for information or to download forms (excluding requests through My Account, My Business Account, Represent a Client).

Visited the website to find out how to contact the CRA

Accessed or tried to access a braille form

Another form of online interaction (Please specify)

16. Which of the following have you experienced when visiting the CRA website, including accessing an online CRA account, or when emailing with the CRA? Please select all that apply.

The text size was too small

The text colour made it difficult or impossible for me to read

The background colour made it difficult or impossible for me to read

The layout of the website or form made it difficult or impossible for me to read or fill out

There was too much information, making it overwhelming for me

The language used was too difficult to understand

My screen reader could not read certain text, forms, PDF forms, or sections of the website

Text was not accessible

Forms were not accessible

Braille forms were not accessible or readable

Videos were not accessible

There was not enough information presented in ASL/LSQ

None of the above.

17. Please describe any other issues or barriers you have experienced when visiting the CRA website or having other online interactions with the CRA that were not listed in the previous question.

18. Did any of these barriers or issues prevent you from getting the information you needed or from completing the task you needed to do?

Yes

No

Don't know

19. Were you able to resolve it some other way?

Yes – Please describe briefly how you resolved it

No, it was not resolved

In-person Interactions

20. Which of the following have you experienced when accessing the CRA in person, including through the Community Volunteer Income Tax Program? Please select all that apply.

All doors were not automatic

Way-finding was difficult

Signage was not clear

Signage was not available in braille

Handrails were not placed along every wall

There wasn't room to park a wheelchair, electric wheelchair, or mobility scooter

There are stairs without ramps

Thresholds of doors were not accessible

Elevator doors closed too quickly

Elevator buttons were too high

Automatic door buttons were not placed accessibly

Hallways were too narrow

Doorways were too narrow

Parking was too far away from the building

Not enough parking for persons with disabilities

None of the above

21. Please share any other accessibility barriers you face when communicating with the CRA or trying to find information from CRA that you have not yet mentioned.

22. Did any of these accessibility barriers or issues prevent you from getting the information you needed or from completing the task you needed to do?

Yes

No

Don't know

23. Were you able to resolve it some other way?

Yes – Please describe briefly how you resolved it

No, it was not resolved

Other Barriers

24. Please share any other accessibility barriers you face when communicating with the CRA or trying to find information from CRA that you have not yet mentioned.

Providing Feedback

25. Thinking of accessibility issues you may have faced, did you provide any feedback to the CRA?

I haven't faced any accessibility issues

Yes, I provided feedback

No, I wanted to provide feedback but did not know how to

No, I did not provide feedback for another reason (please specify)

26. Which of the following did you do? Please select all that apply.

- I mentioned it to the agent when I was experiencing the issue
- I called the CRA and told an agent about the issue at a later time
- I mentioned it in a satisfaction survey
- I emailed the CRA
- I wrote a letter to the CRA
- I tweeted @CanRevAgency / @AgenceRevCan
- I commented on a CRA social media page (e.g. Facebook, LinkedIn, Instagram)
- I filled in a feedback form
- I sent a complaint to the CRA
- I contacted my MP's office
- I wrote to the Minister, Commissioner, or Deputy Commissioner
- I reported it to the Office of the Taxpayers' Ombudsperson
- I contacted the media
- I provided feedback some other way – Please describe

Feedback Preference

**27. What would be your preferred way or ways to provide feedback to the CRA about accessibility issues?
Please select your top two.**

- | | |
|----------|------------------------------|
| By phone | By online form |
| By email | Over social media |
| By mail | Another way (please specify) |

Improving Accessibility

Thinking of the barriers you and others may have faced when dealing with the CRA, let's now turn to possible solutions.

28. Please tell us how useful each of the following proposals may be when working towards making CRA accessible, rating them as: very useful, somewhat useful, not useful, or not applicable / don't know.

A. How useful is: Call centre agents spending more time with a caller..

Very useful

Not useful

Somewhat useful

Not applicable/don't know

B. How useful is: Call centre agents having more empathy on the phone

Very useful

Not useful

Somewhat useful

Not applicable/don't know

C. How useful is: Call centre agents asking about callers' accessibility needs

Very useful

Not useful

Somewhat useful

Not applicable/don't know

D. How useful is: Alternative forms of phone authentication

Very useful

Not useful

Somewhat useful

Not applicable/don't know

E. How useful is: Plain language versions of web pages

Very useful

Not useful

Somewhat useful

Not applicable/don't know

F. How useful is: Offer video chat options

Very useful

Not useful

Somewhat useful

Not applicable/don't know

G. How useful is: Offer text-based chat with transcripts

Very useful

Not useful

Somewhat useful

Not applicable/don't know

H. How useful is: Offer transcripts/record of calls

Very useful

Not useful

Somewhat useful

Not applicable/don't know

I. How useful is: Include sign language videos for web pages

Very useful

Not useful

Somewhat useful

Not applicable/don't know

J. How useful is: Have a designated phone line for people with disabilities

Very useful

Not useful

Somewhat useful

Not applicable/don't know

K. How useful is: Be able to schedule appointments for service

Very useful

Not useful

Somewhat useful

Not applicable/don't know

L. How useful is: Have a call-back service

Very useful

Not useful

Somewhat useful

Not applicable/don't know

29. What else should the CRA do to improve the accessibility of its programs and services?

In Closing

30. In closing, please share any other considerations you would like the CRA to take into account as they develop their first Accessibility Plan and work towards removing accessibility barriers for all Canadians.

Demographic Questions

Before you go, we have a few questions about you. Please note, that none of these questions are mandatory, and your responses will remain confidential. These questions will tell us about who responded and who we may have missed through this questionnaire, so that we can ensure we reach as many people who are interested and affected as possible.

31. In which province or territory do you live?

- | | |
|--|--------------------------------------|
| Alberta | Nunavut |
| British Columbia | Ontario |
| Manitoba | Prince Edward Island |
| New Brunswick | Quebec |
| Newfoundland and Labrador | Saskatchewan |
| Northwest Territories | Yukon |
| Nova Scotia | |
| I live outside Canada (please specify country) | |

32. In which age category do you fall?

- | | |
|--------------------------|--------------------------|
| 18 to 24 | 55 to 64 |
| 25 to 34 | 65 to 74 |
| 35 to 44 | 75 to 84 |
| 45 to 54 | Over 85 |

33. Do you identify as:

- [Female](#)
- [Male](#)
- [Non-binary](#)
- [Other, I prefer to self-describe:](#)
- [Prefer not to say](#)

34. Are you an Indigenous person?

Note: An Indigenous person is one who self identifies as belonging to one or more of the following: First Nation, Metis, and/or Inuit.

Yes – Inuk

Yes – Métis

Yes – First Nation

No

Prefer not to say

35. Are you a member of a visible minority?

Note: A person in a visible minority group is someone, other than an Indigenous person, who is non-Caucasian in race or non-white in colour, regardless of the place of birth.

Yes

No

Prefer not to say

Almost Done...

36. As a person with a disability, whether it is continuing, fluctuating, episodic, or progressive, do you identify with any of the following disability types? Select all that apply.

Seeing - also known as visual impairment, it affects a person's ability to see - even when wearing glasses or contact lenses.

Hearing - also known as Deaf or Hard of Hearing, it affects a person's ability to hear - even when using a hearing aid.

Mobility - also known as a physical disability, it affects a person's ability to move.

Flexibility - also known as a physical disability, it affects a person's ability to move their joints.

Dexterity - also known as a physical disability, it affects a person's ability to do tasks, especially with their hands.

Pain - also known as chronic pain disorder, it affects a person's ability to function due to pain.

Learning - affects the way a person receives, understands, and uses information.

Intellectual - it affects a person's ability to learn and to adapt to different situations.

Memory - also known as a memory disorder, it affects a person's ability to remember information.

Mental health-related – affects a person’s ability to function in their daily activities because of difficulties with an emotional, psychological or mental health condition.

Communication - affects a person’s ability to receive, understand, and respond to communication with others.

Speech - affects the way a person makes sounds to form words.

Neurodiverse – affects how a person’s brain functions impacting how they socialize, learn, and process information.

Other [Please specify]

37. As the caregiver to a person with a disability, whether it is continuing, fluctuating, episodic, or progressive, how would you identify the disability type of the person or persons you are supporting?

Seeing - also known as visual impairment, it affects a person’s ability to see - even when wearing glasses or contact lenses.

Hearing - also known as Deaf or Hard of Hearing, it affects a person’s ability to hear - even when using a hearing aid.

Mobility - also known as a physical disability, it affects a person’s ability to move.

Flexibility - also known as a physical disability, it affects a person’s ability to move their joints.

Dexterity - also known as a physical disability, it affects a person’s ability to do tasks, especially with their hands.

Pain - also known as chronic pain disorder, it affects a person’s ability to function due to pain.

Learning - affects the way a person receives, understands, and uses information.

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Mental health-related – affects a person’s ability to function in their daily activities because of difficulties with an emotional, psychological or mental health condition.

Communication - affects a person’s ability to receive, understand, and respond to communication with others.

Speech - affects the way a person makes sounds to form words.

Neurodiverse – affects how a person’s brain functions impacting how they socialize, learn, and process information.

Other (please specify)

And Finally

38. How did you hear about this engagement process? (Please select all that apply)

CRA's Twitter account

Twitter (other than CRA) (Please specify)

CRA's Facebook page

Facebook (other than CRA's page) (Please specify)

LinkedIn

CRA webpage

Word of mouth (from a friend or family member)

An organization that I have a relationship with (please provide the name)

Somewhere else (Please specify)

Thank you for completing this questionnaire. If you would like to continue the conversation, please [register for an online engagement session](#) or [book an interview with us](#).

Participants in engagement sessions and interviews will be compensated for their time and participation in these sessions.