Helping to bridge the digital divide
for people with disabilities

The "Helping to bridge the digital divide for people with disabilities" is Neil Squire's first national survey to find out people with disabilities' experience with Internet use and their requirements for assistive technology to support that use.

The online and telephone survey was conducted during the summer and fall of 2021, and there were

379 respondents.

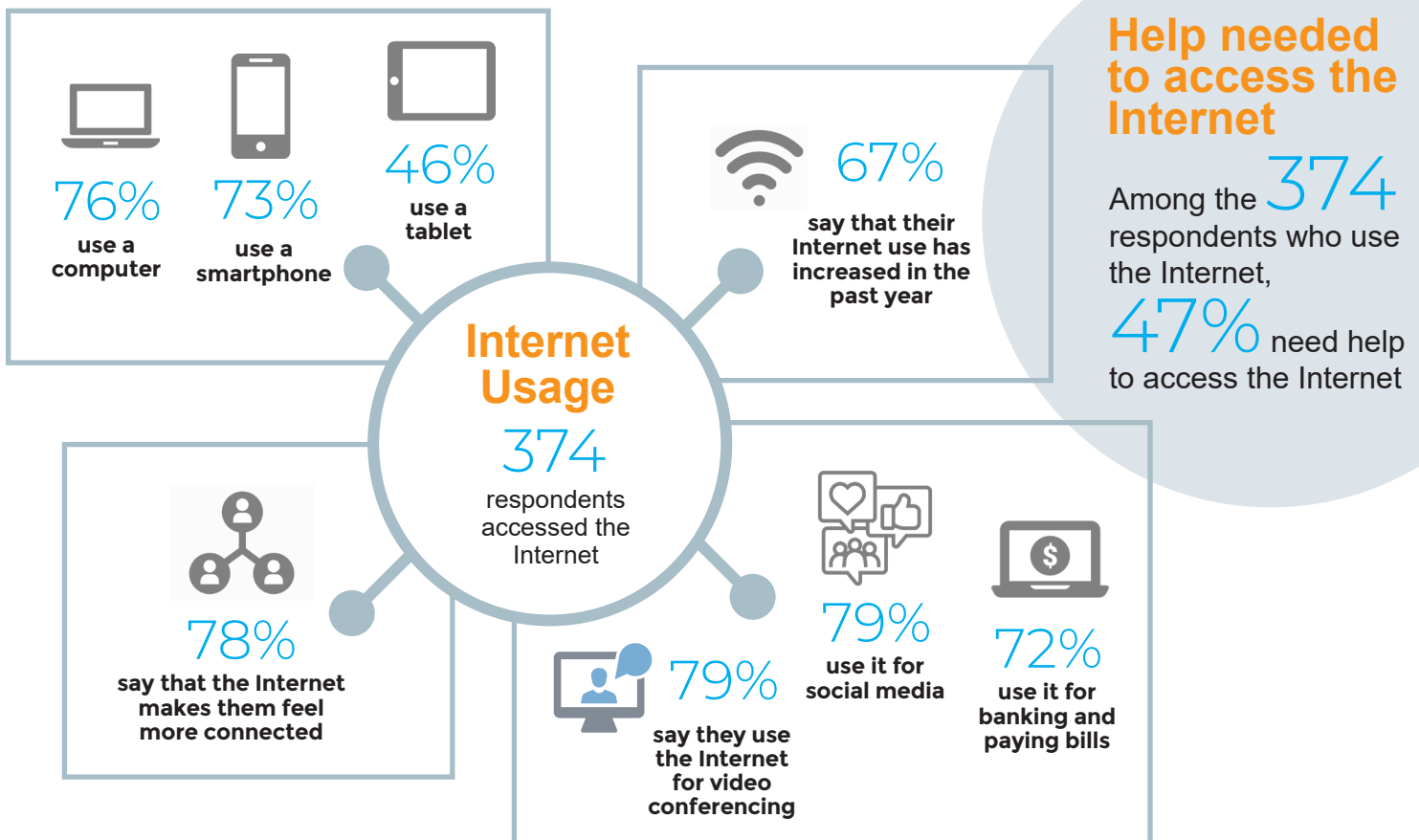## Some demographics

85% live in urban areas

65% are women

64% have some post-secondary education

51% are not active in the labour force

Internet Usage
374 respondents accessed the Internet

76% use a computer

73% use a smartphone

46% use a tablet

67% say that their Internet use has increased in the past year

78% say that the Internet makes them feel more connected

79% say they use the Internet for video conferencing

79% use it for social media

72% use it for banking and paying bills

Help needed to access the Internet

Among the **374** respondents who use the Internet,

47% need help to access the Internet
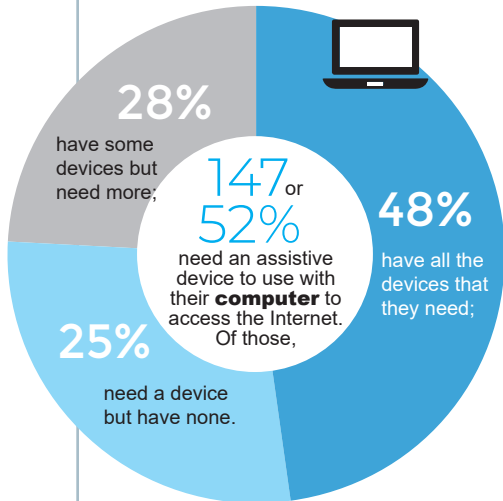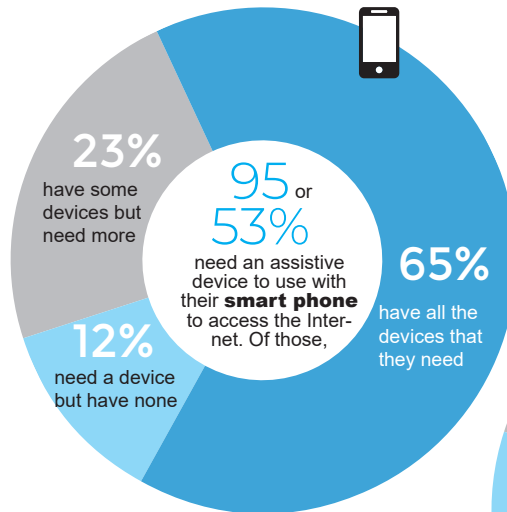
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Need for Assistive devices to access the Internet

Among the **283** respondents who use a **computer** to access the Internet

28% have some devices but need more;

147 or **52%** need an assistive device to use with their **computer** to access the Internet. Of those,

48% have all the devices that they need;

25% need a device but have none.

Among the **273** respondents who use a **smart phone** to access the Internet

23% have some devices but need more

95 or **53%** need an assistive device to use with their **smart phone** to access the Internet. Of those,

65% have all the devices that they need

12% need a device but have none

Among the **171** respondents who use a **tablet** to access the Internet

25% have some devices but need more;

65 or **38%** need an assistive device to use with their **tablet** to access the Internet. Of those,

55% have all the devices that they need;

20% need a device but have none.
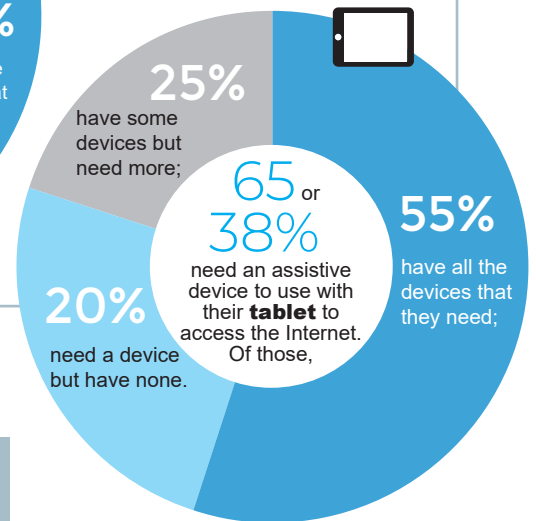
Difficulty using the Internet

104 or **28%** of respondents experience some difficulty when using the internet.

28% have difficulty searching for information

41% find it difficult to navigate the web or to find the right pages

27% have difficulty using keywords to search for information

22% say that they have difficulty because their assistive technology devices do not work with the Internet;

46% have difficulty using online services such as filling in forms or buying/ordering things