

Research Study

Making Government Information Easier to Understand for Adults with Intellectual and Developmental Disabilities

Lessons from a Canadian Survey



Why did we do this research?

We use **information** every day.



Information helps us make choices about things, like:

- Our health
- What to eat
- What to wear
- Who to vote for



We can find information from many places and people.



Why did we do this research?

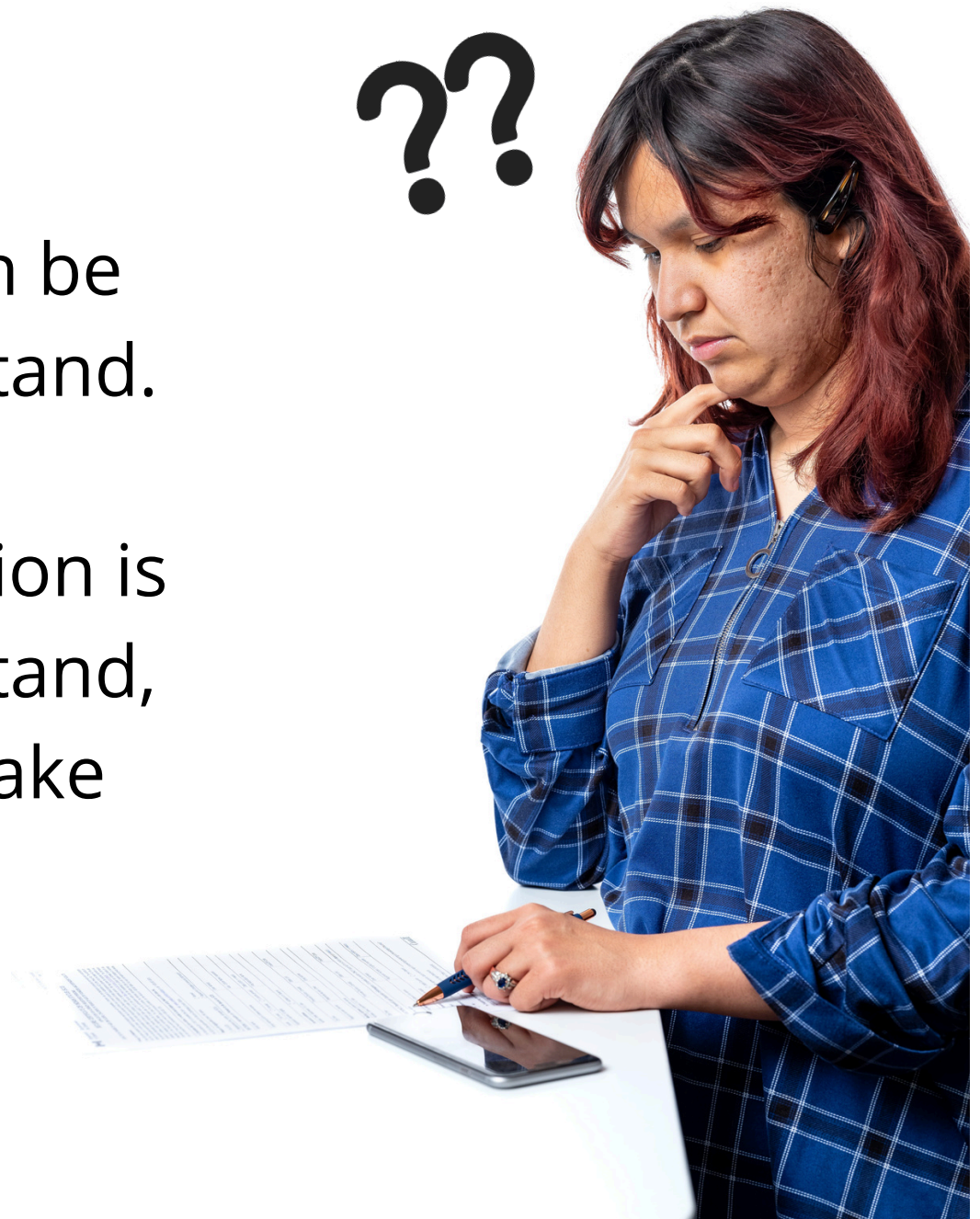
The **government** shares a lot of important information.



Government information can be hard to understand.

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When information is hard to understand, it is tough to make good decisions.



What did we want to learn?

1. How do people in Canada,
 - With IDD
 - Their family
 - Their friends, and
 - Support staff



find and **understand**
information shared by
the government?

2. How can the
government provide
information that is
easier to find and
understand?



What did we do?

We made a survey to ask:

- How do people **find** government information?
- Is the information easy or hard to **understand**?



People filled out the survey between March and July of 2022.

They could do it by themselves or someone could help them.



What did we learn?

How many people did the survey:

- 219 adults with IDD
- 110 friends & family
- 70 support staff



Most people used the **Internet** to find government information.



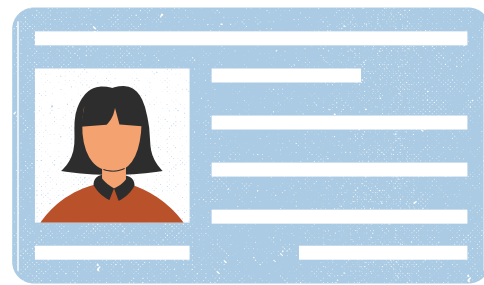
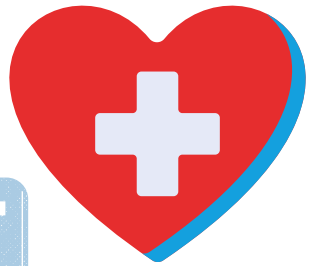
People with IDD also talked to their family, friends, and support staff to find government information.



What did we learn?

People wanted to learn the most about:

- Money
- ID cards with their picture
- Being healthy



Calling to get information was hard when they could not talk to a real person.



Government websites were also sometimes hard to use.



What did we learn?

How do people want to get information?

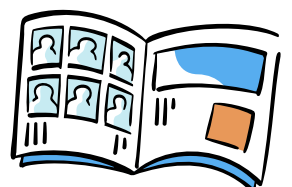
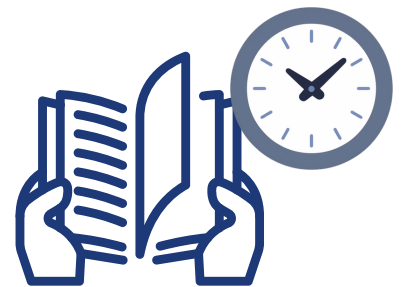
People like both printed and digital ways to get information.

Some people needed to talk to a real person.



Other ways people like to find and understand information:

1. Looking at it more than once
2. Taking time to read it slowly
3. Asking someone to explain it
4. Watching videos
5. Using pictures



What did we learn?

How do supporters help?

Many people with IDD can read and use the Internet on their own.



But many people with IDD also get help from **supporters**, such as their family, friends, and staff.



Supporters help to:

- Make information simpler
- Make decisions
- Read information
- Give printed documents



How can we use this information?

People who did the survey gave us ideas on how to make things better:

- Make government information easy to understand.
- Share it in different ways:
 - Some like videos and pictures
 - Others want information read out loud or printed



“Nothing about us without us”



Governments should work with people with IDD, their families, friends, and support workers.

They want to help.

This research article is posted in a journal called:
Journal of Policy and Practice in Intellectual Disabilities

Title: The accessibility of government information for people with intellectual and developmental disabilities: Findings from a national survey

Authors: Yousef Safar, Tiziana Volpe, Sabrina Campanella, Rachel Mills, Donna Brown, Michael McLellan, Monica Schroeder, Yona Lunsky

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