

DIGITAL ACCESS BARRIERS

ENVIRONMENTAL BARRIERS



Privacy can be especially important for 2S-LGBTQ+ people and some do not have a secure and safe space to participate in digital programming. Young people may live at home with homophobic/transphobic family.



2S-LGBTQ+ older adults living in long-term care or who rely on home-care may conceal their sexual orientation in order to avoid heterosexism, homophobia, or transphobia when receiving care.

CONNECTION BARRIERS



Accessing the internet is a luxury. Many Canadians are living without internet access. Some do not have the funds to access personal devices or set up an internet or cellular data plan. Others may live in remote areas that are beyond the reach of existing internet and data networks.



According to the Canadian Radio-Television and Telecommunications Commission (CRTC), only **40%** of rural areas have access to high-speed internet



In First Nation communities, it's estimated that just **30%** of households have internet connections with the recommended speed



Some people can get online, but they can't navigate digital sources. Many people are not experienced internet users and may be unsure about how to find what they need. For many, it is hard to find information online that is written in their native language or speaks to their cultural context.



LITERACY BARRIERS



Others can have difficulty accessing resources because websites may be unintelligible to those with physical, or cognitive disabilities and online spaces are not always set up with disability access needs in mind.

PANDEMIC BARRIERS



The global pandemic heightened significant barriers to internet access. Public spaces like libraries and community centres that provide free access to wifi and devices have either been completely closed to the public or can only offer very limited services.



Canadians are turning to the internet for both community, education, and employment.



However, not all online spaces are safe. Inexperienced internet users may be vulnerable to scams, phishing attempts, and other predatory behaviour.