



Canadian Deaf-Blind Collective
% Canadian National Society of the Deaf-Blind
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August 16, 2021

Mr. Claude Doucet
Secretary-General
Canadian Radio-telecommunications and
Telecommunications Commission (CRTC)
sec-gen@crtc.gc.ca

Dear Secretary-General,

Call for comments – Review of Video Relay Services, Telecom Notice of Consultation CRTC 2021-102 (Ottawa, March 11, 2021) - Procedural Request Update

- 1.** The **Canadian National Society of the Deaf-Blind (CNSDB)** participates in this proceeding with the **Deaf-Blind Planning Committee (DBPC)**, as the “**Canadian Deaf-Blind Collective,**” or “**CDBC.**” The **CDBC** hereby submits this procedural document with a review and update of our survey project timeline.
- 2.** First, the CDBC would like to express its appreciation of the participating groups (OVRSC, CDGM, and CASLI) that supported our survey project to gather information from Deaf-Blind Canadians. The CDBC Collective thanks all of the organizations.
- 3.** Secondly, the Collective takes this opportunity to update all involved in the proceeding with this procedural update document with its two main focal points.
 - a. Email Correspondence and contact information clarifications
 - b. Survey Project timeline update

Email Correspondence clarifications

4. Members of the CDBC have been receiving emailed submissions by various participants in CRTC 2021-102 and other CRTC proceedings at incorrect email addresses and feel it violates privacy and professional boundaries. Members in the proceedings need to respect their organizational boundaries and use the correct email addresses for our group members. This is especially necessary when groups get multiple emails from other respondents. The Deaf-Blind key persons involved have preferences for which email types go to their email accounts. It is an important distinction, as it may be challenging to locate critical messages in their inboxes.
5. The DBPC Chair has been receiving emails from the DHH Coalition in other proceedings. The DBPC was not participating in other CRTC activities before the DBPC and CNSDB collaboration in the CRTC 2021-102 proceeding. The first contact document was dated April 22nd, 2021, for the proceeding CRTC TNC 2020-178. The DBPC Chair Terri Nolt's personal email address was used without prior contact or permission in these emails.
6. DBPC's organizational information, with its mailing address, list of directors, and official email, has been shared only with organizations with whom it has affiliated or had communication. Ms. Nolt's personal email address was only used as the DBPC delegate for the CAD-ASC AGMs in 2020 and 2021. DBPC emphasizes that this personal email must not be used for further CRTC communications.
7. Our participating group would like to clarify that any participants in future CRTC submissions or comments for the proceeding TNC 2021-102, are asked to please use only these three email addresses:

CDBC CDBC.VRS@gmail.com,
DBPC Chair dbpc2.0@gmail.com,
CNSDB President mchugh.mm@gmail.com.

Survey Timeline Update

8. Our group is aware that with [2021-102-2](#), the CRTC has suspended the proceeding to review the responses of the OVRSC, and CAV but our group wanted to also take the opportunity to update the timeline for our survey project.
9. The Collective members have had numerous challenges, due to the combined effects of deafness and blindness, among other issues, in getting the Survey launched. As a result, the timeline had to be adjusted accordingly, and depending on the response numbers, the survey period will remain at **4-6 weeks** with a revised timeline as follows:
 - a. **July 12** - Survey launch
 - b. **July 12 - August 24** - Survey period
 - c. **August 20** - deadline for MAIL in Survey to the DBPC mailing address (allows for all mail to arrive before August 24)
 - d. **August 24** - Survey ends
 - e. **August 24 - 25** Data entry of paper surveys data into Survey Monkey
 - f. **August 27 - 30** - Data extraction from Survey Monkey
 - g. **August 31 - September 3** - Charts graphs created from quantitative data
 - h. **September 1 - 11** - Interviews of Deaf-Blind for qualitative context added to user experience for the report (9-1-1, etc.)
 - i. **September 3 - 5** - Visual descriptions of each of the charts for all those who are Deaf-Blind and Blind (accessibility)
 - j. **September 6 - 10** - Deaf-Blind analysis of data and charts for each question
 - k. **August 13 - 18** - Analysis and organization of qualitative text comments parts of the survey results

- I. **September 16 - September 29** - Deaf-Blind VRS Survey Results Report Writing period
 - m. **September 30** - Deaf-Blind VRS Survey Results Report submitted to CRTC TNC 2021-102
- 10.** The **Canadian Deaf-Blind Collective**, after a comparative analysis of other suspended proceedings, anticipates that the public comments proceeding will be extended to September. With this, CDBC aims to submit its findings in a report by **September 30, 2021**.
- 11.** Giving caution with this date is that we hope that the document would be submitted by this date. Still, in reality, due to the continuing pandemic, we might require significantly more time to perform the same tasks as non-Deaf-Blind people. Specifically, the CDBC team learned that we must frequently wait for the availability of limited intervenor services to read and communicate the contents of our documents to the team members who have increasingly limited vision.
- 12.** CDBC appreciates the opportunity to participate and sincerely hopes for positive support for the Deaf-Blind participation in this proceeding. As a final reminder, all documents submitted to the record must also be submitted in MS WORD format, so it is accessible to screen readers for Deaf-Blind participants.
- 13.** If you have any concerns or questions, please contact **Megan McHugh or Terri Nolt** at the separate emails below **and** the shared email address [**CDBC.VRS@gmail.com**](mailto:CDBC.VRS@gmail.com).

Thank you,

Megan McHugh, President
Canadian National Society of the
Deaf-Blind (CNSDB)
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Terri Nolt, Chair
Deaf-Blind Planning Committee
(British Columbia)
dbpc2.0@gmail.com

cc: Sue Decker, Executive Director, Canadian Administrator of Video Relay Services (CAV-ACS)
Jennifer Porteous, CRTC
Nanao Kachi, CRTC
Megan McHugh, President, CNSDB
Terri Nolt, Chair, DPBC
Wissam Constantin, Vice President, Canadian Association of the Deaf (CAD-ASC)
Lisa Anderson, Chair, Deaf Wireless Canada Consultative Committee (DWCC)
Kyle Badree, President, Alberta Association of the Deaf (AAD)
Gordon Rattray, Treasurer, Okanagan Valley Association of the Deaf (OVAD)
Kevin Goodfeather, President, Regina Association of the Deaf (RAD)
DHH Coalition - Donald Prong, Executive Director, Ontario Association of the Deaf (OAD)
Myles Murphy, Executive Director, Newfoundland and Labrador Association of the Deaf (NLAD)
Elliott Richman, Executive Director, Deafness Advocacy Association of Nova Scotia (DAANS)
Sarah Stadnicki, Committee Member, Ontario Video Relay Services Committee (OVRSC)
Patricia Spicer, Saskatchewan Deaf and Hard of Hearing Services
Kimberly Wood, Founder, Canada Deaf Grassroots Movement
Kimberly Wood, Community Facilitator, BCVRS Committee

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