

Survey Analysis Report PART II

APPENDIX D

TEXT ONLY

CDBC.VRS Survey Results

**Prepared for
TNC CRTC 2021-102**

**Submitted to:
Canadian Radio-television
Telecommunications Commission
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CDBC.VRS Survey Analysis in Text only

Description:

This section of the Appendix includes all information without tables, graphs, or images so that a Deaf-Blind person with a screen reader or braille machine can read through these pages. While tables, charts or graphs are not included in this section, the visual descriptions are included so the reader can envision how the table and illustrations appear.

This document is an addendum to the CDBC.VRS Collective's Survey Analysis Report, submitted on May 16, 2022. It is available on DWCC's website on this [webpage](#).

PART I: CONSENT - PERMISSION

QUALIFYING QUESTIONS

QUESTION 1:

I give permission for my responses to be used to present the information to the Canadian Radio-television and Telecommunications Commission (CRTC) for the Review of Video Relay Services proceeding of Telecom Notice of Consultation 2021-102.

Analysis:

A total of 55 respondents, 100%, chose 'Yes' to give CDBC.VRS permission to use the information on surveys for public consultation on Deaf-Blind VRS for TNC 2021-102.

ABOUT THE DEAF-BLIND RESPONDENTS

QUESTION 2:

How do you socially self-identify?

Analysis:

The social self-identification of Deaf-Blind respondents participating in the survey had the largest group of people who identify as Deaf-Blind at 56%, with 16% identifying as being Hard of Hearing, 15% as a sign language user using either ASL or LSQ, and 11% chose the "Other" option. A much smaller percentage identifies as late-deafened. While 55 respondents participated in this survey, some individuals may have chosen more than one self-identity, resulting in 62 respondents.

Deaf-Blindness has varying degrees in hearing and vision combined, where no two individuals have the same level of sensory loss. Some have been born with Deaf-Blindness, while others had their vision decrease in their later years. These classifications are generally under the umbrella of Deaf-Blindness.

QUESTION 3:

How do you describe yourself as related to vision?

Analysis:

44% of Deaf-Blind respondents stated that they described themselves as having Usher Syndrome when relating to their vision of which the majority of Deaf-Blind individuals are culturally Deaf or Hard of Hearing. 27% said they were Deaf-Blind, with 10% choosing "Other" that included illness, fever, or vision damage as causes of their blindness, 8% had low vision, and 6% each for those with low vision and were completely blind.

QUESTION 4:

How old are you?

Analysis:

To build the profile of Deaf-Blind survey respondents, we wanted to build a profile of the age range of respondents. The largest range of respondents for this survey is 33% for the group of 55 to 64 years of age, followed by the next two largest groupings of respondents at 21% each, people who are in the retirement bracket being 65 years or older and the group of 45 to 54 years of age. 15% of respondents were in the 35-44 age range, while 10% were under age 34.

QUESTION 5:

What is your gender?

Analysis:

Our surveys wanted to reflect the intersectionality of the Deaf community and respect that some humans prefer not to be limited by society's definitions of genders; thus, CDBC.VRS provided other options, such as non-binary, and we wished to give the option, not to state which they are. The result of this question was that 60% identified themselves as female, while 40% as Male, and none identified as non-binary.

COMMUNICATION

QUESTION 6:

Which languages do you use? Can choose two (2) or more options.

Analysis:

For the languages that Deaf-Blind respondents use most often, the highest percentages of respondents use ASL, at 52% and English at 33%, with 5% using LSQ and 4% for French, while 5% identified that they use other written or sign languages.

QUESTION 7:

Which primary ways of communication do you use? Can choose more than one.

Table:

Analysis:

Of the 52 Deaf-Blind respondents, we learned that they primarily communicate the most by using Sign Language (ASL or LSQ) with 43%, with 18% of these respondents using Tactile ASL or LSQ for communication, with a smaller percentage of them using Pro-Tactile or Voice at 10% each, and Braille at 7%. The smallest breakdown of respondents at 5% used two-hand manual communication, which is likened to the two-hand British Sign Language but in a tactile style, and 4% used LSQ.

Those Deaf-Blind that can see ASL/LSQ typically use either to communicate, while those who cannot see use Tactile and seniors often use the Two Hand Manual.

QUESTION 8:

Do you use Deaf Interpreters for communication?

Analysis:

Over half of the Deaf-Blind respondents (58%) indicated that they use Deaf Interpreters (DIs) for communication. This is because DIs are more skilled and fluent in ASL/LSQ and in communicating with Deaf-Blind.

QUESTION 9:

Do you use intervenors/support service providers (SSP) for communication?

Analysis:

A majority of Deaf-Blind respondents (69%) indicated that they use Intervenor/SSP services for communication. Of the 31% that do not use that service, they are either fearful of losing their independence or unaware of such services. Limited services also may be another factor for respondents not utilizing it.

QUESTION 10:

How many hours of intervenor/SSP services do you use each month?

Analysis:

The highest number of Deaf-Blind respondents, at 33%, received 9 hours of Intervenor /SSP services every month. A similar percentage was recorded for the category "Other," which indicated respondents received hours not specified as an option to choose from and typed their responses that ranged from 2 to 160 hours. 11% received 15 hours a month. In contrast, 8% received 30 hours, 6% each received 20 and 40 hours, respectively, while the remaining 3% received 15 hours monthly.

The City of Winnipeg provides tremendous support for Intervenor/SSP services. Some provinces in Canada are unaware that they can receive additional funding for each Deaf-Blind individual. Some Deaf-Blind individuals do not have not-for-profit or charitable support to assist with the costs of such services. People in general struggle to understand the importance of providing such services to ensure the independence and happiness of Deaf-Blind people.

QUESTION 11:

My intervenor/SSP services include: (Multiple choices allowed)

Analysis:

The highest number of Deaf-Blind respondents at 23% used Intervenor/SSP services for their shopping needs, with 21% each for appointments and medical visits, 18% for recreational activities, and 10% for family meetings. Just 7% use one for VRS calls.

QUESTION 12:

Are there assisted services (example, support workers) you use?

- A. Yes
- B. No

Analysis:

A majority of Deaf-Blind respondents, at 87%, use assisted services, while 13% do not use any.

QUESTION 13:

Please describe or explain the other assisted services in the text space:

Analysis:

A total of 11 Deaf-Blind respondents typed in the text responses saying:

- "I use a Deaf Interpreter for board meetings."
- "I need a bold, large print."
- "I use a walking stick, a white cane, and special glasses."
- "My computer and phone are in dark mode."

RESIDENTIAL INFORMATION

QUESTION 14:

Which Canadian province or territory do you live in?

Analysis:

A high number of the 52 Deaf-Blind respondents are from Ontario, Quebec, and British Columbia, with numbers of 19, 17, and 8, respectively. The remaining originated from Alberta, Manitoba, Nova Scotia, and New Brunswick.

In the province of British Columbia, there are many Deaf-Blind. Still, there are insufficient Intervenors/SSPs that would allow them to participate in the survey for Deaf-Blind Video Relay Services. Deaf-Blind are not knowledgeable about VRS, nor do people take the time to explain what it is, so they remain largely ignorant of VRS. Deaf-Blind seniors are not knowledgeable or skilled with technical equipment such as computers, iPads, or iPhones, so they are unable to access VRS without the appropriate support.

QUESTION 15:**Where do you live (metropolitan vs. rural)?****Analysis:**

The highest number of Deaf-Blind respondents, at 62%, originate from metropolitan cities with 50,000 or more people. The result was not surprising considering most Deaf service agencies and job opportunities for Deaf, Deaf-Blind and Hard of hearing are located and usually found in metropolitan areas. 29% live in smaller cities or towns with a population of 2,500 to 50,000 people. 10% are from areas with less than 2,500 people. Major cities are usually toward which DDDHH Canadians gravitate due to access to services provided in these cities and larger community social circles.

QUESTION 16:**Do you live in a:****Analysis:**

Nearly half of Deaf-Blind respondents (42%) live in a house, with 35% in either an apartment or a condo, and 10% were in Government Housing. Ontario and Manitoba offer Deaf-Blind housing, which consists of 2% of respondents, with the remaining 4% living in Group Homes, sharing an apartment or a condo with another Deaf-Blind Senior, or living with their family.

QUESTION 17:**How many Deaf, Deaf-Blind or Hard of Hearing people live at your home?****Analysis:**

The highest number of Deaf-Blind respondents, at 77%, lived by themselves, with 21% living with one more person and just 2% living with three or more persons.

EMPLOYMENT

QUESTION 18:

Do you have a job?

Analysis:

To understand the employment and salary profile of the Deaf-Blind respondents, CDBC.VRS asked employment-related questions and asked respondents if they had a paid job, and 60% did say yes they did, while 40% said no, they did not.

Due to Deaf-Blind's visual limitations, they face significant barriers from employers where they are assumed they're unable to work regular shift hours or do not have adequate education, skills, or experience to perform the job. However, Deaf-Blind individuals have excellent skills due to their tactility, enabling them to learn more quickly than others. However, they easily get worn out physically and mentally from extensive use of their limited vision.

QUESTION 19:

If you do not have a job, what do you do?

Analysis:

Of the 31 Deaf-Blind respondents who responded that they do not have paid work, to understand further, the query specifically asked what they do if they don't have paid work. The highest number of respondents, 42%, stated they were retired. Of the 52 respondents, 21% were 65 years or older, so this made sense. The highest number, at 35%, chose "Other," meaning they were neither students, volunteers, caretakers, parents, or retired. In comparison, 10% were either a parent or a caretaker for their family members, and 6% were students and volunteers.

QUESTION 20:**From where do you get your income?****Multiple choices allowed****Analysis:**

The three most significant sources of income for Deaf-Blind respondents were from social assistance such as disability from the provincial government at 21%, 16% from the Canadian Pension Plan (CPP), and 15% from Old Age Security (OAS). CPP provided a source of income to Deaf-Blind seniors and those who had to stop working due to increased vision limitations and thus were unable to work. Twenty percent (20%) have part-time or full-time employment, 11% chose "Other," 8% received contractual work, and 5% owned their own business. The remaining 4% received their income under the table or from a source not listed as an option from which to choose.

QUESTION 21:**What is your total personal gross income before taxes?****Analysis:**

As for income, over half, at 52%, of the Deaf-Blind respondents earned less than \$25,000, while the next highest group of respondents, at 27%, earned \$25,000 to \$54,999 annually. 19% earned between \$55,000 and \$69,999 while just 2% earned over \$70,000 a year. It can be inferred that those high-income earners likely are those who have worked their entire lives and are now retired, and their vision decreased due to ageing.

PART II: YOU and SRV CANADA VRS

VRS USER EXPERIENCE

QUESTION 22:

Do you use Video Relay Services (VRS)?

Analysis:

A majority of Deaf-Blind respondents, 75%, use VRS if the VRS interpreter meets their visual needs such as signing slow, using dark coloured shirts, and dark coloured Background, preferably black or navy blue. The remaining 25% do not use VRS due to visual inaccessibility, such as the video interpreter not using a dark-coloured background and lack of personal visual customization for full visual access.

QUESTION 23:

Do you want to use Video Relay Services (VRS)?

Analysis:

A majority of Deaf-Blind respondents, 77%, expressed a desire to use VRS. More respondents will use it if their visual accessibility needs are met.

QUESTION 24:

Do you require tactile hand-on-hand communication (Communication Facilitator) between you and the VRS interpreter?

Analysis:

More than half, at 65%, of Deaf-Blind respondents, prefer to be independent in using VRS as some are fearful of using tactical hand-on-hand that will lead to miscommunications due to lack of experience with using VRS.

QUESTION 25:**Does another person currently help you use Video Relay Services (VRS)?****Analysis:**

An overwhelming majority of Deaf-Blind respondents, 79%, indicated they prefer to be independent in using VRS without another person's assistance. They are fearful of asking someone trustworthy who is comfortable using VRS, as the possibility of misunderstandings occurring during the length of the VRS call due to lack of experience in using it.

QUESTION 26:**If you answered yes, who uses VRS for you?****Analysis:**

Of the 16 Deaf-Blind respondents, at 21%, who indicated they have another person to assist with their VRS calls, 44% of respondents had a family member to do it, often a spouse, to interpret via Tactile, with the next largest group of respondents at 38% choosing "Other.". 13% asked a friend while 6% asked their roommate.

QUESTION 27:**How many DDBHH people in your house use VRS?****Analysis:**

The most significant chunk of Deaf-Blind respondents, at 80%, indicated that they were the only DDBHH who used VRS in their household, which is in line with the 77% of respondents who live alone. The remaining 20% stated that another DDBHH in their household used VRS, also in line with the 21% of respondents who lived with someone else.

QUESTION 28:**When did you start using VRS? How many years ago?****Analysis:**

The highest number of Deaf-Blind respondents, at 44%, have been using VRS since its inception in the year of 2016, with the next largest group at 19% using it since 2018, while 14% since 2019 and 12% each for those since 2017 and 2020, respectively.

Deaf-Blind people need to take their time to learn about VRS and feel comfortable seeing clearly on the screen before being confident with using VRS. Thus, the number of registered Deaf-Blind individuals is likely to grow annually.

QUESTION 29:**How often do you use VRS?****Analysis:**

The highest number of Deaf-Blind respondents at 32% seldomly use VRS every month, with 20% rarely using it, 18% do use VRS daily, 16% use it 2 or 3 times a week, while 14% use it 5-6 times a week.

QUESTION 30:**Which device do you often use for the SRV Canada VRS app? Check all that you use.****Analysis:**

Of the six devices that Deaf-Blind respondents used for making VRS calls, the highest two categories totalling 56% at 28% each were PC Windows computers and Apple iPad. Apple iPhone followed at 20%, with 10% each for Mac computers and Android smartphones. Android or Windows Tablets were the least used devices. This result is not surprising, considering the smartphones are too small for the Deaf-Blind and wouldn't be comfortable for their reading. Computers and iPads are better able to enlarge text.

VRS SERVICE EXPERIENCE

QUESTION 31:

Do you feel Canada VRS improved your life since you used the service?

Analysis:

A large percentage, at 39%, of Deaf-Blind respondents, strongly agreed that VRS had improved their lives since using the service, while 37% agreed, 13% were undecided, and 11% either disagreed or strongly disagreed.

QUESTION 32:

Explain how your experience with the service has changed or remained the same since you began using it:

- a. I prefer to be interviewed to give my answer in ASL or LSQ
- b. Add text comments in [text box]

QUESTION 32 TEXT RESPONSES:

- "I like using my first language, ASL, to communicate."
- "The VRS enables me to shop online, order prescriptions, and make appointments more easily."
- "It kept me connected to medical professionals."
- "The biggest difference is the ability for hearing callers to call me personally via ASL/English interpreter."
- "Family and friends are happier to have smooth conversations with no barriers."
- "I could call for and have access to services that I need."
- "It improved my skills since I began to use it as I am Deaf-Blind."
- "I can now make calls independently without having to set up my schedule to match with an untrained hearing family member with limited ASL skills who may or may not know what I want out of the call."
- "I find USA VRS more accessible than Canada VRS. If Canada VRS improves to be more like it, it will be better. Right now, hearing people cannot phone Deaf people on the VRS and can only leave messages. That means Deaf people are in charge of making calls which at times can be challenging to reach hearing people in the government, a business, or a doctor's office simply because they could not get a hold of me. There is no ring signal on the phone to tell me someone is calling me via VRS. Compared to the USA, I could receive calls from hearing people, but why not with Canada VRS? There is much improvement needed in Canada VRS."

TEXT ANALYSIS: What is Common? What is different? What stands out?

Deaf-Blind respondents commented that SRV Canada VRS gave them greater independence where they could easily make calls in their first language, ASL. Respondents can shop online, order prescriptions, make appointments more quickly, access the services they need, not have to set up their schedule with an untrained hearing family member with limited ASL skills for calls, and have barrier-free conversations with family and friends. Their most significant frustration is the inability to receive calls from hearing people via VRS and no ringing signal to alert them of an incoming call on the App.

QUESTION 33:

Have you used VRS 9-1-1 (for emergency calls)?

Analysis:

A majority, at 73%, of Deaf-Blind respondents, have not used VRS 9-1-1.

QUESTION 34:

What has your experience been with VRS 9-1-1?

Analysis:

62% of Deaf-Blind respondents thought their experience with VRS 9-1-1 was Good (4 stars), with 23% expressing it was Fine (3 stars), and 8% each it was Awful (1 star) and Excellent (5 stars). None had chosen Poor (2 stars).

QUESTION 35:

Please describe your experience with VRS 9-1-1.

TEXT RESPONSES:

- "It was my first and, so far, my only VRS 9-1-1 call. The interpreter stayed on the line until we connected to the BC Ambulance dispatcher, where I gave my cell phone number to text me when the ambulance arrived. The BC dispatcher stayed with me so I could sign off with the VRS operator and connect with our Medical Interpreting Service line."

- "When I badly broke my ankle, I had to call VRS 9-1-1, but VRS had to transfer me four times to the right one, which took 30 minutes while I was in really awful pain!"
- I've used VRS 9-1-1 twice. The first time there was a slow connection to EMT and confusion about my exact location. The second time was extremely frustrating due to the interpreter not communicating clearly."
- "It was a good experience, and the police showed up at my doorstep after I had called them."

TEXT ANALYSIS:

There is a mixture of positive and negative experiences with VRS 9-1-1. One respondent said they were connected with SRV Canada VRS until they gave the BC dispatcher their cell phone number to text and remained in touch until the ambulance arrived, where they connected with the Medical Interpreting Service line. On the other hand, another respondent was frustrated with the numerous transfers within SRV Canada VRS that took 30 minutes while in extreme pain. Another respondent shared a positive experience where the police showed up at their doorstep, while another respondent expressed confusion about their exact location.

VRS CUSTOMER SUPPORT

QUESTION 36:

Do you know where to find Customer Support 9050 on the App?

Table Description:

A table with four rows and two columns. The top row has the text: "**Q36: You know where to find Customer Support 9050 on the App?**" in the left column and "**Total**" in the right column. The next two rows in the left column consist of answers to choose from, and the total for each answer in the right column; "Yes" is "28" and "No" is "20". The last row has the text "**Total**" in the left column and "48" in the right column.

Analysis:

More than half, at 58%, of Deaf-Blind respondents, said that they know where to call Customer Support 9050 on the App, while 52% are uncertain how.

QUESTION 37:

Have you used Customer Support before?

Analysis:

More than half, at 55%, of Deaf-Blind respondents, have used Customer Support before, while 45% have never used it. Many of these respondents were unaware of this support, nor had they received training to learn about it.

QUESTION 38:

Please rate the SRV Canada VRS 9050 Customer Service

Analysis:

70% of Deaf-Blind respondents were satisfied with their experience with SRV Canada VRS 9050 Customer Service giving a rating of Good (4 stars) and Fine (3 stars) at 35% each. 17% said the service was Poor (2 stars), and 13% thought it was Excellent (5 stars), while none chose Awful (1 star).

QUESTION 39:

Do you wish there was in-person, one-on-one tech support for setup and tech issues?

Analysis:

A majority, at 64%, of Deaf-Blind respondents wished there was in-person one-on-one tech support for setup and tech issues, with 23% being uncertain if they wanted it while 13% did not want it. Deaf-Blind individuals want in-person support for their visual accessibility needs.

VRS ACCESSIBILITY

1. Video Interpreters

QUESTION 40:

The current standard for the background colour behind the video interpreters is cobalt blue. Do you find it satisfactory?

Analysis:

A majority, at 63%, of Deaf-Blind respondents, agreed that the standard background colour behind the video interpreters is cobalt blue. In comparison, 37% disagreed as it may not meet their visual accessibility needs.

QUESTION 41:

Choose if you think the video interpreter's clothing, such as the shirt colour and style, is currently comfortable to see?

Analysis:

Almost half, at 49%, of Deaf-Blind respondents, thought that the video interpreter's clothing is currently comfortable to see, 27% thought it was sometimes comfortable, and 22% stated it was always comfortable. A tiny percentage thought it was rarely comfortable.

QUESTION 42:

Do you have any comments about the colours and styles of the shirts the video interpreters wear?

Analysis:

Most of the Deaf-Blind respondents, at 59%, commented on the colours and styles of the shirts the video interpreters wore.

The comments included:

- Dark tops to improve vision and be able to focus better on hands
 - contrast with appropriate lightning
- Shirts to be plain without any visual distractions on it
- Reduce visual distractions such as:
 - Jewellery and long nails
 - V-necks, tank tops, and scoops

QUESTION 43:

Do you want interpreters to have different colour shirts or tops available so you can see them better?

Analysis:

44% of Deaf-Blind respondents expressed a desire for the video interpreters to have different coloured shirts or tops available for their visual accessibility needs, while 37% thought it was unnecessary. Surprisingly, 19% choose the "Other" option.

There are a variety of degrees of Deaf-Blindness, so individual visual accessibility needs vary. They require personal preference to be able to see the video interpreters clearly and comfortably and reduce eye strain or blurriness.

QUESTION 44:

Do you need interpreters to change their signing so you can see them better (speed up/slow down or sign in a smaller space)? Can choose more than one.

Analysis:

Over half, at 55%, of Deaf-Blind respondents, need the video interpreters to change their signing for their visual accessibility needs while 21% did not require anything to change.

24% of respondents provided some comments, including:

- the need for ASL/LSQ to be soft, natural, and calm
- always informing the interpreter that they are Deaf-Blind
- speeding up or slowing down as needed to be able to follow
- signing in a smaller space to be able to follow

QUESTION 45:

Should interpreters be required to have the training to help them understand Deaf-Blind needs?

Analysis:

Almost all, at 96%, Deaf-Blind respondents stated that video interpreters should be required to have the training to assist them in understanding Deaf-Blind's needs to minimize hurt feelings and prevent problems from arising.

2. Technical

QUESTION 46:

Is it hard to find or use some features or menu items in the VRS App? Example, Contact List, Video Mail messages, DialPad, 9-1-1 button.

Analysis:

A majority, at 71%, of Deaf-Blind respondents, found some features or menu items in the VRS app easily, while 29% expressed frustration that the App is not user-friendly.

QUESTION 47:

Are the VRS App screen and text size and background colours easy for you to see?

Analysis:

At least half, at 56%, of Deaf-Blind respondents found the VRS App screen, text size, and background colours easy to see, while 44% did not and wanted the ability to change font size and background colours for their visual accessibility needs.

QUESTION 48:

Should the VRS app be able to adjust text size/colour and background colour?

Analysis:

Almost all, at 93%, of Deaf-Blind respondents expressed a desire for the ability to adjust the text size and colour as well as the background colour in the VRS app. This would meet their visual accessibility needs.

3. VRS app chat box

QUESTION 49:

Do you want choices to change the chat box text size, text colour, and background colour so it's easier to see?

Analysis:

Almost all, at 93%, of Deaf-Blind respondents wanted the choice to change the chat box text size, text colour, and background colour. This would meet their visual accessibility needs.

QUESTION 50:

Do you want to be able to read the chat box using a Braille display? (This could be now or in the future if needed).

Analysis:

A majority, at 77%, of Deaf-Blind respondents are interested in being able to read the chat box using a Braille display, should there be an emerging technology that permits them to do that.

OTHER COMMENTS

QUESTION 51:

**What other change would you like to see in the VRS app for your accessibility?
(please type in the text box)**

TEXT RESPONSES:

- "I think the VRS app needs to have customized screen brightness, font size, and size display on the computer for the ASL user."
- "I want Deaf-Blind people to be consulted and provide feedback when the app is being developed and changed to make it more accessible."
- "Different colour background options and being able to have a high contrast option if needed. Also, ASK Deaf-Blind for their design choice in future changes."
- "(We) need low-cost data to use VRS outside if in an emergency or need to call a taxi or something very important."
- "2 things: Develop technology with a big screen touch screen on television, and the ability to have tactile sign language with touch and feel sign language or two hand manual. Thank you."
- "VRS should be accessible for people who are profoundly blind."
- "I want to change my font size and own colour."
- "I have no hearing and sight and need to read Braille in the chat box. All the questions are for people who still have partial sight. I feel left out of relay services. I would like every interpreter to know how to note-take. I need to type, voice, and sign depending on the situation."
- "The font is too small, so I need a larger font size. I prefer dark mode, not full white Background as it is easier on my eyes, and white is too bright for me."
- "Allow beta testers to pay to test before launching new products for the VRS app."
- "I am Deaf-Blind, so I would like to see braille in the future for my accessibility needs."
- "A switch or button indicates to the interpreter that a user has low vision or is using an SSP."
- "I don't use braille, so I said no, but I feel that it is important for others who use braille to have access to BRS by having VRS chat in Braille."
- "Maybe have a connection to a big screen or TV for some Deaf-Blind because the iPhone or iPad might be small for some Deaf-Blind to be able to see. It'll be nice to connect with a Deaf-Blind friend in the USA."
- "Some video features are not fully accessible for Deaf-Blind like with FaceTime or Skype as some Deaf-Blind will use videophones to connect to a big TV. It will be nice to connect with them with the larger screens."

- "There must be good light on the VR interpreter with black top clothing and black background."
- "Yes, I can see the background black, but I'd like half for VRS and half for me to see than a big and small iPhone. That is one problem, it is too small. Thank you."

QUESTION 52:

Are there any more concerns or comments that you have and want to share with us or the Canadian Radio-television and Telecommunications Commission (CRTC)? (please type in the text box, write on the lines or the back of the last page of this survey)

TEXT RESPONSES:

- "Prioritise connecting the ASL interpreter for employment interviews and other good reasons. This is important because of the current reality of the virtual world as a result of COVID-19. This means it is necessary for virtual meetings and employment interviews."
- "I have not used VRS 9-1-1 and we need SRV Canada VRS to be more accessible for Deaf-Blind people now."
- "Please listen to every Deaf-Blind individual when they are frustrated or have made a complaint. Please focus on the Deaf-Blind community FIRST because we are ALWAYS last to get information. Please let Deaf-Blind be FIRST and Deaf people LATER. Thank you for taking this into consideration."
- "I would say that the CAV board should include Deaf-Blind representatives from both the ASL and the LSQ communities. Community liaisons in each province should be trained to work with diverse Deaf, Deaf-Blind and signing hard-of-hearing persons and their agencies and organizations. CRTC MUST be fully accessible as well - mandating all communications - especially written attachments to be in both Word and PDF."
- "Thank you for doing this survey. Good job to all!"
- "I would like to request that all TVs, IPTV boxes, and PVRs must have closed captioned text sizes customized up to 500% or XL, 2XL, 3XL, 4XL, and 5XL, etc. up to 500%. The bigger text sizes of CC are necessary for Deaf with low vision, Ushers, and Deaf seniors for better visual accessibility. Do it NOW!"
- "Please, for Deaf-Blind, can VRS? I want that goal and the same iPhone phone for Samsung. Same thing, half for VRS and half for me; who sees sign ASL like that? Thanks."
- "CRTC... LISTEN to what Deaf-Blind people need. Reduce the monthly price by 90% because the technical equipment is costly and they struggle to get. Deaf-Blind have a hard time receiving accessible services they need, such as calling their doctor or family for an emergency, etc. Why do we, Deaf-Blind, have to pay

for voice on our cell phones? We NEVER use the voice plan and do not let any hearing people use our cell phones to make calls. No way!"

- "The questions in this survey were not geared toward people who are blind. Any responses would be appreciated."
- "I want to see CAV change and improve its visual accessibility for Deaf-Blind."
- "I don't know how VRS interpreters are, but I know in the regular relay, operators are bilingual. I am fine with this, but many do not write English well or are slow typers in practice. I have to deal with both the caller and the operator. It should be transparent. I should not notice I am using a relay or VRS. I don't know if this is a problem with VRS, but I wonder if people more fluent in LSQ but considered bilingual may misunderstand my ASL. I don't know a word of LSQ. French isn't a problem since I can read and understand it if the operator uses a wrong word in English, but if the interpreter used the wrong word for my ASL sign because of confusion with LSQ, that could be a problem because I would be unaware of that."
- "After I told the operator that I'm Deaf-Blind, she signed more clearly for me by taking her time in using ASL. I'm very happy with their service."
- "Please make SRV Canada VRS more accessible for Deaf-Blind. I want to be able to use it. The font is too small, and I don't have the option to switch to dark mode. I cannot use VRS. Thank you."

From Person #1:

- Limited hours - "Customer Support 9050 hours are limited as it is based on Eastern Standard Time. I would like to see this improve by setting up 9050 tech support in every province so that we don't need to worry about the limited hours. It would be nice to have tech support 12 hours per day in every province."
- Connect to a bigger TV - "VRS to connect with a bigger TV or to be able to connect with another Deaf-Blind person who uses a videophone which is accessible to them in the USA because FaceTime and other video features seem inaccessible for them unless they have access to a big screen TV."
- Visual accessibility - "Ability to customize in the VRS app like dark and bright mode as well as changing text size and colours so the Deaf-Blind person can have the choice that is comfortable based on their vision."
- Ringing alert - "For hearing people be able to connect with Deaf people without the Deaf person missing the call from hearing people. I did inform 9050 about this and requested them to fix the VRS app for people to call me, but it seems like they cannot do anything or fix this problem. FaceTime, Facebook, and Skype all have a ringtone that lets me know someone is trying to reach me, but why not VRS?"
- Improvement - "If VRS improves, then I will use VRS more."

- Braille - "It will be great to have Braille connected to VRS for those who are Braille users."
- Disconnection - "The waiting time with VRS needs to improve, and sometimes the phone gets cut off, so I have to reconnect again as the VRS interpreter cannot reach me if we get disconnected. That means I will have to start all over again, which is very annoying because there is only one way to connect with VRS, and that is me, and there is no ring signal when someone tries to reach me on VRS."
- Interpreter transferring - "When there is an interpreter I like, I find myself furious when interpreters are changed in the middle of a chat, for example, chatting with someone at the bank for hours, and such transfer can have a negative impact. The phone call has disconnected, which means I have to go through everything again and have wasted my hours or found the Background a bit blurry, and I'm stuck with it as I don't want to keep changing interpreters while in the middle of chatting."
- Interpreter - "Some interpreters sign very clearly while some are okay or will require to repeat what was being said and check for clarity."
- Customer support - "Background needs to be improved to be darker. It will be nice if they have shirts they can change upon a Deaf-Blind person's request to make it more visually accessible."
- Light and background - "Light and Background might be a challenge for some Deaf-Blind to use the VRS. I sometimes will request a transfer to another interpreter due to poor lighting and Background."

From Person #2:

- Low cost - "I am Deaf with one legal blind eye. I need low-cost data like 10GB or 30GB on outside LTE or G for an emergency or other important reasons to be able to use VRS. I cannot use VRS outside of my home because having data is too expensive, or I run out of GB too fast. Also, sometimes there is very weak Wi-Fi when I access it outside of my home."
- Visual accessibility - "I really prefer black or dark blue backgrounds when using VRS. Some video interpreters use a V-neck shirt, which is inaccessible to me. I want my choice of colours and font sizes in the VRS app. I don't use my iPhone much for VRS because it is too small to see VRS and the text on its App. My iPad is better, but the VRS app needs to improve with its choices of font size and colours."
- Interpreters - "I feel that VRS needs to hire interpreters who have experience working with Deaf-Blind people like me. Too many times, I see VRS interpreters who don't understand or have experience with Deaf-Blind people. They either sign ASL too fast, or the text on my iPad or iPhone is too small. Sometimes they don't understand that I need them to use a paper to write bigger in a larger font using a black marker."

QUESTION 53:

I would prefer an interview to give my comments or concerns in ASL or LSQ.

Please contact me: [enter your name and E-mail]

A total of 16 Deaf-Blind respondents gave their comments or concerns in ASL or LSQ, nine (9) were in ASL, and seven (7) were in LSQ.

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