Survey Analysis Report
PART II

APPENDIX E

TEXT WITH DESCRIPTIONS

CDBC.VRS Survey Results

Prepared for
TNC CRTC 2021-102

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CDBC.VRS Survey Analysis in Text with Descriptions

This section of the Appendix includes all information without any 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 form a mental picture of the tables and illustrations. 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.

Table Description:
A table with four rows and two columns. The top row has the text: **"Q1: 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. Answering this with "Yes," will allow you to continue, or if answering "No," you will be bumped out of the survey."** in the left column and **"Total"** in the right column. The next two rows in the left column consist of two possible answers to choose from, and the total for each answer is in the right column; "Yes" is "55" while "No" is "0". The last row has the text **"Total"** in the left column and "55" in the right column.

Chart Description:
The pie chart is entirely purple with a shadow on the left side and a white text "100%" in the centre. Beside the chart is a Legend (reference) with two (2) coloured dots; purple is "Yes" and blue is "No."

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?

Table Description:
A table with eight rows and two columns. The top row has the text: **"Q2: How do you socially self-identify?"** in the left column and **"Total"** in the right column. The next six rows in the left column consist of six possible answers to choose from, and the total for each answer in the right column; "Culturally Deaf" is "9," "Deaf-Blind" is "35," "Hard of Hearing" is "10," "Oral Deaf" is "0," "Late-Deafened" is "1," and "Other" is "7" from what people typed out in a text box. The last row has the text **"Total"** in the left column and "62" in the right column.

Chart Description:
The pie chart is split into five (5) sections with either white or black text in the centre; purple is "15%," blue is "56%," Yellow is "16%," grey is "2%," orange is "11%".

Next to the chart is a Legend (reference) with six (6) coloured dots with a text beside them; purple is "Culturally Deaf," blue is "Deaf-Blind," yellow is "Hard of Hearing," green is "Oral Deaf," grey is "Late-deafened" and orange is "Other," from what people typed in a text box.

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, there may have been some individuals who chose more than one- self-identity, which resulted in a total of 62 respondents.

Deaf-Blindness has a varying range of degrees in hearing and vision where no two individuals have the same levels. 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?

Table Description:
A table with eight rows and two columns. The top row has the text: **"Q3: How do you describe yourself as related to vision?"** in the left column and **"Total"** in the right column. The next six rows in the left column consist of answers to choose from, and the total for each answer in the right column; "Deaf-blind" is "14," "Blind" is "3," "Low vision" is "4," "Ushers" is "23," "Some vision problems" is "3," and "Other" is "5" from what people typed out in a text box. The last row has the text **"Total"** in the left column and "52" in the right column.

Chart Description:
The pie chart is split into six sections with either white or black text in the centre; purple is "27%," blue is "6%," yellow is "8%," green is "44%," grey is "6%," and orange is "10%".

Beside the chart is a Legend (reference) with six coloured dots with a text beside them; purple is "Deaf-Blind," blue is "Blind," yellow is "Low Vision," green is "Ushers," grey is "Some vision problems," and orange is "Other" from what people typed out in a text box.

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 considered "fully blind."

QUESTION 4:

How old are you?

Table Description:
A table with nine rows and two columns. The top row has the text: **"Q4: How old are you?"** in the left column and **"Total"** in the right column. The following seven rows in the left column consist of answers to choose from, and the total for each answer in the right column; "18 to 24 years" is "2," "25-34 years" is "3," "35 to 44 years" is "8," "45 to 54 years" is "11," "55 to 64 years" is "17," "65 years or older" is "11," and "I prefer not to say" is "0". The last row has the text **"Total"** in the left column and "52" in the right column.

Chart Description:
A pie chart is split into six sections with either white or black text in the centre; purple is "4%," blue is "6%," yellow is "15%," green is "21%," grey is "33%," and orange is "21%".

Beside the chart is a Legend (reference) with seven coloured dots with a text beside them; purple is "18-24 years," blue is "25-34 years," yellow is "35-44 years," green is "45-54 years," grey is "55-64 years," orange is "65 years or older" from what people typed out in a text box, and purple is "I prefer not to say."

Analysis:
To build the profile of Deaf-Blind survey respondents, we wanted to build a profile of the age range of respondents. The most extensive 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?

Table Description:
A table with six rows and two columns. The top row has the text: **"Q5: What is your gender?"** in the left column and **"Total"** in the right column. The next four rows in the left column consist of answers to choose from, and the total for each answer in the right column; "Female" is "31," "Male" is "21," "Non-binary" is "0," and "I prefer not to say" is "0". The last row has the text **"Total"** in the left column and "52" in the right column.

Chart Description:
The pie chart is split into two sections with either white or black text in the centre; purple is "60%," and orange is "40%". Beside the chart is a Legend (reference) with four coloured dots with a text beside them; purple is "Female," orange is "Male," yellow is "Non-binary," and green is "I prefer not to say."

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 gender they are. The result of this question was that 60% identified themselves as female, 40% as Male, and none identified as non-binary.

COMMUNICATION

QUESTION 6:

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

Table Description:
A table with seven (7) rows and two (2) columns. The Top row has the text: **"Q6: Which languages do you use? Can choose two or more options."** in the left column and **"Total"** in the right column. The following five rows in the left column consist of answers to choose from, and the total for each answer in the right column; "ASL" is "47," "LSQ" is "5," "English" is "30," "French" is "4," and "Other written or sign languages (please type in box)" is "5". The last row has the text **"Total"** in the left column and "91" in the right column.

Chart Description:
The pie chart is split into five sections with either white or black text in the centre; purple is "52%," blue is "5%," orange is "33%," green is "4%," and grey is "5%".

On the side of the chart is a Legend (reference) with five coloured dots with text beside them; purple is "ASL," blue is "LSQ," orange is "English," green is "French," and grey is "Other written or sign languages" from what people typed out in a text box.

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:

Table Description: A table with ten rows and two columns. The top row has the text: **"Q7: Which primary ways of communication do you use? (Can choose more than one)"** in the left column and **"Total"** in the right column. The next eight rows in the left column consist of the list of answers. The total for each answer is in the right column: "ASL" is "43," "LSQ" is "4," "Tactile ASL or Tactile LSQ (hand on hand communication)" is "18," "Protactile" is "10," "Two hand manual" is "5," "Braille" is "7," "Voice" is "10," and "Other (please type in text box)" is "4". The last row has the text **"Total"** in the left column and "101" in the right column.

Chart Description: The pie chart is split into eight (8) sections with either white or black text in the centre; purple is "43%," blue is "4%," yellow is "18%," green is "10%," grey is "5%, "orange is "7%," purple is "10%," and blue is "4%".

Beside the chart is a Legend (reference) with eight (8) coloured dots with a text beside them; purple is "ASL," blue is "LSQ," yellow is "Tactile ASL or Tactile LSQ (hand on hand communication)," green is "Protactile," grey is "Two hand manual," orange is "Braille," purple is "Voice." Blue is "Other" from what people typed in a text box.

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 may use the Two-hand Manual.

QUESTION 8:

Do you use Deaf Interpreters for communication?

Table Description: A table with four rows and two columns. The top row has the text: **"Q8: Do you use Deaf Interpreters for communication?"** in the left column and **"Total"** in the right column. The next two (2) rows in the left column consist of answers to choose from, and the total for each answer in the right column; "Yes" is "30" and "No" is "22". The last row has the text **"Total"** in the left column and "52" in the right column.

Chart Description: The pie chart is split into two (2) sections with either white or black text in the centre; purple is "58%," and orange is "42%". Beside the chart is a Legend (reference) with two coloured dots with text beside them; purple is "Yes" and orange is "No."

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

QUESTION 9:

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

Table: Description:
A table with four rows and two columns. The top row has the text: **"Q9: Do you use intervenors/support service providers (SSP) for communication?"** 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 "36" and "No" is "16". The last row has the text **"Total"** in the left column and "52" in the right column.

Chart Description:
The pie chart is split into two sections with either white or black text in the centre; purple is "69%" and orange is "31%". Beside the chart is a Legend (reference) with two coloured dots with a text beside them; purple is "Yes" and orange is "No."

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 them.

QUESTION 10:

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

Table Description: A table with nine rows and two columns. The top row has the text: **"Q10: How many hours of intervenor/SSP services do you use each month?"** in the left column and **"Total"** in the right column.

The following seven rows in the left column consist of answers to choose from, and the total for each answer in the right column; "0 hour" is "4," "9 hours" is "12," and "15 hours" is "1," "20 hours" is "2," "30 hours" is "3," "40 hours" is "2," and "Other number of hours (please specify the number of hours)" is "12". The last row has the text **"Total"** in the left column and "36" in the right column.

Chart Description:
The pie chart is split into (7) sections with either white or black text in the centre; yellow is "11%," blue is "33%," yellow is "15%," green is "6%," grey is "8%, "orange is "6%," and purple is "33%".

Beside the chart is a Legend (reference) with seven (7) coloured dots with text beside them; yellow is "0 hours," blue is "9 hours," yellow is "15 hours," green is "20 hours," grey is "30 hours," orange is "40 hours," and purple is "Other number of hours" from what people typed out in a text box.

Analysis:

The number of Deaf-Blind respondents who received 9 hours of Intervenor/SSP services every month was 33%. A similar percentage category, "Other," 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

Table Description:
A table with eight rows and two columns. The top row has the text: **"Q11: My intervenor/SSP services include: [multiple choices allowed]"** in the left column and **"Total"** in the right column. The next six rows in the left column list the choices of answers. The right column shows the total for each answer; "Shopping" is "28," "Medical visits" is "26," "Appointments" is "26," "Family meetings" is "12," "Recreational activities (play sports or exercise)" is "22," and "Canada Video Relay Service calls" is "9". The last row has the text **"Total"** in the left column and "123" in the right column.

Chart Description:
The pie chart is split into six (6) sections with either white or black text in the centre; purple is "23%," blue is "21%," yellow is "21%," green is "10%," grey is "18%," and orange is "7%".

Beside the chart is a Legend (reference) with Six (6) coloured dots with a text beside them; purple is "Shopping," blue is "Medical visits," yellow is "Appointments," green is "Family meetings," grey is "Recreational activities (play sports or exercise)." Orange is "Canada Video Relay Service calls."

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

Table description:

A table with four rows and two columns. The top row has the text: **"Q12: Are there any other assisted services (example, support workers) you use?"** 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 "7" and "No" is "45". The last row has the text **"Total"** in the left column and "52" in the right column.

Chart description:

The pie chart is split into two (2) sections with either white or black text in the centre; purple is "87%" and orange is "13%". Beside the chart is a Legend (reference) with two coloured dots with a text beside them; purple is "Yes" and orange is "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?

Table Description:

A table with fifteen rows and two columns. The top row has the text: **"Q14: Which Canadian province or territory do you live in?"** in the left column and **"Total"** in the right column. The next thirteen rows in the left column list the choices of answers. The totals for each answer in the right column; "Ontario" is "19," "Quebec" is "17," "British Columbia" is "8," "Alberta" is "3," "Manitoba" is "3," "Nova Scotia" is "1," "New Brunswick" is "1," "Saskatchewan" is "0," "Prince Edward Island" is "0," "Newfoundland and Labrador" is "0," "Nunavut" is "0," "Northwest Territories (NWT)" is "0," and "Yukon" is "0". The last row has the text **"Total"** in the left column and "52" in the right column.

Chart Description:

The bar chart consists of 7 bars that are ranked horizontally from highest number to lowest number with numbers in white at the right edge of each bar; blue is "19," green is "17," grey is "8," orange is "3," red is "3," pink is "1," blue is "1". The rest of the options have no horizontal bar across, which means there were Zero respondents from Saskatchewan, Prince Edward Island, Newfoundland and Labrador, Nunavut, Northwest Territories (NWT) or Yukon.

Beside the chart is a Legend (reference) with 13 coloured squares with a text beside them; sky blue is "Ontario," green is "Quebec," grey is "British Columbia," orange is "Alberta," red is "Manitoba," Fuschia pink is "Nova Scotia," blue is "New Brunswick." Green is "Saskatchewan," grey is "Prince Edward Island," orange is "Newfoundland and Labrador," red is "Nunavut," pink is "Northwest Territories," and blue for Yukon.

Analysis:

A high number of the 52 Deaf-Blind respondents are from Ontario, Quebec, and British Columbia, showing 19, 17, and 8 individuals, 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 it, 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)?

Table Description:

A table with seven rows and two columns. The top row has the text: **"Q15: Where do you live (metropolitan vs. rural)?"** in the left column and **"Total"** in the right column. The next five rows in the left column consist of answers to choose from, and the total for each answer in the right column; "Large city (50,000 or more people)" is "32," "Medium City (between 2,500 - 50,000 people)" is "15," "Small city/town (between 1,000 - 2,500)" is "3," "Rural area more than 25km away from a city (fewer than 1,000 people)" is "0," and "Isolated area (fewer people, no transportation)" is "2". The last row has the text **"Total"** in the left column and "52" in the right column.

Chart Description:

The pie chart is split into four (4) sections with either white or black text in the centre; purple is "62%," blue is "29%," yellow is "6%," and grey is "4%".

Beside the chart is a Legend (reference) with five coloured dots with text beside them; purple is "Large city (50,000 or more people)," blue is "Medium city (between 2,500 - 50,000 people)," yellow is "Small city/town (between 1,000 - 2,500 people)," green is "Rural area more than 25 km away from a city (fewer than 1,000 people)." Grey is an "Isolated area (fewer people, no transportation)."

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. 10% are from areas with less than 2,500 people. Major cities are usually where DDDHH Canadians gravitate toward due to accessible services provided in these cities and larger community social circles.

QUESTION 16:

Do you live in a:

Table Description:

A table with eight rows and two columns. The top row has the text: **"Q16: Do you live in a:"** in the left column and **"Total"** in the right column. The next six rows in the left column consist of answers to choose from, and the total for each answer in the right column; "House" is "22," "Apartment or Condo" is "18," "Government Housing" is "5," "Deaf-Blind Housing" is "1," "Shared housing (group home, seniors)" is "2," and "Other (please type in text box)" is "4". The last row has the text **"Total"** in the left column and "52" in the right column.

Chart Description:

The pie chart is split into six (6) sections with either white or black text in the centre; purple is "42%," blue is "35%," yellow is "10%," green is "2%," grey is "4%," and orange is "8%".

Beside the chart is a Legend (reference) with six coloured dots with a text beside them; purple is "House," blue is "Apartment or Condo," yellow is "Government Housing," green is "Deaf-Blind Housing," grey is "Shared housing (group home, seniors)." Orange is "Other" from what people typed in a text box.

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 in your home?

Table Description:

A table with six rows and two columns. The top row has the text: **"Q17: How many Deaf, Deaf-Blind or Hard of Hearing people live at your home?"** in the left column and **"Total"** in the right column. The next four rows in the left column consist of answers to choose from, and the total for each answer in the right column; "Only me" is "40," "I and one more person" is "11," "Me and 2 more people" is "0," and "Me and 3+ more people" is "1". The last row has the text **"Total"** in the left column and "52" in the right column.

Chart Description:
The pie chart is split into three sections with either white or black text in the centre; purple is "77%," blue is "21%," and green is "2%".

Beside the chart is a Legend (reference) with four (4) coloured dots with a text beside them; purple is "Only me," blue is "Me and 1 more person," yellow is "Me and 2 more people," and green is "Me and 3+ more people".

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?

Table Description:
A table with four rows and two columns. The top row has the text: **"Q18: Do you have a job?"** 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 "21" and "No" is "31". The last row has the text **"Total"** in the left column and "52" in the right column.

Chart Description:
The pie chart is split into two sections with either white or black text in the centre; purple is "40%" and orange is "60%". Beside the chart is a Legend (reference) with two coloured dots with a text beside them; purple is "Yes" and orange is "No."

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 the visual limitations of Deaf-Blind people, 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 people have excellent skills due to their tactility, enabling them to learn more quickly than others. 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?

Table Description:

A table with seven rows and two columns. The top row has the text: **"Q19: If you do not have a job, what do you do?"** in the left column and **"Total"** in the right column. The next five rows in the left column consist of answers to choose from, and the total for each answer in the right column; "Student" is "2," "Volunteer" is "2," "Parent or Caretaker for family members (senior or young children)" is "3," "Retired" is "13," and "Other (please type in box:)" is "11". The last row has the text **"Total"** in the left column and "31" in the right column.

Chart Description:

The pie chart is split into five sections with either white or black text in the centre; purple is "6%," orange is "6%," blue is "10%," green is "42%," and grey is "35%".

Next to the chart is a Legend (reference) showing five (5) coloured dots with text beside them. Purple is "Student," orange is "Volunteer," and blue is "Parent or Caretaker for family members (senior or young children)." Green is "Retired," and grey is "Other" from what people typed in a text box.

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 older, which made sense. The next 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

Table Description:
A table with twelve rows and two columns. The top row has the text: **"Q20: From where do you get your income? [multiple choices allowed]"** in the left column and **"Total"** in the right column. The next ten rows in the left column list the choices of answers. The totals for each answer are in the right column. "Part-time or Full-time work" is "17," "Contracts/Freelance work" is "7," "Self-employed/ entrepreneur (own business)" is "4," "Under the table work" is "1," "Government Disability or Social Assistance (PWD)" is "18," "Employment Insurance is" is "0," "Canada Pension Plan (CPP)" is "14," "Old Age Security (OAS)" is "13," "None of above)" is "3," and "Other (please type-in text)" is "10". The last row has the text **"Total"** in the left column and "87" in the right column.

Chart Description:
The pie chart is split into nine (9) sections with either white or black text in the centre; purple is "20%," blue is "8%," yellow is "5%," grey is "1%," green is "21%," purple is "16%," orange is "15%," blue is "3%," and grey is "11%".

Beside the chart is a Legend (reference) with ten (10) coloured dots with text beside them. Purple is "Part-time or Full-time work," blue is "Contracts/Freelance work," yellow is "Self-employment/entrepreneur (own business)," grey is "Under the table work," green is "Government Disability or Social Assistance (PWD)," orange is "Employment Insurance (EI)," purple is "Canada Pension Plan (CPP). Orange is also "Old Age Security (OAS), blue is "None of above," and grey is "Other" from what people typed out in a text box.

Analysis:
The three largest 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. 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.

QUESTION 21:

What is your total personal gross income before taxes?

Table Description:

A table with nine rows and two columns. The top row has the text: **"Q21: What is your total personal gross income, before taxes?"** in the left column and **"Total"** in the right column. The next seven rows in the left column consist of answers to choose from, and the total for each answer in the right column; "Less than $24,999" is "27," "$25,000 - $34,999" is "7," "35,000 - $44,999" is "2," "$45,000 - $54,999" is "1," "$55,000 - $69,999" is "0," "$70,000 or more" is "1," "I prefer not to provide information" is "14". The last row has the text **"Total"** in the left column and "52" in the right column.

Chart Description:

The pie chart is split into six (6) sections with either white or black text in the centre; purple is "52%," blue is "13%," yellow is "4%," green is "2%," orange is "2%," and grey is "27%".

Beside the chart is a Legend (reference) with seven (7) coloured dots with a text beside them; purple is "Less than $24,999," blue is "$25,000 - $34,999," yellow is "$35,000 - $44,999," green is "$45,000 - $54,999," grey is "$55,000 - $69,999," orange is "$70,000 or more," grey is "I prefer not to provide information".

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 $55,000 to $69,999 annually. 19% earned between $25,000 and $54,999 while just 2% earned over $70,000 a year. It can be inferred that those high-income earners have worked their entire lives, 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)?

Table Description:
A table with four rows and two columns. The top row has the text: **"Q22: Do you use Video Relay Services (VRS)?"** in the left column and **"Total"** in the right column. The next two rows in the left column have the list of answer choices. The total for each answer in the right column; "Yes" is "39" and "No" is "13". The last row has the text **"Total"** in the left column and "52" in the right column.

Chart Description:
The pie chart is split into two sections with either white or black text in the centre; purple is "75%" and orange is "25%". Beside the chart is a Legend (reference) with two coloured dots with a text beside them; purple is "Yes" and orange is "No."

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 video interpreters 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)?

Table Description:
A table with four rows and two columns. The top row has the text: **"Q23: Do you want to use Video Relay Services (VRS)?"** 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 "20" and "No" is "6". The last row has the text **"Total"** in the left column and "26" in the right column.

Chart Description
The pie chart is split into two sections with either white or black text in the centre; purple is "77%" and orange is "23%". Beside the chart is a Legend (reference) with two coloured dots with a text beside them; purple is "Yes" and orange is "No."

Analysis:
Most Deaf-Blind respondents, or 77%, expressed a desire to use VRS. More respondents would use it if their visual accessibility needs were met.

QUESTION 24:

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

Table Description:
A table with four rows and two columns. The top row has the text: **"Q24: Do you require tactile hand-on-hand communication (Communication Facilitator) between you and the VRS interpreter?"** in the left column. The right column is **"Total."** The next two rows in the left column have a list of answers, and the total for each answer in the right column; "Yes" is "18" and "No" is "54". The last row has the text **"Total"** in the left column and "52" in the right column.

Chart Description:
The pie chart is split into two (2) sections with either white or black text in the centre; purple is "35%" and orange is "65%". Beside the chart is a Legend (reference) with two coloured dots with a text beside them; purple is "Yes" and orange is "No."

Analysis:
More than half, at 65%, of Deaf-Blind respondents, prefer to be independent in using VRS as some fear using tactile hand-on-hand communications with another person, which 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)?

Table Description:
A table with four rows and two columns. The top row has the text: **"Q25: Does another person currently help you use Video Relay Services (VRS)?"** in the left column and **"Total"** in the right column. The next two rows in the left column list the choices for answers and the total for each answer in the right column; "Yes" is "11" and "No" is "41". The last row has the text **"Total"** in the left column and "52" in the right column.

Chart Description:
The pie chart is split into two (2) sections with either white or black text in the centre; purple is "21%" and orange is "79%". Beside the chart is a Legend (reference) with two (2) coloured dots and text beside them. Purple is "Yes," and orange is "No."

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 in using VRS as the possibility of misunderstandings occurring during the VRS call due to lack of experience.

QUESTION 26:

If you answered yes, who uses VRS for you?

Table Description:

A table with seven rows and two columns. The top row has the text: **"Q26: If you answered yes, who uses VRS for you?"** in the left column and **"Total"** in the right column. The next five rows in the left column consist of answers to choose from, and the total for each answer in the right column; "Family member" is "7," "Friend" is "2," "Neighbour" is "1," "Roommate" is "0," and "Other:" is "6". The last row has the text **"Total"** in the left column and "16" in the right column.

Chart Description:

The pie chart is split into four (4) sections with either white or black text in the centre; purple is "44%," blue is "13%," orange is "6%," and grey is "38%". Beside the chart is a Legend (reference) with five (5) coloured dots with a text beside them; purple is "Family member," blue is "Friend," orange is "Neighbour," green is "Roommate," and grey is "Other" from what people typed out in a text box.

Analysis:

Of the 16 Deaf-Blind respondents, or 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 husband or wife, 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?

Table Description:

A table with six rows and two columns. The top row has the text: **"Q27: How many DDBHH people in your house use VRS?"** in the left column and **"Total"** in the right column. The next four rows in the left column list answer choices and the totals for each answer in the right column; "Only me" is "36," "Me and 1 more person" is "9," "Me and 2 more people" is "0," and "Me and 3+ more people" is "0". The last row has the text **"Total"** in the left column and "45" in the right column.

Chart Description:
The pie chart is split into two (2) sections with either white or black text in the centre; purple is "80%" and orange is "20%". Beside the chart is a Legend (reference) with four coloured dots with a text beside them; purple is "Only me," orange is "Me and 1 more," yellow is "Me and 2 more," and green is "Me and 3+ more people".

Analysis:
The largest chunk of Deaf-Blind respondents, at 80%, indicated that they were the only DDBHH who used VRS in their household, corresponding with the 77% of respondents who live alone. A further 20% stated that another DDBHH person in their household used VRS, mirroring the 21% of respondents who "lived with someone else."

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

Table Description:
A table with seven rows and two columns. The top row has the text: **"Q28: When did you start using VRS, how many years ago?"** in the left column and **"Total"** in the right column. The next five rows in the left column list the answer choices and the total for each answer in the right column; "1 year (2020)" is "5," "2 years (2019)" is "6," "3 years (2018)" is "8," "4 years (2017)" is "5," and "5 years (since 2016)" is "19". The last row has the text **"Total"** in the left column and "43" in the right column.

Chart Description:
The pie chart is split into five (5 sections with either white or black text in the centre; purple is "12%," blue is "14%," yellow is "19%," green is "12%," and grey is "44%".

Beside the chart is a Legend (reference) with five (5) coloured dots with text beside them; purple is "1 year (2020)," blue is "2 years (2019)," yellow is "3 years (2018)," green is "4 years (2017)," and grey is "5 years (since 2016)."

Analysis:
The highest number of Deaf-Blind respondents, 44%, have been using VRS since its inception in 2016. The next largest group, 19%, has been using it since 201; 14% since 2019, and 12% 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?

Table Description:

A table with seven rows and two columns. The top row has the text: **"Q29: How often do you use VRS?"** in the left column and **"Total"** in the right column. The next five rows in the left column list the answer choices, and the total for each answer in the right column; "Daily (1 or more calls per day)" is "8," "Frequently (5-6 times a week)" is "6," "Average (2-3 times a week)" is "7," "Seldom (5-6 times a month)" is "14," and "Rarely (Once a month" is "9". The last row has the text **"Total"** in the left column and "44" in the right column.

Chart Description:

The pie chart is split into five (5) sections with either white or black text in the centre; purple is "18%," blue is "14%," yellow is "16%," green is "32%," and grey is "20%". Beside the chart is a Legend (reference) with five (5) coloured dots with a text beside them; purple is "Daily (1 or more calls per day)," blue is "Frequently (5-6 times a week)," yellow is "Average (2-3 times a week)," green is "Seldom (5-6 times a month)," and grey is "Rarely (Once a month)."

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, the SRV Canada VRS app? Check all that you use.

Table Description:
A table with eight rows and two columns. The top row has the text: **"Q30: Which device do you use the SRV Canada VRS app? Check all that you use."** in the left column and **"Total"** in the right column. The next six rows in the left column list the answer choices and the total for each answer in the right column.

"Mac computer" is "8," "PC Windows computer" is "23," "Apple iPhone" is "16," "Android smartphone (Samsung, LG, Google)" is "8," "Apple iPad" is "23," and "Android or Windows Table (Samsung, Windows, LG)" is "4". The last row has the text **"Total"** in the left column and "82" in the right column.

Chart Description:
The pie chart is split into six (6) sections with either white or black text in the centre; purple is "10%," blue is "28%," yellow is "20%," green is "10%," grey is "28%," and orange is "5%".

Beside the chart is a Legend (reference) with six (6) coloured dots with text next to them. Purple is "Mac computer," blue is "PC Windows computer," yellow is "Apple iPhone," green is "Android smartphone (Samsung, LG, Google)," grey is "Apple iPad," and orange is "Android or Windows Table (Samsung, Windows, LG)."

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 iPads. Apple iPhones followed at 20%, with 10% each for Mac computers and Android smartphones. Android or Windows Table was the least used device. It is not surprising, considering the smartphones are too small for the Deaf-Blind and wouldn't be comfortable for their reading. Computers and iPads provide a better ability to enlarge text.

VRS SERVICE EXPERIENCE

QUESTION 31:

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

Table Description:
A table with seven rows and two columns. The top row has the text: **"Q31: You feel Canada VRS improved your life since you used the service?"** in the left column and **"Total"** in the right column. The next five rows in the left column list the answer choices, and the total for each answer in the right column; "Strongly agree" is "18," "Agree" is "17," "Undecided" is "6," "Disagree" is "3," and "Strongly disagree" is "2". The last row has the text **"Total"** in the left column and "46" in the right column.

Chart Description:
The pie chart is split into five (5) sections with either white or black text in the centre; purple is "39%," orange is "37%," blue is "13%," green is "7%," and grey is "4%".

Beside the chart is a Legend (reference) with five (5) coloured dots with a text beside them; purple is "Strongly agree," orange is "Agree," blue is "Undecided," green is "Disagree," and grey is "Strongly disagree."

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 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 ahold of me. It seems that no ring signal on the phone tells me someone is calling me via VRS. Compared to the USA, I can 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 easily, and access the needed services. They do 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 greatest 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)?

Table Description:

A table with four rows and two columns. The top row has the text: **"Q33: Have you used VRS 9-1-1 (for emergency calls)?"** in the left column and **"Total"** in the right column. The next two rows in the left column list the answer choices and the total for each answer in the right column; "Yes" is "13," and "No" is "35". The last row has the text **"Total"** in the left column and "48" in the right column.

Chart Description:

The pie chart is split into two (2) sections with either white or black text in the centre; orange is "73%" and purple is "27%". Beside the chart is a Legend (reference) with two (2) coloured dots with a text beside them; orange is "Yes" and purple is "No."

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?

Table Description:

A table with seven rows and two columns. The top row has the text: **"Q34: What has your experience been with VRS 9-1-1?"** in the left column and **"Total"** in the right column. The next five rows in the left column list the answer choices and the total for each answer in the right column; "Awful (1 star)" is "1," "Poor (2 stars)" is "0," "Fine (3 stars)" is "3," "Good (4 stars)" is "8," and "Excellent (5 stars - Champ/Best)" is "1". The last row has the text **"Total"** in the left column and "13" in the right column.

Chart Description:

The pie chart is split into four (4) sections with either white or black text in the centre; purple is "8%," orange is "23%," blue is "62%," and green is "8%". Beside the chart is a Legend (reference) with four (4) coloured dots with text beside them; purple is "Awful (1 star)," orange is "Fine (3 stars)," blue is "Good (4 stars)," and green is "Excellent (5 stars - Champ/Best)".

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.

Table Description:
A table with four rows and two columns. The top row has the text: **"Q35: Please describe your experience with VRS 9-1-1:"** in the left column and **"Total"** in the right column. The next two rows in the left column list the answer choices and the total for each answer in the right column; "I prefer to be interviewed to give my answer in ASL or LSQ" is "7" and "Add text comments, please type in text box:" is "5". The last row has the text **"Total"** in the left column and "12" in the right column.

Chart Description: A bar graph with five lines and numbers on the left side. On the bottom is a black like with "0". The four lines above are thin grey with "1.75" on the first line above the black line, "3.5" on the second line, "5.25" on the third line," and "5" on the top line. There are two vertical bars; blue for "7" and green for "5".

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 my ankle was badly broken, I had to call VRS 9-1-1, but VRS had to transfer four times to the right one, which took 30 minutes, and while I was in awful pain!"
- I've used VRS 9-1-1 twice. The first time there was a slow connection to EMT and confusion about my 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 list the answer choices 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.

Chart Description:

The pie chart is split into two (2) sections with either white or black text in the centre; purple is "58%" and orange is "42%". Beside the chart is a Legend (reference) with two (2) coloured dots with a text beside them; purple is "Yes" and orange is "No."

Analysis:

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

QUESTION 37:

Have you used Customer Support before?

Table Description:

A table with four rows and two columns. The top row has the text: **"Q37: Have you used Customer Support before?"** in the left column and **"Total"** in the right column. The next two rows in the left column list the answer choices and the total for each answer in the right column; "Yes" is "23," and "No" is "19". The last row has the text **"Total"** in the left column and "42" in the right column.

Chart Description:

The pie chart is split into two (2) sections with either white or black text in the centre; purple is "55%" and orange is "45%". Beside the chart is a Legend (reference) with two (2) coloured dots with a text beside them; purple is "Yes" and orange is "No."

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

Table Description:

A table with seven rows and two columns. The top row has the text: **"Q38: Please rate the SRV Canada VRS 9050 Customer Service"** in the left column and **"Total"** in the right column. The next five rows in the left column list the answer choices, and the total for each answer in the right column; "Awful (1 star)" is "0," "Poor (2 stars)" is "4," "Fine (3 stars)" is "8," "Good (4 stars)" is "8," and "Excellent (5 stars - Champ/Best)" is "3". The last row has the text **"Total"** in the left column and "23" in the right column.

Chart Description

The pie chart is split into four (4) sections with either white or black text in the centre; blue is "17%," yellow is "35%," grey is "35%," and green is "13%". Beside the chart is a Legend (reference) with five (5) coloured dots with text beside them; purple is "Awful (1 star)," blue is "Poor (2 stars)," yellow is "Fine (3 stars)," grey is "Good (4 stars)," and green is "Excellent (5 stars - Champ/Best)".

Analysis:

70% of Deaf-Blind respondents were satisfied with their experience with SRV Canada VRS 9050 Customer Service. Ratings, 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?

Table Description:

A table with five rows and two columns. The top row has the text: **"Q39: Do you wish there is in-person one-on-one tech support for setup and tech issues?"** in the left column and **"Total"** in the right column. The next three rows in the left column list the answer choices and the total for each answer in the right column; "Yes" is "30," "No" is "6," and "Don't know/Not sure" is "11". The last row has the text **"Total"** in the left column and "47" in the right column.

Chart Description:

The pie chart is split into three (3) sections with either white or black text in the centre; purple is "64%," orange is "13%," and blue is "23%". Beside the chart is a Legend (reference) with three (3) coloured dots with text beside them; purple is "Yes," orange is "No," and blue is "Don't know/Not sure."

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?

Table Description:

A table with four rows and two columns. The top row has the text: **"Q40: The current standard for the background colour behind the video interpreters is cobalt blue. Do you find it satisfactory?"** in the left column and **"Total"** in the right column. The next two rows of the left column list the answer choices and the total for each answer in the right column; "Yes" is "26" and "No" is "15". The last row has the text **"Total"** in the left column and "41" in the right column.

Chart Description:

The pie chart is split into two sections with either white or black text in the centre; purple is "63%" and orange is "37%". Beside the chart is a Legend (reference) with two (2) coloured dots with a text beside them; purple is "Yes" and orange is "No."

Analysis:

A majority, 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.

Table Description

A table with seven rows and two columns. The top row hs the text: **"Q41: Choose if you think the video interpreter's clothing, such as the shirt colour and style, is currently comfortable to see?"** in the left column and **"Total"** in the right column. The next five rows in the left column list the answer choices and the total for each answer in the right column; "Always" is "9," "Most of the times" is "20," "Sometimes" is "11," "Rarely" is "1," and "Never" is "0". The last row has the text **"Total"** in the left column and "41" in the right column.

Chart Description: The pie chart is split into four (4) sections with either white or black text in the centre; purple is "22%," orange is "49%," grey is "27%," and green is "2%".

Beside the chart is a Legend (reference) with five (5) coloured dots with a text beside them; purple is "Always," orange is "Most of the times," grey is "Sometimes," green is "Rarely," and red is "Never."

Analysis:

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

QUESTION 42:

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

Table Description:

A table with four rows and two columns. The top row has the text: **"Q42: Do you have any comments about the colours and styles of the shirts that the video interpreters wear?"** 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 "26" and "No" is "18". The last row has the text **"Total"** in the left column and "44" in the right column.

Chart Description:

The pie chart is split into two sections with either white or black text in the centre; purple is "59%" and orange is "41%". Beside the chart is a Legend (reference) with two (2) coloured dots with a text beside them; purple is "Yes" and orange is "No."

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?

Table Description:
A table with five rows and two columns. The top row has the text: **"Q43: Do you want interpreters to have different colour shirts or tops available so you can see them better?"** in the left column and **"Total"** in the right column. The next three rows in the left column list the answer choices and the total for each answer in the right column; "Yes" is "19," "No" is "16," and "Other" is "8". The last row has the text **"Total"** in the left column and "43" in the right column.

Chart Description:
The pie chart is split into three (3) sections with either white or black text in the centre; purple is "44%," orange is "37%," and blue is "19%". Beside the chart is a Legend (reference) with three (3) coloured dots with a text beside them; purple is "Yes," orange is "No," and blue is "Other" from what people typed out in a text box.

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. Their personal preferences are 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.

Table Description:
A table with five rows and two columns. The top row has the text: **"Q44: Do you need interpreters to change their signing so you can see them better (speed up/slow down or signing in a smaller space)? Can choose more than one."** in the left column and **"Total"** in the right column. The next three rows in the left column list the answer choices and the total for each answer in the right column; "Yes" is "23," "No" is "9," and "Add comments, please type in the text box:" is "10". The last row has the text **"Total"** in the left column and "42" in the right column.

Chart Description:
The pie chart is split into three (3) sections with either white or black text in the centre; purple is "55%," orange is "21%," and blue is "24%". Beside the chart is a Legend (reference) with three (3) coloured dots with a text beside them; purple is "Yes," orange is "No," and blue is "Add comments. Please type in the text box:".

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?

Table Description:
A table with four rows and two columns. The top row has the text: **"Q45: Should interpreters be required to have the training to help them understand Deaf-Blind needs?"** in the left column and **"Total"** in the right column. The next two rows in the left column list the answer choices and the total for each answer in the right column; "Yes" is "45" and "No" is "2". The last row has the text **"Total"** in the left column and "47" in the right column.

Chart Description:
The pie chart is split into two (2) sections with either white or black text in the centre; purple is "96%" and orange is "4%". Beside the chart is a Legend (reference) with two (2) coloured dots with a text beside them; purple is "Yes" and orange is "No."

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? For example, include the Contact List, Video Mail messages, DialPad, and 9-1-1 button.

Table Description:
A table with four rows and two columns. The top row has the text: **"Q46: Is it hard to find or use some features or menu items in the VRS App? For example, Contact List, Video Mail messages, DialPad, 9-1-1 button."** in the left column and **"Total"** in the right column. The next two rows in the left column list the answer choices and the total for each answer in the right column; "Yes" is "30" and "No" is "12". The last row has the text **"Total"** in the left column and "42" in the right column.

Chart Description:

The pie chart is split into two(2) sections with either white or black text in the centre; purple is "71%" and orange is "29%". Beside the chart is a Legend (reference) with two (2) coloured dots with a text beside them; purple is "Yes" and orange is "No."

Analysis:

A majority, 71% of Deaf-Blind respondents, found some features or menu items in the VRS app easily, while 29% of respondents 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?

Table Description:

A table with four rows and two columns. The top row has the text: **"Q47: Are the VRS App screen and text size and background colours easy for you to see?"** 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 "19" and "No" is "24". The last row has the text **"Total"** in the left column and "43" in the right column.

Chart Description:

The pie chart is split into two (2) sections with either white or black text in the centre; purple is "44%" and orange is "56%". Beside the chart is a Legend (reference) with two (2) coloured dots with a text beside them; purple is "Yes" and orange is "No."

Analysis:

Over 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 have the ability to adjust text size/colour and background colour?

Table Description:
A table with four rows and two columns. The top row has the text: **"Q48: Should the VRS app have the ability to adjust text size/colour and background colour?"** in the left column and **"Total"** in the right column. The next two rows in the left column list the answer choices, and the total for each answer in the right column "Yes" is "40" and "No" is "3". The last row has the text **"Total"** in the left column and "43" in the right column.

Chart Description:
The pie chart is split into two (2) sections with either white or black text in the centre; purple is "93%" and orange is "7%". Beside the chart is a Legend (reference) with two (2) coloured dots with a text beside them; purple is "Yes" and orange is "No."

Analysis:
Almost all (93%), Deaf-Blind respondents expressed a desire to adjust the text size and colour and the background colour in the VRS app. This feature 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?

Table Description:
A table with four rows and two columns. The top row has the text: **"Q49: Do you want choices to change the chat box text size, text colour, and background colour, so it's easier to see?"** in the left column and **"Total"** in the right column. The next two rows in the left column list the answer choices and the total for each answer in the right column; "Yes" is "40" and "No" is "3". The last row has the text **"Total"** in the left column and "43" in the right column.

Chart Description:
The pie chart is split into two (2) sections with either white or black text in the centre; purple is "93%" and orange is "7%". Beside the chart is a Legend (reference) with two (2) coloured dots with a text beside them; purple is "Yes" and orange is "No."

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).

Table Description:
A table with four rows and two columns. The top row has the text: **"Q50: 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)"** in the left column and **"Total"** in the right column. The next two rows in the left column list the answer choices and the total for each answer in the right column; "Yes" is "36" and "No" is "11". The last row has the text **"Total"** in the left column and "47" in the right column.

Chart Description:
The pie chart is split into two (2) sections with either white or black text in the centre; purple is "77%" and orange is "23%". Beside the chart is a Legend (reference) with two (2) coloured dots with a text beside them; purple is "Yes" and orange is "No."

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."
- "Need low-cost data to use VRS outside if in an emergency or need to call a taxi or something very important."
- "Two 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 or sight, and I need to read braille in braille in the chat box. All the other questions seem to be for people who still have partial sight. I feel left out of relay services. I would like every interpreter to know how to take notes. Depending on the situation, I need to type, voice and sign.
- "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 for my accessibility needs in the future."
- "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 you 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 preparation 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 considering this."
- "I would say that the CAV board should include Deaf-Blind representatives from 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 a must for Deaf with low vision, Ushers and Deaf seniors for better visual accessibility. Do it NOW!"
- "Please, for Deaf-Blind, Canada VRS, I want that goal and also same phone as iPhone for Samsung. Same thing, half for VRS and half for me who see sign ASL like that? Thanks."
- "CRTC… LISTEN to what Deaf-Blind people need. Reduce the monthly price by 90% because the technical equipment is very expensive that 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 in practice, many do not write English well or are slow typers. 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 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 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 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."
1. 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."

2. Interpreter - "Some interpreters sign very clearly while some are okay or will require to repeat what was being said and check for clarity."
3. 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."
4. Light and background - "Light and background might be challenging for some Deaf-Blind to use the VRS. Due to poor lighting and background, I sometimes request a transfer to another interpreter."

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 really needs to improve with its choices of font size and colours."
- Interpreters - "I feel that VRS really 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."

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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