



**Deaf Wireless Canada Consultative Committee**

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April 25, 2025

Mr. Marc Morin  
Secretary-General  
Canadian Radio-Television and Telecommunications Commission  
Ottawa, Ontario K1A 0N2

**Re: Procedural Request – Telecommunications Notice of Consultation CRTC 2025-20 – Request for Extension of Deaf Community submissions**

**Reference:** [1011-NOC2025-0020](https://www.crtc.gc.ca/1011-NOC2025-0020)

Dear Secretary General,

1. The Deaf Wireless Canada Consultative Committee (DWCC) is writing to request a procedural adjustment regarding the submission of contribution materials from the DDBHH public, and the cost application process related to Telecommunications Notice of Consultation CRTC 2025-20.
2. DWCC appreciated participating in the proceeding TNC 2025-20 regarding 9-8-8 mental health and suicidal support line, however, with the multiple proceedings it participated in between January to March, and the fact it was trying to manage several projects at the same time. The most challenging one was the bilingual and four language project in relation to TNC 2025-20. First we will describe the project and then state our request. A separate letter will be connected with the cost application for this specific proceeding.
3. Based on DWCC's experience in communicating with CAMH regarding having the additional option of direct ASL and LSQ communication for 9-8-8 mental health and suicide support services, DWCC felt it needed to ensure there is a wider Deaf community response. It needed to show CRTC that the community desires to have the accessible option of direct ASL and LSQ support to 9-8-8.
4. A project was initiated, facing significant barriers related to bilingual and quadrilingual coordination, ensuring national and federal alignment, and translating between French, English, and LSQ while maintaining plain language accessibility. Recruiting individuals and professionals willing to volunteer initially, with the understanding of reimbursement through the CRTC cost application process at a later stage, also proved difficult. Financial constraints and securing commitments from project participants investing their time and energy without immediate compensation have become increasingly difficult to overcome.

5. DWCC has recruited 8 Deaf community members to do ASL and LSQ delivering messages with a common message, it has coordinated translations in English-French, English to ASL, French to LSQ, found a collaborator to contribute professionals with updated video editing skills for a bilingual video.
6. It is important that we deliver a complete voice of all Deaf, Deaf-Blind and Hard of hearing across Canada on this critical accessibility issue. DWCC's mission is to ensure, efforts with heartfelt inclusion of the spirit of CAMH's wording:  
*"So that no one is forgotten. Help us transform mental health care forever."*  
En français: *"Pour que personne ne soit oublié. Aidez nous à transformer les soins en santé mentale à tout jamais."* (source: <https://www.camh.ca/fr/>)
7. The release of the video target is set for Wednesday April 30th, and the petition will circulate from April 30 to May 8. The goal is to submit the document, and 3 videos to CRTC on Friday May 9th.
8. Thus, due to unforeseen circumstances beyond our control, the DWCC is requesting the CRTC, and all proceeding stakeholders to allow us to add the community's response to the record of 2025-20 on **Friday May 9, 2025**. DWCC submits this request in good faith, prioritizing the principle of accessibility, inclusion, and the integrity of the public record.
9. The DWCC requests the CRTC to grant the extension to allow for the hundreds of DDBHH Canadians to share their voice and collect any additional comments from these community members to the record to ensure that everyone's views can be collected and shared.
10. Should the Commission require any additional information or clarification, DWCC remains available to respond promptly.
11. Thank you for your consideration.

Best regards,

Jeffrey Beatty, Chair  
Deaf Wireless Canada  
Consultative Committee (DWCC)

Cc: Nanao Kachi, CRTC  
Cc: Suzanne Laforest, CAV  
Cc: CAMH  
CC: Bell, Telus, Rogers, Quebecor, Sasktel  
CC: PIAC  
CC: CDGM

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