Missed Connections to Clear Signals: DeafBlind Accessibility of Public Alerts A National Survey Analysis

for

CRTC 2025-180

November 21, 2025

Submitted by DWCC

DEAF WIRELESS CANADA COMMITTEE

COMITÉ POUR LES SERVICES SANS FIL DES SOURDS DU CANADA

Land Acknowledgement

“From coast to coast to coast, we acknowledge the ancestral and unceded territory of all the First Nations, Inuit, and Métis peoples that call this land home.”

Acknowledgement & Credits

The Deaf Wireless Canada Consultative Committee - Comité pour les Services Sans fil des Sourds du Canada (DWCC-CSSSC) wishes to gratefully acknowledge the following individuals for their contribution to the Investigative Research Report.

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Executive Summary

ES1: The DeafBlind community continues to encounter significant and preventable barriers when trying to access Canada's National Public Alerting System (NPAS). Insights gathered from **151 DeafBlind respondents** across the country reveal persistent gaps in how emergency alerts are delivered, perceived, and understood. Though these messages are meant to save lives, the system remains built with sighted and hearing Canadians in mind. Respondents shared experiences of missing alerts, receiving them in formats they couldn't use, or being unable to take action due to messages they couldn't perceive in real time. These shortcomings raise serious concerns about equality and the duty to accommodate Canadians with disabilities under federal accessibility frameworks.

ES2: To explore these concerns in detail, the DWCC-CSSSC conducted a national study focusing on how DeafBlind individuals interact with alerts across multiple devices, platforms, and emergencies. Their survey responses, along with community consultations, highlighted recurring barriers: the absence of alerts in ASL or LSQ, insufficient vibratory or haptic signals, layouts and colours that are hard to see, messages that disappear before review, and incompatibility with assistive technologies such as Braille displays. These system-wide

obstacles compromise comprehension and independence, placing DeafBlind individuals at heightened risk during emergencies.

ES3: While the study's findings center on the 151 participants who completed the survey, the implications are far-reaching. **Statistics Canada estimates over 602,000 Canadians aged 15 and older live with some level of deaf-blindness.** Without accessible emergency communication, hundreds of thousands remain at disproportionate risk during public safety incidents. Ensuring NPAS is accessible is both a matter of public safety and a fundamental human rights question, aligned with the Accessible Canada Act's goal of a barrier-free country by 2040.

ES4: The survey found a highly engaged DeafBlind community that is still underserved by the current emergency alert system. Most respondents were adults aged 45 to 64, and a majority lived in Ontario, Quebec, British Columbia, or Alberta, with 57 percent settled in metropolitan areas. Communication preferences were diverse: **51 percent chose ASL, 34 percent English, 9 percent LSQ, and 7 percent French.** Modes of communication included **sign language, tactile ASL/LSQ, two-hand manual, and ProTactile.**

ES5: A large majority of respondents had access to both wireless and internet service, yet **56 percent** did not have a wireless accessibility plan, with **33 percent unaware** that such plans existed. Device use included iPhones (**67 percent**), Androids (**28 percent**), and tablets (**27 percent**). Alerts reached them through numerous platforms, including TV (**56 percent**), email or texts (**48 percent**), emergency alert apps (**48 percent**), and social media (**48 percent**)

ES6: Eighty-six percent of those surveyed had received a public alert. The most frequently reported alert types were AMBER (**26 percent**), test alerts (**24 percent)**, and weather events (**18 percent**). Sixty-nine percent wanted a way to review past alerts. In real-life emergencies, **61 percent** had been present when an event occurred, most commonly involving AMBER alerts, weather events, or natural disasters.

ES7: Of the respondents, **84 percent** had received a test alert, and **77 percent** considered it essential to provide feedback. The preferred feedback channels were a clickable button (**26 percent**), email (**23 percent**), and text messaging (**15 percent**). The main reasons for feedback included ensuring alerts are accessible (21 percent), confirming that alerts work for DeafBlind users (16 percent), and raising awareness of ongoing accessibility barriers (**14 percent**).

ES8: Despite some accessible formats, such as text captions, ASL/LSQ videos, vibration, and flashing lights, **39 percent** said public alerts were not fully accessible to them. Key barriers cited included the lack of ASL or LSQ interpretation, missing visual notifications, weak tactile signals, and formatting issues that hindered understanding.

ES9: Content clarity remains a challenge for many. **Thirty-four percent** were dissatisfied with the alert information, and respondents identified a need for plain-language explanations, video guidance in ASL/LSQ, and clear contact or support information. Language preference findings reveal the importance of signed languages (**54 percent**) alongside written ones (**46 percent**). Notably, **89 percent** supported mandating sign language in all alerts, and **90 percent** wanted sign language available across all platforms.

ES10: Taken together, these findings demonstrate that NPAS still excludes many DeafBlind Canadians at critical moments. Barriers such as missing sign language options, weak tactile cues, inaccessible visuals, and unclear language mean that the system must do more to meet these urgent needs.

ES11: Despite these obstacles, the community showed strong interest in engaging with public alerting. Most have

received alerts, wish to review notifications, and want meaningful opportunities to contribute feedback. Their experiences and willingness to help reflect a shared commitment to making Canada safer and more accessible for all.

ES12: The evidence collected here offers a roadmap for change. Improving NPAS means making alerts compatible with tactile devices and screen readers, expanding ASL/LSQ delivery, strengthening haptic cues, providing plain-language content, and building accessible feedback processes. These measures are required to fulfill Canada's obligations and make public alerts perceptible and understandable for everyone.

ES13: In summary, the insights, recommendations, and experiences presented call for decisive national action. **Accessible emergency alerts are a basic right, and all Canadians deserve life-saving information in formats they can use.** This report gives the CRTC a clear evidence base to guide regulatory change and help transform NPAS so it protects everyone, **with no exceptions.**

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Introduction

Lead Writers - Brief Bios

1. Christine ‘Coco’ Roschaert is known in Canada and globally for her advocacy and organizational work spanning 20 years. Born and raised in Ottawa, where she currently resides, she is passionate about breaking barriers for DeafBlind people, sharing stories of her travels around the world, advocating on social media, and trying out global cuisines.

2. She identifies as DeafBlind and has been involved with DeafBlind organizations in several provinces and nationally. She brings an in-depth knowledge of access, policy, telecommunications and research to the DWCC for this project.

Assistant Writer and Editor

3. Lisa Anderson, DWCC’s Past Chairperson, assisted with this report. Her longstanding experience in regulatory advocacy, community-driven research, and accessibility policy supported the team throughout the

development process. Lisa offered structural editing, content review, and direction on framing the evidence to ensure clarity, accuracy, and alignment with DWCC's approach. Her mentorship helped strengthen the team's understanding of the issues and contributed to a more cohesive and accessible final document.

About DWCC

DWCC Mandate

4. DWCC's mandate is to advance accessible, equitable, and inclusive telecommunications and broadcasting for Deaf, Deaf-Blind, and Hard of Hearing Canadians. The organization represents community voices through policy engagement, consultation, and accessibility research, shaping national conversations and promoting fair and affordable wireless data plans that support ASL and LSQ use.
5. DWCC's mandate is to advocate for equality for Deaf, Deaf-Blind and Hard of Hearing Canadians in wireless telecommunications, as in:
    a. Cost reasonable, accessible wireless data plans for ASL and LSQ users for two-way video calls.

b. Accessible industry-wide promotions of wireless services and products.

c. Removal of disparities in the costs of the same accessible wireless products and services within each company.

d. Provision of functional equivalent wireless products and services, including wireless applications (apps).

e. Accessible wireless emergency services (including emergency alerts and direct text to 911).

f. Nationwide public awareness, education and outreach on current accessible wireless and mobile communication products and services

g. Advancing accessibility in broadcasting to ensure DDBHH communities receive equitable representation and inclusion across television, streaming, and digital media platforms.

h. DWCC applies an accessibility lens to all its work to ensure Deaf, DeafBlind, and Hard of Hearing Canadians are included in every stage of telecommunications and broadcasting.

6. As part of its ongoing evolution, the organization is updating its name and mandate to reflect changing social and regulatory priorities and to deepen its commitment to accessibility. This rebranding aligns with the Accessible Canada Act [1] and its vision of a barrier-free Canada by 2040.

7. Through research, consultation, and lived experience, DWCC produces evidence-based recommendations grounded in the realities of Deaf, DeafBlind, and Hard of Hearing communities. Members conduct literature reviews, surveys, interviews, and report writing. Over time, DWCC has submitted numerous studies to the CRTC to ensure data and lived experience shape national accessibility policy.

DWCC DeafBlind Subcommittee

8. After the challenges of coordinating proceeding work across three separate organizations, it became clear that a more unified structure was needed to strengthen representation and efficiency.

9. To ensure DeafBlind perspectives are meaningfully integrated into telecommunications and broadcasting accessibility advocacy, all interested DeafBlind individuals were brought together under the Deaf

[1] Government of Canada. (2019). *Accessible Canada Act (S.C. 2019, c. 10)*. Department of Justice.

Wireless Canada Consultative Committee (DWCC) as a dedicated subcommittee.

10. This new body, comprising seven DeafBlind members, was formed to provide guidance, conduct accessibility research, and contribute to regulatory proceedings based on a foundation of DeafBlind lived experience and expertise.

11. The group of DeafBlind members working with DWCC now also serves as one of the official stakeholder groups for the Canadian Administrator of VRS (CAV). This very group was involved in a recent nomination and election process to select a new DeafBlind Permanent Invitee, nominating one of its own members. As a result, DWCC's nominated DeafBlind member was successfully chosen to sit on the board for a three-year term.

Deaf, Deaf-Blind and Hard of Hearing (DDBHH)

12. The Committee advocates for the full inclusion of diverse members within the Canadian Deaf, Deaf-Blind, and Hard of Hearing (DDBHH) community in Canadian society. There is a broad spectrum of DDBHH life experiences, including those who are Indigenous, 2SLGBTQIA+, or persons with neurodiversities or additional disabilities. Also part of

the DDBHH community are immigrants learning English or French as a second language, individuals with varying degrees of hearing loss, those with the unique “secondary” disability of Deaf-Blind, and culturally rooted ASL/LSQ users. Furthermore, DWCC upholds the principle that Indigenous DDBHH have the right to request distinctive supports, including Indigenous Sign Language interpreters.

13. When DWCC uses the term *DDBHH*, it encompasses all individuals with intersectional identities.

DDBHH Ordering

14. DDBHH is intentionally written in this order, based on guidance from the Canadian National Society of the Deaf-Blind (CNSDB) since its collaboration with DWCC during the TNC 2016-116 proceeding. The term *Deaf-Blind* is a deliberate choice, as individuals who self-identify as Deaf-Blind generally align culturally with the Deaf community rather than the Hard of Hearing community. Therefore, and as directed by the appropriate Canadian Deaf-Blind authority (CNSDB), the order must remain as *DDBHH*.

Deaf-Blind or DeafBlind (DB)

15. Across Canada, spelling and terminology vary. In British Columbia, for example, organizations such as the Deaf-Blind Planning Committee (DBPC) and the Deaf, Deaf-Blind and Hard of Hearing Well-Being Program use the hyphenated form “Deaf-Blind,” as does the Canadian National Society of the Deaf-Blind (CNSDB). Elsewhere in Canada, including parts of Alberta, Ontario and other provinces, organizations and individuals prefer the single-word form “DeafBlind.” Both forms describe the same lived experience and reflect the evolution of language, regional identity, and organizational history.

16. For this report, the writer chooses to use DeafBlind.

Estimated Statistics in Canada

17. According to the 2022 Canadian Survey on Disability by Statistics Canada, there are over 602,000 Canadians aged 15 and over who are living with some degree of deaf-blindness (dual sensory loss). This represents over 2% of the population aged 15 and over. 52% of those identified as DeafBlind

(314,260 people) are aged 65 and over, indicating that the prevalence of deaf-blindness increases with age. Conditions vary widely in severity, ranging from partial hearing and vision loss to a complete loss of both senses. This data is vital because deaf-blindness is not always officially recognized as a distinct disability by the federal government, which can impact access to specific support services, such as professional intervenors and co-navigators who help facilitate communication.

Definitions

Relevant Terminology for DeafBlind

18. While DeafBlind individuals in Canada can use any of the three recognized primary Sign Languages (ASL, LSQ, ISL), a number of DeafBlind individuals do use a tactile form of communication.

DEAF-BLIND COMMUNICATIONS

19. Individuals who are DeafBlind use a wide range of communication methods, including but not limited to; visual and tactile sign languages, two-handed manual, voice, lip-reading, large print or electronic notes, Braille, and object cues.

Visual and tactile sign languages

20. For those who use visual and tactile sign languages, with American Sign Language (ASL) and Langue des Signes du Québec (LSQ), there is also the addition of ProTactile (PT) which supports access to the world that surrounds a DeafBlind person through touch. PT is a whole, rounded approach where both parties exchange information through touch. PT is based on a socio-cultural philosophy that reflects the Deaf-Blind world, which includes language (PT ASL), the DeafBlind culture, and their community. PT is not one way, PT is a reciprocal language, goes both ways between two people (or more) communicating. Like any other language, PT is constantly evolving. Most importantly, PT encourages inclusion, autonomy, and equal access.

Communication Access

Intervenors or Support Service Providers (SSPs)

21. An Intervenor (also called a Support Service Provider (SSP) or Co-Navigator) is a trained professional (in a paid or volunteer capacity) who facilitates access to information and interaction between an individual who is Deaf-Blind, their environment, and other people. Intervenors have

expertise in various communication methods used by individuals who are Deaf-Blind, orientation and mobility techniques, sighted guiding, and providing visual, auditory, and environmental information. They possess an understanding of Deaf-Blindness and its impact. Intervenors should have and follow a Code of Ethics and are required to provide confidentiality and respect the culture of the Deaf-Blind community. They strive to offer quality and professional services to every person they support and adapt to meet the individual needs of each person they work with.[2]

22. As described by Touch Seeds, the term Co-Navigator (CN) was coined in the United States during the pandemic, in an effort to showcase more autonomy in decision making for DeafBlind individuals[3], thus the term CN is slowly replacing the term SSP, and is gaining traction in some parts of Canada.

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[2] Canadian National Society of the Deaf-Blind. (2021, August 27). *Intervenors and SSPs provided by wireless service provider companies: Supplementary submission to CRTC TNC 2020-178*. Canadian National Society of the Deaf-Blind. Accessed website: www.deafwireless.ca

[3] Touch Seeds, LLC. (n.d.). Co-navigators. https://touchseeds.com/co-navigators/

23. There is emerging evidence that the term **Co-Navigator** is gaining traction in Canada, particularly through the Connect Society's DeafBlind Services (DBS) program in Alberta.[14] Their public job postings now refer to positions as **"SSP/Co-Navigator (CN)"**, signalling a formal adoption of the term within their service model. In addition, Connect Society's training announcements describe opportunities for community members to "learn … how to become a Co-Navigator," further indicating that the organization is actively introducing and normalizing this terminology within the DeafBlind support ecosystem. While not yet widely used across all Canadian agencies, Connect Society's consistent use of "Co-Navigator" shows that the term is beginning to take root within Canadian DeafBlind service frameworks.

24. **Haptic vibrations** benefit DeafBlind individuals by utilizing the sense of touch as a primary channel for communication, environmental awareness, and navigation, thereby acting as a substitute or an enhanced accessibility tool for their limited or absent vision and hearing.

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[4] Connect Society. (2023). *Support Service Provider (SSP) / Co-Navigator (CN) job posting* [Job posting]. Connect Society DeafBlind Services Program. Retrieved from https://www.connectsociety.org/available-jobs/
Connect Society. (2023). *Co-Navigation training announcement* [Social media video]. Facebook.

Context of the Report

25. This report is submitted as part of **CRTC Broadcasting Notice of Consultation 2025-180**, which examines the accessibility of Canada's National Public Alerting System (NPAS) for Deaf, DeafBlind, and Hard of Hearing individuals. The survey results clearly indicate that public alerting continues to present significant barriers for individuals who rely on visual, tactile, and non-auditory forms of communication. For Canadians who are DeafBlind, these gaps are particularly acute because existing alerting pathways often fail to provide timely, perceivable, and actionable information in formats they can access.

26. The primary focus of this report is to examine the DeafBlind experience with public emergency alerts closely. Members of the DeafBlind community have contributed their lived experiences, describing where alerts fail, what barriers persist, and what changes are needed for alerts to be accessible and reliable. Their goal is to ensure that emergency information is delivered in formats that genuinely work for them, including visual, high-contrast, multimodal, and tactile options that support safety and inclusion during emergencies.

27. With the evidence gathered through the DWCC survey, DeafBlind participants have emphasized that NPAS alerts remain overwhelmingly designed for sighted or hearing Canadians, leaving DeafBlind individuals without equivalent safety information during emergencies. Alerts delivered through television, mobile devices, radio, and online platforms frequently lack the multimodal, high-contrast, screen-reader-compatible, or tactile-adapted features necessary for true accessibility. The record also highlights cases where alerts were missed entirely due to low-contrast text, audio-only formats, inaccessible vibration patterns, incompatibility with assistive devices, and alerts not structured for DeafBlind comprehension.

28. Emergency public alerts need to be made inclusive for DeafBlind Canadians so that these Canadians are not left behind in times of emergencies. As the evidence in this proceeding demonstrates, the absence of accessible alerting pathways places DeafBlind individuals at disproportionate risk, creating preventable inequities in public safety.

29. This report addresses the documented concerns directly. By centring the lived experiences and

accessibility requirements of DeafBlind individuals, the report identifies where NPAS currently falls short and outlines the necessary regulatory and technical improvements. The aim is to provide the Commission with a clear, evidence-based understanding of the accessibility failures identified in the record and to support the development of solutions that ensure emergency alerts are perceivable, understandable, timely, and actionable for all Canadians.

Background and Proceeding Consultations

30. Over the past several years, **DWCC** has participated in numerous **CRTC proceedings** and consultations addressing telecommunications and broadcasting accessibility. These include key discussions around national public alerting, mobile accessibility, and emergency preparedness for Canadians with disabilities. Through these proceedings, it became clear that while Deaf and Hard of Hearing accessibility is increasingly recognized, DeafBlind accessibility remains poorly understood and inconsistently addressed in policy and system design.

31. Many DeafBlind participants have reported challenges such as missing visual alerts on screens, difficulty navigating complex text messages, or being

unaware that an alert had even occurred. These findings underscore a pressing need for a dedicated consultative report that provides data and information specifically tailored to the DeafBlind community, along with evidence-based recommendations to guide service providers, broadcasters, and emergency management authorities.

Project Rationale

32. This project was developed to gain a deeper understanding of how DeafBlind individuals experience Canada's public emergency alert system and to identify the accessibility barriers that prevent them from accessing life-saving information fully and equally. While progress has been made in providing visual alerts on television, mobile devices, and other platforms, a significant gap remains in ensuring that those alerts are accessible to people who rely on tactile or alternative communication methods.

33. DeafBlind Canadians often receive information later, or sometimes not at all, during emergencies, leaving them at higher risk and excluded from the safety systems most Canadians take for granted. This project aims to close that gap by bringing the lived experiences of DeafBlind individuals to the forefront of accessibility planning and regulatory decision-making.

Rationale/Justification for the Focus on Accessible Public Alerting

34. Public alerting is a fundamental matter of safety, equality, and human rights. For the DeafBlind community, accessibility in emergency communication is not optional - it is essential for survival. The lack of accessible formats, such as tactile notifications or compatible assistive devices, leaves many DeafBlind Canadians without critical information during natural disasters, public safety threats, or other emergencies. By focusing this report on DeafBlind accessibility in public alerting, the project addresses a long-standing gap in Canada's emergency management framework. It supports compliance with the Accessible Canada Act,[5] the Canadian Charter of Rights and Freedoms[6], and other national accessibility commitments. The insights gathered through this work will help inform future improvements, ensuring that no one is left behind when public safety information is shared.

[5] Government of Canada. (2019). *Accessible Canada Aca SurveyMonkey, and setting up thethet (S.C. 2019, c. 10).* Department of Justice.
[6] Government of Canada. (1982). Canadian Charter of Rights and Freedoms, Part I of the Constitution Act, 1982, being Schedule B to the Canada Act 1982 (UK), c 11.

Methodology

35. The survey was developed first with respondent profile information in the demographics section, and then the rest of the study was focused on relevant questions for the proceeding. The outline of the study, with all the Parts in headers, as follows:

PART I: Qualifying Questions

PART II: Demographics

- About You
- Residential Information

PART III: Device and Service Usage

PART IV: National Public Alerting System (Emergency Alerts)

- Personal Experience
- Test Emergency Alerts
- Emergency Alerts Accessibility

PART V: Languages in Emergency Alerts

PART VI: Real Life Experiences

- Interest in participating in an interview

PART VII: Your Comments

PART VIII: To Enroll in the Draw – Optional

Survey Design

36. After the survey questions were developed, DWCC began the process of inputting both the English and French questions into SurveyMonkey and setting up skip logic throughout the survey, which was pre-programmed in the online survey platform.

Accessible Survey Design for DeafBlind

37. DeafBlind only links were set up using large white font type and high contrast of black background. DeafBlind could access their own link.

38. DeafBlind individuals who require intervenors and prefer to complete surveys in document format, using Word; however, it took time to incorporate skip logic, and clickable boxes were added throughout with the assistance of the Developer feature in MS Word.

Survey Dissemination Timeline

39. The survey was actively promoted for CRTC 2025-180 from August 27 to September 30, 2025,

with daily posts and ASL and LSQ videos by the Community Connectors.

40. To ensure the equality and inclusion of the DeafBlind community in participation, the survey remained open, giving these respondents an equal opportunity to participate. The survey was then closed after receiving a sufficient number of respondents on October 5, 2025

Methods of distribution for data collection

41. The survey was distributed through multiple channels, primarily social media, with a strong presence on **Facebook.** Promotional materials included images and ASL videos explaining the survey's purpose and encouraging participation with the prize of a smartphone.

42. A DeafBlind Community Connector continued to share and post information among DeafBlind organizations via email, attaching a copy of the survey in Word document format for those who might need interpreters to assist in completing the study.

43. A DeafBlind Community Connector continued to share and post information among DeafBlind English and French language organizations and services via

email, attaching a copy of the survey in Word document format for those who prefer this method, or might need interpreters/intervenors/co-navigators to assist in completing the study.

44. She also created several videos in ASL and LSQ to explain the purpose of the survey and that there were EN/FR surveys tailored for the DeafBlind community.

45. The DeafBlind Community Connector also went to the Ottawa Deaf Expo in September and was able to walk around the venue, meeting DeafBlind people and sharing information about the survey. She used her vast network of Canadian DeafBlind individuals to send them private messages with the links to the DeafBlind EN/FR surveys. All in all, this extra effort helped increase the number of DeafBlind survey responders tenfold.

46. This methodology ensured a structured, accessible, and widely distributed survey, gathering valuable insights for the **CRTC 2025-180** proceeding.

Data Collection and Distribution

47. Three comprehensive formats were offered to DeafBlind respondents: an accessible SurveyMonkey survey featuring a black background, large print, and

yellow/white font colours; a fillable Word document; and a virtual interview option with a DWCC team member. To ensure proper data tracking, the survey included a targeted DeafBlind identification question and incorporated skip logic. Despite these accessibility measures, several issues constrained respondent participation.

48. The introduction of complex skip logic and the use of clickable checkboxes in MS Word using Developer tools, presented technical challenges, particularly for the paper-copy survey, and contributed to production delays. As a result, the DeafBlind survey, including the paper format, was finalized and distributed three weeks after the national launch of the general survey. This delay likely reduced the total number of respondents.

49. Distribution of the survey was further hindered when organizations forwarding it to their members sometimes omitted the Word document attachment, limiting the ability of some to participate. Repeated requests from DWCC to correct these oversights were not routinely addressed.

50. Feedback from DeafBlind respondents highlighted additional accessibility concerns. One Braille device

user reported that the drop-down menu for province selection in the SurveyMonkey survey was blank, although other multiple-choice items worked well on his device.

51. Another respondent, whose devices displayed inverted colours for vision accessibility - her computer and smartphone - had been pre-set to inverted colours for her vision, and this resulted in the DB surveys being inverted into a white background, which was not visually accessible for her. As a result, this DeafBlind individual found the survey's visual design inaccessible. She required sighted assistance from a Tactile ASL interpreter and was not informed of alternate formats or interview options due to incomplete communication.

Project Challenges and Barriers

52. To address historic disparities in DeafBlind survey participation, the DWCC established the DeafBlind Community Connector position. This increased outreach, networking, and direct survey promotion among DeafBlind Canadians, resulting in respondent numbers rising from 50 in the previous cycle to 151 in the current survey, a nearly **300% increase**.

53. Significant time and resources were required to ensure accessibility compliance and bilingual formatting for both the website and paper-copy surveys. The small core team struggled with additional editing, technical adaptation, and the compilation of all supporting materials. These challenges led to a three-week gap between the release of the general and DeafBlind surveys, likely limiting engagement opportunities.

54. Coordination difficulties emerged during survey administration. For example, an accessibility issue reported by a DeafBlind respondent in New Brunswick was not communicated to the DB Community Connector, preventing timely accommodation. While the survey deadline was extended to allow additional time for respondents to complete the survey and seek assistance, simultaneous distribution with the general survey and advance planning for accommodations would have been preferable.

55. The DB Community Connector faced significant organizational challenges when tracking important project communications across emails, SMS,

Facebook group chats, and Google documents. In response, DWCC developed a centralized Google Docs “document tree” to store all survey-related and regulatory content, which significantly improved information sharing, workflow efficiency, and reporting accuracy for both current and future initiatives.

Quantitative Survey Analysis Highlights

About the Deaf-Blind Respondents

56. Demographics

- **53%** identified as female, **44%** as male, and **2%** identified as non-binary.
- **27%** were in the 45-54 age range, while **25%** were in the age range of 55-64.

57. Geography

- **44%** of Deaf-Blind respondents reside in Ontario, **16%** in Quebec, **16%** in British Columbia, and **10%** in Alberta.
- **57%** originate from metropolitan cities, **26%** live in smaller cities or towns, and **4%** reside in villages with populations of less than 2,500.

58. Language and Communication

- **51%** of language selections made by Deaf-Blind respondents are ASL, **34%** are English, **9%** are LSQ, and **7%** are French.
- Of the **151** Deaf-Blind survey respondents, the communication modes were as follows: **69%** use sign language, **18%** use tactile ASL/LSQ, **7%** use two hand manual, and **6%** use Protactile.

Service and Device Usage

59. Service Usage

- **81%** of the Deaf-Blind respondents have both Wireless and Internet access.
- **56%** do not have a wireless accessibility plan, and this 56% includes **33%** who did not know such a plan exists.

60. Device Usage

a. **67%** of Deaf-Blind respondents own an Apple iPhone.
b. **28%** own an Android.
c. **27%** own a tablet.

61. Other Platforms

a. **18%** of platform selections made by Deaf-Blind respondents are television, and **16%** each are

email or text messages, Emergency Alert apps, and social media.

b. Deaf-Blind respondents use to receive public alerts are:

i. **56%** use television
ii. **48%** receive email or text messages
iii. **48%** use an Emergency Alert app
iv. **48%** use social media

Personal Experience

62. Public Alerts

a. **86%** of the Deaf-Blind respondents have received a public alert.

b. **26%** of public alert selections made by Deaf-Blind respondents were AMBER alerts, **24%** were test alerts, and **18%** were weather alerts.

c. **69%** want to be able to review past public alerts.

63. Real Life

a. **61%** have been in a location where there was an emergency event.

b. **26%** of the alert selections were for AMBER, **24%** for weather, and **14%** for natural disaster.

64. Test Public Alerts

- **a. 84%** Deaf-Blind respondents have received a public alert.
- **b. 77%** want to give feedback on a test public alert.
- **c.** Among preference selections, **26%** indicated giving feedback by clicking a button on the alert notification, **23%** email, and **15%** text messaging.
- **d.** Of the rationale selections, **21%** were to ensure that the alerts are delivered in accessible formats, **16%** to verify that the alerts are effective for Deaf-Blind individuals, and **14%** to raise awareness of accessibility issues.

Deaf-Blind Accessibility of Public Alerts

65. Barrier-Free Accessibility

- **a. 19%** each of the accessibility selections made by Deaf-Blind respondents were text captions and videos in ASL or LSQ, and **18%** were vibration.
- **b.** Four most accessible formats of public alerts for Deaf-Blind respondents are:
  - i. **69%** text captions
  - ii. **68%** ASL or LSQ videos
  - iii. **64%** vibration
  - iv. **49%** flashing lights

66. Barriers to Accessibility

- **a. 39%** of Deaf-Blind respondents indicated that the current public alerting system is not fully accessible.
- **b.** Barriers to accessibility are in three areas
  - i. technical/delivery area issues
  - ii. accessibility features
  - iii. Comprehension

67. Three major barriers to accessibility are:

- **a.** Alerts are not available in ASL or LSQ
- **b.** No visual alerts
- **c.** No vibration/haptic alerts

68. Content Satisfaction

- **a. 34%** of Deaf-Blind respondents are dissatisfied with the information provided in public alerts.
- **b.** Among the information requirement selections, **12%** indicated ASL or LSQ video explanation, and **11%** each required contact information, accessibility support, and plain language description of the emergency.

69. Language Accessibility

- **a. 54%** of the language preference selections made by Deaf-Blind respondents for receiving public

alerts were signed languages, followed by **46%** in written languages.

b. **89%** support a federal requirement to include sign language in all public alerts.
c. **90%** believe that sign language should be available in public alerts across all platforms.

Survey Analysis Findings

Qualifying Questions: Consent and Participation

Q1 I hereby consent that my responses will be used to present the information to the Canadian Radio-television and Telecommunications Commission (CRTC) Telecom and (TBNC) Notice of Consultation 2025-180.

Q1 Analysis:

58. This question was used to explain that the results would be shared with the CRTC, and gave the respondents the option to remove themselves from the survey if they didn't give consent. Only **7 Deaf-Blind respondent**s, at **5%**, did not give permission, and the rest, **131, or 95%** gave consent.

Q2 Are you Canadian or a resident of Canada?

Q2 Analysis:

59. This question was used to ensure that the respondent is qualified for the prize raffle held on

October 20, 2025. All of them, at **100%**, indicated that they are either a Canadian or a resident of Canada.

Q3 Are you 18 or older?

Q3 Analysis:

60. This question was used to ensure that the respondent is at least 18 years old to qualify for the prize raffle drawn on October 20, 2025. All of them, at **100%**, indicated that they were over the age of 18.

About DeafBlind Respondents

61. The purpose of this section was to create a demographic profile of the 151 Deafening Blind respondents, including their gender, age, geographic location, residence, home area, and language and communication use.

Q4 Are you Deaf-Blind or DeafBlind? (answers will lead to related questions)

Q4 Analysis:

62. The purpose of this section was to create a demographic profile of the 151 DeafBlind respondents, including their gender, age, geographic location, residence, home area, and language and communication use.

Language and communication mode use

63. Participants were asked to identify their primary modes of communication, including Sign Language, Tactile ASL or Tactile LSQ, Protactile, and Two-Hand Manual methods. This question helps establish the linguistic and communication diversity within the Deaf, DeafBlind, and Hard of Hearing population, and provides essential context for interpreting their accessibility needs in public alerting.

Q5 Which modes of communication do you use?

Q5 Analysis:

64. Among 151 DeafBlind respondents, **92%** reported using sign language, **24%** used tactile ASL or LSQ, **9%** used two-hand manual, and **7%** used Protactile as their primary modes of communication.

65. Among 195 total selections, the breakdown of communication modes among DeafBlind respondents is as follows: **69%** use sign language, **18%** use tactile ASL or LSQ, **7%** use two-hand manual, and **6%** use ProTactile.

Q6 How do you self-identify?

Q6 Analysis:

66. For this DeafBlind report, it is clear that the full 151 participants identified as DeafBlind.

Age of Participant

Q7 How old are you?

Q7 Analysis:

67. Survey respondents were distributed across various age groups, with 27% aged 45 to 54, 25% in the 55 to 64 range, and another 14% aged 35 to 44, with 10% aged 25 to 34. Additionally, 16% fell into the 65 and older retirement category. The youngest participants were underrepresented, at just 7% between the ages of 18 and 24. The remaining participants chose not to disclose this information

Gender

Q8 What is your gender?

Q8 Analysis:

68. Among the respondents, 53% identified as female, 44% as male, and 2% respondents identified as non-binary. The remaining participants chose not to disclose this information.

Communication

Q9 Which languages do you use?

Q9 Analysis:

69. A total of 151 respondents provided answers, selecting multiple languages, resulting in **247 total language selections**. These findings indicate the percentage breakdown of language use is as follows: **51%** for ASL and **34%** for English with **9%** for LSQ and **7%** for French.

70. The highest percentage of Deaf-Blind respondents use ASL and English, at **84%** and **56%** respectively. **15%** use LSQ, while **11%** use French.

Province or Territory of Residence

Q10 Which Canadian province or territory do you currently live in?

Q10 Analysis:

71. Among the respondents, 44% reside in Ontario, 16% each in Ontario and Quebec, and 10% in Alberta. This is followed by Nova Scotia, Saskatchewan, Manitoba, and New Brunswick, with rates of 6%, 4%, and 3%, respectively. Manitoba had the smallest percentage at 1%

Residence home area

Q11 Where do you live (metropolitan vs. rural)?

Q11 Analysis:

72. Of the respondents, 57% reported living in a city or metropolitan/suburban area, while 26% reside in a city or town with a population between 2,500 and 50,000. An additional 4% live in villages with fewer than 2,500 residents. Meanwhile, 12% chose not to disclose their location, and 1% indicated they do not have a fixed place of residence.

Device and Wireless Connectivity

<u>Service Usage</u>

Q12 Do you use wireless and/or internet services?

Q12 Analysis:

73. Of the 151 Deaf-Blind respondents, a majority (81%) had both wireless and Internet services, while 12% had Internet access only and 7% had wireless access only.

Q13 Do you currently have a wireless Accessibility Plan (a plan that offers a discount or features specifically for people with disabilities)?

Q13 Analysis

74. Only 44% of Deaf-Blind respondents had a wireless accessibility plan. In comparison, 33% were unaware of its existence and 23% did not have one, meaning that a total of 56% did not have an accessibility plan.

Device Usage

Q14 What kind of device do you own that you receive or do not receive the alerts on? Click on all applicable answers.

Q14 Analysis:

75. Deaf-Blind respondents provided a total of **207 responses** indicating the type of device they owned to receive public alerts or are unable to use for that purpose. Nearly half (**47%)** reported using an Apple iPhone, followed by Android at **20%**, tablets at **19%**, Windows devices at **7%**, other devices at **4%**, and **3%** reported not receiving any public alerts.

76. Deaf-Blind respondents indicated the devices they own to receive public alerts or cannot use for that purpose. Of these, **67%** use an Apple iPhone, **28%** an Android device, **27%** a tablet, **10%** a Windows device, **6%** other devices, and **5%** do not receive any alerts.

Q15 What other platforms do you receive emergency alerts on other than smartphones or tablets? (Select all that apply)

Q15 Analysis:

77. Deaf-Blind respondents provided a total of 442 responses indicating the platforms they used to receive public alerts. Of these, 18% use a television, 16% each use social media, government emails or texts, and an Emergency Alert app. The remaining responses included 11% using instant messaging and chat, 8% each for visual signage on highways and in public buildings, and 7% for visual displays in transportation centres.

78. Deaf-Blind respondents indicated the platforms they use to receive public alerts. 56% use a television, 48% each use social media, government emails or texts, and an Emergency Alert app. Additionally, 34% use instant messaging or chat, 26% use visual signage on highways, 23% use visual signage in public buildings, and 22% use visual displays in transportation centers.

Q16 Have you ever received an emergency alert on your device(s)?

Q16 Analysis:

79. 86% of Deaf-Blind respondents have received a public alert on their device(s), whereas 14% have not.

Q17 What kind/type of emergency alerts have you received? Click on all applicable answers.

Q17 Analysis:

80. Deaf-Blind respondents provided a total of 408 responses regarding the type of public alerts they had received. Of these, 26% received AMBER alerts, 24% received test alerts, 18% received weather alerts, 10% received natural disaster alerts, 9% each received civil emergency alerts and emergency alerts, and 4% received environmental and technological hazard alerts.

81. Deaf-Blind respondents indicated the type of public alerts they have received. Of these, **84%** received AMBER alerts, **78%** received test alerts, **59%** received weather alerts, **33%** received natural disaster alerts, **30%** received civil emergency alerts, **29%** received emergency alerts, and **14%** received environmental and technological hazard alerts.

Q18 Do you want to be able to review past alerts?

Q18 Analysis:

82. **69%** of Deaf-Blind respondents wanted the ability to review past public alerts, whereas the remaining **31%** indicated that they did not.

Test Public Alerts

Q19 Have you ever received a test emergency alert?

Q19 Analysis:

83. 84% of Deaf-Blind respondents reported that they have received a test public alert, while the remaining 16% indicated that they had not.

Q20 Is it important that you give feedback on a test emergency alert?

Q20 Analysis:

84. Seventy-seven % of Deaf-Blind respondents indicated that it was essential to provide feedback on test public alerts, while the remaining 23% stated that they did not.

Q21 Where would you like to submit your feedback regarding the alert?

Q21 Analysis:

85. Deaf-Blind respondents provided **176 responses** regarding where feedback on test public alerts should be submitted. Of these, **26%** preferred a clickable button on the notification, **23%** an email, **15%** a designated text number, **13%** an Alert Ready website, **9%** the provincial or territorial Emergency

Management Office, **8%** a local broadcaster or wireless carrier, and **6%** were uncertain.

Q22 Why is it important for you to be able to give feedback on a test emergency alert?

Q22 Analysis:

86. Deaf-Blind respondents provided **313 responses** explaining why it is essential to provide feedback on test public alerts. Of these, **21%** said it ensures alerts are delivered in accessible formats, **16%** wanted to verify that alerts are effective for Deaf-Blind individuals, **14%** wanted to raise awareness about accessibility issues in emergency response, **13%** each wanted to educate others about the needs of the Deaf-Blind community and support the development of more inclusive public safety systems, and **12%** each wanted to test the technical effectiveness of current delivery methods and identify how language, visuals, or delivery might cause confusion.

Q23.Why is it important for you to be able to give feedback on a test emergency alert?

Q23 Analysis:

Text Responses Summary Analysis:

87. DeafBlind respondents' open-text feedback highlights several critical accessibility barriers in Canada's emergency alert systems. Many note that, although alerts may technically be received, they frequently lack detectable vibration patterns and often do not generate strong enough haptic feedback, resulting in missed alerts.

88. Visual pop-ups are universally deemed inaccessible for this population. Respondents explain that some DeafBlind individuals depend exclusively on Braille displays or tactile notifications; however, these devices are rarely compatible with mainstream emergency systems, leaving users without effective notification. These insights collectively highlight a significant and systemic gap in emergency alert design, underscoring the urgent need for solutions that directly address the unique needs of DeafBlind Canadians

PART IV: National Public Alerting System (Emergency Alerts

Emergency Alerts Accessibility

Q24 Do you find current alert systems accessible for you as a Deaf, DeafBlind, or Hard-of-Hearing person?

Q24 Analysis:

89. **41%** of Deaf-Blind respondents thought the current public alerting system is accessible, **24%** thought it is somewhat accessible, and **15%** thought it is inaccessible. The remaining **19%** were uncertain.

Q25 What are the main barriers you face when receiving emergency alerts?

Q25 Analysis:

90. Deaf-Blind respondents provided 577 responses regarding the barriers they face when receiving public alerts. Of these:
    a. 13% said alerts are not available in ASL or LSQ.
    b. 11% reported no visual notifications.
    c. 9% each cited no vibration or haptic alert, or no photos of the missing person.
    d. 8% stated that there were insufficient details.
    e. 7% stated the information on the screen disappeared too quickly or could not be reviewed.
    f. 6% each indicated that alerts are audio-only without text, have poor timing or delays in alert delivery, are inaccessible on their device, lack instructions in the alert, or cannot be received due to weak Internet or cellular service.

g. 5% each said the language is too difficult to comprehend or that the alerts do not match their location.
h. 4% selected other.

Q26 Which format is the most accessible for you during an emergency? (Select all that apply)

Q26 Analysis:

91. A total of **479 responses** indicated which alert formats are most accessible to Deaf-Blind respondents during an emergency. Among them, **19%** each identified sign language videos (ASL or LSQ) and text captions as their preferred formats. **18%** required vibration alerts, while **14%** preferred visual flashing alerts. **9%** selected visual icons or emojis for specific emergency events, and another **9%** emphasized the importance of background and font colours. Finally, **6%** required haptic alerts, **3%** preferred audio alerts, and the remaining **3%** required other types of alerts.

92. Deaf-Blind respondents identified the alert formats that are most accessible to them. Of these, **69%** indicated that text captions are most accessible, while **68%** preferred sign language videos. **64%** cited vibration alerts, and **49%** selected visual flashing alerts. **33%** highlighted background font and colours,

and **31%** required visual icons or emojis for specific emergency events. In addition, **23%** preferred haptic alerts, **10%** selected other formats, and **9%** indicated a preference for audio alerts.

Q27 Are you satisfied with the information included in the emergency alerts?

Q27 Analysis:

93. **66%** of Deaf-Blind respondents reported being satisfied with the information included in public alerts, while **34%** indicated they were not satisfied.

Q28 What information would you like included in emergency alerts? (Select all that apply)

Q28 Analysis:

94. A total of **254 responses** indicated which alert formats are most accessible to Deaf-Blind respondents during an emergency. Among them, **12%** preferred ASL or LSQ video explanations, while **11%** each identified the need for a plain language description of the emergency, specific contact information, and accessibility support information. **10%** each desired links to shelter and safety resources and to sources for ongoing updates. **8%** each required instructions, location-specific details, and information on the expected duration of the

emergency. **7%** preferred visual alerts with symbols or icons, and the remaining **2%** selected other formats.

95. Deaf-Blind respondents identified the alert formats that are most accessible to them. Of these, **69%** indicated that text captions are most accessible, while **68%** preferred sign language videos. **64%** cited vibration alerts, and 49% selected visual flashing alerts. **33%** highlighted background font and colours, and **31%** required visual icons or emojis for specific emergency events. In addition, **23%** preferred haptic alerts, **10%** selected other formats, and 9% indicated a preference for audio alerts

PART V: LANGUAGES IN EMERGENCY ALERTS (3 questions)

Emergency Alert Languages

Q29 Which languages do you prefer to receive the emergency alerts in? Click on all applicable languages.

Q29 Analysis:

96. A total of **247 total language selections** were provided by Deaf-Blind respondents indicating the languages in which they would like to receive public alerts. The percentage breakdown of language preferences are as follows: **45%** for ASL and **38%** for English with **9%** for LSQ and **8%** for French.

Q30 Do you support a federal requirement for sign language inclusion in all emergency alerts?

Q30 Analysis:

An overwhelming majority (89%) of Deaf-Blind respondents supported a federal requirement to include sign language in all public alerts, while 7% were uncertain and 4% did not support it.

Q31 Should emergency alerts be available in sign language across all platforms (TV, phone, social media)?

Q31 Analysis:

97. A majority **(90%)** of Deaf-Blind respondents believed that public alerts should be made available in sign language across all platforms. In comparison, **7%** were uncertain and **3%** indicated that they did not consider it necessary

PART VI: REAL LIFE EXPERIENCES (4 questions)

Q32 Have you been in a location where there was a disaster, shooting, extreme weather, or any other emergency event(s)?

Q32 Analysis:

98. **61%** of Deaf-Blind respondents have been in a location where a disaster, shooting, extreme weather, or any other emergency event occurred, while **39%** indicated they had not.

Q33 What kind of emergency event was it?

Q33 Analysis:

99. A total of **327 responses** were provided by Deaf-Blind respondents who had been in a location where an emergency event occurred. Of these, **26%** reported it was an AMBER alert, **24%** a weather alert, **14%** a natural disaster alert, **13%** a civil emergency alert, **10%** an emergency alert, **9%** an environmental

or technological hazard, and **4%** selected other.

100. Deaf-Blind respondents identified the emergency events they experienced. Of these, **67%** reported an AMBER alert, **62%** a weather alert, **37%** a natural disaster alert, **35%** a civil emergency alert, **26%** an emergency alert, **24%** an environmental or technological hazard, and **10%** selected other.

Q34 Are you willing to participate in a follow-up interview or focus group to share your experiences and barriers you faced in that emergency event(s)?

Q34 Analysis:

101. **50%** of Deaf-Blind respondents indicated they were willing to participate in a follow-up interview or focus group to share their experiences and barriers encountered in that emergency event, while the remaining **50%** were not.

PART VII: YOUR COMMENTS

Comments

Q36 Analysis:

102. Due to survey fatigue, no one left typed text comments.

Key Issues and Themes Emerging from the Survey

103. Analysis of the survey responses from DeafBlind respondents revealed several significant accessibility and usability challenges they experienced when interacting with public alert systems. The following issues highlight the areas where the current system fails to meet the communication and accessibility needs of this population.

104. While the Deaf and DeafBlind responders documented many similar barriers and issues, we want to focus on key barriers that set the DeafBlind responders apart from the sighted Deaf responders to understand better the complex access and inclusion needs that must be met.

Inadequate Accessibility Features

105. The survey findings indicate that the existing public alerting system lacks sufficient accessibility features to meet the needs of DeafBlind users. This includes inconsistent availability of key features, such as signed videos with transcripts and device-integrated accessibility options, such as vibration or flashing light notifications. With **39 percent** stating that the alerting system is not fully accessible, this issue reflects a systemic gap in inclusive design.

Technical and Delivery Challenges

106. Respondents noted persistent issues related to the technical delivery of alerts. These challenges include inconsistent distribution of accessible alert formats (such as braille-ready, large print or with image description texts) across platforms and limited awareness or availability of accessibility-oriented wireless plans. As a result, DeafBlind individuals may not reliably receive alerts or may receive them in formats incompatible with their communication needs.

Alerts are not consistently provided in signed languages (ASL/LSQ)

107. A significant barrier noted is that alerts are not available in ASL or LSQ. **54%** prefer signed languages, and **89–90%** support requiring sign language in alerts.

108. Lack of sign-language content limits comprehension for many DeafBlind users who rely on visual or tactile sign language.

Insufficient Visual, Vibration, and Haptic Modalities

109. DeafBlind respondents consistently identified the unavailability of visual alerts and vibration or haptic cues as significant barriers. These modalities are

among the most accessible formats for this group, yet they are not consistently supported across devices and platforms. The lack of multimodal delivery significantly limits timely and independent access to emergency notifications.

Difficulty understanding alert content

110. Comprehension issues emerged as one of the three major barrier areas identified in the DeafBlind (**DB**) Survey Results, indicating widespread challenges in understanding public alerts. In total, **34 percent** of participants reported dissatisfaction with the information presented in alerts. Respondents described the current alert messages as complex, unclear, or overly technical, hindering their ability to grasp the messages' meaning or relevance in real time.

111. Survey participants emphasized the need for more transparent and more accessible content formats. **12 percent** indicated that alerts should include ASL or LSQ video explanations to ensure equivalent comprehension for sign language users. Another **11 percent (11%)** called for simplified, plain-language descriptions of the event and safety instructions, while an equal proportion (**11 percent**) identified the absence of contact or accessibility support

information as a significant gap. Together, these findings show that alert comprehension for DB users depends not only on message delivery but on how information is linguistically and visually structured.

Limited Ability to Provide Feedback

112. The inability to provide critical feedback on universal accessibility for the DeafBlind community shows that a majority of DeafBlind respondents are willing to give feedback on test alerts; however, current systems do not consistently offer accessible mechanisms, such as easy to find accessible menu on the websites or webpage or accessible email or text options, to support this engagement. This limits both user empowerment and opportunities to improve alert accessibility.

113. The inability to provide critical feedback on alert accessibility highlights a significant systemic gap affecting DeafBlind users. While a majority of DeafBlind respondents indicated a strong willingness to share feedback on test alerts (**77 percent**), current alerting systems do not consistently provide accessible mechanisms, such as tactile-friendly buttons, accessible email links, or text-based feedback options, to support this engagement.

Similarly, **69 percent** expressed a desire to review past alerts, suggesting that existing platforms lack easy access to alert history or archives. This absence of accessible feedback and review functions limits both user empowerment and the continuous improvement of alert accessibility standards.

114. Recommendations Summary

1. Establish a centralized national emergency alert hub with ASL/LSQ videos, transcripts, consistent signing environments, and a full accessibility menu.

2. Ensure alerts are compatible with Braille, tactile devices, and all user technologies, provide a searchable alert history, and create a multi-disability testing task force to minimize errors and delays.

3. Expand ASL/LSQ delivery through formal contracts, real-time livestreamed interpretation during severe emergencies, and immediate transcript availability for DeafBlind users.

4. Optimize alerts for strong vibration and haptic detection, provide device-specific instructions on enabling these features, and collaborate with

manufacturers for consistent tactile signals.

5. Deliver all alerts in plain language, ensure compatibility with accessibility settings, include links to accessible resources, and maintain full Braille device compatibility.

6. Create an accessible national feedback portal that supports multiple disability communities, is easy to navigate, and informs ongoing improvements to the alerting system.

Conclusion

115. This report demonstrates that Canada's National Public Alerting System (NPAS) continues to fall short of providing DeafBlind Canadians with timely, perceivable, and equitable access to emergency information. Across the experiences of 151 respondents, the evidence is clear that alerts are still designed primarily for sighted and hearing Canadians, resulting in missed notifications, inaccessible formats, and barriers that place DeafBlind individuals at disproportionate risk during emergencies. These challenges undermine independence, compromise safety, and reflect gaps in Canada's duty to accommodate persons with disabilities.

116. Despite facing these barriers, DeafBlind participants demonstrated a strong desire to engage with emergency information and the systems that convey it. The majority have received alerts and want the ability to review previous notifications or provide feedback to help improve system performance. Their active interest in contributing solutions further spotlights both the current system’s failures and the community's readiness to collaborate on improvements.

117. The recommendations outlined in this report draw directly from evidence and lived experience, laying out practical measures such as establishing a centralized national alert hub, integrating full ASL and LSQ video with transcripts, ensuring device and Braille compatibility, enhancing tactile and visual cues, and providing accessible feedback mechanisms.

118. Ultimately, accessible public alerting is not just a technical matter but also a matter of public safety and fundamental human rights. By placing DeafBlind needs at the centre of system design and implementing these recommendations, the CRTC and its partners can build a national alerting framework that serves all Canadians in a consistent, equitable, and inclusive manner.

Expanded Final Recommendations

1. Enhance Accessibility Features Across All Emergency Alert Platforms

A centralized, fully accessible national digital hub should be established to host all emergency alerts issued across Canada in real time. This platform must incorporate comprehensive accessibility features to ensure equitable access across the DeafBlind community and other disability groups. The hub should support the integration of ASL and LSQ videos, uploaded promptly as they become available. For DeafBlind users, all sign language videos must be accompanied by clear written transcripts and recorded in visually consistent environments, using dark blue or grey backgrounds, appropriate lighting, and solid dark clothing to ensure visual clarity. Additionally, the platform should feature a robust accessibility menu similar to the model used by cdba.org, offering tools such as inverted colours, text-size adjustments, simplified layouts, and text-to-speech functionality to accommodate diverse access needs.

2. Address Technical and Delivery Challenges to Ensure Multi-Device Accessibility

Emergency alerts must be compatible with the full range of devices and technologies used by DeafBlind individuals,

including smartphones, tablets, desktop computers, screen-reader platforms, and Braille displays. To achieve this, industry and government stakeholders should ensure that all alerts - especially those containing images, maps, or visual descriptions - are translated into accessible text formats, including descriptive alternatives for elements such as AMBER Alert photos. A searchable history of previous alerts must also be made available so users can review missed or past notifications at any time. To further strengthen system reliability, a multi-disability testing task force should be established, including DeafBlind, Deaf, Hard of Hearing, Blind, and other disability groups. This task force would assess device compatibility, delivery performance, and accuracy, and work toward minimizing delivery delays and system failures.

3. Expand and Standardize Sign Language Delivery (ASL/LSQ) for Emergency Alerts

Sign language accessibility must be meaningfully integrated into Canada’s emergency alerting framework. To achieve this, government agencies should establish formal agreements with certified ASL/LSQ translation providers capable of producing, editing, and transcribing sign language videos quickly after alerts are issued. During severe, time-sensitive, or unfolding emergencies - such as catastrophic weather events or active threats - the

national alerting website should support real-time livestreams of ASL and LSQ interpreters alongside televised or digital news coverage. For DeafBlind users, real-time transcripts of livestreamed updates must also be provided to ensure that information is accessible through Braille displays or text-output devices. These measures will strengthen the timely and equitable dissemination of critical safety information in Canada's official signed languages.

4. Improve Visual, Vibration, and Haptic Alert Modalities

Given the diversity of devices relied upon by DeafBlind individuals, alerting systems must support strong, distinct, and universally recognizable tactile, vibration, and visual cues. Alerts should be optimized for multi-modal detection, enabling users to perceive notifications through vibration intensity, haptic patterns, or visual alerts. To support user adoption, the national alert hub should offer clear, device-specific tutorials demonstrating how to enable and customize vibration, haptic, and visual functions on various platforms, including iOS, Android, tablets, and Braille technologies. Collaboration with device manufacturers should also be pursued to ensure consistent, high-intensity tactile signals across devices, allowing DeafBlind users to reliably detect emergency alerts.

5. Ensure Clarity and Comprehensibility of Alert Content

To improve comprehension and reduce confusion during emergencies, all alerts must be written in plain language and avoid technical jargon. Alert messages must be compatible with accessibility settings such as inverted colours, screen magnification, and high-contrast modes to prevent formatting conflicts and ensure readability. Alerts should also include direct links to additional accessible resources - such as sign language videos, transcripts, detailed explanations, and maps - to help users understand the context and recommended actions. Ensuring full compatibility with Braille devices is essential to guarantee that text-based alerts can be accessed and understood without loss of information.

6. Improve Mechanisms for Feedback and User Engagement

To strengthen ongoing system performance and ensure the alerting framework evolves with user needs, the national alert hub should include a dedicated feedback mechanism accessible to all, including Deaf, DeafBlind, and Hard of Hearing individuals. This portal must be easy to navigate, employ high-contrast design, and be compatible with screen readers, Braille displays, and sign language modalities. Feedback collection should support

both real-time and post-event submissions, enabling users to report accessibility barriers, technical issues, or content concerns. The feedback system must be tied to regular review cycles so user insights directly inform updates to delivery methods, platform design, and overall accessibility compliance.

Final Comments and Reflection

Accessibility of Public Alerts is a Human Right

As a DeafBlind person, I know firsthand what it means to depend on accessible communication to stay safe, informed, and connected. Public alerts are not just notifications; they are critical safety tools that everyone in Canada must be able to understand. When alerts are inaccessible, DeafBlind individuals are left behind at the very moment when information matters the most. This is not merely a technical oversight. It is a human rights issue that directly affects our safety, dignity, and equal protection during emergencies.

Throughout this project, I read about the experiences of DeafBlind participants across the country. Their stories echoed many of my own. Too often, alerts arrive in formats we cannot access, with vibration patterns that are too weak, messages that disappear too quickly, or visual layouts that are unreadable. For some, alerts never arrive

at all. These gaps do not reflect a lack of ability on the part of DeafBlind people; they reflect a system that was never designed with us in mind.

Yet this report also shows something powerful. The DeafBlind community is engaged, informed, and ready to contribute to a safer and more accessible Canada. We want to receive alerts. We want to participate. We want to provide feedback. And we want a system that respects our right to stay safe during emergencies.

My hope is that the findings and recommendations in this report serve as a turning point. Accessibility should never be optional or added as an afterthought. Public alerting must be designed from the start to include DeafBlind Canadians and all people with disabilities. When emergency information is accessible, it saves lives. When it is not, it creates preventable harm.

Accessibility of public alerts is a human right, and it is time for Canada’s alerting system to reflect that truth in every message it sends.

Appendix A - Survey Questions

DWCC 2025-180 - DDBHH Accessibility of the National Public Alerting System

DDBHH Accessibility of The National Public Alerting System

The Deaf Wireless Canada Consultative Committee (DWCC) is conducting a national survey to help improve the National Public Alerting System (NPAS), with a focus on accessibility for Deaf, Deaf-Blind, and Hard of Hearing individuals across Canada.

The initiative is part of the Canadian Radio-television and Telecommunications Commissions (CRTC) ongoing proceeding to improve the public alerting systems: CRTC 2025-180.

What are Public Alerts?

Public alerts are important messages sent by the government to warn people about emergencies or danger. These alerts help keep people safe during urgent situations like wildfires, floods, or missing children. You might see or feel these alerts on your phone, TV, radio, or other devices. It is also known as an emergency alert. In this survey, we will use the word “emergency alert.”

What is the survey about?

This survey asks about your experiences with emergency

alerts (also known as public alerts or public alerting) which are the messages sent to your phone, TV, or other devices during emergencies like wildfires, floods, or missing persons.

DWCC wants to better understand:

- Accessibility barriers to receiving alerts
- Preferred languages and sign languages
- Nationwide gaps or inconsistencies in alerting
- How the system can be monitored and improved over time with feedback

This is an opportunity to have your voice and perspective included in national discussions about accessibility and public safety for DDBHH individuals in Canada.

Survey Details:

- Available in English, French, ASL, and LSQ
- Hosted on SurveyMonkey
- Available by request: PDF or paper mailed copy
- Up to 38 questions, covering both multiple choice and open-ended responses
- Approved by the CRTC (see link)

Why is this important?

DWCC's goal is to ensure that NPAS becomes fully accessible, especially through:

- Alerts in sign languages (ASL and LSQ)

- Compliance with the Accessible Canada Act, which aims to remove barriers for people with disabilities by 2040.
- Compliance with Canadian Human Rights Act to duty to accommodate persons with disabilities including Deaf, Deaf-Blind, and Hard of Hearing individuals across Canada

Your participation will provide valuable data that can help guide policy and implementation of accessible alerts in Canada.

Conditions for participation

To take this survey, you must be:

1. At least 18 years old; and
2. A Canadian consumer of a wireless or internet company for at least one year; and
3. Deaf, Deaf-Blind, Hard of Hearing, Oral deaf, or Late-deafened.

Your privacy, confidentiality and trust are important to us. All data collected will be stored according to industry wide data security standards. At the end of the survey you will have the option, it is your choice, to enter your name and e-mail to enter your name in a prize draw. *This contact information is used only for the verification purposes for the prize draw. Once the draw finishes, your contact information will be erased from our records.*

If you have any concerns or questions, you may contact Jeffrey Beatty, DWCC Chair at chair@deafwireless.ca.

Thank you for participating in this survey.

PART I: QUALIFYING QUESTIONS (3 questions)

1. **I hereby consent that my responses will be used to present the information to the Canadian Radio-television and Telecommunications Commission (CRTC) Notice of Consultation 2025-180.**

   Answering this "Yes" will allow you to continue, or if answering "No," you cannot do the survey.

   a. Yes ☐

   b. No ☐

2. **Are you Canadian or a resident of Canada?**

   Answering this"Yes" will allow you to continue, or if answering "No," you cannot do the survey.

   a. Yes ☐

   b. No ☐

3. **Are you 18 or older?**

   Answering this "Yes" will allow you to continue, or if answering "No," you cannot do the survey.

   a. Yes ☐

   b. No ☐

PART II: DEMOGRAPHICS (8 questions)

ABOUT YOU (6 questions)

4. **Are you Deaf-Blind or DeafBlind? (answers will lead to related questions)**
   If answer Yes → Continue to Question 5. If answer No → Skip to Question 6.
   a. Yes ☐
   b. No ☐

5. **Which modes of communication do you use?**
   After answering → Skip to Question 7.
   a. Sign Language
   ☐
   b. Tactile ASL or Tactile LSQ
   (hand on hand communication) ☐
   c. Protactile ☐
   d. Two hand manual ☐

6. **How do you self-identify?***

   a. Deaf (a sign language user - for example: ASL or LSQ) ☐
   b. Hard of Hearing ☐
   c. Oral deaf ☐

d. Late-deafened ☐

7. How old are you?

a. 18 to 24 years ☐
b. 25 to 34 years ☐
c. 35 to 44 years ☐
d. 45 to 54 years ☐
e. 55 to 64 years ☐
f. 65 years or older ☐
g. I prefer not to provide information. ☐

8. What is your gender?

a. Female ☐
b. Male ☐
c. Non-binary ☐
e. I prefer not to provide information ☐

9. Which languages do you use? Click on all applicable languages.

a. ASL ☐
b. LSQ ☐
c. English ☐
d. French ☐

RESIDENTIAL INFORMATION (2 questions)

10. Which Canadian province or territory do you currently live in?

a. British Columbia ☐
b. Yukon ☐
c. Alberta ☐
d. Northwest Territories ☐
e. Saskatchewan ☐
f. Nunavut ☐
g. Manitoba ☐
h. Ontario ☐
i. Québec ☐
j. Newfoundland and Labrador ☐
k. Nova Scotia ☐
l. Prince Edward Island ☐
m. New Brunswick ☐

11. **Where do you live (metropolitan vs. rural)?**

a. City or metropolitan/suburban area (50,000 or more people) ☐

b. City or town (between 2,500 – 50,000 people) ☐

c. Village (fewer than 2,500 people) ☐

d. I am nomadic, living from town to town ☐

e. I prefer not to provide information ☐

PART III: DEVICE AND SERVICE USAGE (3 questions)

12. Do you use wireless and/or internet services?

a. Wireless only (LTE/5G) ☐
b. Internet only (WIFI) ☐
c. Both, Wireless and Internet (WIFI) ☐

13. Do you currently have a wireless Accessibility Plan (a plan that offers a discount or features specifically for people with disabilities)?

a. Yes ☐
b. No ☐
c. I did not know such a plan exists. ☐

14. What kind of device do you own that you receive or do not receive the alerts on? Click on all applicable answers.

a. Apple iPhone ☐

b. Android (i.e. Blackberry, Google, LG, Samsung, Sony). ☐

c. Windows device ☐

d. Tablet (i.e. Apple iPad, or Android: Galaxy, Lenovo, or Amazon). ☐

e. I do not receive any alerts ☐

f. Other (please specify): **[Please type or write in the text box]:** ☐

15. What other platforms do you receive emergency alerts, other than smartphones or tablets? *(Select all that apply)*

a. TV ☐

b. Visual Display in transportation centres (airport, ferry or train stations). ☐

c. Visual Signage on highways ☐

d. Public spaces in building spaces (ie. lobby) ☐

e. Instant Messenger and Chat ☐

f. Social media (e.g., Facebook, Twitter/X) ☐

g. Email or text from government sources ☐

h. Emergency Alert app ☐

PART IV: NATIONAL PUBLIC ALERTING SYSTEM (EMERGENCY ALERTS)

PERSONAL EXPERIENCE (3 questions)

16. Have you ever received an emergency alert on your device(s)?
(If Yes → Skip to Question 18. If No → Continue to Question 17.)

a. Yes ☐

b. No ☐

17. If you do not receive any alerts, why not?
(Please type or write in the text box below. After answering → Skip to Question 24.)

18. What kind/type of emergency alerts have you received? Click on all applicable answers.

a. Test Alert (Alert Ready system test) ☐
b. AMBER Alert (child abduction emergency) ☐
c. Weather Alert (tornado, blizzard, extreme heat/cold, severe thunderstorm, etc.) ☐
d. Natural Disaster Alert (wildfire, flood, earthquake, etc.) ☐
e. Civil Emergency Alert (dangerous person, shooting, bombing, etc.) ☐
f. Environmental & Technological Hazards (radiological, chemical, infrastructure failure, etc.) ☐
g. Emergency Alert (9-1-1 service outage, public health, etc.) ☐

19. Do you want to be able to review past alerts?

a. Yes ☐
b. No ☐

TEST EMERGENCY ALERTS (3 questions)

20. Have you ever received a test emergency alert?
(If Yes → Continue to Question 21. If No → Skip to Question 24.)

a. Yes ☐
b. No ☐

21. Is it important that you give feedback on a test emergency alert?
(If Yes → Continue to Question 22. If No → Skip to Question 24.)

a. Yes ☐
b. No ☐

22. Where would you like to submit your feedback about the alert?

a. Click a button on the alert notification ☐
b. Email ☐
c. Designated text number ☐
d. Alert Ready website ☐
e. Provincial or Territorial Emergency Management Office ☐
f. Local Broadcaster or Wireless Carrier ☐
g. I don't know/Not sure ☐

23. Why is it important for you to be able to give feedback on a test emergency alert?

a. To ensure alerts are delivered in accessible formats (e.g., visual, text, tactile, braille). ☐

b. To verify that alerts are effective for DDBHH individuals. ☐

To test the technical effectiveness of current alert delivery methods. ☐

c. To identify how alert language, visuals, or delivery might cause confusion. ☐

d. To educate about the specific needs of the DDBHH community. ☐

e. To support the development of more inclusive public safety systems. ☐

f. To raise awareness about accessibility issues in emergency communication ☐

EMERGENCY ALERTS ACCESSIBILITY (6 questions)

24. Do you find current alert systems accessible for you as a Deaf, DeafBlind, or Hard-of-Hearing person?

a. Yes ☐

b. Somewhat ☐

c. No ☐

d. I'm not sure ☐

25. What are the main barriers you face when receiving emergency alerts?

a. No visual notification (e.g. no flashing light or pop-up)
☐

b. No vibration haptic alert
☐

c. Audio-only alerts without text
☐

d. Alert not available in ASL or LSQ
☐

e. Poor timing or delays in alert delivery
☐

f. Difficult language (too complex or unclear)
☐

g. Alert not accessible on device
☐

h. Lack of instructions in the alert
☐

i. Internet or cellular service too weak to receive alerts
☐

j. Alerts don’t match location
☐

k. Information on screen disappeared too quickly/could not review information
☐

l. Not enough details
☐

m. No photos of the missing person
☐

g. Other **[Please type or write in the text box]:**
☐

26. Which format is the most accessible for you during an emergency? *(Select all that apply)*

a. Sign language video (ASL or LSQ) ☐
b. Text captions ☐
c. Visual flashing alerts ☐
d. Haptic alerts ☐
e. Vibration alerts ☐
f. Visual icon or emoji for a specific emergency event ☐
g. Background and font colours. ☐
h. Audio alerts ☐
i. Other (please specify): **(Please type or write in the write in the text box)** ☐

27. Are you satisfied with the information included in the emergency alerts?
(If Yes → SKIP to Question 29. If No → Continue to Question 28.)

a. Yes ☐

b. No ☐

28. What information would you like included in emergency alerts? (Select all that apply)

a. Plain language description of the emergency. ☐

b. What to do next (instructions), ie, food rationing in supply chain crisis. ☐

c. Links to where to go for shelter and safety (ie, cooling/warming centre) ☐

d. Specific phone number, text, or email to contact for help. ☐

e. Visual alert with symbols or icons ☐

f. ASL or LSQ video explanation ☐

g. Location-specific details(e.g. nearby danger zones) ☐

h. How long the emergency is expected to last (be specific or say “unknown”) ☐

i. Where to go for updates(website, social media,etc.) ☐

j. Accessibility support information (e.g. VRS/VRI, DeafBlind assistance). ☐

k. Other (please specify). **[Please type or write in the text box]**: ☐

PART V: LANGUAGES IN EMERGENCY ALERTS (3 questions)

29. Which languages do you prefer to receive the emergency alerts in? Click on all applicable languages.

a. ASL (American Sign Language) ☐

b. LSQ (Langue des signes québécoise) ☐

c. English ☐

d. French ☐

30. Do you support a federal requirement for sign language inclusion in all emergency alerts?

a. Yes ☐

b. No ☐

c. Not sure ☐

31. Do you believe emergency alerts should be available in sign language across all platforms (TV, phone, social media)?

a. Yes ☐

b. No ☐

c. Not sure ☐

PART VI: REAL LIFE EXPERIENCES (4 questions)

32. Have you been in a location where there was a disaster, shooting, extreme weather, or any other emergency event(s)?
(If Yes → Continue to Question 34. If No → Skip to Question 35.)

a. Yes ☐
b. No ☐

33. What kind of emergency event was it?

a. AMBER Alert (child abduction emergency) ☐
b. Weather Alert (tornado, blizzard, extreme heat/cold, severe thunderstorm, etc.) ☐
c. Natural Disaster Alert (wildfire, flood, earthquake, etc.) ☐
d. Civil Emergency Alert (dangerous person, shooting,
e. bombing, etc.). ☐
f. Environmental & Technological Hazards (radiological, chemical, infrastructure failure, etc.) ☐
g. Emergency Alert (9-1-1 service outage, public health, etc.) ☐
h. Other (please specify): **[Please type or write in the text box on next page]:** ☐

34. Are you willing to participate in a follow-up interview or focus group to share your experiences and barriers you faced in that emergency event(s)? (If Yes → Continue to Question 35. If No → Skip to Question 36)

a. Yes ☐
b. No ☐

35. Please share your preferred contact method (optional):
[Email or Phone] **[Please type or write in the text box]:**

Note: this contact information is used only for the interview. Once the interviews finish, your contact information will be erased from our records.

PART VII: YOUR COMMENTS

36. Anything else that you would like to share with us and/or with the Canadian Radio-television and Telecommunications Commission (CRTC) related to accessibility of public alerting?

[Type in text box or do video in ASL, LSQ, any ISLs in YouTube and insert link here].

OR

[Please write on the lines below or on the back of the last page of this survey]

_____

_____

_____

Part VIII: TO ENROLL IN THE DRAW - OPTIONAL

37. I want to enter my name into the prize draw for this survey.
(If Yes → Continue to Question 38. If No → End of Survey.)

a. Yes ☐
b. No ☐

38. If you would like to enter your name in the draw for the prizes, choose which prize you want:

☐ iPhone
☐ Android

Name:

City of Residence:

Province:

Email or phone number (your preferred contact):

☐ By entering this draw, I acknowledge and agree that the winners' names and their cities will be made public. No other identifying information will be made public.

Note: this contact information is used only for the draw. Once the draw is finished, your contact information will be removed from our records.

PART IX: Thank you for your participation.

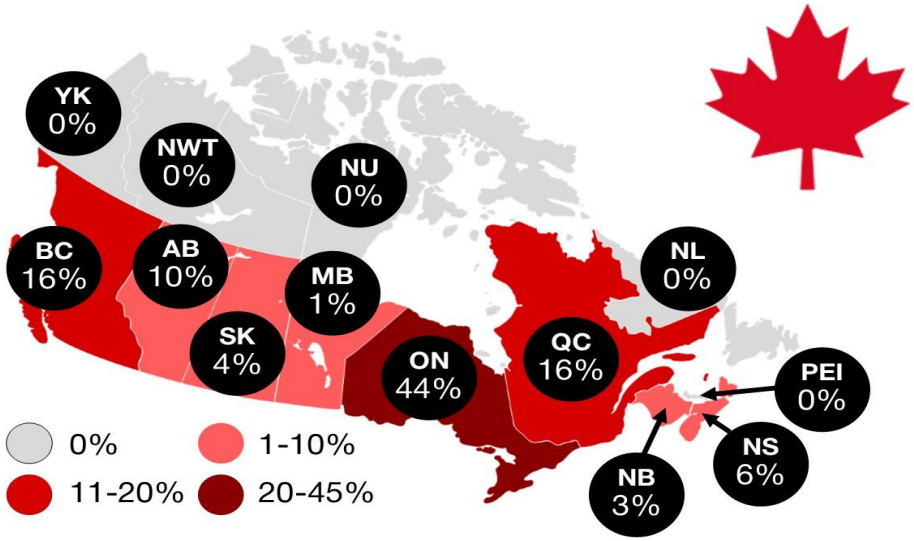
Thank you for your participation in this survey. Your feedback will help improve accessibility of public alerts for the Deaf, DeafBlind, and Hard of Hearing community in Canada.

*****End of Document*****

Appendix B
Charts & Infographics with Visual Descriptions

Demographics

151 DeafBlind Respondents



Visual Description: The image shows a map of Canada shaded in varying intensities of red to represent the distribution of 151 DeafBlind respondents across the provinces and territories.

Each province and territory has a black circular label displaying its percentage.

Yukon, the Northwest Territories, Nunavut, Newfoundland and Labrador, and Prince Edward Island each show 0%.

British Columbia shows 16%, Alberta shows 10%, Saskatchewan shows 4%, and Manitoba shows 1%.

Ontario shows 44%, which is the darkest red and the highest percentage on the map.

Quebec shows 16%, New Brunswick shows 3%, and Nova Scotia shows 6%. A colour legend at the bottom indicates the percentage ranges from 0% to 45% using grey and three shades of red.

Geography - City/Town Residence

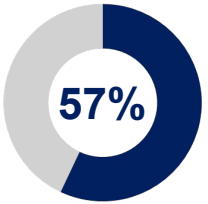
Visual Description: The graphic shows three circular donut charts stacked vertically, each representing the population size of the city or town where respondents live.

1. Top Chart - A donut chart with a dark navy-blue segment showing 57%. Text to the right reads: “Population of 50,000+”.
2. Middle Chart - A donut chart with a teal-blue segment showing 26%. Text to the right reads: “Population of 2,500–50,000”.
3. Bottom Chart - A donut chart with a light blue segment showing 4%. Text to the right reads: “Population of less than 2,500”.

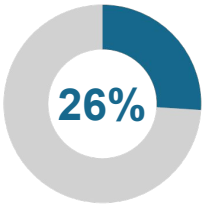
All three charts have grey as the background portion of each donut, with the colored segment indicating the percentage. The heading at the top reads “City / Town Residence” in bold dark blue text.

151 Deaf-Blind Respondents

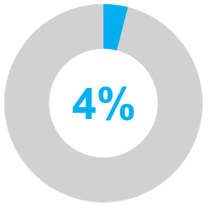
City / Town Residence



Population of 50,000+

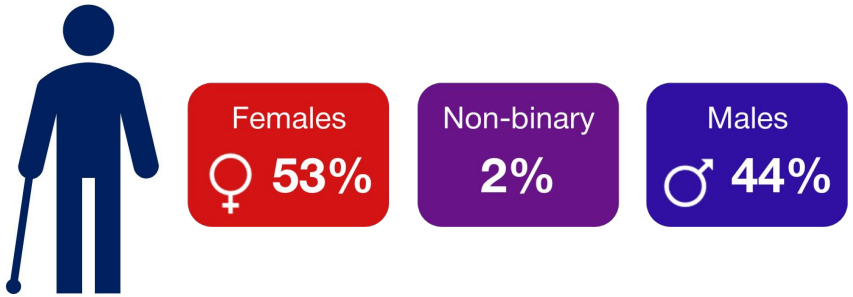


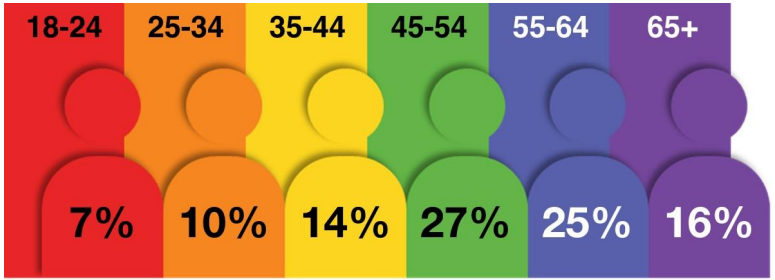
Population of 2,500-50,000



Population of less than 2,500

Profile of Deaf-Blind Respondents



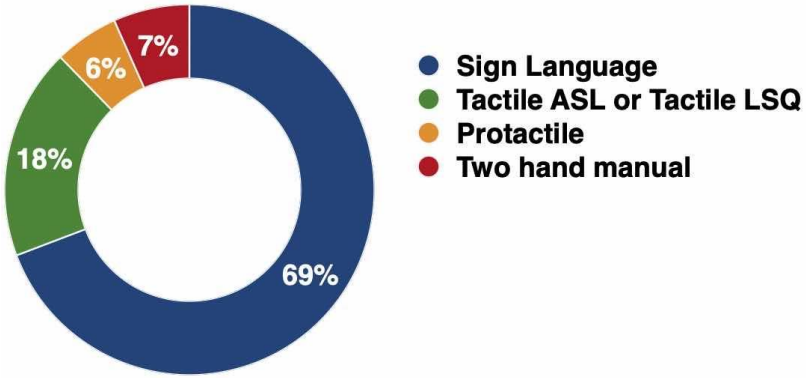


Visual Description: The image shows a navy-blue figure using a cane on the left side, serving as a visual icon. To the right, three coloured boxes display gender identity data.

The red box indicates that 53% of respondents are female, the purple box shows that 2% are non-binary, and the blue box shows that 44% are male.

Below these boxes is a row of six coloured silhouettes arranged from red to purple, each representing an age group. The red silhouette shows that 7% are ages 18 to 24, the orange silhouette shows that 10% are ages 25 to 34, and the yellow silhouette shows that 14% are ages 35 to 44. The green silhouette shows that 27% are ages 45 to 54, the blue silhouette shows that 25% are ages 55 to 64, and the purple silhouette shows that 16% are ages 65 and older.

Modes of Communication used



195 responses from Deaf-Blind respondents

Visual Description: The image shows a circular donut chart divided into four coloured segments representing communication methods used by DeafBlind respondents.

The largest segment is dark blue, showing that 69% use sign language.

A green segment indicates that 18% use Tactile ASL or Tactile LSQ.

A yellow segment shows that 6% use Protactile, and a red segment shows that 7% use the two-hand manual method.

A caption below the chart states that the data reflects 195 responses from DeafBlind respondents.

Modes of Communication used

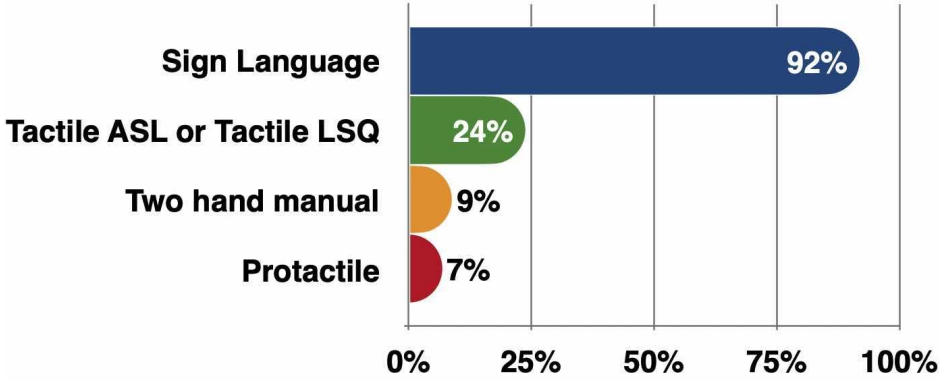
Visual Description: The image presents a horizontal bar chart showing communication methods used by DeafBlind respondents.

The longest bar is dark blue and shows that 92% use sign language.

A green bar indicates that 24% use Tactile ASL or Tactile LSQ.

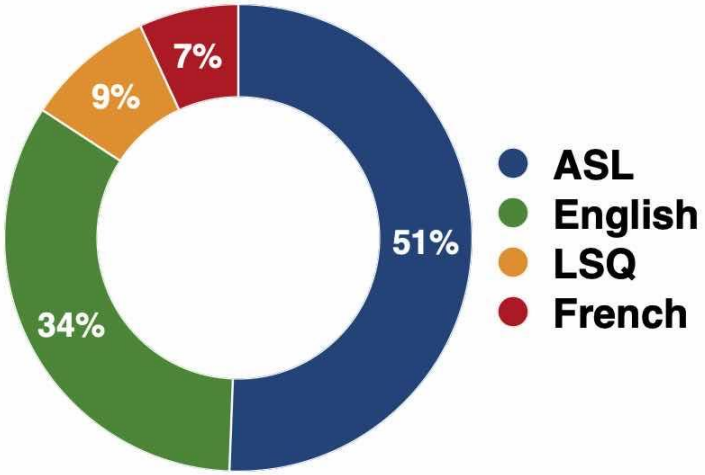
A yellow bar shows that 9% use the two-hand manual method, and a red bar shows that 7% use Protactile.

A caption below the chart states that the data comes from 195 responses from Deaf-Blind respondents.



195 responses from Deaf-Blind respondents

Language - Signed and Written



247 responses from Deaf-Blind respondents

Visual Description: The image shows a donut chart illustrating the languages used by DeafBlind respondents.

The largest segment is dark blue and shows that 51% use ASL.

A green segment indicates that 34% use English, while a yellow segment shows that 9% use LSQ.

A red segment shows that 7% use French.

Below the chart, a caption notes that the results are based on 247 responses from DeafBlind respondents.

Language - Signed and Written

Visual Description: The image presents a horizontal bar chart showing the languages used by DeafBlind respondents.

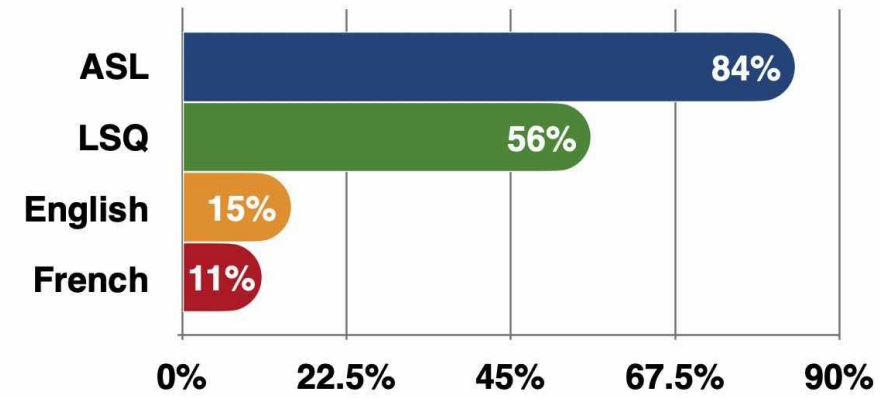
The longest bar is dark blue and shows that 84% use ASL.

A green bar indicates that 56% use LSQ.

A yellow bar shows that 15% use English, and a red bar shows that 11% use French.

Below the chart are four coloured labels paired with small icons: a purple label stating that 84% use ASL, a blue label stating that 15% use LSQ, a green label stating that 56% use English, and an orange label stating that 11% use French.

A caption beneath the graphic notes that the results come from 247 responses from DeafBlind respondents.



247 responses from Deaf-Blind respondents

Service and Device Usage

Service Usage

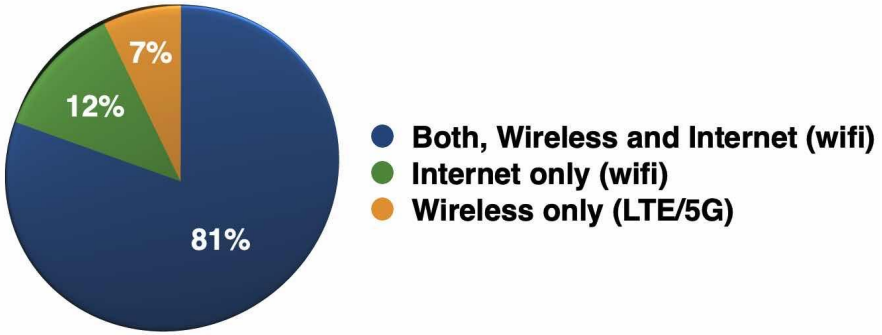
More than **8 in 10** or **81%** Deaf-Blind respondents have Wireless and Internet access.

Visual Description: The image shows a group of ten human-shaped icons on the left, eight of which are dark blue and two of which are light grey.

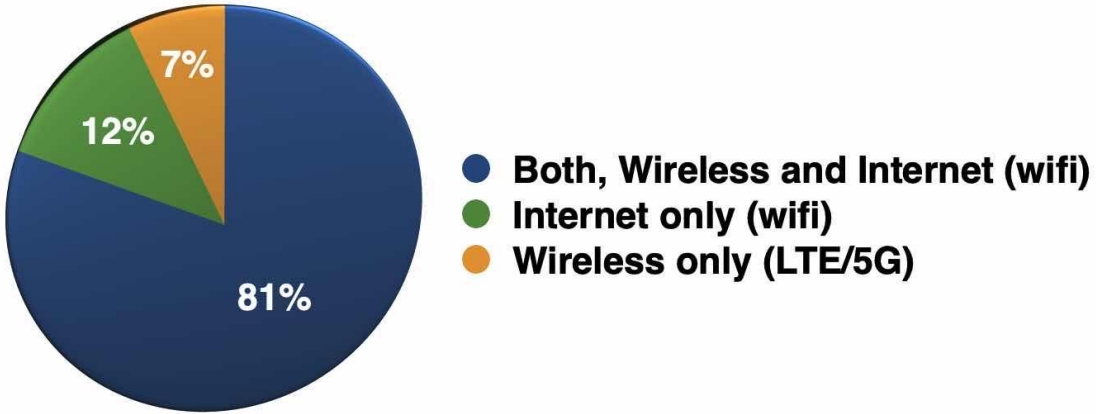
Visual Description: A pie chart displays respondents' access to wireless and internet services. The largest section is dark blue and shows that 81% use both wireless and internet (wifi). A green section shows that 12% use internet only, and an orange section shows that 7% use wireless only through LTE or 5G.

A legend beside the chart lists each category with its corresponding colour.

More than **8 in 10** or **81%** Deaf-Blind respondents have Wireless and Internet access.



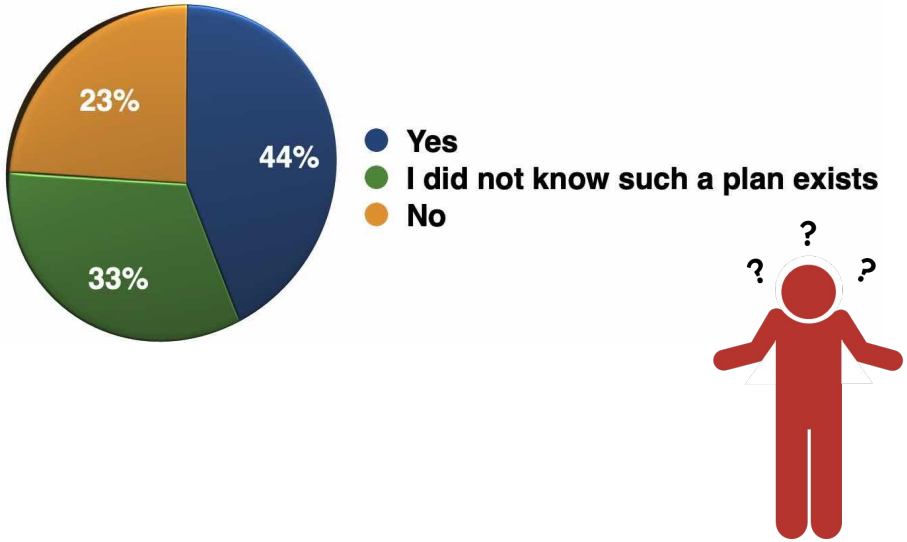
More than **8 in 10** or **81%** Deaf-Blind respondents have Wireless and Internet access.



Visual Description: The image shows a group of ten human-shaped icons on the left, eight of which are dark blue and two of which are light grey. To the right, a pie chart displays respondents' access to wireless and internet services. The largest section is dark blue and shows that 81% use both wireless and internet (wifi). A green section shows that 12% use internet only, and an orange section shows that 7% use wireless only through LTE or 5G. A legend beside the chart lists each category with its corresponding colour.

Wireless Accessibility Plan

More than half (56%) Deaf-Blind respondents **do not have a wireless accessibility plan**.



Visual Description: The image shows a pie chart divided into three sections representing respondents' awareness of a wireless accessibility plan.

The dark blue section shows that 44% answered yes. The green section shows that 33% said they did not know such a plan exists.

The yellow-orange section shows that 23% answered no.

To the right of the chart, there is a red human figure with three question marks above its head, illustrating confusion or uncertainty.

Wireless Accessibility Plan

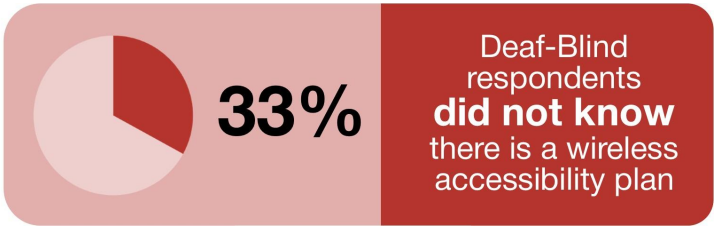
Visual Description: The top section of the image shows a red human figure with question marks above its head, representing uncertainty.

To the right, a rounded red box contains a partial pie chart showing that 33% of respondents selected this option. The text beside the chart states that Deaf-Blind respondents did not know there is a wireless accessibility plan.

The bottom section shows a rounded blue box with a partial pie chart indicating 23%. The text explains that Deaf-Blind respondents did not have a wireless accessibility plan.

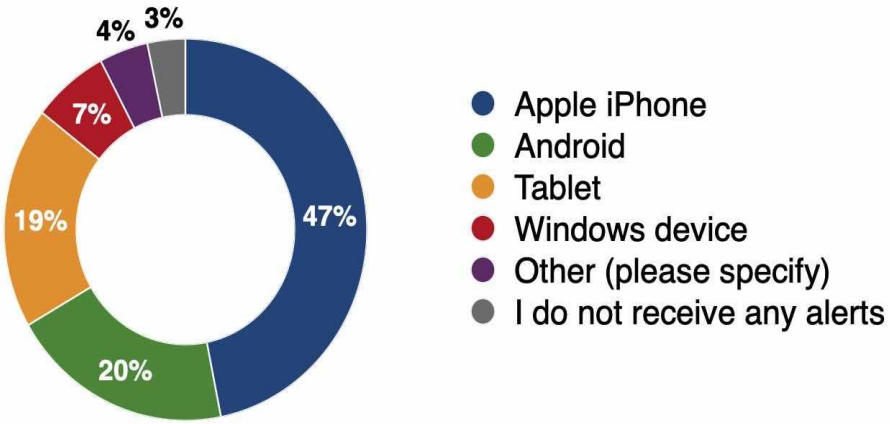
To the right of this box, there is an illustration of a document labeled “Accessibility Plan” with a red circle and slash symbol over it, indicating the absence of a plan.

More than half (56%) Deaf-Blind respondents **do not have a wireless accessibility plan**.



Device Usage

Responses from Deaf-Blind respondents indicated they own either an **Apple iPhone**, an **Android**, or a **tablet** which they use to receive or are unable to receive public alerts.



207 responses from Deaf-Blind respondents

Visual Description: The image shows a donut chart displaying the devices respondents use to receive alerts.

The largest segment is dark blue and shows that 47% use an Apple iPhone. A green segment shows that 20% use an Android device.

A yellow segment shows that 19% use a tablet.

A red segment shows that 7% use a Windows device.

A purple segment shows that 4% selected “Other.”

A grey segment shows that 3% do not receive any alerts.

A legend on the right lists each device category with its corresponding colour.

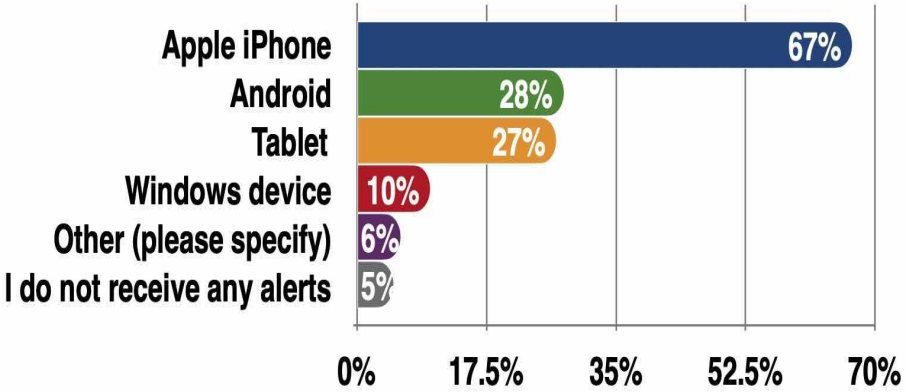
Device Usage

Visual Description: The image shows a horizontal bar chart illustrating the devices respondents use to receive alerts.

The longest bar is dark blue and shows that 67% use an Apple iPhone. A green bar shows that 28% use an Android device, and a yellow bar shows that 27% use a tablet. A red bar indicates that 10% use a Windows device. A purple bar shows that 6% selected “Other,” and a grey bar shows that 5% do not receive any alerts.

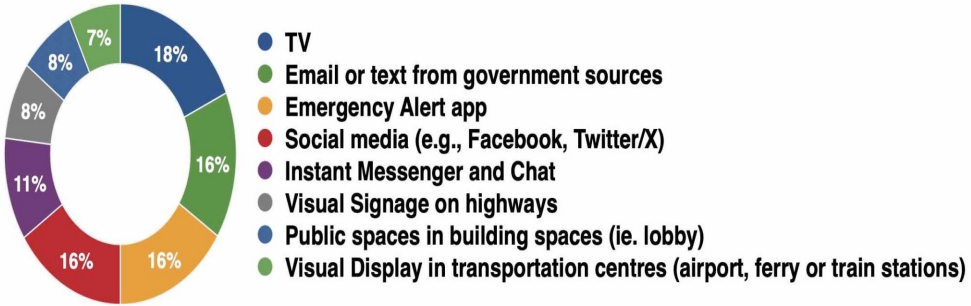
Each bar is aligned with its corresponding device label on the left.

Most Deaf-Blind respondents indicated they own either an **Apple iPhone**, an **Android**, or a **tablet** which they use to receive or are unable to receive public alerts.



Other Platforms Used

Responses from Deaf-Blind respondents indicated they receive public alerts from are **Environmental Systems** and **Direct Communication Systems**.



442 responses from Deaf-Blind respondents

Visual Description: The image shows a donut chart illustrating where respondents receive emergency information.

Visual Description:

The largest segment is dark blue and shows that 18% receive information from TV. A green segment shows that 16% rely on an Emergency Alert app, and another orange segment shows that 16% receive alerts by email or text from government sources. A red segment shows that 11% use social media, such as Facebook or Twitter/X. Two purple segments, each at 8%, show that respondents use instant messaging or chat apps and visual highway signage. A teal segment at 7% represents public spaces inside buildings, such as lobbies. A light blue segment at 8% represents visual displays in transportation centres, including airports, ferry terminals, or train stations.

A legend on the right lists each source with its matching colour.

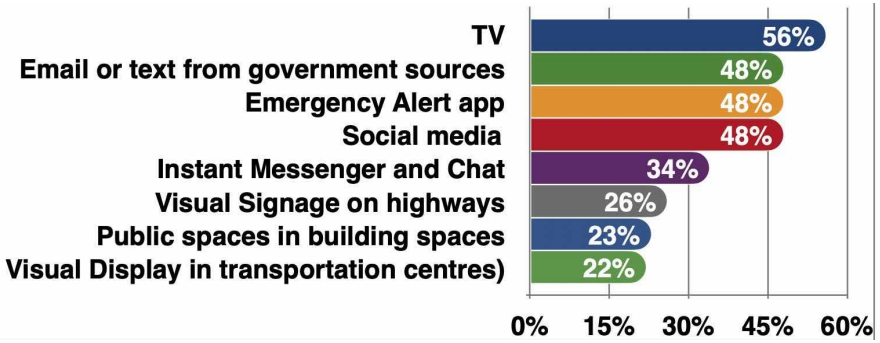
Other Platforms Used

Visual Description: The image presents a horizontal bar chart showing where respondents receive emergency information.

The longest bar is dark blue and shows that 56% receive information from TV. Three green and orange bars each show that 48% receive alerts by email or text from government sources, through the Emergency Alert app, or through social media. A purple bar shows that 34% use instant messenger or chat apps, while a grey bar shows that 26% rely on visual signage on highways. A blue bar shows that 23% receive information in public building spaces, and a green bar shows that 22% get information from visual displays in transportation centres.

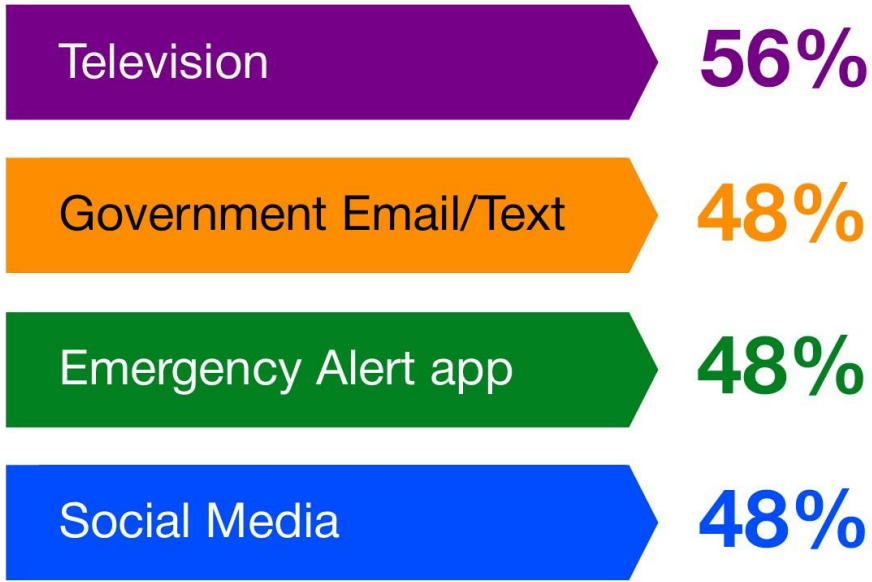
Each bar is aligned with its corresponding source on the left.

Other platforms through which Deaf-Blind respondents receive public alerts include **television, email or text messages, Emergency Alert apps,** and **social media**.



Other Platforms Used

Top 4 other platforms Deaf-Blind respondents use to receive public alerts.



Visual Description: The image displays four coloured arrow-shaped bars showing where respondents receive emergency information.

The top purple bar indicates that 56% receive information from television.

The orange bar below it shows that 48% receive information through government email or text messages.

A green bar shows that 48% rely on the Emergency Alert app, and the blue bar at the bottom shows that 48% receive information from social media.

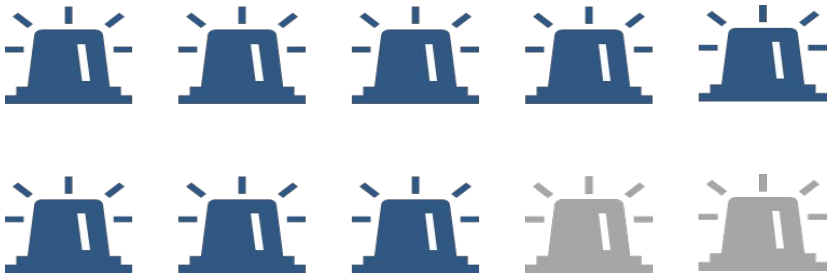
Personal Experience

Personal Experience - Public Alerts

Visual Description: The image shows ten emergency siren icons arranged in two rows.

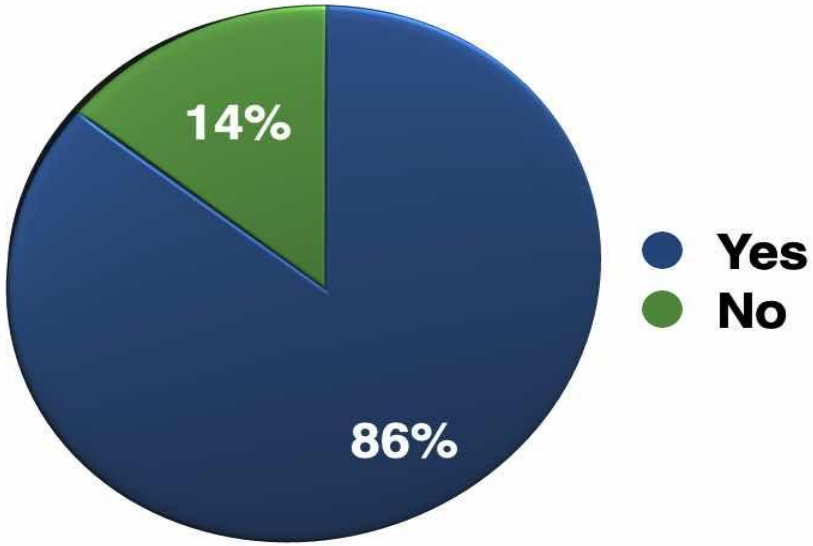
Seven of the sirens are dark blue, indicating the majority, while the remaining three sirens on the right side of the second row are light grey, representing a smaller portion.

More than **8 in 10 (86%)** Deaf-Blind respondents have received a public alert.



Personal Experience - Public Alerts

More than **8 in 10 (86%)** Deaf-Blind respondents have received a public alert.



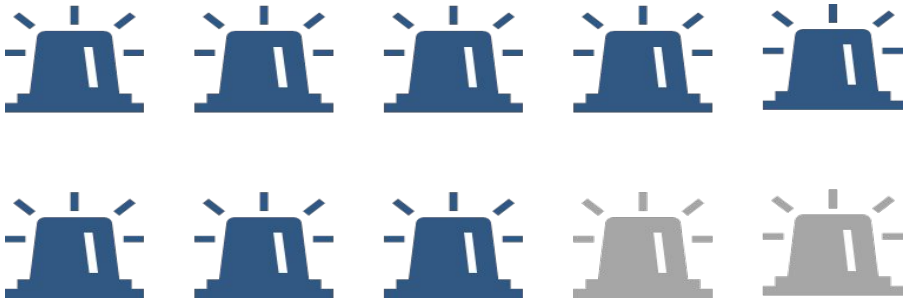
Visual Description: A pie chart displays the same information numerically.

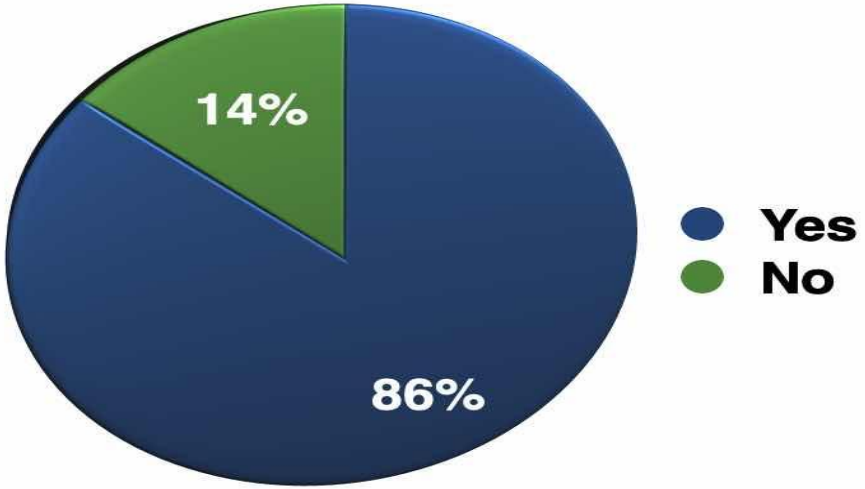
The dark blue section shows that 86% of respondents answered yes, while the green section shows that 14% answered no.

A legend beside the chart labels the blue segment as “Yes” and the green segment as “No.”

Personal Experience - Public Alerts

More than **8 in 10 (86%)** Deaf-Blind respondents have received a public alert.





Visual Description: The image shows eight dark blue emergency siren icons followed by two grey siren icons, visually representing a large majority. To the right, a pie chart displays the same information numerically. The dark blue section shows that 86% of respondents answered yes, while the green section shows that 14% answered no. A legend beside the chart labels the blue segment as “Yes” and the green segment as “No.”

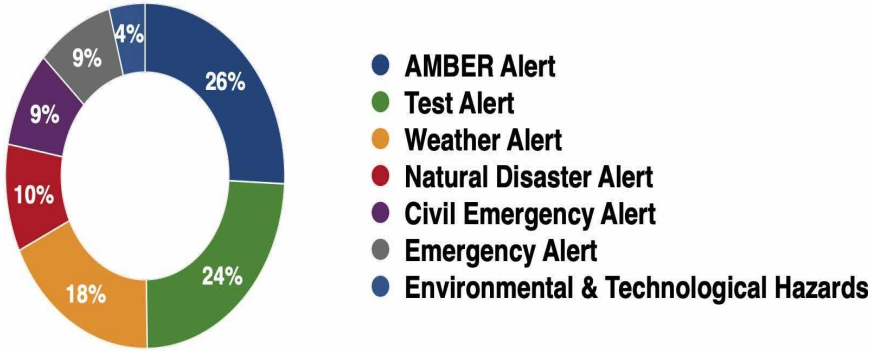
Personal Experience - Public Alerts

Visual Description: The image shows a donut chart displaying the types of alerts respondents have received.

The largest dark blue segment shows that 26% have received an AMBER Alert. A green segment shows that 24% have received a test alert. An orange segment shows that 18% have received a weather alert. A red segment shows that 10% have received a natural disaster alert. A purple segment shows that 9% have received a civil emergency alert, and a grey segment also shows 9% for emergency alerts. The smallest light blue segment shows that 4% have received alerts about environmental or technological hazards.

A legend to the right lists each alert type with its corresponding colour.

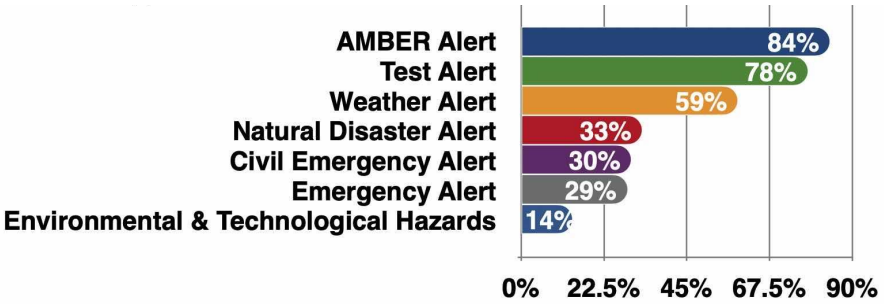
Responses from Deaf-Blind respondents indicated that they most often receive public alerts related to **AMBER alerts**, **system test**, and **weather emergencies**.



408 responses from Deaf-Blind respondents

Personal Experience - Public Alerts

Deaf-Blind respondents most often receive public alerts related to **AMBER alerts**, **system test**, and **weather emergencies**.



Visual Description: The image shows a horizontal bar chart illustrating the types of alerts respondents have received.

The longest dark blue bar indicates that 84% have received an AMBER Alert. A green bar shows that 78% have received a test alert, and an orange bar shows that 59% have received a weather alert. A red bar indicates that 33% have received a natural disaster alert. A purple bar shows that 30% have received a civil emergency alert, and a grey bar shows that 29% have received an emergency alert. The shortest bar, in light blue, shows that 14% have received alerts related to environmental or technological hazards.

Each bar corresponds to its alert category listed on the left, and percentage markers appear along the bottom from 0% to 90%.

Personal Experience - Public Alerts

Visual Description: The image highlights the top four types of alerts that Deaf-Blind respondents have received.

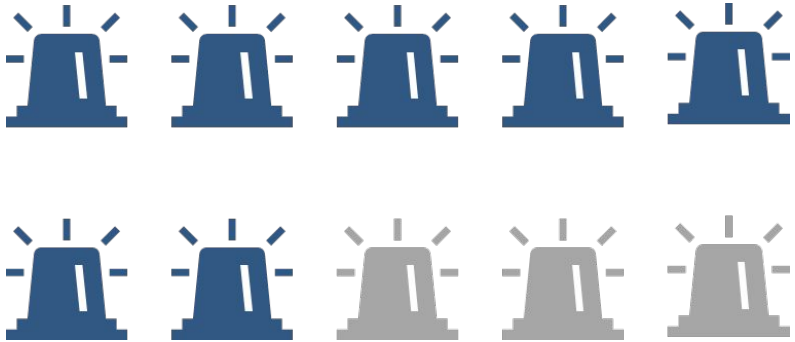
On the left, large bold text reads “Top 4 Type of Alerts Deaf-Blind Respondents Have Received in the Past.”

On the right, four coloured arrow-shaped bars list the alerts in order.

A purple bar labeled with the number 1 shows “AMBER Alert.” A green bar labeled with the number 2 shows “Test Alert.” An orange bar labeled with the number 3 shows “Weather Alert.” A red bar labeled with the number 4 shows “Natural Disaster Alert.”

Personal Experience - Past Alerts

7 in 10 (69%) Deaf-Blind respondents want to be able to review past public alerts.

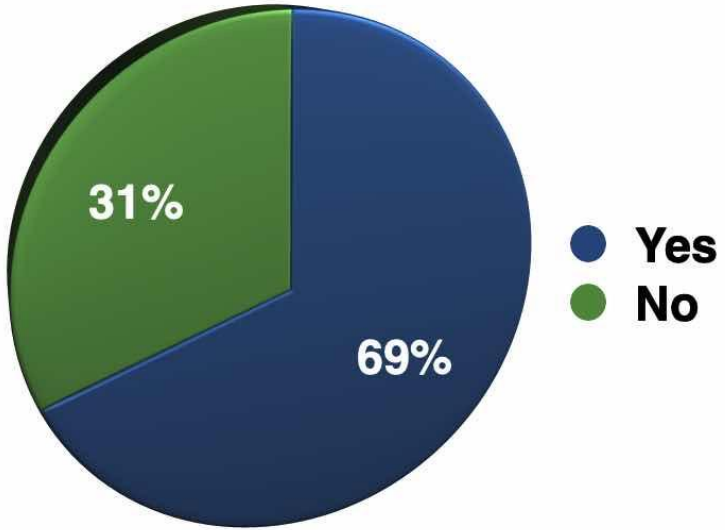


Visual Description: The image shows ten emergency siren icons arranged in two rows.

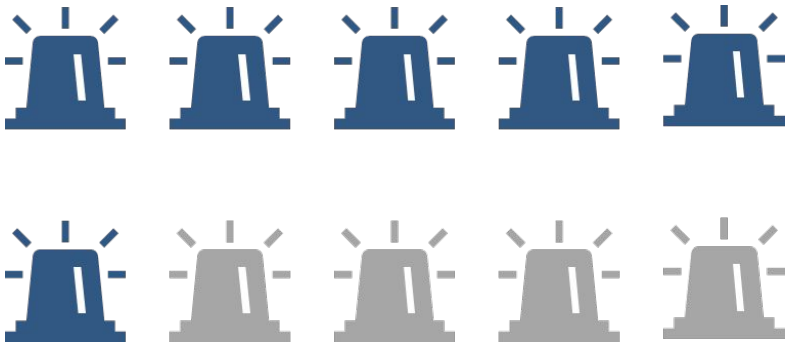
Seven of the icons are dark blue, and three are light grey, visually representing a majority compared to a smaller portion.

Visual Description: A pie chart presents the numerical breakdown of the same information. The dark blue portion shows that 69% of respondents answered yes, while the green portion shows that 31% answered no. A legend beside the chart labels the colours for “Yes” and “No.”

7 in 10 (69%) Deaf-Blind respondents want to be able to review past public alerts.



More than **6 in 10 (61%)** Deaf-Blind respondents have been in a location where there was an emergency event.



Visual Description: The image shows ten emergency siren icons arranged in two rows.

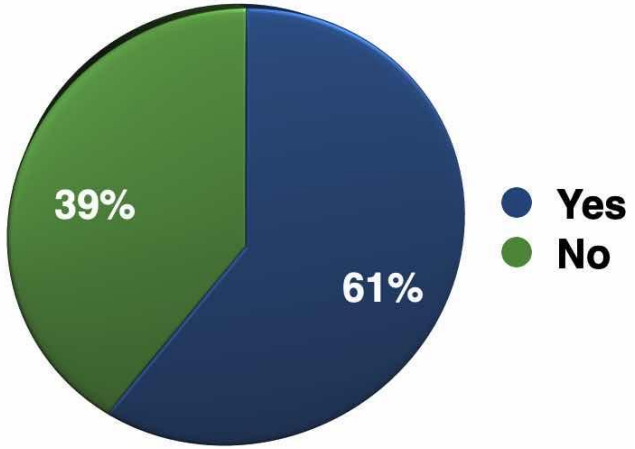
Six of the icons are dark blue, and the remaining four are light grey, creating a visual comparison between the two groups.

Visual Description: A pie chart presents the same information numerically.

The dark blue portion shows that 61% of respondents answered yes, while the green portion shows that 39% answered no.

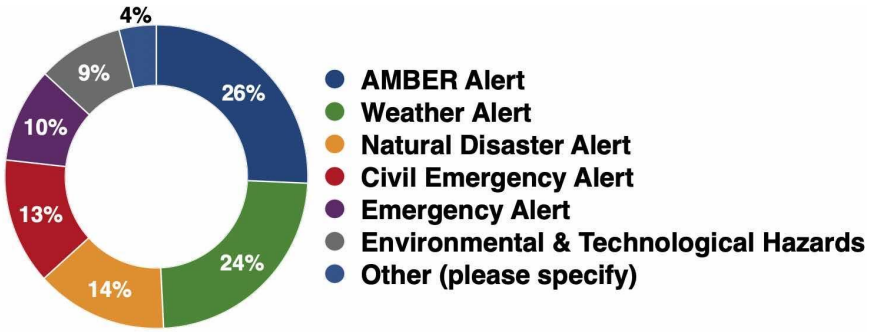
A legend beside the chart labels the colours for “Yes” and “No.”

More than **6 in 10 (61%)** Deaf-Blind respondents have been in a location where there was an emergency event.



Personal Experience - Real Life

64% of responses from Deaf-Blind respondents indicated that they received public alert warnings of **child abductions**, **weather emergencies**, and **natural disasters**.



327 responses from Deaf-Blind respondents

Visual Description: The image shows a donut chart that displays the types of alerts respondents have received.

The largest dark blue segment indicates that 26% have received an AMBER Alert. A green segment shows that 24% have received a weather alert. A yellow segment shows that 14% have received a natural disaster alert. A red segment shows that 13% have received a civil emergency alert. A purple segment shows that 10% have received an emergency alert, while a grey segment shows that 9% have received alerts about environmental or technological hazards. The smallest light blue segment, at 4%, represents respondents who selected “Other.”

A legend on the right lists each alert type with its corresponding colour.

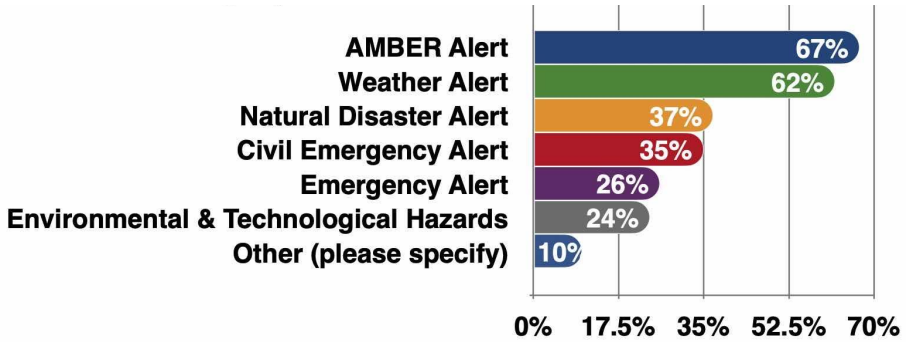
Personal Experience - Real Life

Visual Description: The image presents a horizontal bar chart showing the types of alerts respondents have received.

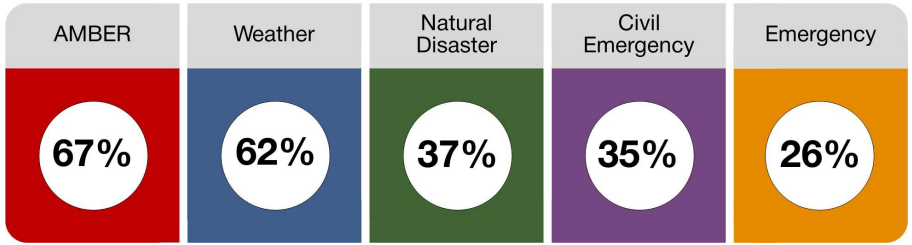
The longest dark blue bar indicates that 67% have received an AMBER Alert. A green bar shows that 62% have received a weather alert. An orange bar shows that 37% have received a natural disaster alert, and a red bar shows that 35% have received a civil emergency alert. A purple bar indicates that 26% have received an emergency alert, while a grey bar shows that 24% have received alerts related to environmental or technological hazards. The smallest light blue bar, at 10%, represents respondents who selected “Other.”

Each bar aligns with its corresponding alert type listed on the left.

Deaf-Blind respondents most often receive public alert warnings related to **child abductions**, **weather emergencies**, and **natural disasters**.



5 most common public alert experiences Deaf-Blind respondents have.



Visual Description: The image displays five rectangular blocks, each representing a type of alert respondents have received.

Each block has a grey header with the alert type and a coloured lower section containing a percentage inside a white circle. The first block, in red, shows that 67% have received an AMBER Alert. The second block, in blue, shows that 62% have received a weather alert. The third block, in dark green, shows that 37% have received a natural disaster alert. The fourth block, in purple, shows that 35% have received a civil emergency alert. The fifth block, in orange, shows that 26% have received an emergency alert.

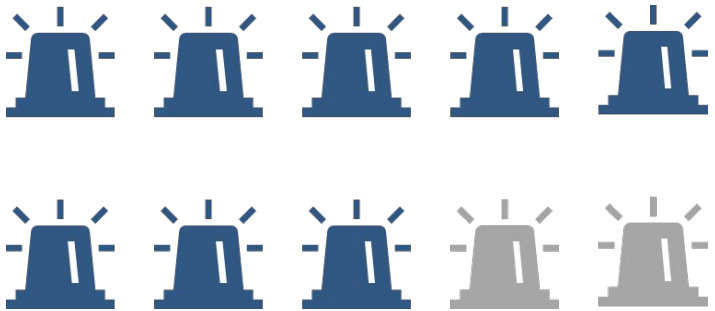
Test Public Alerts

Receiving a Test Public Alert

Visual Description: The image shows ten emergency siren icons arranged in two rows.

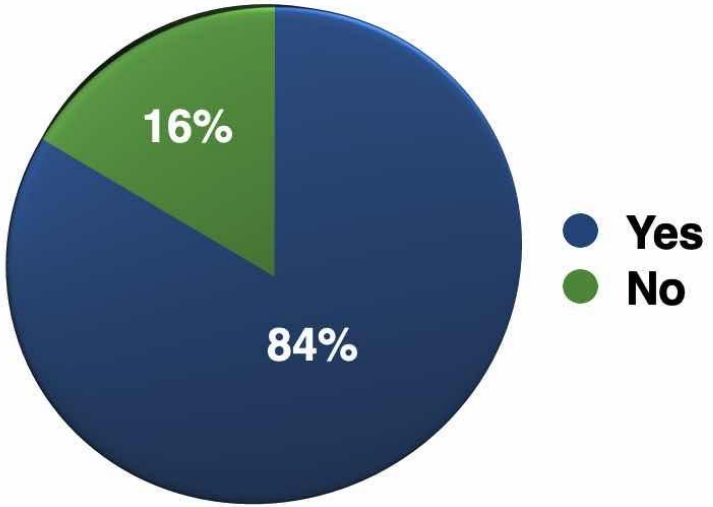
Eight of the icons are dark blue, while the remaining two are light grey, creating a clear visual comparison between the majority and minority responses.

More than **8 in 10 (84%)** Deaf-Blind respondents have received a test public alert.



Receiving a Test Public Alert

More than **8 in 10 (84%)** Deaf-Blind respondents have received a test public



Visual Description: A pie chart presents the same information numerically.

The dark blue section shows that 84% of respondents answered yes, while the green section shows that 16% answered no.

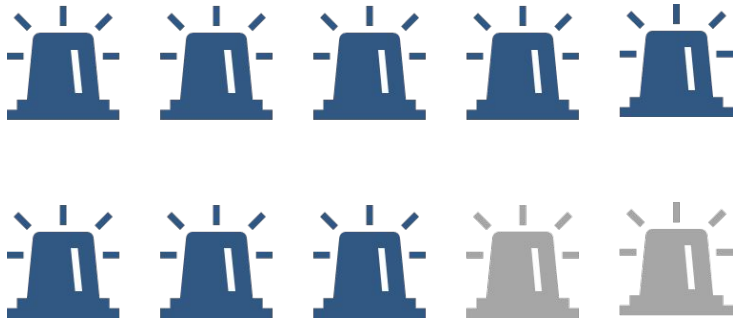
A legend beside the chart labels the colours for “Yes” and “No.”

Submitting Feedback on Test Public Alerts

Visual Description: The image shows ten emergency siren icons arranged in two rows.

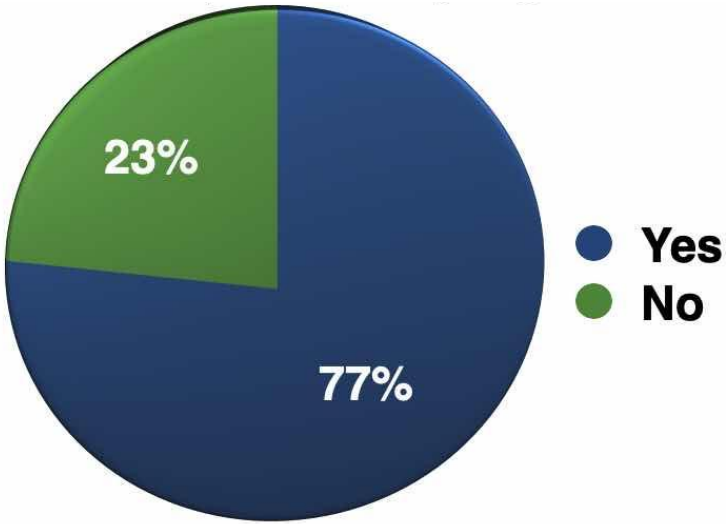
Seven of the icons are dark blue, and three are light grey, visually representing the difference between yes and no responses.

8 in 10 (77%) Deaf-Blind respondents want to give feedback on a test public alert.



Submitting Feedback on Test Public Alerts

8 in 10 (77%) Deaf-Blind respondents want to give feedback on a test public alert.



Visual Description: A pie chart shows the same information numerically.

The dark blue section shows that 77% of respondents answered yes, while the green section shows that 23% answered no.

A legend beside the chart labels the colours for “Yes” and “No.”

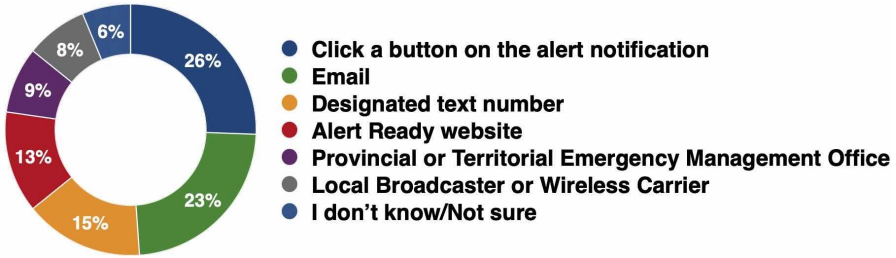
Submitting Feedback on Test Public Alerts

Visual Description: The image shows a donut chart illustrating how respondents prefer to follow up after receiving an alert.

The largest segment, in dark blue, shows that 26% would click a button on the alert notification. A green segment shows that 23% would follow up by email. A yellow segment indicates that 15% would use a designated text number, while a red segment shows that 13% would visit the Alert Ready website. A purple segment shows that 9% would contact their provincial or territorial emergency management office. A teal segment, at 8%, represents those who would follow up with a local broadcaster or wireless carrier. The smallest light blue segment, at 6%, represents respondents who do not know or are not sure.

A legend on the right lists each option with its matching colour.

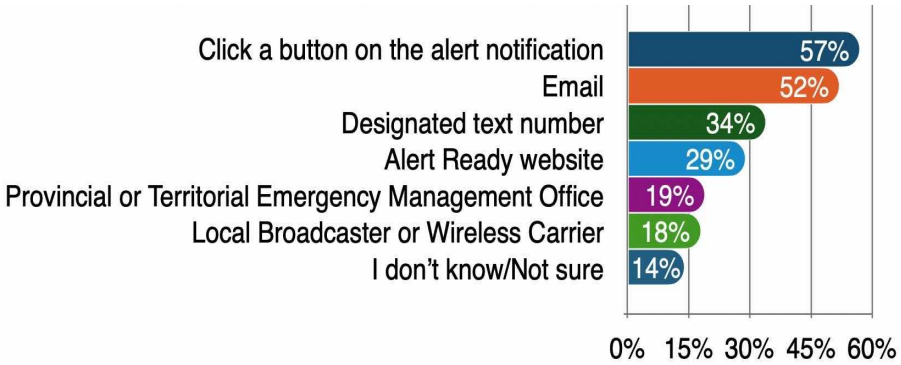
64% of responses from Deaf-Blind respondents reported a preference for submitting feedback via **a button on the alert notification, email**, or **text message**.



176 responses from Deaf-Blind respondents

Submitting Feedback on Test Public Alerts

Deaf-Blind respondents reported a preference for submitting feedback via a **button on the alert notification, email**, or **text message**.



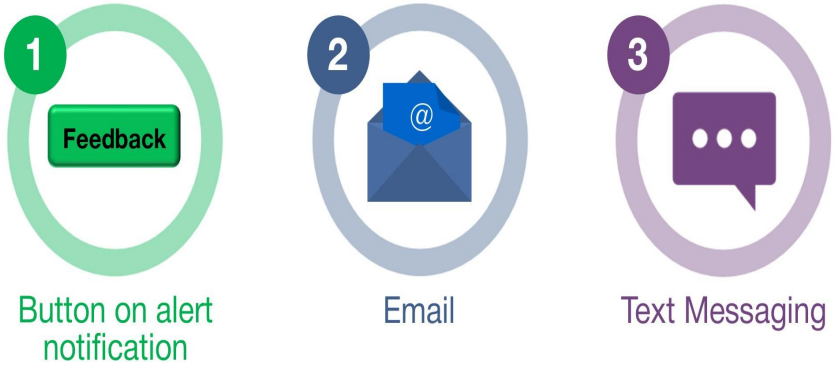
Visual Description: The image presents a horizontal bar chart showing how respondents prefer to follow up after receiving an alert.

The longest dark blue bar shows that 57% would click a button on the alert notification. An orange bar shows that 52% would follow up by email. A green bar shows that 34% would use a designated text number, while a teal bar shows that 29% would visit the Alert Ready website. A purple bar indicates that 19% would contact their provincial or territorial emergency management office. A light green bar shows that 18% would follow up with a local broadcaster or wireless carrier. The smallest bar, in light blue, shows that 14% do not know or are not sure.

Each bar is aligned with its corresponding follow-up option on the left.

Submitting Feedback on Test Public Alerts

Top 3 ways Deaf-Blind respondents would like to submit their feedback about public alerts they receive.



Visual Description: The image presents three circular icons showing the top ways respondents prefer to provide feedback after receiving an alert.

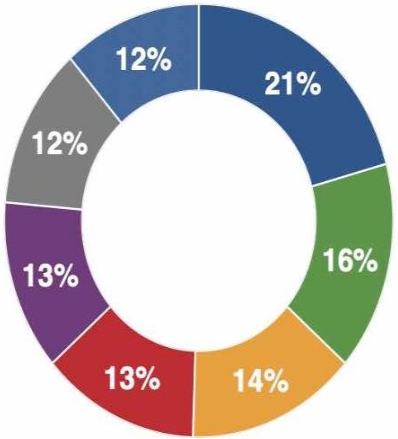
The first icon, inside a green circle labeled with the number 1, shows a green button with the word “Feedback,” representing selecting a button on the alert notification.

The second icon, inside a blue circle labeled with the number 2, shows an envelope with an email symbol, representing email.

The third icon, inside a purple circle labeled with the number 3, shows a speech bubble with three dots, representing text messaging.

Rationale for Submitting Feedback

51% of responses from Deaf-Blind respondents emphasized the importance of providing feedback on public alerts to ensure they are **accessible**, **effective**, and **raise awareness**.



- To ensure alerts are delivered in accessible formats (e.g., visual, text, tactile, braille)
- To verify that alerts are effective for DDBHH individuals
- To raise awareness about accessibility issues in emergency communication
- To support the development of more inclusive public safety systems
- To educate about the specific needs of the DDBHH community
- To identify how alert language, visuals, or delivery might cause confusion
- To test the technical effectiveness of current alert delivery methods

313 responses from Deaf-Blind respondents

Visual description is on the next slide.

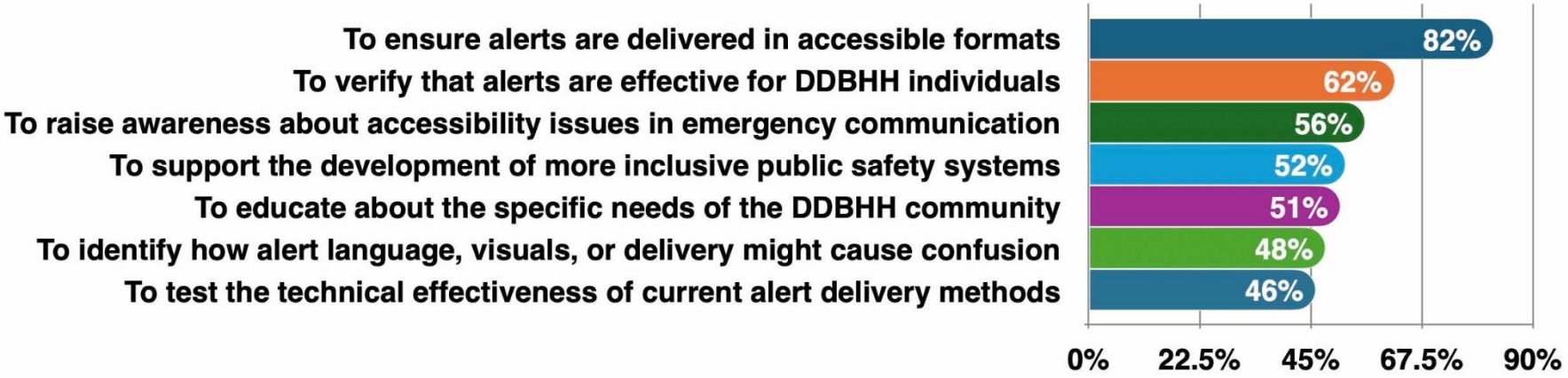
Visual Description for previous slide: The image shows a donut chart illustrating reasons why respondents believe emergency alert testing is important.

The largest dark blue segment shows that 21% want to ensure alerts are delivered in accessible formats, such as visual, text, tactile, or braille. A green segment shows that 16% want to verify that alerts are effective for Deaf, DeafBlind, and Hard of Hearing individuals. An orange segment shows that 14% want to raise awareness about accessibility issues in emergency communication. Two red and purple segments, each at 13%, represent respondents who want to support the development of more inclusive public safety systems and to educate about the specific needs of the DDBHH community. Two grey segments, each at 12%, show that respondents want to identify how alert language or visuals might cause confusion and to test the technical effectiveness of current alert delivery methods.

A legend on the right lists each reason with its corresponding colour.

Rationale for Submitting Feedback

Deaf-Blind respondents emphasized the importance of providing feedback on public alerts to ensure they are **accessible**, **effective**, and **raise awareness**.



Visual description is on the next slide.

Visual Description for previous slide: The image shows a horizontal bar chart that explains why respondents believe emergency alert testing is important.

The longest blue bar shows that 82% want to ensure alerts are delivered in accessible formats. An orange bar shows that 62% want to verify that alerts are effective for Deaf, DeafBlind, and Hard of Hearing individuals. A green bar shows that 56% want to raise awareness about accessibility issues in emergency communication. A teal bar shows that 52% want to support the development of more inclusive public safety systems. A purple bar shows that 51% want to educate others about the specific needs of the DDBHH community. A darker green bar shows that 48% want to identify whether alert language, visuals, or delivery methods might cause confusion. The smallest light-blue bar shows that 46% want to test the technical effectiveness of current alert delivery methods.

Each bar is aligned with its corresponding reason listed on the left.

Rationale for Submitting Feedback

5 reasons why Deaf-Blind respondents believe they should be able to give feedback on a test public alert

1. To ensure alerts are delivered in accessible formats
2. To verify that the alerts are effective for Deaf-Blind individuals
3. To raise awareness about accessibility issues in emergency communication
4. To support the development of more inclusive public safety systems
5. To educate about the specific needs of the Deaf-Blind community

Visual Description: The image presents a numbered list of five reasons why emergency alert testing is important. Each reason is paired with a coloured circular icon containing its number.

The first item, shown with a purple number 1, states the need to ensure alerts are delivered in accessible formats. The second item, with a green number 2, explains the importance of verifying that alerts are effective for Deaf-Blind individuals. The third item, with a red number 3, highlights raising awareness about accessibility issues in emergency communication. The fourth item, marked with a blue number 4, emphasizes supporting the development of more inclusive public safety systems. The fifth item, with an orange number 5, focuses on educating others about the specific needs of the Deaf-Blind community.

Deaf-Blind Accessibility of Public Alerts

Deaf-Blind Accessibility

4 in 10 (39%) Deaf-Blind respondents indicated that the current public alerting system is **not fully accessible**.

Visual Description: The image shows ten human icons arranged in two rows.

In the top row, five figures are red and holding white canes, while one figure is grey. In the bottom row, all six figures are grey and also holding white canes.

The red figures visually represent a highlighted group compared to the remaining grey figures.

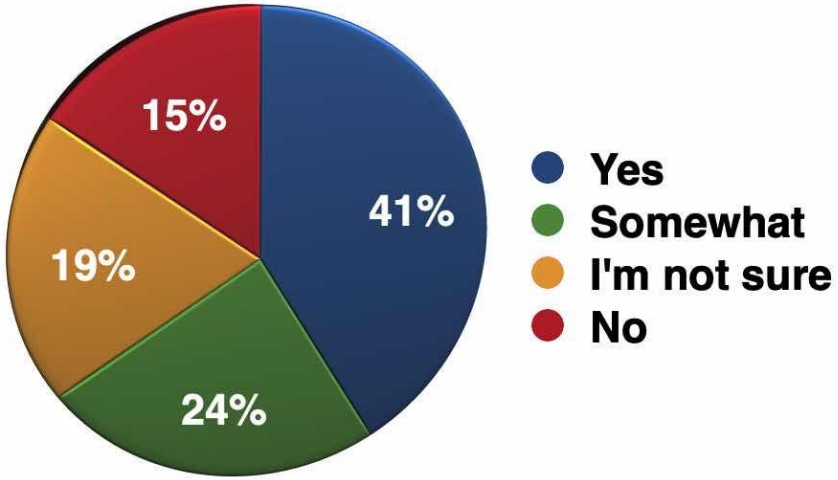
Deaf-Blind Accessibility

Visual Description: The image shows a pie chart divided into four colour-coded sections representing respondents' answers.

The largest dark blue section shows that 41% answered yes. A green section shows that 24% answered somewhat. A yellow section shows that 19% said they were not sure. The smallest red section shows that 15% answered no.

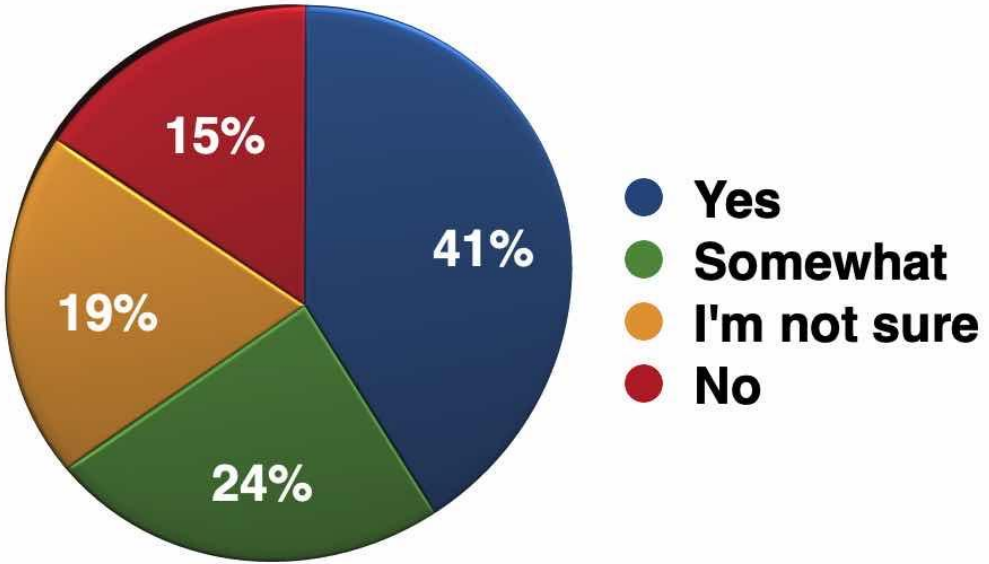
A legend on the right lists each response category with its matching colour.

4 in 10 (39%) Deaf-Blind respondents indicated that the current public alerting system is **not fully accessible**.



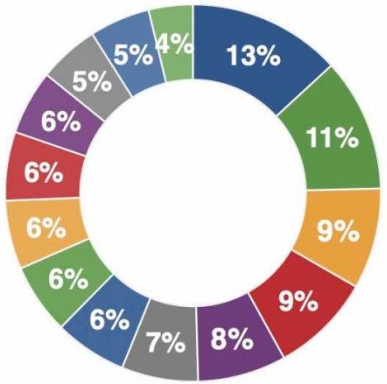
Deaf-Blind Accessibility

4 in 10 (39%) Deaf-Blind respondents indicated that the current public alerting system is **not fully accessible**.



Barriers to Deaf-Blind Accessibility

Responses from Deaf-Blind respondents identified barriers to the public alerting system in three areas: **technical/delivery issues**, **accessibility features**, and **comprehension**.



- Alert not available in ASL or LSQ
- No visual notification (e.g. no flashing light or pop-up)
- No vibration haptic alert
- No photos of missing person
- Not enough details
- Information on screen disappeared too quickly/could not review information
- Poor timing or delays in alert delivery
- Lack of instructions in the alert
- Audio-only alerts without text
- Alert not accessible on device
- Internet or cellular service too weak to receive alerts
- Difficult language (too complex or unclear)
- Alerts don't match location
- Other (please specify)

577 responses from Deaf-Blind respondents

Visual description is on the next slide.

Alert Accessibility

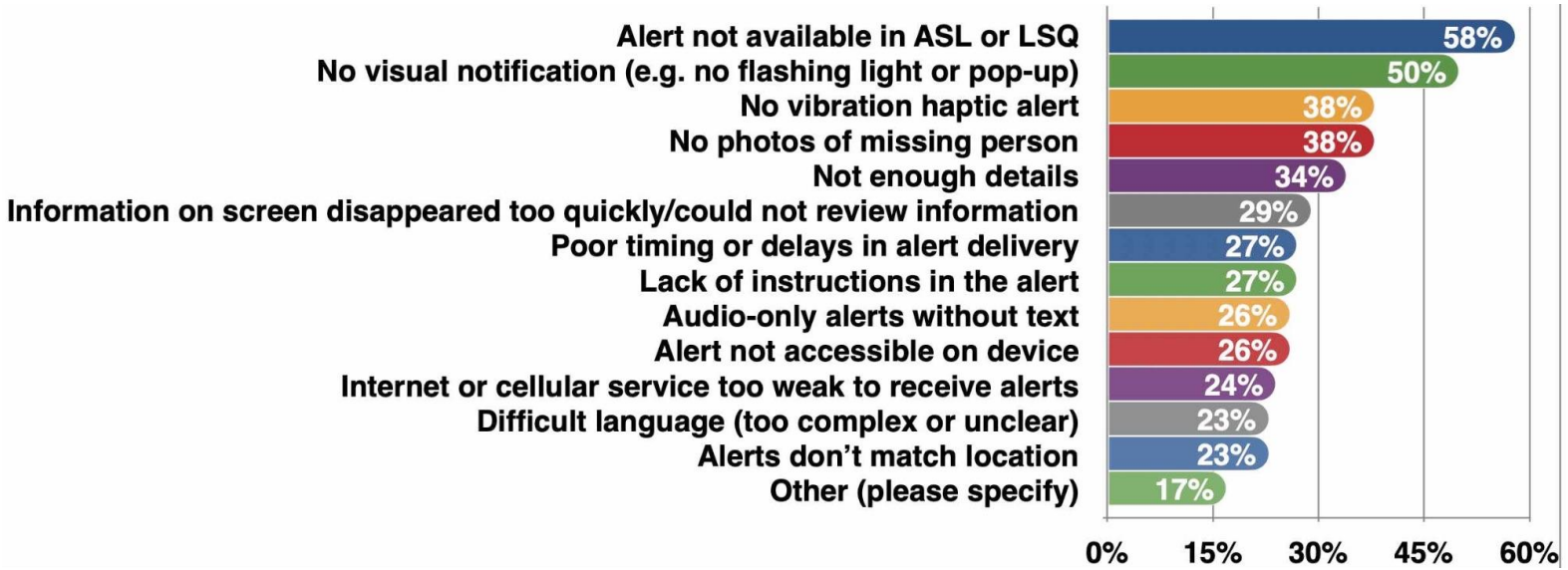
Visual Description for previous slide: The image shows a donut chart divided into many small colour-coded segments, each representing a challenge respondents experienced with emergency alerts.

The largest dark blue segment shows that 13% reported alerts were not available in ASL or LSQ. A green segment shows that 11% said there was no visual notification, such as a flashing light or pop-up. Several segments—yellow, red, teal, and orange—each at 9% indicate issues such as no vibration or haptic alert, no photos of a missing person, lack of details, or information disappearing too quickly to review. Additional segments at 6% represent concerns including poor timing or delays, lack of instructions, audio-only alerts without text, or weak internet or cellular service that prevented alerts from being received. A purple segment at 7% reflects that alerts were not accessible on the device. A blue segment at 5% represents difficult or unclear language, and a green segment at 4% shows alerts that did not match the respondent's location. The smallest segment, at 1%, represents those who selected "Other."

A legend on the right lists each issue with its matching colour.

Barriers to Deaf-Blind Accessibility

Deaf-Blind respondents identified **three major barriers** to the public alerting system: **alerts not available in ASL/LSQ**, **no visual alerts**, and **no vibration/haptic alerts**.



Visual description is on the next slide.

Alert Accessibility

Visual Description for previous slide: The image presents a horizontal bar chart showing the challenges respondents experienced with emergency alerts.

The longest blue bar shows that 58% reported alerts were not available in ASL or LSQ. A green bar shows that 50% said there was no visual notification, such as a flashing light or pop-up. Two orange and red bars, each at 38%, indicate issues with missing vibration or haptic alerts and missing photos of the person in an alert. A purple bar shows that 34% felt there were not enough details. A teal bar shows that 29% said the information disappeared too quickly for them to review. Two light blue bars, each at 27%, indicate poor timing or delays in delivery and lack of instructions in the alert. A pink bar at 26% represents audio-only alerts without text, and another 26% bar shows alerts not accessible on the device. A grey bar at 24% shows weak internet or cellular service prevented alerts from being received. Two darker bars, each at 23%, represent difficult or unclear language and alerts that did not match the respondent's location. The smallest bar, in green at 17%, represents those who selected "Other."

Each bar aligns with its corresponding challenge listed on the left.

Barriers to Deaf-Blind Accessibility

5 major barriers Deaf-Blind respondents face when receiving public alerts.

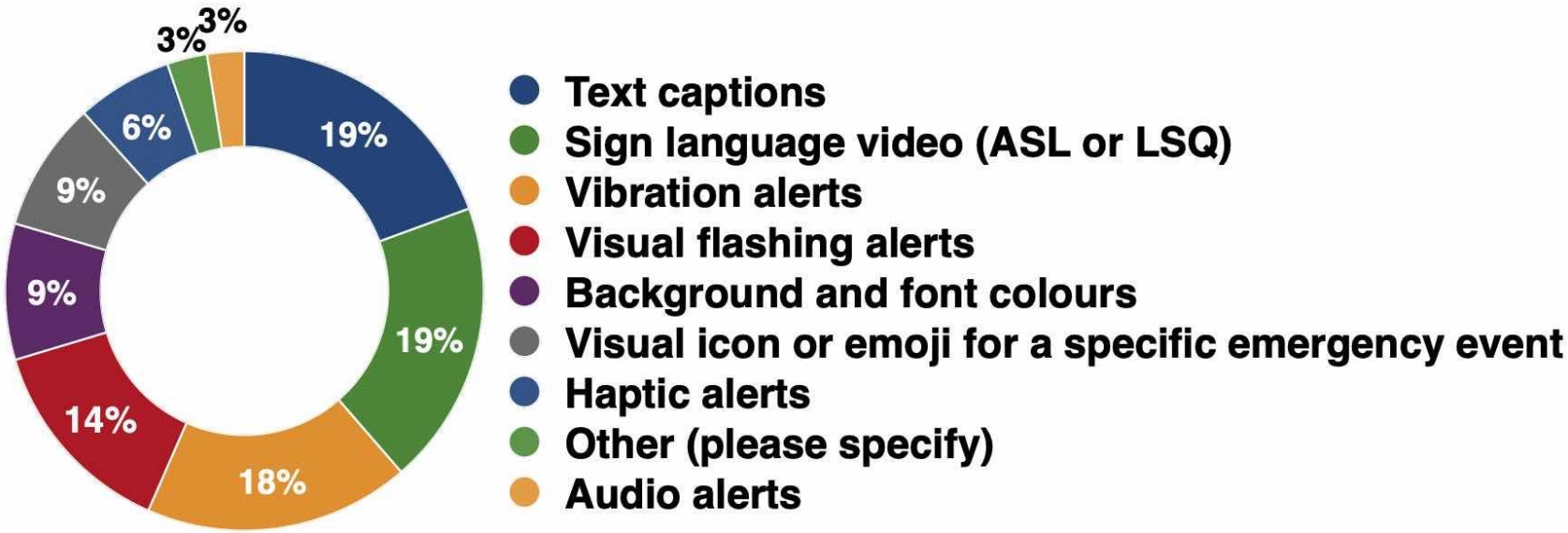
1. Alert unavailable in ASL or LSQ
2. No visual notifications
3. No vibration or haptic alert
4. No photos of the missing person
5. Information on screen disappeared too quickly or could not review information

Visual Description: The image displays a numbered list showing the top five challenges respondents experienced with emergency alerts. Each item is paired with a coloured circular icon containing its number.

The first item, marked with a purple number 1, states that alerts were unavailable in ASL or LSQ. The second item, marked with a green number 2, states that there were no visual notifications. The third item, marked with a red number 3, states that there was no vibration or haptic alert. The fourth item, marked with a blue number 4, states that no photos of the missing person were included. The fifth item, marked with an orange number 5, states that the information on the screen disappears too quickly or could not be reviewed.

Deaf-Blind Accessibility

56% of responses from Deaf-Blind respondents reported that **text captions**, **videos in ASL/LSQ**, and **vibration alerts** ensure the accessibility of public alerts.



479 responses from Deaf-Blind respondents

Visual description is on the next slide.

Alert Accessibility

Visual Description for previous slide: The image shows a donut chart illustrating the alert features respondents prefer.

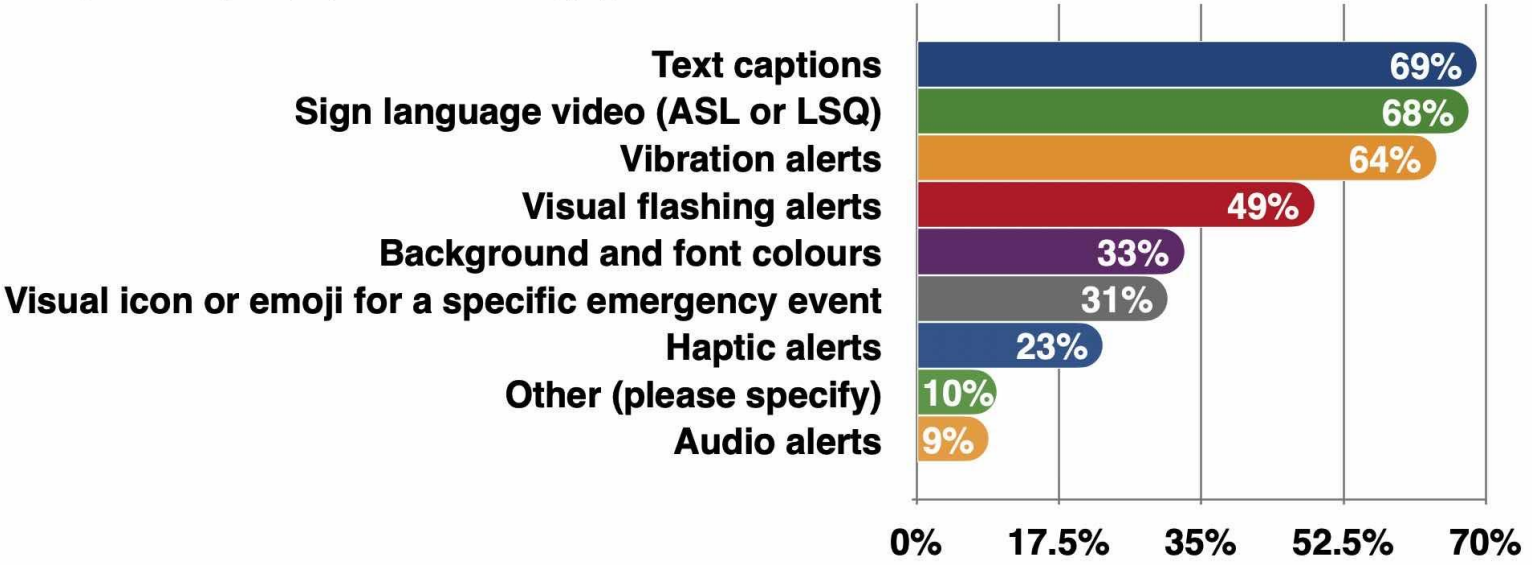
Two segments, both at 19%, represent text captions and sign language video in ASL or LSQ. An orange segment at 18% shows a preference for vibration alerts. A red segment at 14% represents visual flashing alerts.

Two segments, each at 9%, indicate preferences for background and font colours, as well as visual icons or emojis that match a specific emergency event. A blue segment at 6% represents haptic alerts, while a grey segment at 3% represents respondents who selected “Other.” Another light yellow segment at 3% shows a preference for audio alerts.

A legend on the right lists each feature with its corresponding colour.

Deaf-Blind Accessibility

Deaf-Blind respondents reported that **text captions**, **videos in ASL/LSQ**, and **vibration alerts** ensure the accessibility of public alerts.



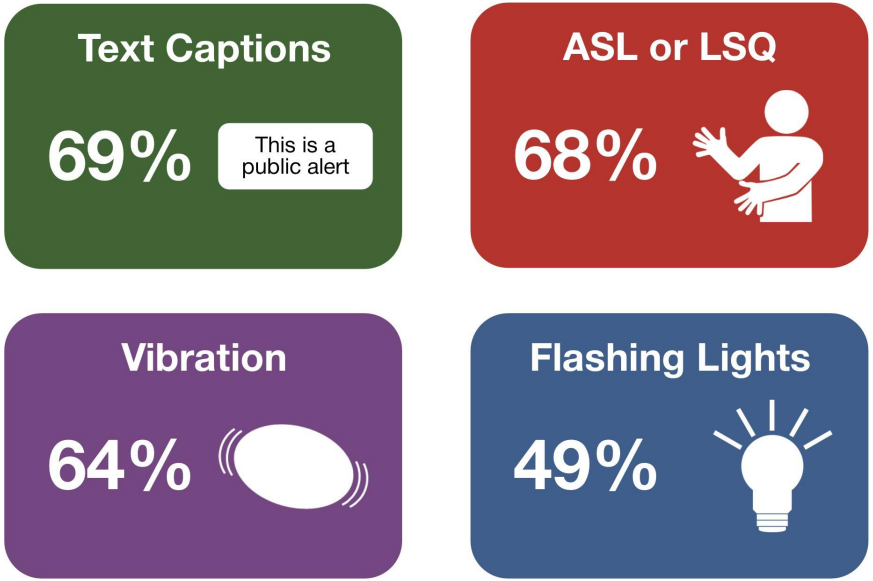
Visual description is on the next slide.

Visual Description for previous slide: The image presents a horizontal bar chart showing the alert features respondents prefer.

The longest blue bar shows that 69% prefer text captions. A green bar shows that 68% prefer sign language video in ASL or LSQ. A yellow bar shows that 64% prefer vibration alerts, while a red bar shows that 49% want visual flashing alerts. A purple bar shows that 33% prefer customizable background and font colours, and a grey bar shows that 31% prefer a visual icon or emoji specific to the type of emergency. A teal bar shows that 23% prefer haptic alerts. A light green bar shows that 10% selected “Other,” and the smallest orange bar shows that 9% prefer audio alerts.

Each bar aligns with its corresponding feature listed on the left.

4 most accessible formats of public alerts for Deaf-Blind respondents.



Visual Description: The image displays four rounded rectangular boxes, each showing a type of alert feature respondents prefer.

The top left green box shows that 69% want text captions, illustrated with a small caption bubble reading “This is a public alert.” The top right red box shows that 68% want ASL or LSQ, accompanied by an icon of a person signing. The bottom left purple box shows that 64% prefer vibration, illustrated with a vibrating oval symbol.

The bottom right blue box shows that 49% prefer flashing lights, represented by an icon of a light bulb emitting rays.

Content Satisfaction

Information Quality

More than **3 in 10 (34%)** Deaf-Blind respondents are dissatisfied with the information provided in public alerts.

Visual Description: The image shows ten human icons arranged in two rows. In the top row, four of the figures are green and holding white canes, while the remaining two figures are grey.

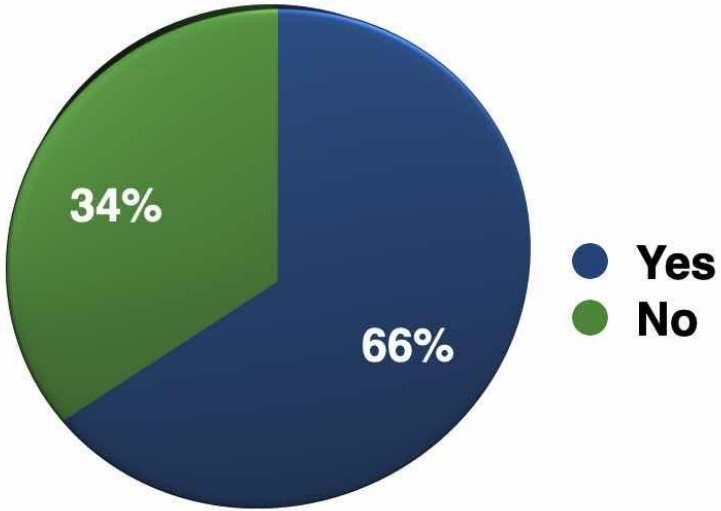
In the bottom row, all six figures are grey and holding white canes. The green figures represent a highlighted portion compared to the rest of the group.

Visual Description: The image shows a pie chart divided into two sections representing respondents' answers.

The dark blue portion shows that 66% answered yes, while the green portion shows that 34% answered no.

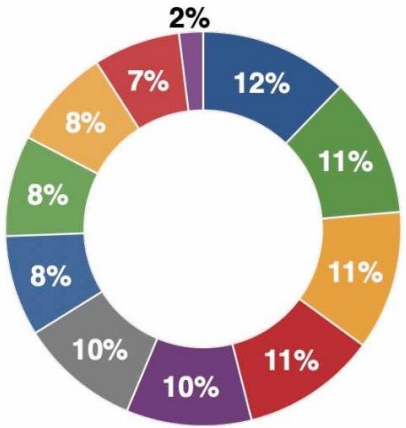
A legend on the right labels the colours for "Yes" and "No."

More than **3 in 10 (34%)** Deaf-Blind respondents are dissatisfied with the information provided in public alerts.



Alert Accessibility

46% of responses from Deaf-Blind respondents indicated that **contact information**, **ASL/LSQ videos**, **accessibility support**, and **plain language** enhances alert information.



- ASL or LSQ video explanation
- Specific phone number, text, or email to contact for help
- Accessibility support information (e.g. VRS/VRI, DeafBlind assistance)
- Plain language description of the emergency
- Links to where to go for shelter and safety (ie. cooling/warming centre)
- Where to go for updates (website, social media, etc.)
- What to do next (instructions), ie. food rationing in supply chain crisis
- Location-specific details (e.g. nearby danger zones)
- How long the emergency is expected to last (be specific or say “unknown”)
- Visual alert with symbols or icons
- Other (please specify)

254 responses from Deaf-Blind respondents

Visual description is on the next slide.

Alert Accessibility

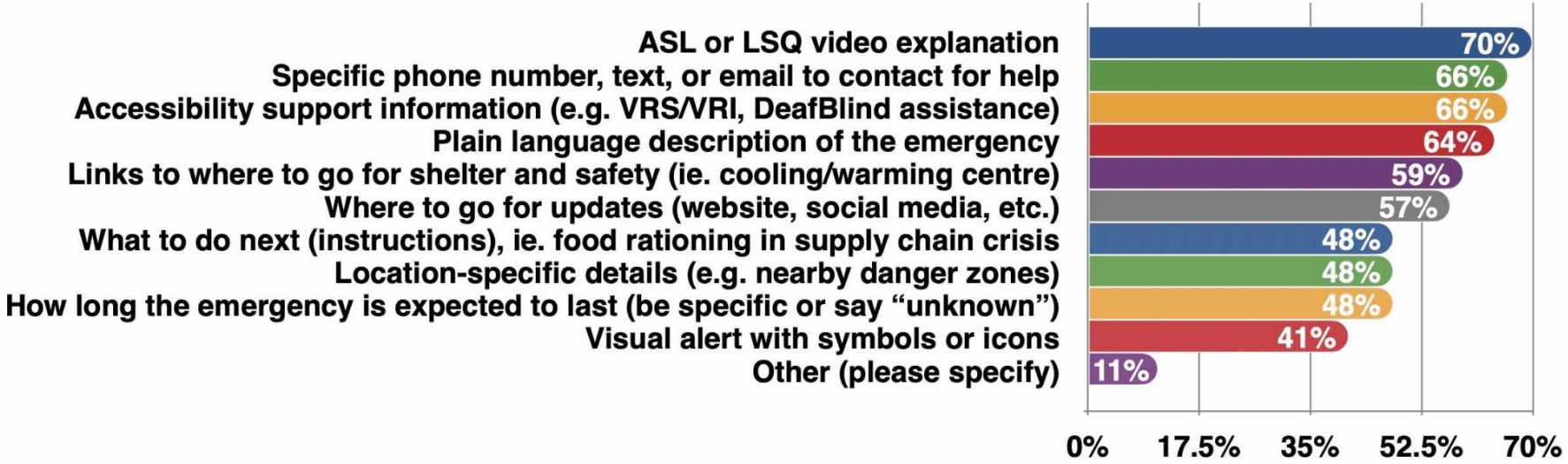
Visual Description for previous slide: The image shows a donut chart divided into multiple coloured segments, each representing the types of information respondents want included in emergency alerts.

A dark blue segment shows that 12% want an ASL or LSQ video explanation. A green segment shows that 11% want a specific phone number, text, or email to contact for help. A yellow segment shows that 11% want accessibility support information such as VRS, VRI, or DeafBlind assistance. A red segment shows that 10% want a plain-language description of the emergency. A teal segment shows that 10% want links to places to go for shelter or safety, such as cooling or warming centres. A grey segment shows that 8% want to know where to go for updates through websites or social media. Another orange segment shows that 8% want instructions on what to do next, such as food rationing during a supply chain crisis. A purple segment shows that 8% want location-specific details like nearby danger zones. A pink segment shows that 7% want to know how long the emergency is expected to last. A red-violet segment shows that 2% selected a visual alert with symbols or icons. A dark purple segment shows that 2% selected “Other.”

A legend on the right lists each information type with its corresponding colour.

Alert Accessibility

Deaf-Blind respondents indicated that **contact information**, **ASL/LSQ videos**, **accessibility support**, and **plain language** enhances alert information.



Visual description is on the next slide.

Alert Accessibility

Visual Description for previous slide: The image shows a horizontal bar chart listing the types of information respondents want included in emergency alerts.

The longest blue bar indicates that 70% want an ASL or LSQ video explanation.

Two green bars, each at 66%, show that respondents want a specific phone number, text, or email to contact for help, as well as accessibility support information such as VRS, VRI, or DeafBlind assistance.

A dark red bar shows that 64% want a plain-language description of the emergency. A teal bar shows that 59% want links to places to go for shelter or safety, such as cooling or warming centres.

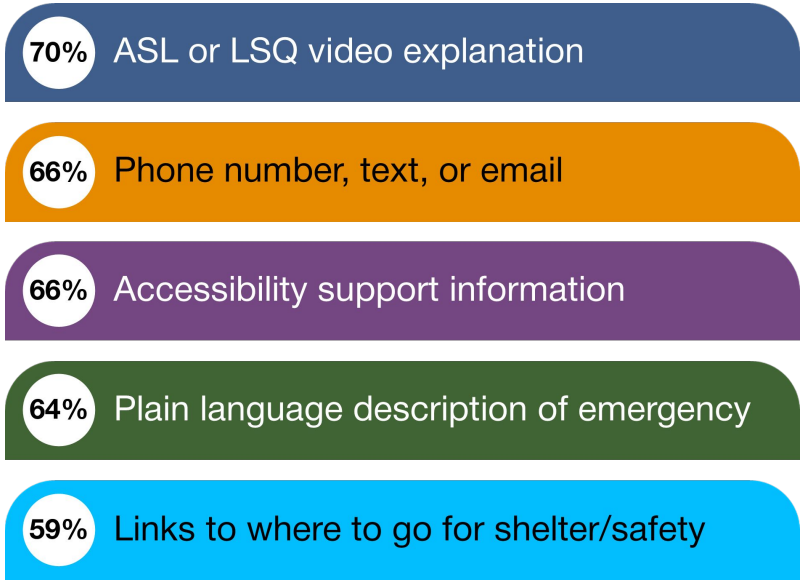
A grey bar shows that 57% want to know where to find updates, including websites or social media.

Three yellow bars, each at 48%, show that respondents want instructions on what to do next, location-specific details such as nearby danger zones, and information on how long the emergency is expected to last.

A dark orange bar shows that 41% want a visual alert with symbols or icons. A purple bar at the bottom shows that 11% selected “Other.”

Alert Accessibility

Information that Deaf-Blind respondents want included in public alerts to make them **easy to understand**, **accessible**, and **actionable**.



Visual Description: The image shows five rounded horizontal bars, each representing information that respondents want included in emergency communications.

The top blue bar shows that 70% want an ASL or LSQ video explanation. The orange bar below it shows that 66% want a phone number, text, or email contact. Another purple bar, also at 66%, shows that respondents want accessibility support information. A dark green bar shows that 64% want a plain-language description of the emergency.

The bottom light-blue bar shows that 59% want links to locations for shelter or safety.

Language Accessibility

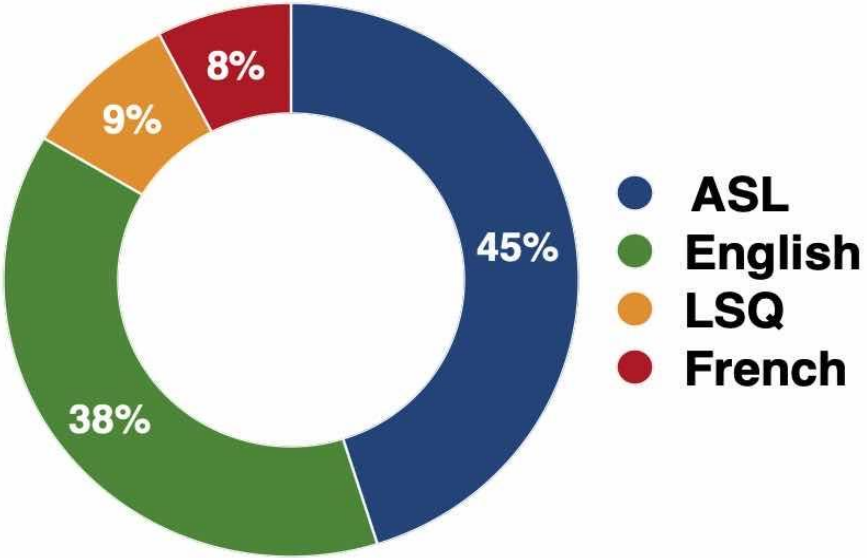
Preferred Language(s)

Visual Description: The image shows a donut chart displaying the communication languages respondents use.

The largest segment is dark blue and shows that 45% use ASL. A green segment shows that 38% use English. A yellow segment shows that 9% use LSQ, and a red segment shows that 8% use French.

A legend to the right lists each language with its matching colour.

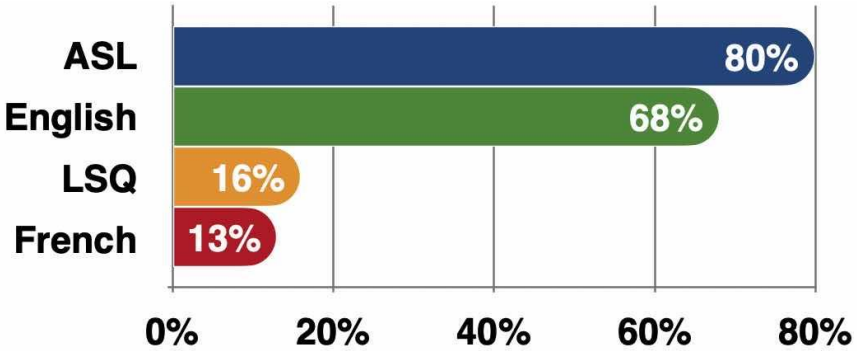
Responses from Deaf-Blind respondents indicated that their **preferred languages** for receiving public alerts are **primarily signed languages**, **followed by written languages**.



237 responses from Deaf-Blind respondents

Preferred Language(s)

Deaf-Blind respondents indicated that their **preferred languages** for receiving public alerts are **primarily signed languages**, **followed by written languages**.



Visual Description: The image shows a horizontal bar chart displaying respondents' preferred communication languages.

The longest bar is dark blue and indicates that 80% use ASL.

A green bar shows that 68% use English. A yellow bar shows that 16% use LSQ, and a red bar shows that 13% use French.

Each bar is aligned with its corresponding language label on the left, and percentage markers appear across the bottom from 0% to 80%.

Preferred Language(s)

Visual description: The image shows a black silhouette of a person signing on the left side.

To the right of the figure are two coloured rectangles showing sign language preferences: a purple bar indicating that 80% use ASL and a blue bar indicating that 16% use LSQ.

In the centre of the image, there is a simple illustration of a sheet of text.

On the right side, two additional coloured rectangles show written language preferences: a green bar indicating that 68% use English and an orange bar indicating that 13% use French.

Deaf-Blind respondents indicated that their **preferred languages** for receiving public alerts are **primarily signed languages**, **followed by written languages**.

Preferred Language(s)

Deaf-Blind respondents indicated that their **preferred languages** for receiving public alerts are **primarily signed languages**, **followed by written languages**.

80% ASL

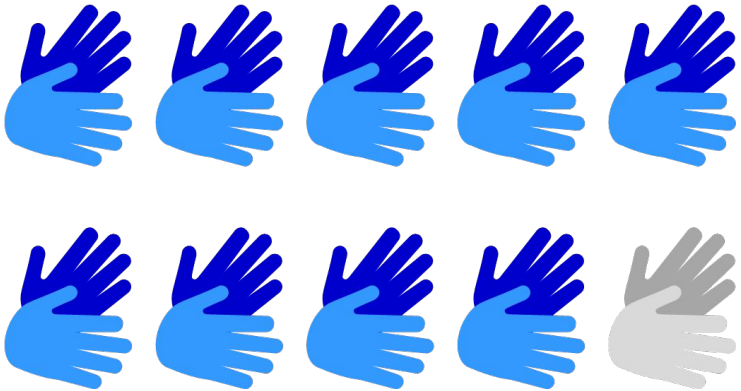
16% LSQ

68% English

13% French

Visual description: The image shows a black silhouette of a person signing on the left side. To the right of the figure are two coloured rectangles showing sign language preferences: a purple bar indicating that 80% use ASL and a blue bar indicating that 16% use LSQ. In the centre of the image, there is a simple illustration of a sheet of text. On the right side, two additional coloured rectangles show written language preferences: a green bar indicating that 68% use English and an orange bar indicating that 13% use French.

9 in 10 (89%) Deaf-Blind respondents support a federal requirement to **include sign language** in all public alerts.



Visual Description: The image shows ten hand icons arranged in two rows.

Nine of the hands are shown in different shades of blue, while the final hand on the bottom row is light grey.

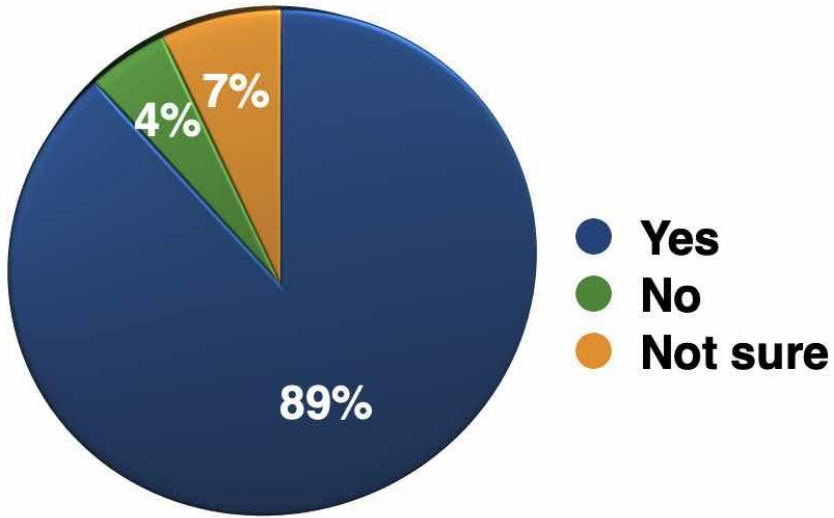
The grey hand visually represents a smaller portion compared to the majority of blue hands.

Visual Description: A pie chart displays the same information using percentages.

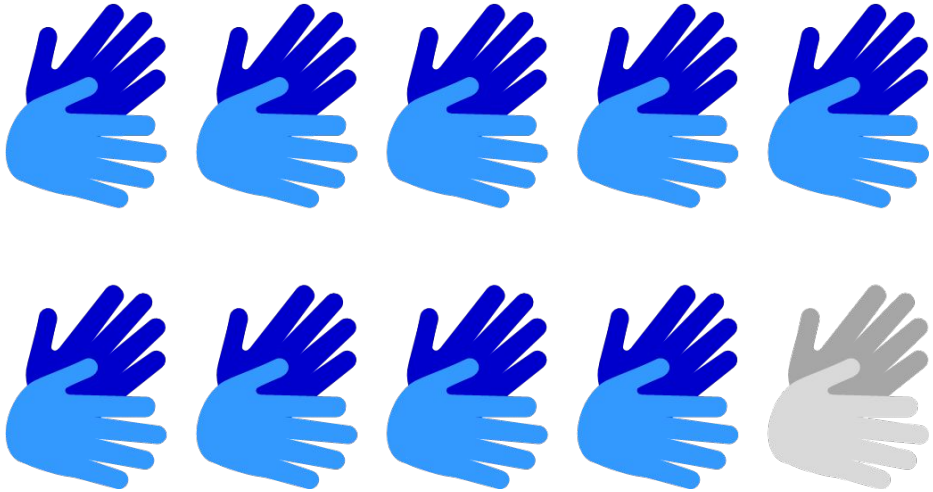
The dark blue section shows that 89% of respondents answered yes. A green section shows that 4% answered no, and an orange section shows that 7% were not sure.

A legend beside the chart labels each response option with its corresponding colour.

9 in 10 (89%) Deaf-Blind respondents support a federal requirement to **include sign language** in all public alerts.



9 in 10 (90%) Deaf-Blind respondents believe that **sign language** should be available in public alerts across **all platforms**.



Visual Description: The image shows ten hand icons arranged in two rows.

Nine of the hands are various shades of blue, while one hand, located in the bottom row, is light grey.

The grey hand visually represents the smaller portion in contrast to the majority of blue hands.

Visual Description: The image shows a pie chart divided into three sections representing respondents' answers.

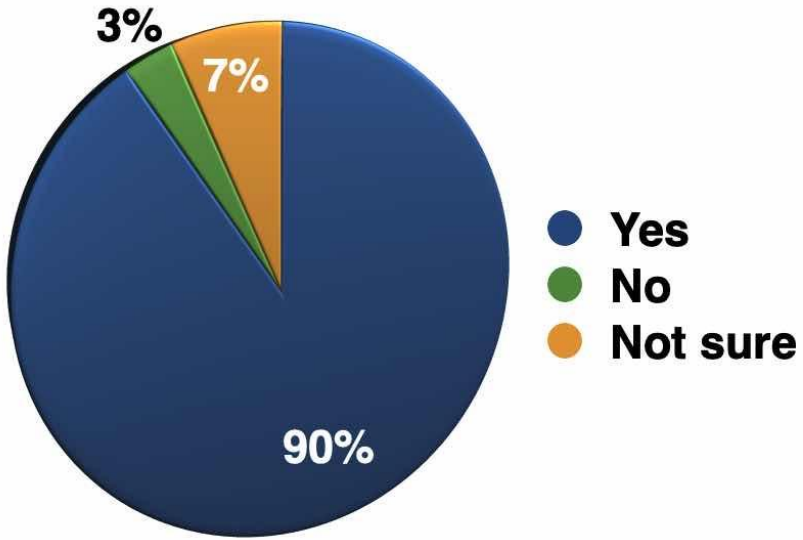
The large dark blue section shows that 90% answered yes.

A small green section shows that 3% answered no.

A larger yellow-orange section shows that 7% were not sure.

A legend on the right labels each colour: dark blue for yes, green for no, and yellow-orange for not sure.

9 in 10 (90%) Deaf-Blind respondents believe that **sign language** should be available in public alerts across **all platforms**.



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