



# **TORONTO ASSOCIATION OF THE DEAF**

Incorporated 1937

26 May 2013

Mr. John Traversy  
Secretary General  
Canadian Radio-Television and Telecommunications Commission  
Ottawa, Ontario, K1A 0N2  
Fax: (819) 994-0218

**RE: Toronto Association of the Deaf's Response to Telecom Notice of Consultation CRTC  
2013-155  
File numbers: 8665-C12-201303536 and 8665-C12-200807943**

Dear Mr. Traversy

In response to Telecom Notice of Consultation CRTC 2013-155, The Toronto Association of the Deaf has prepared this attached written submission to assist CRTC in addressing needs and recommendations in support of the telecommunication needs of Deaf Torontonians in the implementation of Video Relay Services (VRS) a mandated service, to make sure that there are sufficient funds for National VRS services, VRS research and development, and quality assurance for qualified sign language interpreters in both American Sign Language (ASL) and la langue des signes québécoise (LSQ).

We are pleased that CRTC is moving forward with its review of bilingual national VRS. Your consultations and policy considerations will serve to meet the telecommunication needs of all Canadians including Deaf Torontonians.

The following key needs and recommendations are:

## **Telecommunication Needs of VRS:**

1. Equal access to functionally equivalent communication
2. Increase consumer choices
3. Quick, easy and convenience telecommunication access
4. Increase empowerment and employability

## Recommendations:

1. CRTC approves the implementation of bilingual national VRS in Canada as soon as possible
2. CRTC set regulations requiring Emergency 911 call centres be technologically accessible and compatible with VRS and IP relay;
3. CRTC sets regulations requiring the emergency communication industries to provide VRS and text based information to cell phone, text services, and other such devices and service providers in order to make sure that Deaf individuals have access to up-to-date emergency information in the cases, for example, of natural disasters, weather warnings, amber alerts, traffic accidents, etc.
4. TAD recommends that CRTC should implement the recommendations in Bell Canada's Feasibility Study Report on VRS regarding to benefits of VRS, implementation of national VRS, interpreter challenges, VRS technology, consumer end-devices, other consumer considerations, compensation model for VRS provider in the case of a centralized fund, costs of VRS, VRS providers, feasibility, monitoring, and VRS funding and administrative model

Sincerely yours,



David Rosenbaum, Treasurer  
Toronto Association of the Deaf

cc: Gary Malkowski, President, Toronto Association of the Deaf  
TAD board members  
Chris Kenopic, President and CEO, The Canadian Hearing Society  
Jim Roots, Executive Director, Canada Association of the Deaf  
Dean Walker, Executive Director, Ontario Association of the Deaf  
Lisa Anderson-Kellett, chair BCVRS  
Sarah Moreland, Chair, Ontario VRS Committee

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