

VRS in Canada Now !

**RE: CRTC 2013-155 VIDEO RELAY SERVICES (VRS) in Canada
for Deaf Canadians: File # 8665-C12-201303536 and
8665-C12-200807943**

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The Benefits of having VRS!

- **Employment Opportunities**
 - **Access to Services**
 - **Access to Education**

Employment Opportunities

For many Deaf people who have their own businesses, who are managers, and/or employed in the workforce they can succeed more effectively when VRS is available.



It is frustrating having to use the MRS because it is time consuming and can be confusing which leads to misunderstandings if you are unable to communicate in your native language (ASL/LSQ).

Employment Opportunities (Cont.)

The availability of VRS will no doubt allow us to increase our networking and opportunities to excel in our business and employment.



Booking an interpreter for phone conversations to discuss business is better than doing it through MRS yet it may be a week or two to book an interpreter.

Employment Opportunities (Cont.)

80% of Deaf people are either unemployed or underemployed. (Stats from Canadian Association of the Deaf)

Reality:

- Employer's lack of understanding of access,
- Myths that it's unsafe to hire Deaf employees,
- Discrimination to hiring,
- Being Deaf vs. credentials on resumes



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When VRS is available employment opportunities will increase!

Access to Services

Using 911 services today is not accessible for Deaf people.

Yes we use a TTY to call 911 but there's no back and forth dialogue with the 911 operator



If VRS was available then we could support the victim.



Depression and suicide attempts do happen! VRS is needed to call emergency services for HELP!

There's emergency voice lines but how is this accessible to us – Thus the reason we need VRS!

Access to Services (Cont.)

Deaf seniors struggle to use the TTY to communicate with services and/or hearing family members due to arthritis.

Deaf seniors struggle to read the text on the TTY due to poor eye sights.



VRS would resolve the above issues – Signing and the view is larger to communicate with someone on the screen.

VRS would avoid Deaf seniors from isolation from family and to reaching out to services in times of need.

Access to Education

Deaf parents wanting to meet with the school to discuss their child's education do so by booking interpreters.

It is not easy to book an interpreter for meetings.

If VRS was available the school and/or parents could communicate in timely manner to supporting their Child/students.

Deaf kids wishing to call their school for support struggle To call through MRS because it's time consuming.

VRS allows both the Deaf student and school to communicate in a normal dialogue such as hearing kids are able to do.



Access to Education (Cont.)



Deaf students attending College/University would benefit from VRS for services and communication support for effective and quick communication

Calling their professors, counsellors, and classmates through VRS is effective in succeeding in their studies.

Unavailability of VRS in Canada is huge and serious gap. From my experience, my Deaf brother and Deaf niece live, study and work in the USA. They keep saying that VRS is great and the best use of any kind of communication technology. Really easy, comfortable, clear and effective for communication.

I am one of many Deaf people in Canada who are stuck with using TTY and BRS that consume lots of our time to make sure that there are no misunderstandings. Unfortunately, VRS is not available in Canada, that is really huge barrier!

VRS Functional Equivalency Now !

- Equal access to functionally equivalent telecommunication service
- Increase economic benefits for job creations as to increase tax revenues that will benefit every individual (e.g., employment opportunities for Deaf businesspeople, sign language interpreters and service providers)

- **Access
Economy &
Global
Accessibility
Now !**

