



**CANADIAN RADIO-TELEVISION AND
TELECOMMUNICATIONS COMMISSION**

**CONSEIL DE LA RADIODIFFUSION ET
DES TÉLÉCOMMUNICATIONS
CANADIENNES**

Friday, 25 October 2013/Vendredi 25 octobre 2013

Gatineau, Quebec/Québec

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McLaughlin Educational Consulting Services

My background profile

- 30 years of experience in teaching, researching and senior executive management positions (local, province, national, and international levels)
- Obtained my Doctoral in Higher Education from Alliant International University in San Francisco
- Appointed public board member for College of Speech and Hearing Health Professionals of BC, Minister's Council on Employment and Accessibility, and Expert Advisory Panel for Specialized Populations
- Currently interim Chief Executive Officer of Connect Society, Edmonton

Then and Now

2008–08 (November)


Unresolved issues related to the accessibility of telecommunications and broadcasting services to persons with disabilities

- 37 Interventions
- Only a few Deaf presenters
- CRTC decision:
VRS Trial and study

2013-155/155-1 (October)

Issues related to the feasibility of establishing a video relay service

- 3,376 Interventions (letters, faxes, online submission, video message)
- First time CRTC allowed video: ASL & LSQ
- Big increase from 2008: 85% (more Deaf responses)
- 95% of the interventions support the national service (VRS) with the centralized fund model

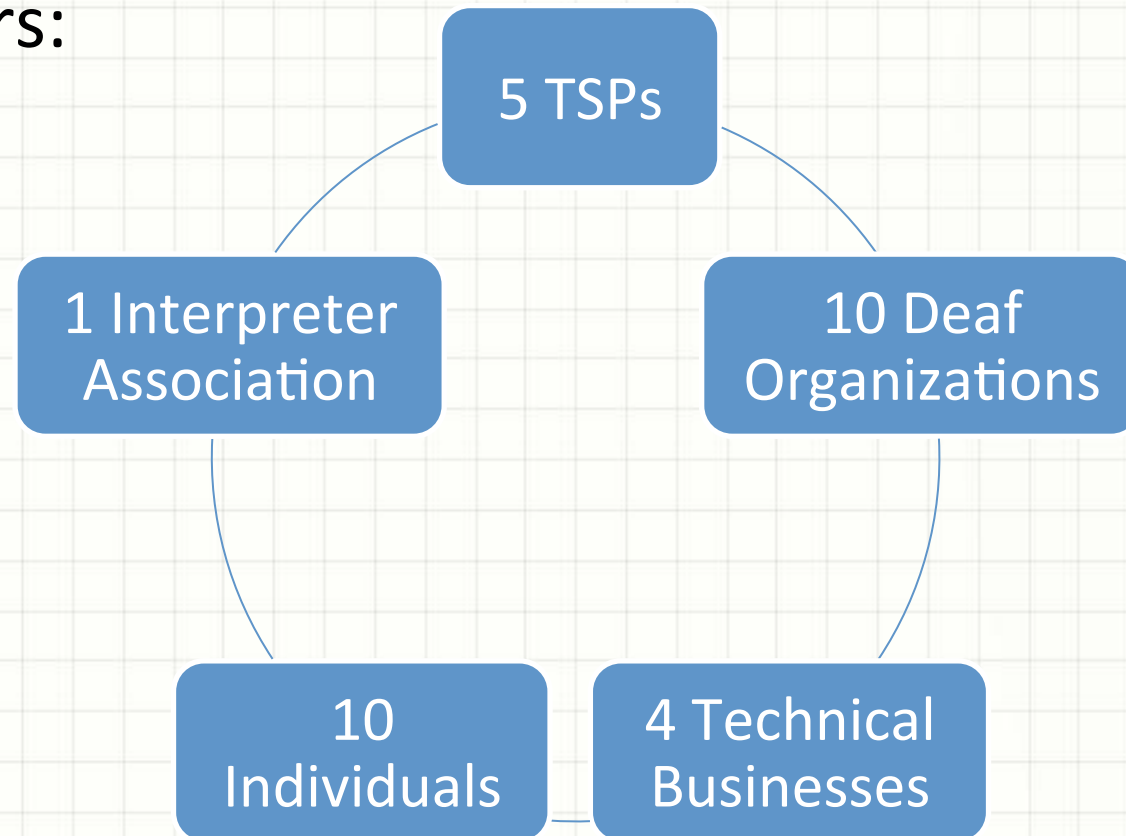


My experience as a Trial VRS Customer

- Switch from Shaw internet to TELUS internet
- As a Deaf professional...
- Beyond the trial period...
- Impact the basic civil rights of Deaf/Hard-of-Hearing people (equal rights and accessibility)
- MRC cannot handle the flow of tele-conference calls and new phone system including phone trees, etc.

My observations on the CRTC Hearing: 2013-155/155-1

- Presenters:



- No Business sector/wireless mobile companies/
public sector

Issues raising from the hearing...

- Telecommunication Act
- United Nations Convention on Rights of Persons with Disabilities (Article IV)
- Social Justice
- VRS in Canada for the benefit of ALL Canadians
- 90% of Deaf adults have hearing parents
- VRS booths
- 216+ interpreters in VRS centers in Canada
- Shortage of sign language interpreters
- A comfort zone for hearing people
- “Functionally-Equivalent” communication
- Average reading levels of Deaf adults
- VRS calls: A to Z topics (traumatic – mental and physical demands of interpreting)
- Be Canadian VRS

MRC

- Imagine all hearing people were told "no more cell phones". CRTC has decided it is cheaper for everyone to use landlines, which will be available in your homes. You can wait to make phone calls. In rural areas it may be necessary to share services, you will still have access, however it will be limited. Can you imagine the reaction?????
- Deaf people have lived with this type of access for years.

VRS

- Provides equal access. Deaf people use their native language, sign language to communicate their message. VRS = Cell phones for hearing people , same ease of use, same access to daily communication.



Next Steps

Request that the CRTC commission find an equitable solution to provide a permanent VRS program and strive towards eventual implementation of VRS across the whole country of Canada.

THANK YOU/MERCI

JOE MCLAUGHLIN, ED.D.