



A PART OF LIFE IN CANADA



2022 ANNUAL REPORT

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Link for the ASL version: <https://youtube.com/playlist?list=PL9qzWeMk4W8DTMQQm1uOpEk31CM84xzaL>

MESSAGE FROM THE CEO AND EXECUTIVE DIRECTOR

In late 2022, I announced that I would be retiring in the spring of 2023. As I transition to the next chapter in my life, I want you to know that creating and leading CAV and **SRV Canada VRS** has been an amazing honour and the most challenging endeavour of my professional career.

There are so many layers to what many people would consider the “simple act” of making a phone call... from the technology teams that developed a highly sophisticated technical platform and apps, to the wonderful professionals who are so very passionate about being the communications bridge between the Deaf and hearing communities, to the customer service teams who answer tough questions and especially you, our users, Deaf Canadians. I am grateful for all of you. When I started on this journey on April 1, 2015, none of this existed.

As CAV’s motto says, “Access is Opportunity” and like you, I am living proof of that. Moving to a new country to start and lead this endeavour was a huge opportunity, but it was also a personal challenge, and I wasn’t always sure I’d be successful. However, as I look back over these last 8 years, I am proud of the result.

It has also been a great honour to work with you, across multiple languages and cultures, in this wonderful Canadian mosaic. We faced many challenges together, and you have shared my passion and inspired me as we developed this uniquely Canadian video relay service. For that, I am proud and extremely grateful to have put **SRV Canada VRS** on the global roadmap!



Sue Decker
CEO and Executive Director

IT HAS ALSO BEEN A GREAT
HONOUR TO WORK WITH
YOU, ACROSS MULTIPLE
LANGUAGES AND CULTURES,
IN THIS WONDERFUL
CANADIAN MOSAIC.



David Joseph
Chair of the Board of Directors

I LOOK FORWARD TO THE
MANY GREAT THINGS THAT
CANADA VRS WILL BRING
YOU IN 2023!

MESSAGE FROM THE CHAIR OF THE BOARD OF DIRECTORS

If I could sum up 2022 in a few short words, it would be that CAV delivered a solid performance despite the uncertain times in which we continued to live.

In the pages of this annual report, you will see that, despite navigating through the third year of the COVID-19 pandemic, we made meaningful advances where it counts most – for our customers. From improving apps and customer service to expanding our reach with a federal government and large enterprise accessibility initiative, we continued to improve and mature. And our accomplishments have been achieved under budget.

Perhaps the most welcome change CAV experienced in 2022 was our return to in-person engagement. The connections our Community Relations team make with our customers are invaluable. It was the cornerstone of our operations when we launched in 2016, and it is a practice that is central to our operations to this day. Lasting relationships and loyalty are made when people can meet face to face.

In 2022, change was not limited to service improvements. The decision by Sue Decker to retire from her role as CAV's first CEO and Executive Director was bittersweet and represents an enormous change for CAV.

With her vision, passion and plain hard work, Sue led **SRV Canada VRS** with a deep belief that access is opportunity. On behalf of the Board of Directors, I want to thank her for her leadership and unfailing commitment and wish her a happy and productive retirement. While Sue will no longer be with us, her influence will be felt for many years to come.

I look forward to the many great things that Canada VRS will bring you in 2023!

ABOUT CAV

VISION

Empower Deaf Canadians

THE ORGANIZATION AND ITS MISSION

The Canadian Administrator of VRS (CAV), Inc., is a not-for-profit telecommunications services corporation with a mandate from the Canadian Radio-television and Telecommunications Commission (CRTC) to design, implement and oversee the delivery of Video Relay Service (VRS) in Canada. **SRV Canada VRS** enables Deaf, hard of hearing or speech-impaired Canadians who use American Sign Language (ASL) and Langue des signes Québécoise (LSQ) to make telephone calls via Internet-based videoconferencing technology. Calls are connected to a sign language interpreter, who provides real-time interpretation of the telephone conversations, allowing Deaf users who use sign language to communicate with spoken language users.



“PREVIOUSLY, MY HEARING FAMILY WOULD HELP ME MAKE VARIOUS CALLS. I NOW USE THE VRS SERVICE. I NO LONGER NEED TO ASK MY FAMILY FOR HELP WHEN MAKING CALLS.”

Lovelise Toussaint

THE 2022 BOARD OF DIRECTORS

The CAV Board of Directors provides management with fiduciary guidance and advice. Board members come from diverse backgrounds and offer their experience in a variety of fields including telecom, legal, medical, finance and sign language interpreting.

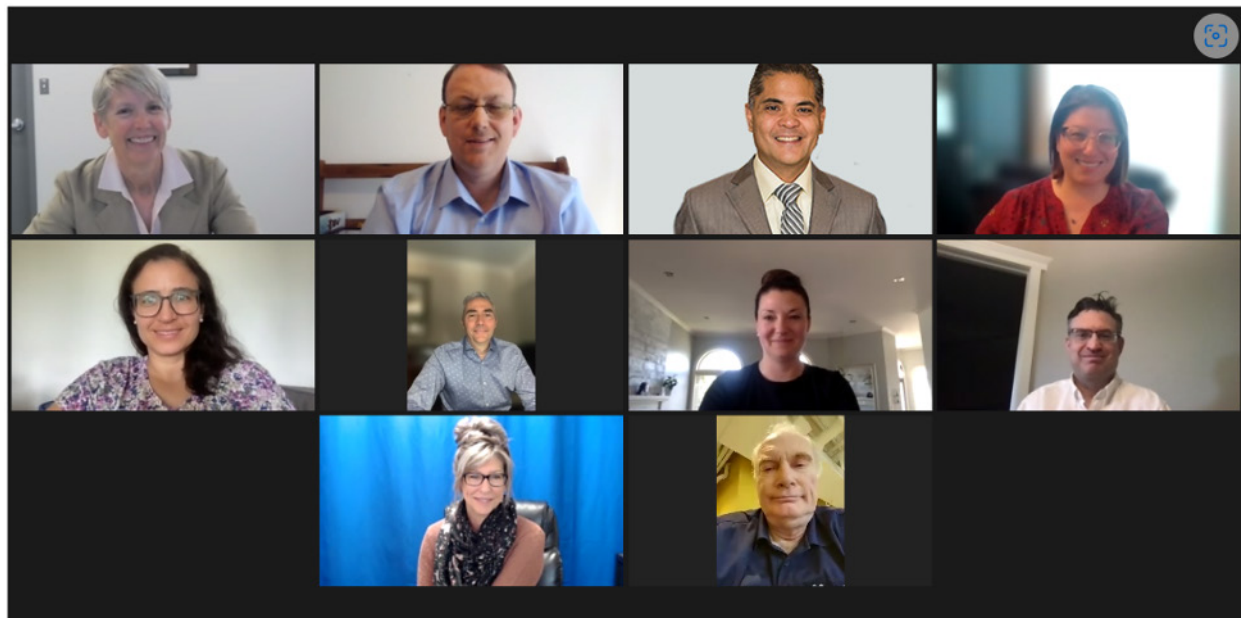
There were a number of changes to the Board of Directors in 2022. Mark Kusiak was appointed for a 3-year term as an ASL/LSQ Director. An Alberta resident with 15 years' experience as a pharmacist, he has served as a board director in a number of organizations, including Deaf and Hear Alberta.

Carla Dupras was elected for a 3-year term by ASL Interpreter Stakeholders. Also from Alberta, Carla has been an ASL interpreter for more than 27 years and is a certified member of the Canadian Association of Sign Language

Interpreters (COI of CASLI). She replaces Dr. Marty Taylor, who had been with the CAV Board of Directors since early 2015 as ASL Interpreter Permanent Invitee.

Board members also appointed Ruth Altman to a 3-year term as Telecommunication Service Provider (TSP) Director. From Ontario, Ruth has been employed at Rogers Communications since 2006. She has worked in a variety of progressive roles in the regulatory department, and is currently Director of Regulatory Consumer Policy. Ruth replaces outgoing Board member Jonathan Daniels of Bell.

The Board of Directors thanked Jonathan Daniels and Dr. Marty Taylor for their many years of hard work since CAV's earliest days.



Top row (l-r): Sue Decker, CEO and Executive Director; David Joseph, Director and Chair of the Board of Directors; Eric Edora, Director; Ruth Altman, Director. Middle row (l-r): Dr. Jessica Dunkley, Director; Tony D'Onofrio, Independent Director; Anne Missud, Permanent Invitee; Mark Kusiak, Director. Bottom row (l-r): Carla Dupras, Permanent Invitee; Dr. Gary Birch, Independent Director.

CAV STAFF

A turnover in senior staff ranks in 2022 brought new energy and ideas to CAV's headquarters staff.

In the summer of 2022, Pamela Witcher, CAV's long-time Community Relations Manager, left to pursue new interests. A founding member of the CAV management team, she designed and led the CAV outreach and education program, and built a team that conducted hundreds of seminars and events across Canada to raise awareness and adoption of Canada VRS among Deaf Canadians. Pamela's vision and commitment to Deaf Canadians will be missed.

In December, Wissam Constantin replaced Pamela Witcher as Community Relations Manager. Wissam is a well-known member in the Deaf community and an advocate for accessibility across Canada. Bringing

great experience and vision to the team, he previously served as Board President of the Canadian Association of the Deaf. Wissam also has experience as an ASL instructor and is Assistant Coach for the Canadian Deaf Sports Association basketball team.

In April, CAV welcomed Suzanne Laforest as Director, Video Interpreter Providers (VIP) Operations. Suzanne is responsible for strategic planning and delivery of a wide range of VIP programs and projects to ensure high quality Canada VRS to customers. She brings to her role deep knowledge and experience in sign language interpreting and VRS call centre management.

In 2022, CAV welcomed Jodi Birley, bringing to the team translation and video production expertise.



Top row, (l-r): Sue Decker, CEO and Executive Director; Jonathan Masters, Acting Chief Financial Officer and Chief Operating Officer.

Second row (l-r): Paula Bath, Director of Technology and Operations; Suzanne Laforest, Director, VIP Operations; David Egan, Service Operations Manager.

Third row (l-r): Carmelle Cachero, Chief of Staff; Jodi Birley, Translation and Video Producer; Wissam Constantin, Community Relations Assistant Manager.

Bottom row (l-r): Diane Underschultz, Community Relations Assistant Manager; Patrick Lazure, Outreach Specialist; Jo-Anne Bryan, Outreach Specialist.

2022 IN REVIEW – BRIEF HIGHLIGHTS

As a national telecommunications service committed to customer service and satisfaction, the return to in-person community presence in the latter half of 2022 was a significant milestone after nearly three years of COVID-19 lockdowns and restrictions. Like most organizations that deal with customers every day, the pandemic has changed the way CAV delivers service. By the end of the year, the Community Relations team had evolved successfully to a hybrid model, blending in-person with virtual meetings conducted through the CAV Connect program.

Even as COVID-19 restrictions remained in place for much of the year, CAV continued to expand its influence across the country. Nearly 700,000 calls were placed in 2022, and new Canada VRS registrants continued to sign on at a rate of about 1 – 2% per month. It is also noteworthy that a growing number of customers have more than one account – one for personal use, and a second for work.

Further, with the addition of new features on the app, they are using it in different and creative ways.

For the fourth consecutive year, CAV received outstanding customer satisfaction results in its annual survey. In addition to delivering excellence in customer experience, CAV upgraded the Canada VRS platform software; average wait times were kept extremely low; and several new 3-digit numbers were introduced, including 9-8-8 – the new National Suicide Prevention Lifeline.

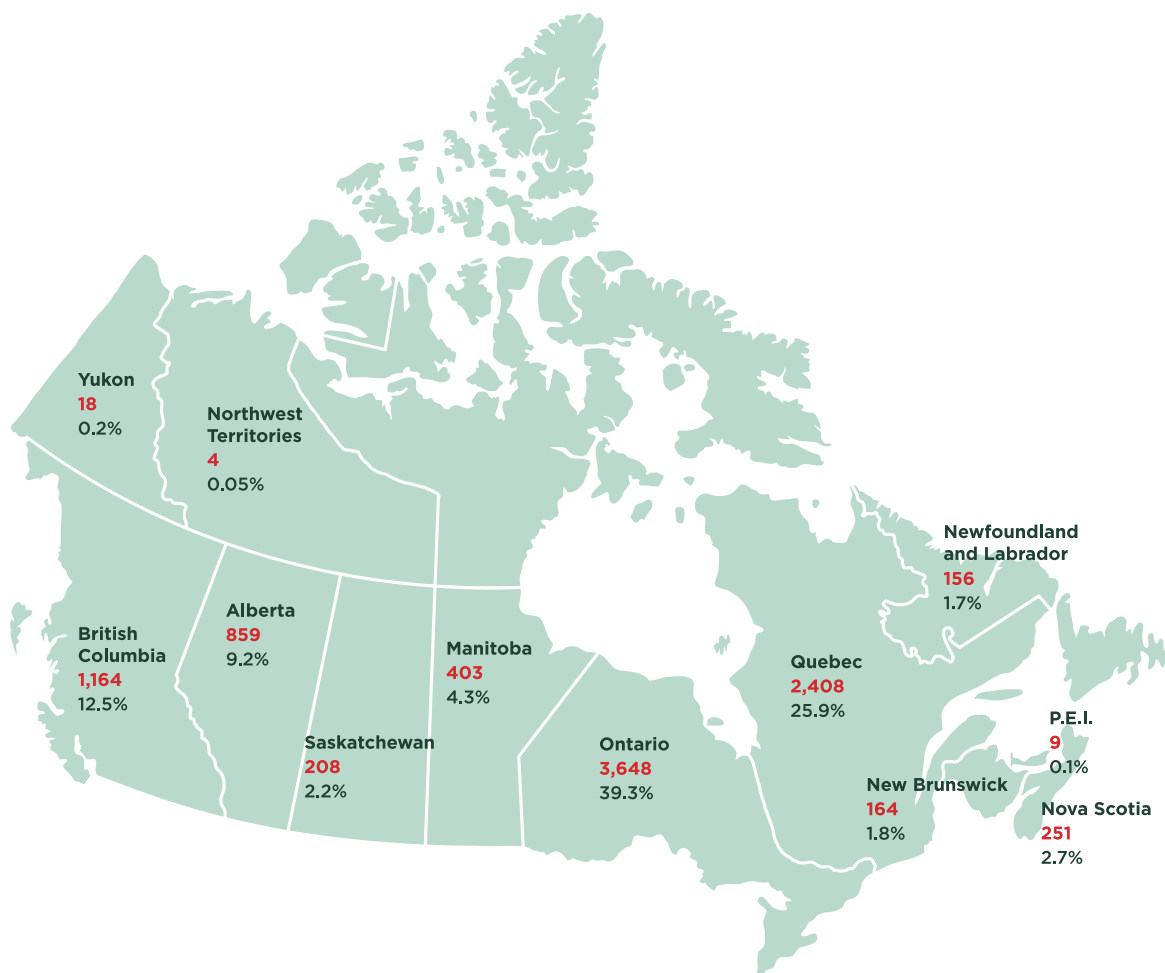
As is the case every year, there were many operational priorities competing for CAV's available resources in 2022, not the least of which was the Notice of Consultation (NOC) by the Canadian Radio-television and Telecommunications Commission (CRTC) to review **CAV's** body of work in its first five years. While the NOC posed a significant investment in resources, it was a great opportunity to showcase its high-quality work and commitment to continuous improvement.



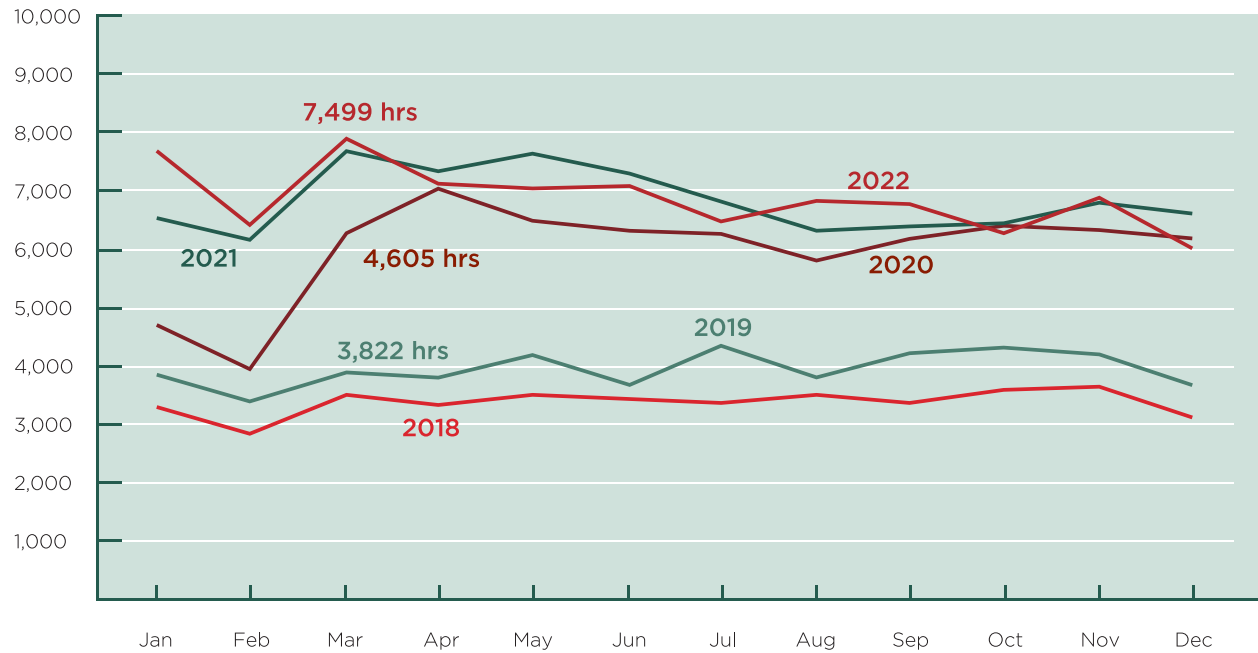
TELLING OUR STORY BY THE NUMBERS

CANADA VRS DEMOGRAPHICS [Figure 1]

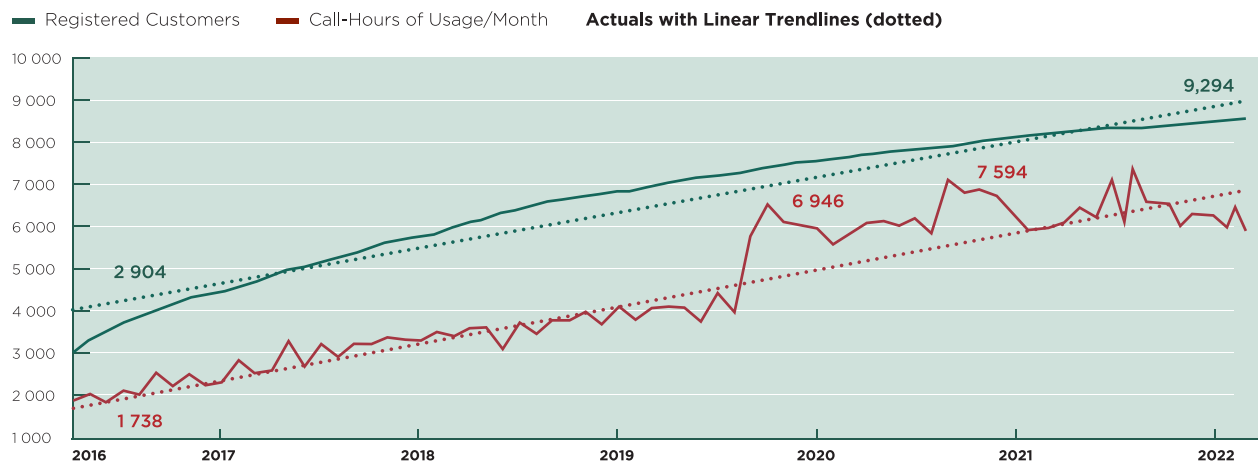
TOTAL 2022 REGISTRATIONS BY PROVINCE/TERRITORY: 9,294



USAGE (CALL-HOURS) YEAR TO YEAR 2018 - 2022 [Figure 2]



VRS GROWTH BY MONTH SINCE LAUNCH TO DECEMBER 31, 2022 [Figure 3]



CALLS 2017 - 2022 [Figure 4]

CALL TYPE	2017	2018	2019	2020	2021	2022
Total Relay Calls*	318,480	472,959	521,569	610,731	697,736	686,553
Deaf to Hearing	80%	76%	78%	85%	84%	83%
Hearing to Deaf	19%	23%	21%	15%	16%	16%
Point to Point	1%	1%	1%	1%	2%	1%
9-1-1 Calls	283	799	823	1,340	1,692	1,485
Avg Mins/Call	5.5	5.1	5.6	7.0	7.0	7.1

*answered

2022 SYSTEM UPTIME [Figure 5]

Q1

MONTH	SYSTEM UPTIME
January	99.85%
February	100.00%
March	99.95%
TOTAL Q1	99.93%

Q2

MONTH	SYSTEM UPTIME
April	99.98%
May	99.75%
June	100.00%
TOTAL Q2	99.91%

Q3

MONTH	SYSTEM UPTIME
July	99.98%
August	99.98%
September	99.98%
TOTAL Q3	99.98%

Q4

MONTH	SYSTEM UPTIME
October	99.72%
November	99.69%
December	100.00%
TOTAL Q4	99.80%

AVERAGE WAIT TIME 2022 [Figure 6]

MONTH/DAYS	ASL CALLS	LSQ CALLS	SYSTEM
Q1	30	29	30
Q2	28	38	31
Q3	28	32	29
Q4	29	31	29

PERCENTAGE OF CALLS ANSWERED WITHIN 120 SECONDS 2022 [Figure 7]

MONTH/DAYS	ASL CALLS	LSQ CALLS	SYSTEM
Q1	92%	91%	92%
Q2	94%	91%	93%
Q3	94%	94%	94%
Q4	94%	95%	94%

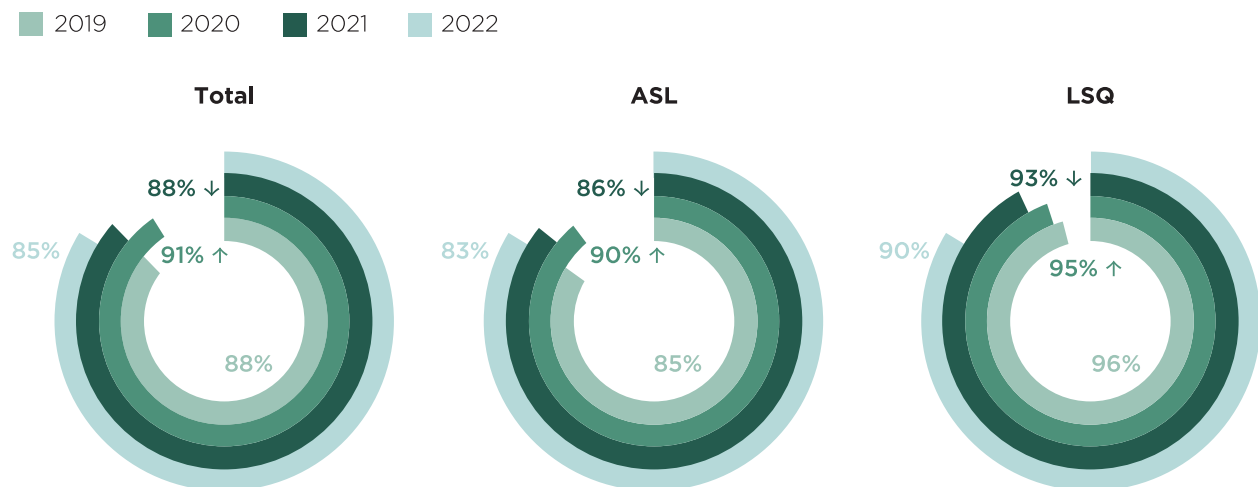
INSIGHTS FROM THE 2022 CUSTOMER SATISFACTION SURVEY

The best way to understand your customers is to ask them what they think about your service. Every year, CAV undertakes a customer satisfaction survey to learn how they use their **SRV Canada VRS** and to seek feedback on new service apps, their experience with Video Interpreters, and the new services and policies that have an impact on their Canada VRS.

CAV was pleased to learn that for the fourth consecutive year, customers gave Canada VRS outstanding ratings despite the challenges that came with the ongoing pandemic.

Not content to rest on its laurels, CAV monitors customer satisfaction survey results carefully to inform continuous improvement.

CONSISTENT HIGH SATISFACTION [Figure 8]



2022 COMMUNITY RELATIONS

The highlight of 2022 for the Community Relations team was its return to in-person engagement after nearly three years. By the end of the year, the team had begun organizing or participating in “live” activities and events.

The pandemic has changed so much about how CAV connects with its customers. The CAV Connect Program – launched in 2020 as a video-based outreach program – will continue as the Community Relations team

makes the transition to a hybrid model blending in-person activities with virtual events for people living in remote locations or who prefer attending virtually because it is more convenient.

Last year was also notable because Pamela Witcher, CAV’s first Community Relations Manager and the program’s creator, made the decision to leave for new opportunities. CAV was pleased to welcome Wissam Constantin to the role.

2022 CAV CONNECT RESULTS

70 webinars, over 400 attendees	Regularly posted messages on Facebook to promote app releases, new staff and new members on the Board of Directors, regulatory news, celebration of holidays, and more
24 events, over 1400 attendees	Produced 2 multi-media newsletters to celebrate 6 years of Canada VRS and the December holiday
Almost 100 videos produced	LinkedIn monitored and posts published

COMMUNITY RELATIONS TEAM

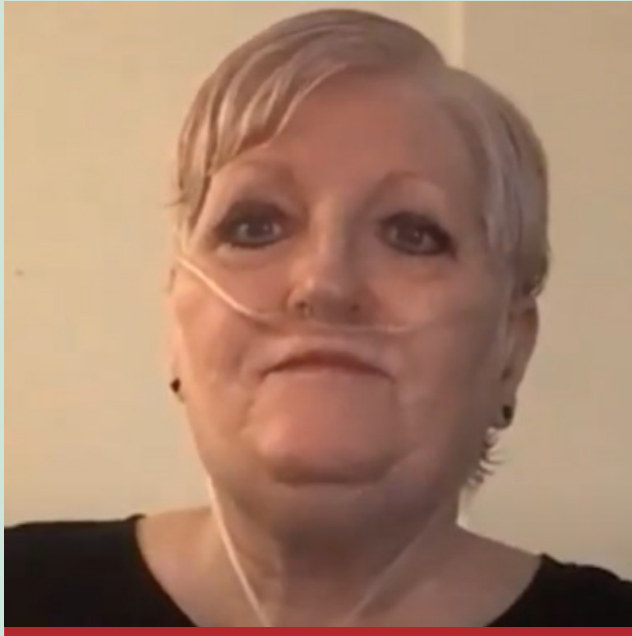


Pamela Witcher



Wissam Constantin





“I DECIDED TO USE VRS TO CONNECT TO A VIDEO INTERPRETER. VIDEO INTERPRETER CONNECTED ME TO A 9-1-1 DISPATCHER. IT WAS AMAZING AND THEY DID A WONDERFUL JOB HELPING ME.”

Maryanne Anderson

UPDATING TECHNOLOGIES, APPS AND SERVICES

In 2022, CAV balanced updates to technology, apps and services for Canada VRS customers with important work that will lead to improvements to VI workstations and the job quality of VIPs – which ultimately benefits customers, too.

IMPROVING CUSTOMER SERVICE

The CAV annual customer satisfaction survey shows that Canada VRS users are consistently happy with their overall user experience. Customer service is a key driver of satisfaction. When customers connect with customer service reps, they want their issue resolved quickly.

In 2022, CAV implemented a new “level 1” and “level 2” process for tracking and communicating the status of tickets submitted to customer service. In addition, a new best practices program was adopted to enhance customer service quality. Together with existing customer service assets such as the Live Chat and the Resource Center on the **SRV Canada VRS** website, customers can rely on fast and efficient support when they need it.

INVESTING IN CUSTOMER SERVICE APPS

In 2022, CAV kicked off a new program to design and develop next generation customer apps – an investment that will yield dramatic results in 2023 and beyond.

While this work was undertaken, CAV continued to improve existing apps, including removing 3-call limit messaging.

INTRODUCING NEW 3-DIGIT NUMBERS

Until 2021, the only 3-digit number available to Canada VRS customers was 9-1-1. During that year, CAV collaborated with its Voice Over Internet Protocol (VoIP) service providers to introduce 2 new 3-digit numbers: 8-1-1 for telehealth services, and 5-1-1 for traffic information and updates.

In 2022, CAV successfully onboarded 3 additional 3-digit numbers. They are:

- 2-1-1 for community-based services, which is available to customers across Canada
- 3-1-1 for municipal government non-emergency services
- 9-8-8, the National Suicide Prevention Hotline

The introduction of 9-8-8 was a big win for CAV and its customers. When the Canadian Radio-television and Telecommunications Commission (CRTC) mandated the 3-digit number to be implemented nationally by November 30, 2023, CAV was already a step ahead. As a result, 9-8-8 was implemented earlier for Canada VRS customers. In 2023, CAV will develop training with Video Interpreters before November.

To adopt 9-8-8, CAV participated actively in the CRTC's hearings for the service. For a small organization like CAV, it was a big investment of time, but worth the effort to give Canada VRS customers easy access to mental health and suicide prevention services near them.



“VRS IS THE TOP, NUMBER ONE COMMUNICATION TOOL WITH WHICH I CAN UNDERSTAND CONVERSATIONS FULLY IN MY FIRST LANGUAGE.”

Linda Mahe

IMPROVING VI SERVICE

Video Interpreter Providers (VIPs) play an indispensable role in delivering call centre and sign language services to Canada VRS customers.

In 2022, CAV improved VIP services by building and implementing a new system called Cockpit, which monitors real-time VI agent activity and outages, as well as reconciling scheduling compliance. In addition, key performance indicators were refined to improve analysis and performance reporting.

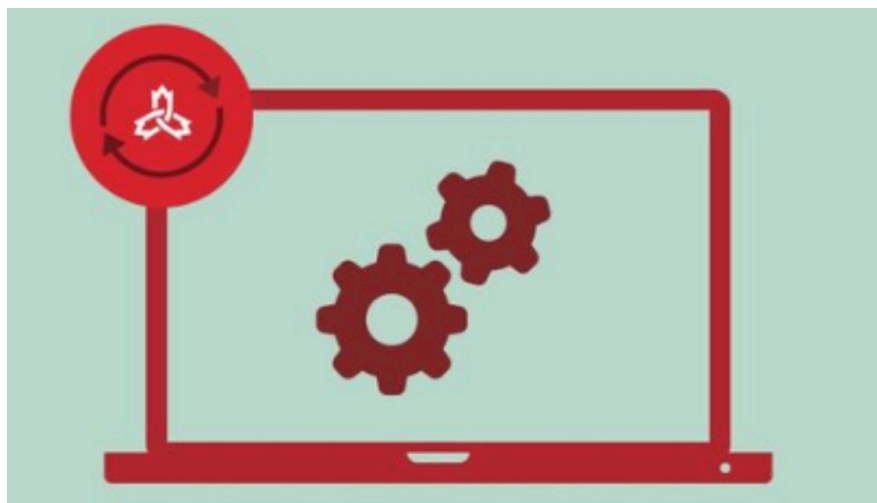
VI performance typically rates 90% or higher in annual customer satisfaction surveys. These satisfaction rates are not accidental – they take creative investments and hard work on CAV's part.

In 2022, CAV embarked on a new software development program to support an operational challenge for VIs caused by the COVID-19 pandemic. With about 98% of the 325 VIs working in remote interpreting environments, a creative solution was needed for VIs to easily call for help when they need it: to spell them off in a long or challenging call, or if the VI needs a lunch break.

Working in isolation is not easy when the work can be intense. The software being developed, which focuses on remote teaming, can enable a second video window to appear on a VI's workstation that only they can see. If a VI needs help, they can turn the call over to the second VI and the call can continue uninterrupted. The new software can also provide managers with an easy way to check in on VIs and monitor quality.

The remote teaming software continues to undergo rigorous quality testing with the support of VIs, who are providing important feedback that will improve customer service when it becomes fully operational.

This work is unique to **SRV Canada VRS**. No other video relay service in the world is advancing the quality of tools and working conditions for VIs in this way who will, in the future, continue to work almost exclusively in remote settings rather than together in call centres.



LEVERAGING THE WEB AND SOCIAL MEDIA

Deaf and hard of hearing Canadians rely deeply on communication platforms and channels to find and share information. CAV uses these platforms to educate customers about what is going on with **SRV Canada VRS**, and provides information, customer support and opportunities for dialogue on its website and its Facebook, YouTube and LinkedIn accounts -- networking platforms that members of Canada's Deaf community use every day.

WEBSITE

The **SRV Canada VRS** website contains a sophisticated collection of information organized to empower customers to make the best of every feature available on their Canada VRS. In 2022, the website's Resource Center was overhauled to update and refine information. Now, it is organized to make it easy for customers to read about and set up their app, learn about app updates, get access to manuals, seek technical support, and get tips on making the most of connections with Video Interpreters.



FACEBOOK

The **SRV Canada VRS** Facebook presence in 2022 had more than 1,800 members on its English/ASL page, and more than 1,200 on its French/LSQ equivalent page. The content posted is increasingly dynamic – with everything from video messages about software updates, to e-blast newsletters, job postings, and notices about upcoming CAV Connect webinars and in-person events.



LANGUAGE CHART - TOTAL MEMBERS

LANGUAGE	2022	2021
ASL	1,780	1,753
LSQ	1,212	1,192



YOUTUBE

CAV's YouTube channel is home for the 190 videos created since **SRV Canada VRS** was launched in 2016. Today, its 625 subscribers have access to highly informative videos organized into categories: newsletters and announcements; VRS and COVID-19; and VRS How To's. Videos are presented in ASL with English subtitles, and in LSQ with French subtitles. They are accessible not just for Deaf Canadians, but for anyone who wants to communicate with them and to learn about Canada VRS.



Canada VRS is here for you!

LINKEDIN

LinkedIn is the most recently adopted of the social media channels CAV has a presence on, and it is growing quickly. From a modest 59 followers in 2021, by the end of 2022 it had 297 – a fivefold increase. LinkedIn has become the best place to post job openings at CAV, announcements of new CAV Board members, and simply to connect with fellow professionals in its community of interest.



CRTC NOTICE OF CONSULTATION

In March 2021, the Canadian Radio-television and Telecommunications Commission (CRTC) issued Telecom Notice of Consultation (NOC) CRTC 2021-2022. The NOC was included as a requirement in the CRTC's policy for VRS when it was created, calling for a comprehensive review of the service after 3-years in operation. Delayed due to the COVID19 pandemic, the review in its initial phase in 2021 and into 2022 focused on replying to stakeholder interventions.

The first phase was completed on July 31. It required CAV to acknowledge and analyze interventions, and develop plans to resolve issues raised as part of this process.

In addition to the intensive work to respond to NOC interventions, in July CAV also submitted its budget for 2023, with a request for funding relief, which was declined. As 2022 drew to a close – while operating in an environment of great uncertainty – CAV was able to finish the year under budget. In December, CRTC approved CAV's budget for 2023.

It is important to note that while the NOC is an arduous and time-consuming process for CAV, it is also a welcome undertaking, presenting a formal opportunity to disclose and showcase the work CAV accomplished in its early years to take **SRV Canada VRS** from a concept to a fully mature national telecommunications service.



“WHEN VRS DID NOT EXIST, I FELT STUCK, AND I WAS OBLIGATED TO DEPEND ON OTHERS TO MAKE THE CALLS. I FEEL MORE FREE, INDEPENDENT AND THERE IS NO LONGER A NEED TO RELY ON OTHERS FOR HELP. IT’S TRULY BENEFICIAL! I CAN DO MANY CALL TYPES: DOCTOR, ORDER MEALS FROM RESTAURANTS, INSURANCE, MORTGAGE RENEWAL.”

Daniel Gagnon

STRENGTHENING FEDERAL GOVERNMENT RELATIONSHIPS

CAV enjoys a positive and productive working relationship with the CRTC and, increasingly, with other federal departments to build awareness for Canada VRS and its value as a tool for Deaf Canadians to communicate with their government for important services.



MEETING CANADA'S CHIEF ACCESSIBILITY OFFICER

In October at CAV's Ottawa headquarters, CEO Sue Decker and members of her staff were pleased to meet with Stephanie Cadieux, Canada's Chief Accessibility Officer (CAO), who was appointed in 2022. The new CAO role was established in 2019 as part of the *Accessible Canada Act*. Ms. Cadieux provides advice to the Minister of Accessibility and monitors emerging and systemic accessibility issues.

The meeting was an opportunity for Sue Decker to ask for the CAO's support to meet CAV's objectives with federal departments to:

- Raise awareness that Canada VRS is a safe, confidential, efficient and free service for Deaf Canadians to access government services.
- Encourage government departments to provide direct 1-800 access to a dedicated service group for VRS users, particular for the Canada Revenue Agency and Service Canada.
- Identify opportunities for Canada VRS to be included in select federal accessibility initiatives.
- Approve federal employees who are Deaf to use Canada VRS in the workplace.

The meeting was also an opportunity for CAV to showcase CAV's "Don't Hang Up!" campaign, which instructs service providers, including government departments, not to hang up when they receive a 1-800 call, as it may be from a Canada VRS customer.

EXPLORING NEW OPPORTUNITIES WITH GOVERNMENT

In 2022, CAV began a new phase in its relationship with the Government of Canada to build awareness of how Canada VRS can help federal departments – especially those providing direct services to Canadians – to become more accessible to Deaf Canadians by reducing long wait times and disconnections on telephone calls.

One solution being proposed is a dedicated 1-800 number that Canada VRS customers can use to access government services. This would reduce greatly the challenges that Canadians currently face.

The idea of a dedicated 1-800 number would complement the growing awareness of and requirements for accessibility within the federal government with the implementation of the *Accessible Canada Act*.



During her visit to CAV headquarters, Canada's Chief Accessibility Officer Stephanie Cadieux (far right) receives a demonstration of the "Don't Hang Up!" campaign from CAV's CEO Sue Decker (left), as CAV Chief of Staff Carmelle Cachero provides sign language interpretation.

"I WAS EXTREMELY IMPRESSED BY THE FREE SERVICES OFFERED BY CAV AND CANADA VRS, AND I FULLY SUPPORT THEIR WORK. MAKING OUR FEDERAL GOVERNMENT MORE ACCESSIBLE TO VRS IS A CRITICAL PART OF CREATING A BARRIER-FREE CANADA. I LOOK FORWARD TO SEEING ITS USE INCREASE THROUGHOUT FEDERAL DEPARTMENTS."

Stephanie Cadieux
Chief Accessibility Officer of Canada

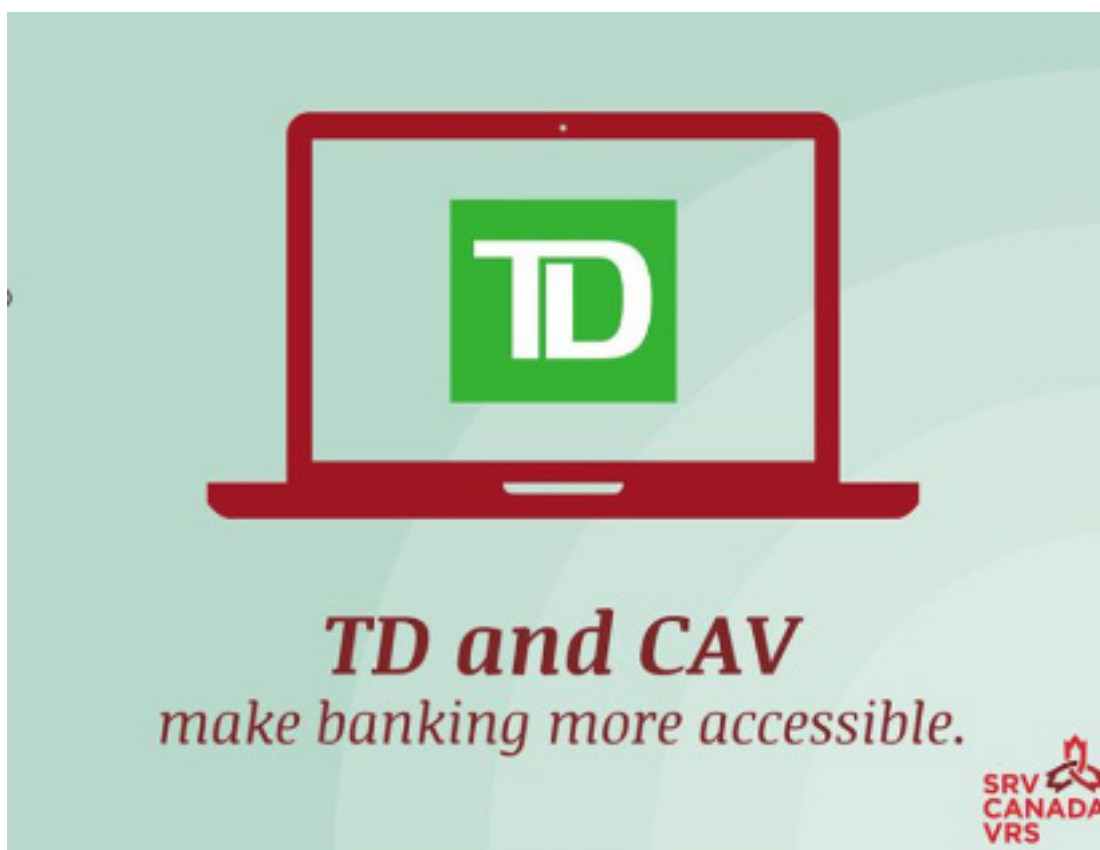
RAISING AWARENESS WITH INDUSTRY

CAV is forging new relationships with industry in ways that are similar in approach to the work it is exploring with Canada's federal government. In fact, industry is playing a proactive role.

In 2022, CAV kicked off this initiative with TD Bank to make banking for Deaf Canadians more accessible. It became the first Canadian bank to offer a Direct VRS number for Canada

VRS customers to connect with a dedicated call centre team trained to refer calls to appropriate subject matter experts within the organization.

With TD Bank on board, others will follow. Setting up a dedicated VRS 1-800 number is a simple but very powerful way to increase access and new opportunities for VRS users.



LOOKING AHEAD TO 2023

As focused as CAV is on its day-to-day operations, it is always planning ahead to ensure it continues delivering quality service expected of a national telecommunications service provider.

How 2023 unfolds will be unique for CAV, as it will be led by a new CEO and Executive Director who will bring new vision and energy to the role.

Looking ahead, there are always new challenges and opportunities.

- After three years of isolation, CAV will continue its return to in-person community engagement while refining a hybrid model of work to reach communities in a virtual setting.
- In the spirit of “access is opportunity”, the work with the Government of Canada and large enterprises will continue so that Canada VRS customers gain easy access to the services that are essential to everyday life – from banking to employment services.
- Onboarding next generation technologies and apps is always a priority. CAV has and will continue to balance communications tools for customers with best-in-class workstation software for Video Interpreter Providers.



“NOW, I FINALLY FEEL THAT
I AM BEING UNDERSTOOD.
I TRULY APPRECIATE VRS
INTERPRETERS, CAV STAFF
AND THEIR TECHNOLOGY IS
WONDERFUL.”

Greg Eyben

CUSTOMER SERVICE IN 2022

A BUSY YEAR

In 2022, CAV's customer service team tracked almost 11,700 customer interactions. While dialing 9050 is by far the most frequently used contact point, customers also use, Live Chat, which can be accessed from the CAV website or the CAV apps even before signing in, and of course, by email. Customer service expanded its hours to 9-9 Eastern, weekdays, after shrinking hours during COVID.

Customer Service Representatives offer quadrilingual support in ASL, LSQ, English and French. Turnover in call centre operations can be a challenge, but CAV is focused on training and upgrading its systems so that they are both easier to use and provide our representatives and customers with better information. As of the end of 2022, CAV had the full complement of skilled representatives.

EXCELLENT SERVICE

In 2022, Customer Service answered 95% of all calls within 120 seconds, and the average wait time for a representative was 27 seconds, under the 30 second goal. As of May in 2022, a notification email is sent to every customer when their ticket is closed. Customers appreciate knowing the status, and being given the opportunity to call again if the issue recurs. In addition, we continue the policy of sending surveys to all customers who contact Customer Service. In 2022, about 30% of people responded to the survey, and the positive responses outnumbered the negative by a factor of 10 to 1.

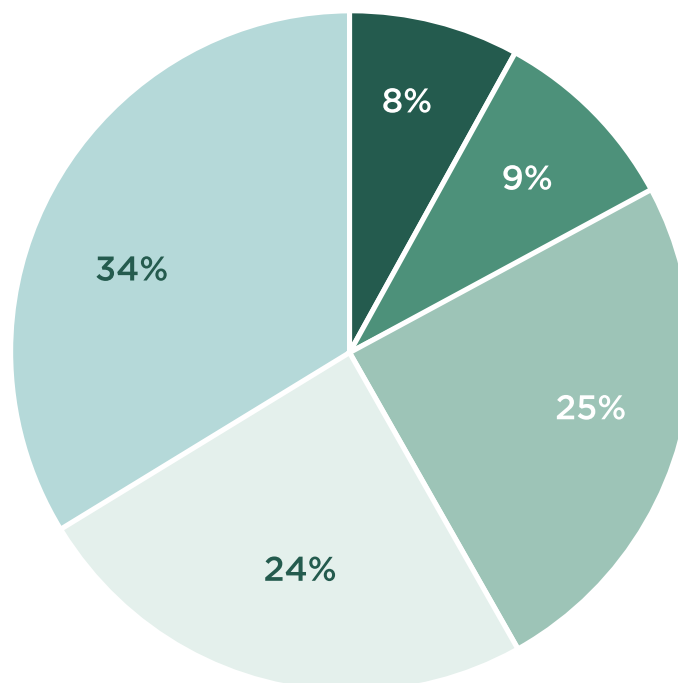
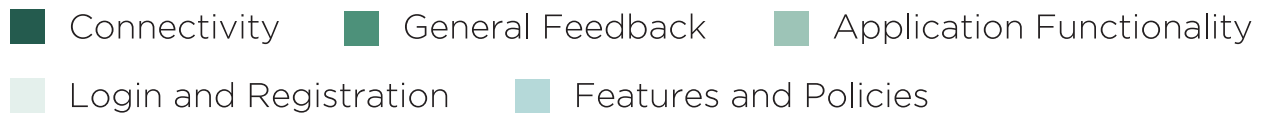
SIMILAR ISSUES

The pie chart below shows the subject of inquiries in 2022.

The top 3 issues are:

- Lost username/password
- Video
- Disconnects

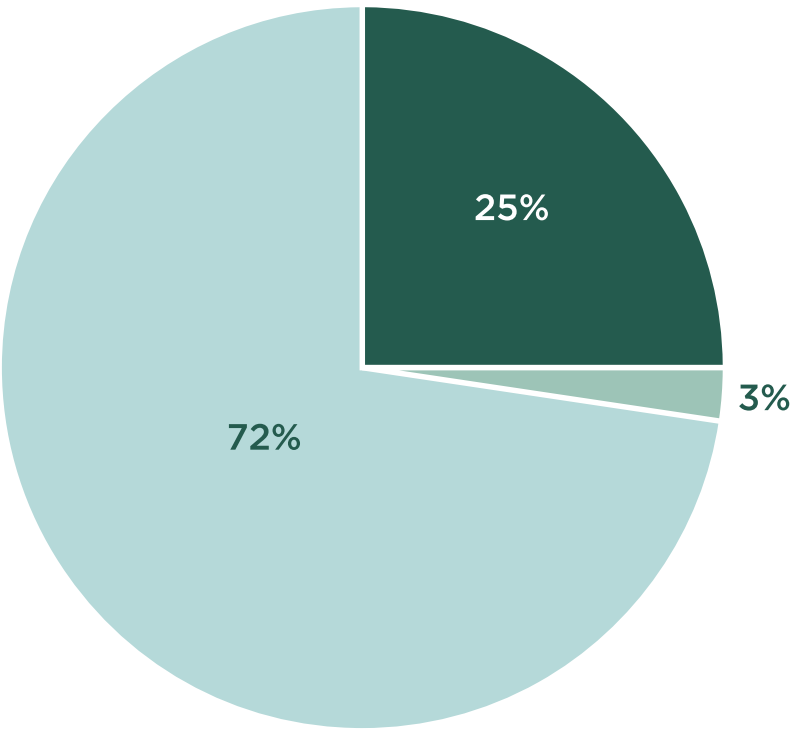
We note that 75% of users are using smartphones at least part of the time (many access Canada VRS on more than one device). We expect that the implementation of biometrics for signing in on the Next Generation mobile app at the end of 2024 will help to alleviate this issue.



CUSTOMER SERVICE STATISTICS

INDICATORS	2022
Total Calls	11,590
Total Tickets	11,684
SLA (percentage answered < 120 seconds)	95%
ASA (wait time)	27

■ Positive ■ Negative ■ No Response





FINANCIAL STATEMENTS FOR THE YEAR ENDED DECEMBER 31, 2022

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INDEPENDENT AUDITOR'S REPORT

**To the Members of the Board of Directors of
Canadian Administrator of VRS (CAV), Inc.**

OPINION

We have audited the financial statements of Canadian Administrator of VRS (CAV), Inc./Administrateur canadien du SRV (ACS), inc. (the "Organization"), which comprise the statement of financial position as at December 31, 2022, statement of operations and net assets, and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Organization as at December 31, 2022, and its results of operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

BASIS FOR OPINION

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Organization in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

RESPONSIBILITIES OF MANAGEMENT AND THOSE CHARGED WITH GOVERNANCE FOR THE FINANCIAL STATEMENTS

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Organization's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Organization's financial reporting process.

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are

INDEPENDENT AUDITOR'S REPORT

considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a

material uncertainty exists related to events or conditions that may cast significant doubt on the Organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Organization to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Chartered Professional Accountants, Licensed
Public Accountants

Toronto, Ontario
May 18, 2023

STATEMENT OF FINANCIAL POSITION

ASSETS

DECEMBER 31		2022	2021
CURRENT	CASH	\$3,807,754	\$4,123,759
	SHORT TERM INVESTMENTS (NOTE 2)	\$3,525,964	\$504,675
	PREPAID EXPENSES	\$87,643	\$26,701
		\$7,421,361	\$4,655,135
CAPITAL ASSETS (NOTE 3)		\$47,209	\$33,828
INTANGIBLE ASSETS (NOTE 4)		\$1,174,031	\$1,162,697
		\$8,642,601	\$5,851,660

STATEMENT OF FINANCIAL POSITION

LIABILITIES AND NET ASSETS

DECEMBER 31		2022	2021
CURRENT	ACCOUNTS PAYABLE AND ACCRUED LIABILITIES (NOTE 5)	\$2,662,377	\$2,320,660
	CURRENT PORTION OF DEFERRED CONTRIBUTIONS (NOTE 6)	\$3,752,587	-
		\$6,414,964	\$2,320,660
DEFERRED CONTRIBUTIONS (NOTE 6)		\$1,006,396	\$2,334,475
DEFERRED CAPITAL CONTRIBUTIONS (NOTE 6)		\$1,221,241	\$1,196,525
		\$8,642,601	\$5,851,660

On behalf of the Board:

Director

Director

STATEMENT OF OPERATIONS AND NET ASSETS

DECEMBER 31		2022	2021
REVENUE	CONTRIBUTIONS (NOTE 10)	\$27,216,155	\$26,513,314
	AMORTIZATION OF CAPITAL CONTRIBUTIONS (NOTE 7)	\$438,656	\$373,660
		\$27,654,811	\$26,886,974
EXPENDITURES	DIRECT OPERATIONS	\$24,429,228	\$24,137,260
	GENERAL AND ADMINISTRATION	\$2,784,134	\$2,372,933
	AMORTIZATION ON INTANGIBLE ASSETS	\$423,588	\$353,344
	AMORTIZATION ON CAPITAL ASSETS	\$15,068	\$20,316
	INTEREST AND BANK CHARGES	\$2,793	\$3,121
		\$27,654,811	\$26,886,974
EXCESS OF REVENUE OVER EXPENDITURES FOR THE YEAR		-	-

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED DECEMBER 31		2022	2021
CASH PROVIDED BY (USED IN)			
OPERATING ACTIVITIES	EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR	-	-
	ADJUSTMENTS TO RECONCILE EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR TO CASH FROM OPERATIONS	-	-
	AMORTIZATION OF CAPITAL ASSETS	\$15,068	\$20,316
	AMORTIZATION OF INTANGIBLE ASSETS	\$423,588	\$353,344
	AMORTIZATION OF DEFERRED CAPITAL CONTRIBUTIONS	(\$438,656)	(\$373,660)
	ACCRUED INTEREST ON SHORT-TERM INVESTMENTS	(\$25,964)	(\$4,675)
	CHANGES IN NON-CASH WORKING CAPITAL BALANCES	-	-
	PREPAID EXPENSES	(\$60,942)	(\$926)
	ACCOUNTS PAYABLE AND ACCRUED LIABILITIES	\$341,717	\$132,300
	CURRENT PORTION OF DEFERRED CONTRIBUTIONS	\$3,752,587	-
	DEFERRED CONTRIBUTIONS	(\$1,328,079)	\$399,702
		\$2,679,319	\$526,401

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED DECEMBER 31		2022	2021
CASH PROVIDED BY (USED IN)			
INVESTING ACTIVITIES	PURCHASE OF SHORT-TERM INVESTMENTS	(\$3,500,000)	(\$500,000)
	PROCEEDS ON SALE OF SHORT-TERM INVESTMENTS	\$504,675	\$1,502,532
	PURCHASE OF CAPITAL ASSETS	(\$28,449)	(\$19,816)
	PURCHASE OF INTANGIBLE ASSETS	(\$434,922)	(\$328,889)
		(\$3,458,696)	\$653,827
FINANCING ACTIVITY	DEFERRED CAPITAL CONTRIBUTIONS RECEIVED	\$463,372	\$348,705
INCREASE (DECREASE) IN CASH DURING THE YEAR		(\$316,005)	\$1,528,933
CASH	BEGINNING OF YEAR	\$4,123,759	\$2,594,826
	END OF YEAR	\$3,807,754	\$4,123,759

NOTES TO FINANCIAL STATEMENTS

DECEMBER 31, 2021

1. Significant Accounting Policies

Nature of Organization

In April of 2014, the Canadian Radio-television and Tele-communications Commission ("CRTC") released Telecom Regulatory Policy Decision CRTC 2014 187, which established Video relay service administrator ("VRS administrator"). The mandate of the VRS administrator was set out in CRTC Telecom Regulatory Policy CRTC 2014 656 to: provide national video relay service ("VRS") in Canada, in both American Sign Language and Langue des signes quebecoise; ensure that Deaf and Hard of Hearing individuals can communicate to hearing users using similar telecommunications facilities; provide VRS in as efficient a manner as possible, in accordance with the requirements of the CRTC; and do all things in furtherance of the forgoing.

The Canadian Administrator of VRS (CAV), Inc./Administrateur canadien du SRV (ACS), inc. ("CAV") was incorporated without share capital under the Canada Not-for-profit Corporations Act to fulfil this mandate.

The CAV operates on a not-for-profit basis and, as such, is exempt from income tax pursuant to section 149(1)(l) of the Income Tax Act.

Basis of Accounting

These financial statements have been prepared in accordance with Canadian accounting standards for not-for-profit organizations.

Capital Assets

Capital assets are recorded at cost and are amortized over the estimated useful lives as follows:

- Computer equipment - 3 years straight-line
- Furniture and fixtures - 5 years straight-line
- Leasehold improvements - Over term of the lease

Intangibles

Intangibles are recorded at cost and are amortized over 4 years.

Revenue Recognition

The Organization follows the deferral method of accounting for revenue. Unrestricted contributions, if any, are recognized as revenue when received while restricted contributions are recognized as revenue in the year in which the related expenses are incurred.

Contributions that are used to acquire capital assets or intangibles are deferred and recognized as revenue along with the amortization of the asset acquired.

NOTES TO FINANCIAL STATEMENTS

Foreign Currency

Foreign currency accounts are translated into Canadian dollars as follows:

At the transaction date, each liability, and expense is translated into Canadian dollars by the use of the exchange rate in effect at that date. At the year end date, monetary assets and liabilities are translated into Canadian dollars by using the exchange rate in effect at that date. The resulting foreign exchange gains and losses are included in income in the current period.

Use of Estimates

The preparation of financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the financial statements, and the reported amounts of revenue and expenses during the reporting period. Actual results could differ from those estimates as additional information becomes available in the future.

Financial Instruments

Financial instruments are recorded at fair value when acquired or issued. In subsequent periods, short-term investments are reported at fair value, with unrealized gains and losses included in contributions. All other financial instruments are reported at cost or amortized cost less impairment, if applicable. Financial assets are tested for impairment when changes in

circumstances indicate the asset could be impaired. Transaction costs on the acquisition, sale or issue of financial instruments are expensed for those items remeasured at fair value at each statement of financial position date and charged to the financial instrument for those measured at amortized cost.

Employee Benefits

The Organization maintains an RRSP program for its employees. The employer contributes up to 6% of the employee's gross earnings. Employees are encouraged to contribute as they are able. The related expense for the year was \$27,623 (2021 - \$22,103).

NOTES TO FINANCIAL STATEMENTS

2. SHORT-TERM INVESTMENTS	2022	2021
TERM DEPOSITS	\$3,525,964	\$504,675
The term deposits are cashable, earn interest ranging from 3.80% to 4.00% (2021 - 0.76%) and mature from April 2023 to October 2023 (2021 - April 2022).		

3. CAPITAL ASSETS	2022		2021	
	COST	ACCUMULATED AMORTIZATION	COST	ACCUMULATED AMORTIZATION
COMPUTER EQUIPMENT	\$91,148	\$55,597	\$62,698	\$43,996
FURNITURE AND FIXTURES	\$47,863	\$43,255	\$47,863	\$39,787
LEASEHOLD IMPROVEMENTS	\$21,859	\$21,859	\$21,859	\$21,859
ARTWORK	\$7,050	-	\$7,050	-
	\$167,920	\$120,711	\$139,470	\$105,642
CARRYING AMOUNT		\$47,209		\$33,828

4. INTANGIBLE ASSETS	2022		2021	
	COST	ACCUMULATED AMORTIZATION	COST	ACCUMULATED AMORTIZATION
COMPUTER SOFTWARE	\$2,900,610	\$1,726,579	\$2,465,688	\$1,302,991
CARRYING AMOUNT		\$1,174,031		\$1,162,697

Included in computer software are assets under development which have not been completed as at December 31, 2022. The total cost capitalized is \$378,892 (2021 - \$Nil) and \$Nil amortization was recorded in 2022 (2021 - \$Nil).

NOTES TO FINANCIAL STATEMENTS

5. Accounts Payable and Accrued Liabilities

Included in accounts payable and accrued liabilities is \$4,857 (2021 - \$8,037) owing to governments in respect of sales and payroll taxes.

6. Deferred Contributions

Deferred contributions consist of non-capital contributions received in advance for which the anticipated expenses have not yet occurred. To date, the Organization has received \$4,758,983 (2021 - \$2,334,475) of contributions over expenditures and \$3,752,587 has been designated as current deferred contributions. Such current amount equals the amount of budget surplus estimated for 2022 filed and deducted from the CRTC budget request for 2023.

6. DEFERRED CONTRIBUTIONS	2022	2021
CURRENT AND LONG-TERM BALANCE, BEGINNING OF YEAR	\$2,334,475	\$1,934,773
FUNDING RECEIVED	\$29,640,663	\$26,913,016
CONTRIBUTIONS RECOGNIZED IN THE YEAR	(\$27,216,155)	(\$26,513,314)
CURRENT AND LONG-TERM BALANCE, END OF YEAR	\$4,758,983	\$2,334,475
CURRENT PORTION - ESTIMATED SURPLUS SUBMITTED TO CRTC	\$3,752,587	-
LONG-TERM PORTION, END OF YEAR	\$1,006,396	\$2,334,475

NOTES TO FINANCIAL STATEMENTS

7. Deferred Capital Contributions

The Organization has received annual contributions from the National Contribution Fund for the purchase of capital and intangible assets.

7. DEFERRED CAPITAL CONTRIBUTIONS	2022	2021
BALANCE, BEGINNING OF YEAR	\$1,196,525	\$1,221,480
FUNDING RECEIVED	\$463,372	\$348,705
AMORTIZATION OF DEFERRED CAPITAL CONTRIBUTIONS	(\$438,656)	(\$373,660)
BALANCE, END OF YEAR	\$1,221,241	\$1,196,525

NOTES TO FINANCIAL STATEMENTS

8. Commitments

The minimum payments under the operating lease for CAV's headquarters and contract services, excluding the contracts disclosed under contracts for direct operations for the Organization are as follows:

2023	\$310,032
2024	\$116,560
2025	\$105,376
2026	\$22,051
	\$554,019

Contracts For Direct Operations

The Organization entered into five contracts with various service providers who provide the technology platform and interpretation services being offered to the public. Based on CRTC decisions, the contracts were limited to four years in length with one four-year extension. The original period covered was from December 2015 to April 2024 depending on the vendor. Along with the budget decision (CRTC 2022-340) the Commission allowed up to an additional four-year extension, taking the maximum date to April of 2028.

In Q1 of 2023, the Organization extended the VIP contracts. It expects to execute a similar extension for the technology platform contract later in 2023. The projected payment amounts are between \$81.9 million and \$139.5 million depending on the assumptions for length of contracts, system usage

and legal environments. The projected costs are based on current trends in growth of the subscriber base and the per customer use of the systems and inflation at 3% per year.

9. Financial Instrument Risk

Interest Rate Risk

Interest rate risk is the risk that the fair value of future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The Organization is exposed to interest rate risk arising from the possibility that changes in interest rates will affect the value of its short-term investments. This risk has not changed from prior year.

NOTES TO FINANCIAL STATEMENTS

10. Economic Dependence

The Organization's budget is approved annually by the CRTC and is paid through the National Contribution Fund (NCF) based on a submission by the Organization to the CRTC made in the year prior to the funding year. There is a limit of \$30 million in funding that the organization can request in any given year. One twelfth of the annual approved funding is disbursed each month. In 2022, as per Telecom Decision CRTC 2022 202, the approved expenditure level was \$30,000,000 (2021 - \$27,251,477) or \$2,500,000 (2021 - \$2,270,956) per month, starting in January of 2022. Funding was approved for the 2023 calendar year as per Telecom Decision CRTC 2022 340 in the amount of \$29,938,863 or \$2,494,905 per month. This amount represents projected expenditures of \$30,691,450, net of the balance of deferred and surplus funds of \$752,587.

The review is a public proceeding and the CRTC requested and received extensive operational information as well as the Organization's assessments of the impact of current and future projected operations on the amount of funding that will be required.

Once the CRTC issues its decision, the Organization will have a better idea of any potential impacts of changes in service requirements or other factors mandated by the CRTC decision.

11. Notice of Consultation

In Telecom Regulatory Policy CRTC 2014-187, the CRTC determined that the Organization should undergo a review of Canada VRS 3 years following the launch of the service. Because of delays attributable to COVID and other factors, the current review (CRTC 2021-102) started March 11, 2021. A final decision is expected to come in late 2023 or early 2024.