



2023  
ANNUAL  
REPORT



# *CANADA VRS AND YOU*

## *BUILDING CONNECTIONS*

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Link for the ASL version: <https://youtube.com/playlist?list=PL9qzWeMk4W8DTMQm1uOpEk31CM84xzaL>

# MESSAGE FROM THE CEO AND EXECUTIVE DIRECTOR

I am pleased to present the 2023 CAV annual report, my first as CEO and Executive Director.

This year, together with the CAV's dedicated staff, we invested time in renewing our commitments to **Canada VRS** customers – to look beyond the VRS calls that empower their communication and explore their needs based on their lived experiences.

In quality and reliability, **Canada VRS** stands proudly alongside Canada's best telecommunications services. However, we always look for ways to improve the VRS experience for everyone involved in its delivery across our country. As you will discover in the pages of this annual report, our goal this year was to become more intentional about the connections we make across our large and growing ecosystem – in connecting Deaf and hearing people, building bridges with industry and government, and innovating to improve our technologies and platform, apps, video interpretation, and customer service.

Our effort to build connections marks the start of a new chapter in the CAV's eventful history. To prepare for it, we undertook a major restructuring of our staff with a renewed focus on building connections. With the pandemic behind us, our Community Relations team was grateful for its full return to in-person meetings – renewing ties with loyal customers, meeting again with old friends, and making new ones. We also advanced our digital platforms and assets, mainly producing and posting more information and instruction videos, knowing that visual communication is a preferred way for our customers to receive information and support.



I want to thank the CAV's staff for embarking on this new journey with me. Their hard work and dedication will ensure great results in the years ahead. I also want to thank our Chair of the Board and Board members for their confidence in us. Most importantly, I am grateful to our loyal **Canada VRS** customers for their unwavering support.

I look forward to exciting times ahead!

**Suzanne Laforest**  
CEO and Executive Director

# MESSAGE FROM THE CHAIR OF THE BOARD OF DIRECTORS

I am so proud of what the CAV accomplished in 2023.

In a time of major transition, staff and Board members alike were as united as always in delivering exceptional service while imagining an ambitious path for the future to build new and stronger connections in our **Canada VRS** ecosystem.

The year was marked by a change of guard on our Board of Directors. Early in 2023, we said goodbye to Sue Decker, the CAV's first CEO and Executive Director, and appointed Suzanne Laforest to this role. Suzanne's leadership and expertise have been instrumental in taking the CAV in new directions for the benefit of Deaf customers and those with whom they communicate daily.

It was an honour to have worked with the cohort of founding Board members whose terms ended after many years of dedicated and enthusiastic service. While it was hard to see them go, we welcomed new Board members who are bringing fresh ideas and energy to the table. I am grateful for their support.

Even with the changes we experienced, CAV's commitment to and delivery of excellent customer service remained steady throughout the year. We can see this in the CAV's day-to-day operations and the significant work to wrap up the Notice of Consultation and comprehensive regulatory review of **Canada VRS** by the Canadian Radio-television and Telecommunications Commission. I encourage you to read about all these initiatives in the pages of this year's annual report.



The CAV is well-positioned to meet an ambitious agenda in 2024. I would like to thank the community for their continued trust in CAV and in supporting the success of **Canada VRS**. Let's look forward with excitement to how the future unfolds.

**David Joseph**

Chair of the Board of Directors



# ABOUT THE CAV

## Vision

Empower Deaf Canadians

## The Organization and its Mandate

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. **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 and spoken language users to communicate with each other.



*“VRS is easy to use because I understand things better through sign language. With VRS, I can clearly understand what is being explained. I feel more content. It’s way better.”*

*- Torrie Ironstar*

*Visual artist from the Treaty 4 Reserve, Carry the Kettle band*



# THE 2023 CAV BOARD OF DIRECTORS

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

There were significant changes on the Board in 2023. At the end of 2022, Sue Decker, the first CEO and Executive Director of the CAV announced her intention to retire at the end of March 2023. This pivotal role in the organization was filled by Suzanne Laforest, appointed in April. Ms. Laforest joined the CAV in 2022 as Director of Operations for Video Interpreter Providers (VIP). Her vast experience with sign language interpreting and VRS call centre management made her an ideal choice for the CEO and Executive Director role.

In May, during the CAV annual general meeting, two long-serving members ended their terms. Dr. Gary Birch, who had served as an Independent Director since the Provisional Board was struck in 2015, had reached the maximum allowable number of terms. Eric Edora, who had served as a Telecommunications Service Provider (TSP) director since 2015, had also reached the maximum number of terms.

Gwen Beauchemin, appointed for a three-year term, replaced Dr. Birch. With a career spanning more than 35 years, Ms. Beauchemin has vast experience in executive and management roles in IT development, operational and strategic policy, and security.

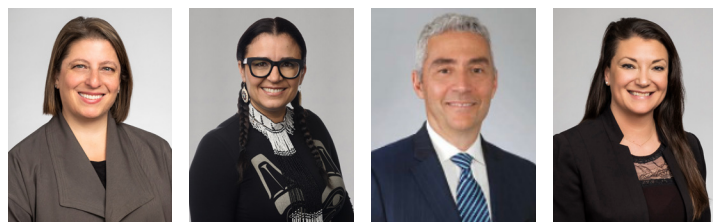
The Board appointed Kate Southwell for a 3-year term to replace Mr. Edora. She is Senior Legal Counsel with Bell Canada and provides legal and regulatory guidance regarding accessibility compliance.

David Joseph was re-elected for another three-year term by LSQ Deaf and Hard of Hearing Stakeholders. For the 2023-2024 year, he will continue to serve as Chair of the Board of Directors.



## Top Row (L-R):

Suzanne Laforest (CEO and Executive Director), David Joseph (Deaf, Hard-of-Hearing LSQ Director and Board Chair), Kate Southwell (Telecommunications Service Providers Director)



## Middle Row (L-R):

Ruth Altman (Telecommunications Service Providers Director), Dr. Jessica Dunkley (Deaf, Hard-of-Hearing ASL Director), Tony D'Onofrio (Independent Director), Anne Missud (LSQ Interpreter Permanent Invitee)



## Bottom Row (L-R):

Mark Kusiak (Deaf, Hard-of-Hearing ASL/LSQ Director), Carla Dupras (ASL Interpreter Permanent Invitee), Gwen Beauchemin (Independent Director)

# THE CAV STAFF

Over the years, the CAV staff has evolved and grown steadily to keep pace with and anticipate the needs of its customers for high-quality video relay services. Staff also understand how **Canada VRS** is building connections to improve communication, and how the organization must always be seeking ways to improve.

In 2023, the CAV began an important organizational restructuring to prepare the CAV staff to improve connections and meet their objective of getting closer to customers.

To that end, Paula Bath, who most recently served as Director of Technology and Operations and was appointed to the newly minted Director of Regulatory Compliance and Strategy position.

Renu Sangha, who served as a director and member of the CAV Board, joined the CAV team as Director of Operations for Video Interpreter Providers (VIPs).

In 2023, Carmelle Cachero moved from her position as the CAV Chief of Staff to Executive Interpreter. Diane Underschultz was appointed Administrative Assistant, moving from her previous Community Relations Assistant Manager job.

Chad Taylor joined the CAV as Chief Digital Officer, a Deaf Canadian now living in the USA, who will lead the CAV's digital transformation and contribute to meeting the CAV's ambitious priorities to provide a high-quality and reliable service that customers can depend on.



## Top Row (L-R):

Suzanne Laforest (CEO and Executive Director), Jonathan Masters (Acting Chief Operating Officer and Chief Financial Officer), Chad Taylor (Chief Digital Officer), Renu Sangha (Director of Operations for Video Interpreter Providers), Paula Bath (Director of Regulatory Compliance and Strategy)



## Middle Row (L-R):

David Egan (Service Operations Manager), Jodi Birley (Translation and Video Producer), Diane Underschultz (Administrative Assistant), Carmelle Cachero (Executive Interpreter)



## Bottom Row (L-R):

Wissam Constantin (Community Relations Manager), Jo-Anne Bryan (Outreach Specialist), Patrick Lazure (Outreach Specialist), Kim Pelletier (Outreach Specialist ASL/LSQ and LSQ Translator)

## 2023 IN REVIEW – BRIEF HIGHLIGHTS

The two most significant events in 2023 were the retirement of the inaugural CEO and Executive Director of the CAV and Executive Director and the appointment of Suzanne Laforest in that role to guide the organization into the future.

Sue's vision, leadership, and energy inspired the creation of our country's first national VRS service for Deaf Canadians. The CAV owes a debt of gratitude to her for her years of dedication and for handing over a thriving **Canada VRS** to Suzanne, who is already confidently taking the CAV in new directions and building on Sue's successes.

Following the long restrictions imposed by the pandemic, the full return to in-person events in 2023 was welcomed. While the lockdown resulted in many creative innovations to ensure uninterrupted delivery of **Canada VRS** at a time when it was needed most, there is no substitute for the powerful connections and relationships made when people get together.

Two themes stand out in the CAV's operational events and activities in 2023.

The first is the performance of the CAV ecosystems. Driven by its sophisticated and ever-evolving ecosystem of network technologies, apps and video interpreters, excellent service was delivered throughout the year, with nearly 700,000 calls placed, lower call waits times, and higher customer satisfaction rates. The CAV ecosystems continue to work towards delivering a high-quality service – one that customers have come to expect and enjoy.

An important addition to service was the introduction of 9-8-8 – the Suicide Crisis Helpline – to the list of 3-digit numbers giving **Canada VRS**

calls priority in times of crisis. Providing expert training to Video Interpreters (VIs) played a vital role in rolling out this new service.

The second theme is transformation. Even while the CAV delivered consistently high-quality service across its ecosystem, Suzanne Laforest embarked on a major restructuring of the organization, putting the building blocks in place to get closer to and strengthen connections with people and to chart a confident path for the future. This was reflected in the development of stronger communication practices, renewed commitment to community relations activities, new leadership to drive digital transformation, and an increased focus on building bridges with all Canadians as well as government and industry sectors.



*The CAV staff take a moment for a group picture.*



*Wissam Constantin demonstrates Canada VRS.*



## We celebrate!

Sue Decker's retirement as the inaugural CEO and Executive Director of the CAV was celebrated in style at the National Arts Centre in Ottawa on March 23.

Complete with a Star Trek-themed video produced and starring the CAV staff, **Canada VRS** teams and invited guests came together to honour Sue's tremendous contribution to creating Canada's first national telecommunications service—a VRS for Deaf Canadians. It was also an opportunity to look ahead at **Canada VRS**'s bright future.

In September, Suzanne Laforest and the CAV Staff swung open the doors of its headquarters to welcome customers, stakeholders in the Deaf community and friends to celebrate seven successful years of **Canada VRS**. The event was so popular that there was even a virtual option to join the festivities which included a pre-recorded office tour to enable everyone to participate!

With the dawn of the new era, there was an air of excitement and expectation on this anniversary. Much had been done during the year to restructure the CAV to enable building new connections with **Canada VRS**.



*Sue Decker (centre), the outgoing CEO and Executive Director, poses with Suzanne Laforest (left), her successor, and friends of Canada VRS.*



*Sue Decker (centre), the first CAV CEO and Executive Director, at her retirement party in March.*



*Suzanne Laforest welcomes visitors.*

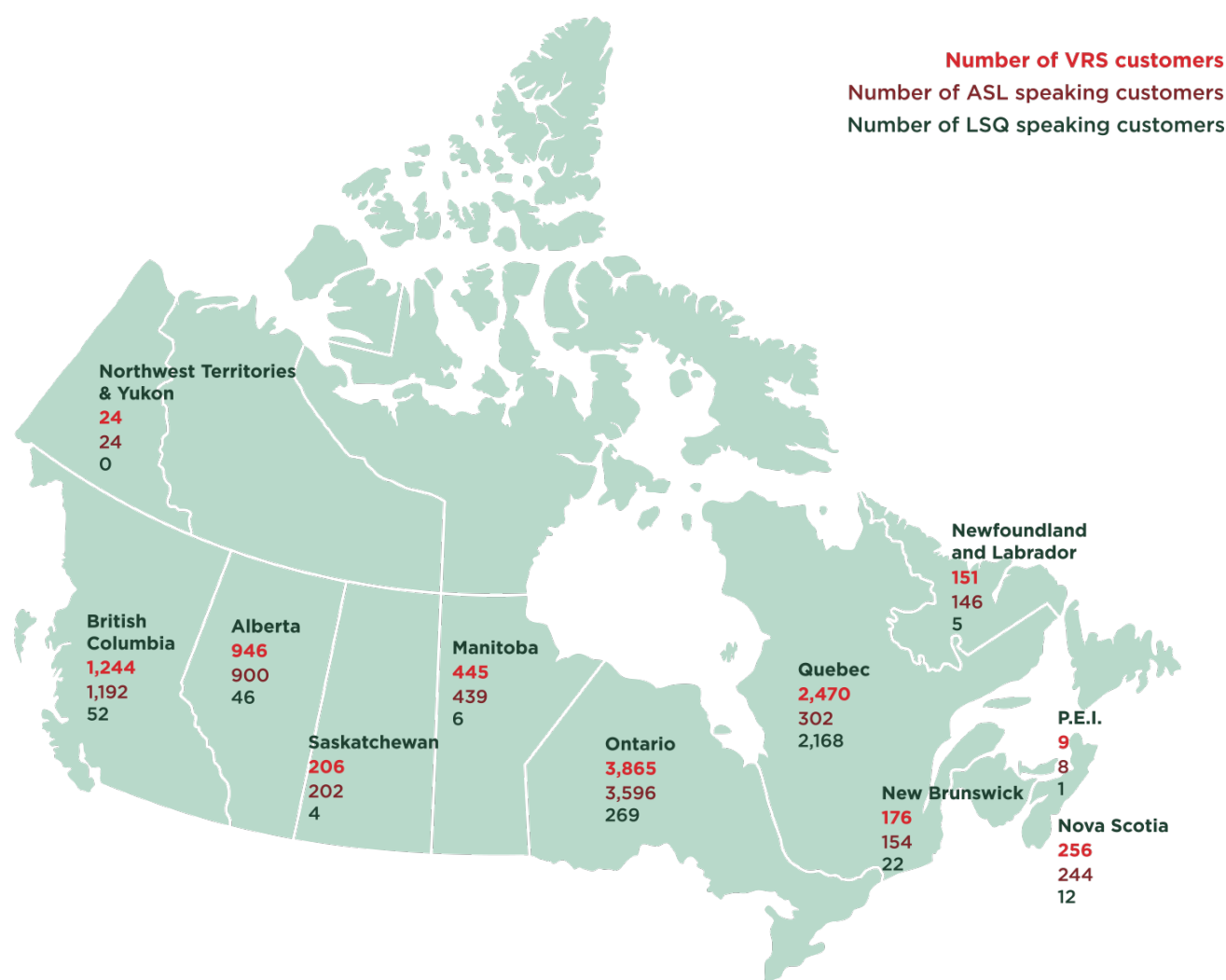
# TELLING OUR STORY BY THE NUMBERS

## Canada VRS demographics

The map of Canada illustrates where **Canada VRS** customers are located in the country. In 2023, there were 9,823 registered users, up from 9,294 in 2022.

[Figure 1]

## TOTAL 2023 REGISTRATIONS BY PROVINCE/TERRITORY: 9,823



**Year-over-year comparison of call-hours usage**

The following chart shows the number of call hours made by users in the years since 2017. Note the significant increases in the years 2020 through 2022, when the COVID-19 pandemic was at its peak.

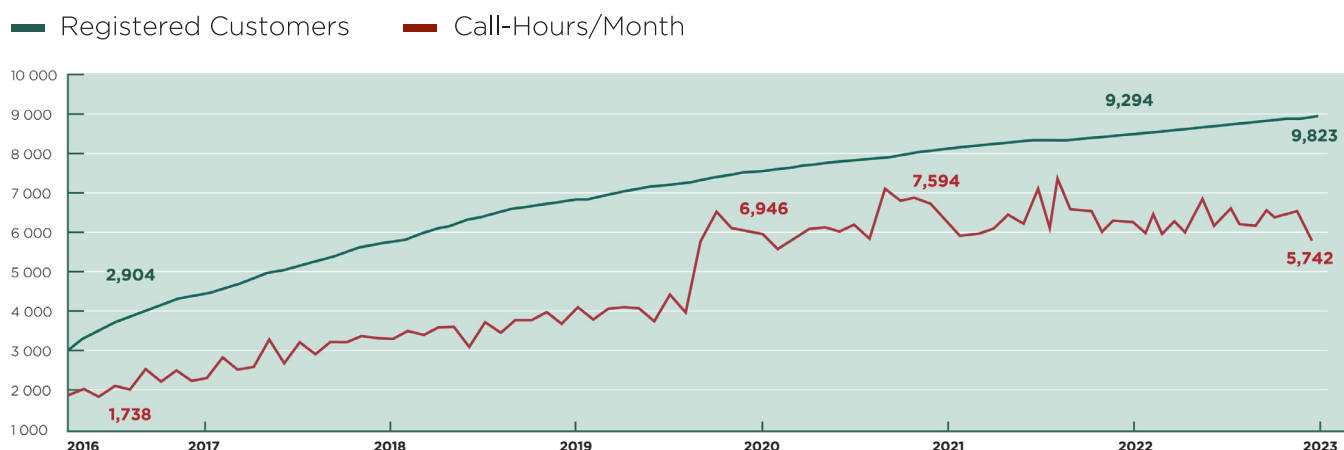
**[Figure 2]**

YEAR	CALL-HOURS USAGE
2017	29,163
2018	40,182
2019	47,554
2020	72,254
2021	80,838
2022	81,413
2023	77,039

### VRS growth by month since launch to December 31, 2023

This chart illustrates growth by month since the launch of **Canada VRS** in 2016. Note the significant increase in call volumes during the COVID-19 pandemic.

[Figure 3]



### Call type summary – 2023

This chart describes the total number of calls answered in 2023. Note that the 9-8-8 Crisis Helpline only began on November 30, 2023.

[Figure 4]

	2023
Total Calls (answered)	683,889
9-1-1 Calls	1,868
9-8-8 Calls (launched Nov. 30)	4
Avg Mins/Call	6.8



### 2023 System Update

This table shows the extraordinarily high reliability of the VRS system 2023.

[Figure 5]

#### Q1

MONTH	SYSTEM UPTIME
January	99.85%
February	99.99%
March	99.90%
TOTAL Q1	99.90%

#### Q2

MONTH	SYSTEM UPTIME
April	99.98%
May	100%
June	99.91%
TOTAL Q2	99.96%

#### Q3

MONTH	SYSTEM UPTIME
July	99.92%
August	99.54%
September	99.86%
TOTAL Q3	99.77%

#### Q4

MONTH	SYSTEM UPTIME
October	99.93%
November	100%
December	99.71%
TOTAL Q4	99.88%

### Average wait time (in seconds)

The CAV's goal is for the average wait time for a call to be answered by a Video Interpreter to be 30 seconds or less each month per language. Note that time is measured from the time a call enters the system to being connected to a Video Interpreter.

[Figure 6]

MONTH/QUARTER	ASL CALLS	LSQ CALLS	SYSTEM
<b>Q1</b>	27	26	27
January	21	24	22
February	32	25	30
March	28	27	28
<b>Q2</b>	14	27	18
April	17	30	21
May	14	27	17
June	13	24	16
<b>Q3</b>	20	24	21
July	14	23	17
August	20	21	20
September	27	27	27
<b>Q4</b>	25	24	25
October	23	26	24
November	30	25	29
December	22	21	22

### Percentage of calls answered within 120 seconds

The CAV's goal is to answer 80% of calls in less than 120 seconds.

[Figure 7]

MONTH/QUARTER	ASL CALLS	LSQ CALLS	SYSTEM
<b>Q1</b>	<b>94%</b>	<b>95%</b>	<b>95%</b>
January	96%	96%	96%
February	92%	95%	93%
March	94%	95%	95%
<b>Q2</b>	<b>99%</b>	<b>95%</b>	<b>98%</b>
April	98%	94%	97%
May	99%	95%	98%
June	99%	96%	98%
<b>Q3</b>	<b>97%</b>	<b>96%</b>	<b>96%</b>
July	99%	96%	98%
August	97%	97%	97%
September	94%	95%	94%
<b>Q4</b>	<b>95%</b>	<b>96%</b>	<b>95%</b>
October	96%	95%	96%
November	93%	95%	94%
December	96%	97%	96%

# CUSTOMER SERVICE IN 2023

For the CAV in 2023, the goal to build and strengthen connections included taking quality and reliability in performance and its Customer Service practice, to the next level.

Customer service is about more than managing VRS calls from Deaf and hearing people—it is about understanding lived experiences and how people want to use the service to enable them to navigate with ease in their daily lives. It is also about providing superior customer service across our organization, from Video Interpreters to the CAV staff, Outreach team members, Communications, Customer Service Agents, and Technical Support.

High quality customer service requires a skillful balance of tools, channels, professional expertise, and an instinct for what people need. Under

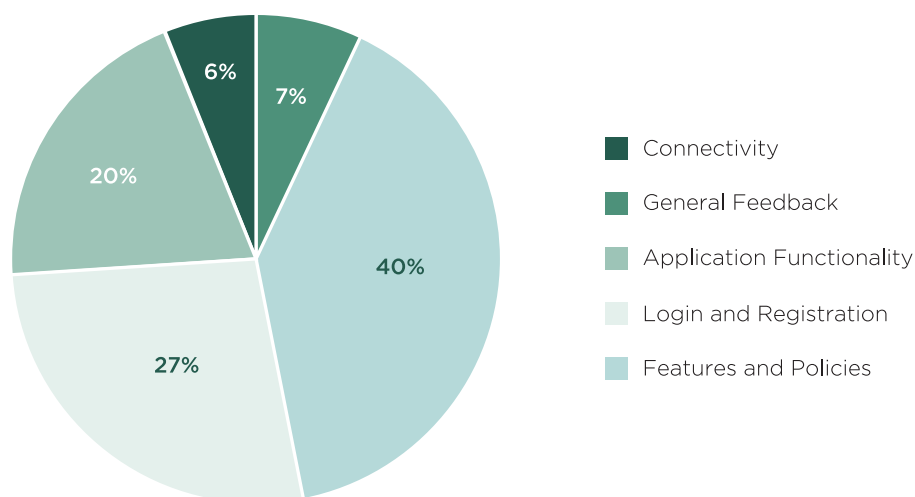
the guidance of David Egan, careful attention was paid to the many channels over which our customers interact with us – via email, by dialing 9050, placing calls to our call centre, and connecting on Live Chat in ASL or LSQ, and in English or French. In addition, the CAV made investments in customer service improvements by refining technologies, training video interpreters and customer service agents, and updating and keeping the customer service page on the **Canada VRS** website. All these factors contribute to a positive customer service experience.

One of the CAV's best practices is to send out a survey to all customers who contact Customer Service. In 2023, we were pleased to learn that, as in past years, responses were predominantly positive.

The top three issues in the 10,711 customer tickets received were features and policies, login and registration questions, and application functionality.

[Figure 8]

## THE SUBJECT OF INQUIRIES IN 2023 REGARDING THE CUSTOMER TICKETS RECEIVED





# INSIGHTS FROM THE 2023 CUSTOMER SATISFACTION SURVEY

Every year, the CAV invests in directly contacting its **Canada VRS** customers for feedback on the service. The results are always rich in information: they provide valuable insight on general satisfaction levels, how the service is used, and barriers to using it.

In early November, the CAV released the 2023 version of its customer satisfaction survey to its 9,651 registered customers and received 1,276

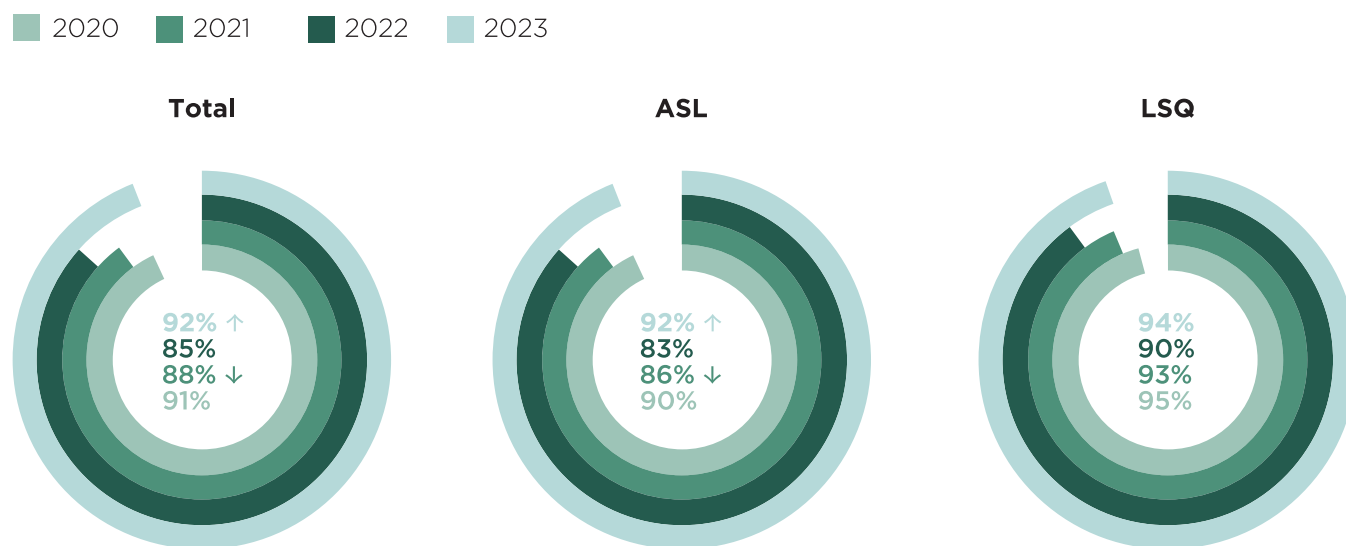
(13%) responses (976 ASL, 300 LSQ). As in past years, questions ranged from opinions about new services, updates to apps, experiences with Video Interpreters, and the CAV policies.

Delivering consistently high-quality **Canada VRS** every day of the year comes with its own unique opportunities and challenges. The CAV saw an increase in technology satisfaction levels. However, a need was also identified to improve call connection quality and system reliability, decrease outages, and improve customer notifications.

Overall, the CAV was delighted with how positive the survey feedback was for the past year, with overall satisfaction levels significantly higher than in 2021 and 2022.

## Overall satisfaction with Canada VRS

[Figure 9]



## What customers told us

[Figure 10]



***86% said the user registration process is simple and straightforward.***



***28% are new customers, having registered in the past year or less.***



***About 1 in 5 customers have a work account.***



***About 75% of customers use the service on a smartphone.***



***With a rating of 93%, overall satisfaction with video interpreter quality is the highest in 3 years.***

# 2023 COMMUNICATIONS AND COMMUNITY RELATIONS

In-person community relations were fully reactivated in 2023 after the first tentative postpandemic steps were taken in 2022. These “live” connections are essential both for the CAV—which wants to get closer to the customer experience—and for customers, who often prefer face-to-face meetings over virtual gatherings.

The Community Relations team is committed to meeting with customers and stakeholders in the most convenient way. For some, attending a live event close to where they live makes in-person participation easy. For others, virtual attendance is preferred because participating in person may be too time-consuming or costly, especially if they live in a remote location.

In 2023, the CAV made new connections and renewed existing ones at events across the country – from the Ontario Association of the Deaf Mayfest in Toronto to the Saskatchewan Deaf Expo.

Equally important was participation at conferences, where the CAV staff advocated for inclusiveness for Deaf Canadians and for **Canada VRS** as a tool to empower communication.

In July, Suzanne Laforest, the CAV CEO and Executive Director, and Paula Bath, Director of Regulatory Compliance and Strategy, attended the Telecommunications for the Deaf and Hard of Hearing, Inc. (TDI) 2023 conference in Washington, DC. The conference theme – Digital Inclusion for All – aligned well with the CAV mission to enhance VRS technology and make accessibility easier for everyone in Canada.



*Community Relations events are key to connecting with Canada’s Deaf community.*



*The Community Relations team converse with a participant at an outreach event.*





*Suzanne Laforest and Paula Bath at TDI.*



*The TDI conference focused on digital inclusion for everyone.*



*Suzanne Laforest and Paula Bath meet other Canadian participants at TDI.*



2023 Community Relations Results

[Figure 11]

40 in-person events, over 4000 attendees	Weekly post on Facebook
10 Webinars, over 2000 attendees	4 e-blasts and 4 newsletters, 600 more registered users
More than 100 videos produced	LinkedIn is more active than in 2022

Community relations were also strengthened in 2023 by leveraging digital channels to reach and support **Canada VRS** users. A big surge in video production resulted in a wealth of new information and instructions in ASL and LSQ, ranging from getting help with technical problems to what to do if you forget your username and password.

With inclusiveness in mind, the CAV built a new webpage on its site for the hearing community. Eliminating barriers between the Deaf and hearing communities and increasing understanding of the importance of communication will support the CAV’s goal to expand services into the business and government sectors.



## UPDATING TECHNOLOGIES, APPS AND SERVICES

The CAV is aware of the rapid advances in technologies, apps and related services important to delivering an excellent **Canada VRS** experience for customers. Just as important are opportunities to meet with customers and partners in the Deaf community to gain firsthand perspective on how they use the service so that the CAV can achieve continuous improvements.

In 2023, the CAV launched a feasibility study to learn about the unique needs of Canada's Deaf-Blind community and the potential of **Canada VRS** to meet those needs. This study is looking at the technical, operational, and financial implications for the CAV. A two-company collaboration has been engaged with expertise in Deaf-Blind accessibility research, telecommunications, and VRS technology consultants in both ASL and LSQ. Results are expected in 2024.

### Appointment of a Chief Digital Officer

At the end of 2023, the restructuring effort for the CAV's digital platforms was formalized with the appointment of Chad Taylor as Chief Digital Officer. Chad will be responsible for the digital transformation to enhance the **Canada VRS** experience for customers and enable the CAV to align its business objectives with customer growth.



*Chad Taylor*

*“I am eager to reconnect with the Deaf Canadian community while creating new connections.”*

*- Chad Taylor (Chief Digital Officer)*

## Informed by customers

On December 7, the CAV hosted its first Consumer Consultation Panel (CCP), bringing together representatives from the ASL and LSQ communities with a common goal to discuss and explore advances in **Canada VRS**.

Launching a CCP was a commitment the CAV made during the Notice of Consultation and review of its operational performance by the Canadian Radio-Television and Telecommunications Commission, which began in 2021 and wrapped up at the end of 2023.

The purpose of the CCP is to provide a space for the perspectives of **Canada VRS** users to be shared with senior members of the **Canada VRS** team. The knowledge gained from these panel discussions provides insight into key areas for continuous service improvement.

Suzanne Laforest, CEO and Executive Director; Paula Bath, Director of Regulatory Compliance and Strategy; and Chad Taylor, Chief Digital Officer were the CAV participants.

A broad range of topics was raised during the panel discussion, and participants agreed on 5 top priorities for future improvement:

1. No outages (planned or unplanned).
2. No dropped VRS calls (long calls, on transfer, is still an issue).
3. Improve Video Interpreting (VI) and call management quality, and no VI initiating VRS call transfers when the call has been connected for less than 5 minutes.
4. Web portal (extend VRS access to Chromebook and to low-income users with no devices).
5. Improve public relations and communications (be more diverse and inclusive of seniors and newcomers to Canada).

Hosting the CCP was and will be an important way to learn from users about ways to plan and implement priorities in 2024 and beyond.



Panel participants at CAV's first Consumer Consultation Panel were:

**Top Row (Left to Right):**

Andrew Stadnicki (Ontario Video Relay Service Committee), Megan Youngs (Silent Voice Canada), Catherine MacKinnon (Toronto International Deaf Film and Arts Festival)

**Second Row (Left to Right):**

Benoît Landry (Association des personnes vivant avec une surdité de Laval), Leah Riddell (Ontario Cultural Society of the Deaf), Richard Belzile (Canadian Association of the Deaf)

**Third Row (Left to Right):**

Elliott Richman (Deafness Advocacy Association Nova Scotia), Chris Kenopic (CCP Facilitator), Véronique Leduc (Maison des Hommes Sourds)

**Bottom Row (Left to Right):**

Chad Taylor (CAV CDO), Paula Bath (CAV Director of Regulatory Compliance and Strategy), Suzanne Laforest (CAV CEO and Executive Director)

**Absent:**

Marie-Hélène Couture (Maison des Femmes Sourdes de Montréal), Dellalee Piper (Okanagan Valley Association of the Deaf)



## Improving VI service

It is no accident that annual customer satisfaction survey results for the quality of Video Interpreter (VI) services are consistently very high. Over the past couple of years, the CAV has invested significantly in job quality for VIs by improving the image and sound quality of workstations and developing custom software to enable remote teaming. These innovations are world-class; the CAV is the only VRS provider worldwide to create and implement them.

Some innovations resulted from COVID-19, which shut down offices and forced VIs to work remotely. It was a welcome opportunity, then, to bring VIs and platform providers together in person in 2023 at its Annual Summit for the first time since before the pandemic was declared. Discussions ranged from refining best practices to exploring new innovations that will improve the quality of VI services for **Canada VRS** customers.

VI training was a priority in 2023, particularly to support the introduction and implementation of the 9-8-8 Suicide Crisis Helpline. Training workshops were set up to ensure VIs had the skills needed to address crisis situations, including skills for self-care after a 9-8-8 call had ended.

**Canada VRS** users have a role to play to get the most out of their experience when working with VIs to complete their calls. During the year, videos were developed and posted on social media channels to encourage callers to think of simple things like taking pauses so VIs can keep up with interpretation or using the option to self announce when a call is placed. This technique is especially useful when calling a hearing person who may be experiencing **Canada VRS** for the first time. In such cases, the caller can announce who they are and explain they have a VI available to interpret the call.

## Video Interpreter remote teaming

In 2023, the CAV launched a new remote teaming app and program for Video Interpreters (VI) unique to **Canada VRS**.

Initiated in 2022 as a response to the COVID-19 pandemic, which forced VIs to work from home outside of call centres, remote teaming easily enables VIs to call another VI for support when they need it, or when they want to be spelled off during a long call. A second window on the VI's workstation monitor that only they can see allows for an easy transition to a second VI when it is required.

For the **Canada VRS** user, remote teaming means a call can continue uninterrupted. For the CAV, the new software can also provide managers with an easy way to check in on VIs – whose work can sometimes be intense – and to monitor quality. Remote teaming represents an important improvement in job quality and satisfaction, particularly given VIs will continue to work almost exclusively in remote settings rather than together in call centres.

No other video relay service in the world has advanced the quality of tools and working conditions for VIs the way the CAV has in the past two years.





*“Canada VRS is very important to me. It is accessible to both hearing and deaf people. It is my way of communicating with my mother and my family. As part of my job as an Uber driver, I often call using VRS, it’s useful. In my personal life, I call my family doctor with VRS. Kudos to Canada VRS.”*

*- Benoit Landry*

### **Introduction of 9-8-8**

At the end of the year, an important service addition was the introduction of the 9-8-8 Suicide Crisis Helpline across Canada, which operates 24/7, 365 days a year, in English and French. The CAV introduced the 9-8-8 number on its platform for **Canada VRS** users. This service supports people dealing with thoughts of suicide, emotional distress, or concerns about someone they know.

At the CAV, 9-8-8 calls are given priority treatment, and calls are connected promptly to the next available Video Interpreter, all of whom have received training to handle mental health and emergency VRS calls.

# LEVERAGING THE WEB AND SOCIAL MEDIA

**Canada VRS** followers and activity on web and social media channels continued to climb steadily in 2023 as the CAV began a restructuring strategy of its digital assets to focus on strengthening connections with customers and stakeholders.

The **Canada VRS** website evolved to reflect the CAV’s new direction and commitment to get closer to the customer experience.

Video production increased dramatically during the year, with more than 100 new videos posted to Facebook, LinkedIn and the website.

Many videos provide customer support, while others focus on important announcements. LinkedIn became a much busier platform as the CAV posted job opportunities and news about events, including invitations to conferences and meetings.

Among the new sections added to the website were a page for the hearing community to help them better understand what to expect on a VRS call and one devoted to the practice of



*“VRS interpreting across Canada has been TOPS, and the reason is meeting so many new Deaf Canadians! That’s awesome!” - Debra, Video Interpreter*

Video Interpreters (VIs), who play a central role in enabling communication between individuals from the Deaf and hearing communities.

It is important to recognize the people who make up the VI community. They provide an important service to Canadians.

[Figure 12]

CANADA VRS SOCIAL MEDIA MEMBERS CHART - 2023		
CHANNEL	ASL	LSQ
Facebook	1,800+	1,200+
YouTube	741	533
LinkedIn	415	

# CRTC NOTICE OF CONSULTATION

When the Canadian Radio-television and Telecommunications Commission (CRTC) created the Telecom Regulatory Policy for VRS in Canada in 2014—which included approval of the structure and mandate for the CAV—it also built in a requirement for a comprehensive review of the **Canada VRS** service after 3 years in operation. This review was delayed due to the COVID-19 pandemic but launched in 2021.

In November 2023, the CRTC concluded the consultation phase of the review with the submission by the CAV of final comments, which addressed in detail many of the matters raised in earlier stages of the proceeding. In these final comments, the CAV focused its response on 3 main areas, a summary of which is as follows:

## **Progress since the filing of the reply comments.**

The CAV has begun consultative processes with ASL and LSQ **Canada VRS** customers, including a Deaf-Blind Feasibility Study and a Consumer Consultation Panel (CCP). The first CCP was held in 2023.

## **Virtual participant experiences and concerns related to Canada VRS and its platform.**

Several issues were listed on this subject. One focused on a requirement to replace the current **Canada VRS** platform. Given that marketplace and service demand characteristics have evolved since **Canada VRS** was launched. In 2024, the CAV will conduct a request for information process that will enable refining and updating its understanding of the state of VRS technology, supplier, and product availability in Canada's marketplace, and suppliers' current and upcoming service capabilities.

## **Desired features and functionalities.**

Even before the filing of final comments to the CRTC, the CAV had implemented or had begun to address some of the **Canada VRS** features and functionalities raised by intervenors during the consultation process. The CAV also provided explanations for requests for services like spoken language-to-text translation during **Canada VRS** calls, stating this kind of functionality would be further captured in its Deaf-Blind Feasibility Study. Other intervenor comments, such as the ability to transfer an incoming **Canada VRS** call from one device to another, are not available at this time, but user needs were identified, assessed, and prioritized at its inaugural Consumer Consultation Panel, and action will continue in 2024.

## **Summary of activities:**

- **March 2021:** CRTC review begins.
- **2021-2022:** initial phase of the review includes 174 interventions received during a public consultation period.
- **July 31, 2022:** The CAV finalizes replies to stakeholder interventions.
- **January 24-26, 2023:** The CRTC holds a series of virtual discussions.
- **October 19, 2023:** Deadline for intervenors from the January 2023 virtual discussion to reply to discussions.
- **November 3, 2023:** Deadline for the CAV to comment on interventions throughout the consultation period.

Every year, the CAV is required to submit its budget for the coming year. In 2023, a request for funding over the annual cap was made. In granting the 2024 budget additional funding and considering the CAV's forward planning for transformation, the CRTC stated that the CAV has been a good steward of its resources.

# STRENGTHENING FEDERAL GOVERNMENT RELATIONSHIPS

As a major employer and policymaker for accessibility rights in Canada, the Government of Canada plays a leadership role in enabling people living with disabilities – including Deaf Canadians – to access the same services available to hearing Canadians. To that end, the CAV has been working for several years with federal government partners to:

- provide 1-800 numbers for access to important services such as Air Canada and Service Canada
- make it easier for federal employees who are Deaf to use **Canada VRS** in the workplace
- identify opportunities for the CAV to be included in select federal accessibility initiatives

A highlight of the CAV's work with the Government of Canada and its many stakeholders in 2023 was participation in the Canadian Congress on Disability Inclusion (CCDI), the second annual event to mark the start of National AccessAbility Week celebrations.

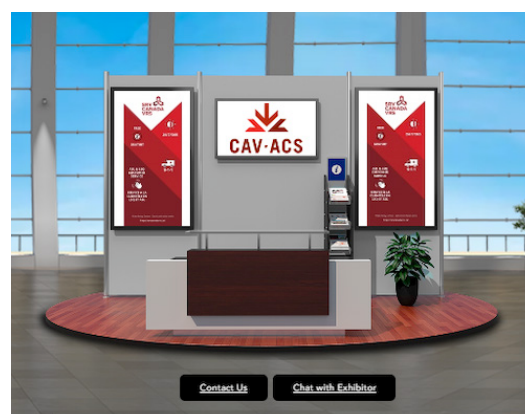
The CCDI is hosted by Employment and Social Development Canada and offered in English, French, ASL, and LSQ. It brings together people with a wide range of accessibility expertise and interests to exchange ideas that help shape accessibility and inclusivity in communities and workplaces across Canada.

At CCDI 2023 in July, Paula Bath, the CAV's Director for Regulatory Compliance and Strategy, participated as a panelist in a session on "Innovation and Accessibility" and provided a perspective on the use of VRS as a tool for inclusivity. She also championed the CAV's "Don't Hang Up" campaign and advocated for 1-800 number access for VRS users.

In addition to Paula's work to raise awareness of **Canada VRS's** value, the Community Relations team provided information and support at the Chat Help Desk Live virtual reception desk.



*At CCDI 2023, Paula Bath, Director for Regulatory Compliance and Strategy, presented on a panel for "Innovation in Accessibility".*



*The Chat Help Desk Live for CCDI 2023*



## RAISING AWARENESS WITH INDUSTRY

The CAV continues to strongly advocate with key businesses and service providers to remove barriers and set up dedicated VRS access numbers. The objective is to ensure that when a **Canada VRS** call is placed, it is directed to call centre resources with experience in managing conversations with ASL and LSQ customers with a VI providing support. Dedicated access numbers also reduce wait times and hang-ups.

In 2022, a new milestone in history for Deaf Canadians was achieved when the CAV struck a deal with TD Bank to set up a call centre number, and a team dedicated to **Canada VRS** calls. In 2023, Scotiabank followed suit, making banking easier and more convenient for their Deaf customers.

While two major Canadian banks are leading the way to empower Deaf Canadians to access services with greater efficiency, there is still work to do to raise awareness that **Canada VRS** is a safe, confident, and free service that Deaf Canadians use daily to access services. This work is ongoing and will be a priority in 2024.



In its work with industry partners and other important service providers, the CAV wants to understand why calls from Deaf Canadians are rejected. Last year, the CAV conducted a brief survey to learn the reasons behind those call rejections and establish ways to reduce them. The results from this survey will inform how the CAV continues to advocate for dedicated numbers for the services Deaf Canadians use every day.

*“The joint effort between Scotiabank and CAV demonstrates their commitment to inclusivity and affirms their dedication to serving Deaf customer needs without barriers.”*



## LOOKING AHEAD TO 2024

The restructuring of the CAV in 2023 to prepare for the future marked the start of a new and important direction. **Canada VRS**'s continued success depends on understanding and analyzing trends in technology and consumer communication preferences and, above all, listening to what customers want and care about in the services they use every day.

With this in mind, in 2024, the CAV will be focusing its resources in targeted areas.

- **Improving connections.** Reaching, engaging, and supporting Deaf Canadians is at the heart of the CAV's mission. A priority in 2024 will be to establish stronger connections with the Deaf, hard-of-hearing, and Deaf-Blind communities.
- **Quality and reliability of the Canada VRS platform.** The performance of the CAV's technology platform receives consistently high marks in annual customer satisfaction surveys. However, technologies are always evolving and improving. In the coming year, the CAV will explore and leverage technological innovations to apply them to the CAV telecommunications service.



*“With making a call with a TTY, I had to think about the words to use in a sentence to express myself in French. Now, using VRS, I am comfortable expressing myself in LSQ. The interpreter listens to me and quickly understands me in LSQ.”*

*- Valérie Lapalme*

# ***FINANCIAL STATEMENTS FOR THE YEAR ENDED DECEMBER 31, 2023***

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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, 2023, 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, 2023, 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 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.

# INDEPENDENT AUDITOR'S REPORT (CONT.)

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 10, 2024

# STATEMENT OF FINANCIAL POSITION

## Assets

DECEMBER 31		2023	2022
CURRENT	CASH	\$3,533,554	\$3,807,754
	SHORT TERM INVESTMENTS (NOTE 2)	\$3,578,707	\$3,525,964
	PREPAID EXPENSES	\$91,475	\$87,643
		<u>\$7,203,736</u>	<u>\$7,421,361</u>
CAPITAL ASSETS (NOTE 3)		\$37,859	\$47,209
INTANGIBLE ASSETS (NOTE 4)		\$1,068,153	\$1,174,031
		<u>\$8,309,748</u>	<u>\$8,642,601</u>

# STATEMENT OF FINANCIAL POSITION

## Liabilities and Assets

DECEMBER 31		2023	2022
CURRENT	ACCOUNTS PAYABLE AND ACCRUED LIABILITIES (NOTE 5)	\$2,536,888	\$2,662,377
	CURRENT PORTION OF DEFERRED CONTRIBUTIONS (NOTE 6)	\$2,818,217	\$3,752,587
		<u>\$5,355,105</u>	<u>\$6,414,964</u>
DEFERRED CONTRIBUTIONS (NOTE 6)		\$1,848,631	\$1,006,396
DEFERRED CAPITAL CONTRIBUTIONS (NOTE 6)		\$1,106,012	\$1,221,241
		<u>\$8,309,748</u>	<u>\$8,642,601</u>

On behalf of the Board:

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Director

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Director



# STATEMENT OF OPERATIONS AND NET ASSETS

DECEMBER 31		2023	2022
REVENUE	CONTRIBUTIONS (NOTE 10)	\$30,012,040	\$27,216,155
	AMORTIZATION OF CAPITAL CONTRIBUTIONS (NOTE 7)	\$478,659	\$438,656
		<u>\$30,490,699</u>	<u>\$27,654,811</u>
EXPENDITURES	DIRECT OPERATIONS	\$26,501,870	\$24,429,228
	GENERAL AND ADMINISTRATION	\$3,507,416	\$2,784,134
	AMORTIZATION ON INTANGIBLE ASSETS	\$457,858	\$423,588
	AMORTIZATION ON CAPITAL ASSETS	\$20,801	\$15,068
	INTEREST AND BANK CHARGES	\$2,754	\$2,793
		<u>\$30,490,699</u>	<u>\$27,654,811</u>
EXCESS OF REVENUE OVER EXPENDITURES FOR THE YEAR		<u>-</u>	<u>-</u>

# STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED DECEMBER 31		2023	2022
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	\$20,801	\$15,068
	AMORTIZATION OF INTANGIBLE ASSETS	\$457,858	\$423,588
	AMORTIZATION OF DEFERRED CAPITAL CONTRIBUTIONS	(\$478,659)	(\$438,656)
	ACCRUED INTEREST ON SHORT-TERM INVESTMENTS	(\$78,707)	(\$25,964)
	CHANGES IN NON-CASH WORKING CAPITAL BALANCES	-	-
	PREPAID EXPENSES	(\$3,832)	(\$60,942)
	ACCOUNTS PAYABLE AND ACCRUED LIABILITIES	(\$125,489)	\$341,717
	CURRENT PORTION OF DEFERRED CONTRIBUTIONS	(\$934,370)	\$3,752,587
	DEFERRED CONTRIBUTIONS	<u>\$842,235</u>	<u>(\$1,328,079)</u>
		<u>(\$300,163)</u>	<u>\$2,679,319</u>

# STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED DECEMBER 31		2023	2022
CASH PROVIDED BY (USED IN)			
INVESTING ACTIVITIES	PURCHASE OF SHORT-TERM INVESTMENTS	-	(\$3,500,000)
	PROCEEDS ON SALE OF SHORT-TERM INVESTMENTS	\$25,964	\$504,675
	PURCHASE OF CAPITAL ASSETS	(\$11,451)	(\$28,449)
	PURCHASE OF INTANGIBLE ASSETS	(\$351,980)	(\$434,922)
		<u>(\$337,467)</u>	<u>(\$3,458,696)</u>
FINANCING ACTIVITY	DEFERRED CAPITAL CONTRIBUTIONS RECEIVED	<u>\$363,430</u>	<u>\$463,372</u>
DECREASE IN CASH DURING THE YEAR		<u>(\$274,200)</u>	<u>(\$316,005)</u>
CASH	BEGINNING OF YEAR	\$3,807,754	\$4,123,759
	END OF YEAR	<u>\$3,533,554</u>	<u>\$3,807,754</u>

# NOTES TO FINANCIAL STATEMENTS

December 31, 2023

## 1. Significant Accounting Policies

- **Nature of Organization:** In April of 2014, the Canadian Radio-television and Telecommunications 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 québécoise; 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 foregoing.

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

- **Intangible Assets:** Intangible assets are recorded at cost and are amortized over 4 years.

When capital and intangible assets no longer contribute to CAV’s ability to provide services, or the future economic benefits or service potential of the assets is less than its carrying value, the excess of its net carrying amount over its fair value or replacement cost is recognized as an expense in the statement of operations.

- **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 (CONT.)

- **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 \$75,430 (2022 - \$27,623).



## NOTES TO FINANCIAL STATEMENTS (CONT.)

2. SHORT-TERM INVESTMENTS	2023	2022
TERM DEPOSITS	\$3,578,707	\$3,525,964
The term deposits are cashable, earn interest ranging from 4.56% to 5.51% (2022 - 3.8% to 4.0% and mature from January 2024 to July 2024 (2022 - April 2023 to October 2023)).		

3. CAPITAL ASSETS	2023		2022	
	COST	ACCUMULATED AMORTIZATION	COST	ACCUMULATED AMORTIZATION
COMPUTER EQUIPMENT	\$102,599	\$74,859	\$91,148	\$55,597
FURNITURE AND FIXTURES	\$47,863	\$44,794	\$47,863	\$43,255
LEASEHOLD IMPROVEMENTS	\$21,859	\$21,859	\$21,859	\$21,859
ARTWORK	\$7,050	-	\$7,050	-
	<u>\$179,371</u>	<u>\$141,512</u>	<u>\$167,920</u>	<u>\$120,711</u>
CARRYING AMOUNT		<u>\$37,859</u>		<u>\$47,209</u>

4. INTANGIBLE ASSETS	2023		2022	
	COST	ACCUMULATED AMORTIZATION	COST	ACCUMULATED AMORTIZATION
COMPUTER SOFTWARE	\$3,252,590	\$2,184,437	\$2,900,610	\$1,726,579
CARRYING AMOUNT		<u>\$1,068,153</u>		<u>\$1,174,031</u>

Included in computer software are assets under development which have not been completed as at December 31, 2023. The total cost capitalized is \$367,859 (2022 - \$378,892) and no amortization is recorded until assets are in use.

# NOTES TO FINANCIAL STATEMENTS (CONT.)

## 5. Accounts Payable and Accrued Liabilities

- Included in accounts payable and accrued liabilities is \$22,588 (2022 - \$4,857) 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 \$4,666,848 (2022 - \$4,758,983) of contributions over expenditures and \$2,818,217 has been designated as current deferred contributions. Such current amount equals the amount of budget surplus estimated for 2023 filed and deducted from the CRTC budget request for 2024.

6. DEFERRED CONTRIBUTIONS	2023	2022
CURRENT AND LONG-TERM BALANCE, BEGINNING OF YEAR	\$4,758,983	\$2,334,475
FUNDING RECEIVED	\$29,919,905	\$29,640,663
CONTRIBUTIONS RECOGNIZED IN THE YEAR	(\$30,012,040)	(\$27,216,155)
CURRENT AND LONG-TERM BALANCE, END OF YEAR	\$4,666,848	\$4,758,983
CURRENT PORTION - ESTIMATED SURPLUS SUBMITTED TO CRTC	\$2,818,217	\$3,752,587
LONG-TERM PORTION, END OF YEAR	\$1,848,631	\$1,006,396

# NOTES TO FINANCIAL STATEMENTS (CONT.)

## 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	2023	2022
BALANCE, BEGINNING OF YEAR	\$1,221,241	\$1,196,525
FUNDING RECEIVED	\$363,430	\$463,372
AMORTIZATION OF DEFERRED CAPITAL CONTRIBUTIONS	(\$478,659)	(\$438,656)
BALANCE, END OF YEAR	<u>\$1,106,012</u>	<u>\$1,221,241</u>

# NOTES TO FINANCIAL STATEMENTS (CONT.)

## 8. Contracts For Direct Operations

- 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:

2024	\$116,560
2025	\$17,500
	\$134,060

The Organization entered into five contracts with various service providers for the technology platform and interpretation services offered to the public. Based on CRTC decisions, these contracts were initially limited to four years in length, with the possibility of a four-year extension, covering periods from December 2015 to April 2024, depending on the service provider. Following the budget decision (CRTC 2022-340), the Commission allowed an additional up to four-year extension, taking the maximum date to April of 2028.

In Q1 of 2023, the Organization extended the VIP contracts. Additionally, by the end of 2023, the Organization extended the technology platform contract. The projected payment amounts range from \$72.9 million to \$97.0 million, depending on contract length, system usage, and legal environment. These cost projections are based on a current 3% annual growth trend, encompassing customer base expansion, per-customer system use, and inflation.

## 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 (CONT.)

## 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 2023, as per Telecom Decision CRTC 2022 340, the approved expenditure level was \$29,938,863 (2022 - \$30,000,000) or \$2,494,905 (2022 - \$2,500,000) per month, starting in January of 2023. Funding was approved for the 2024 calendar year as per Telecom Decision CRTC 2023 421 in the amount of \$33,793,452 or \$2,816,121 per month. This amount represents projected expenditures of \$33,611,670, net of the balance of deferred and surplus funds of \$2,818,217.

## 11. Notice of Consultation

- The Commission's first review of VRS, Telecom Notice of Consultation CRTC 2021-102, started on March 11, 2021, and due to delays caused by COVID-19 and other factors, the Commission's decision is anticipated to be released in mid-2024.

This review, a public proceeding, has seen the CRTC request and receive detailed operational information, alongside the Organization's evaluations of how current and anticipated operations might affect future projected funding requirements. Following the CRTC's decision, the Organization will gain insight into the potential implications of any changes in service requirements or other mandates resulting from the CRTC's ruling.