



2026 to 2027 Accessibility Plan

June 1, 2026

Canadian Administrator of Video Relay Service (CAV), Inc.

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Introduction

We are pleased to publish this accessibility plan. Accessibility is a core value at the Canadian Administrator of Video Relay Service (CAV), Inc. as it is one the five values outlined in CAV’s 2025-2030 strategic plan. We consistently strive to prioritize accessibility in all aspects of our organization. This is CAV’s first accessibility plan. In this plan, we have identified accessibility barriers that still exist in our organization and the actions we will take to address them.

We are committed to continuously identify, remove, and prevent barriers as required by the *Accessible Canada Act (ACA)*.

How to use this document

This accessibility plan was developed and published in alignment with our obligations under the Accessible Canada Act. This is our first accessibility plan and covers the years 2026-2027, although it lists actions that will go beyond 2027. We will issue our next accessibility plan in 2027, and, after that, we will prepare and publish a new accessibility plan every 3 years to explain how we identify, remove, and prevent accessibility barriers for people with disabilities. We will also publish Progress Reports that speak to our progress with the initiatives outlined in this plan.

This plan starts with a simplified summary of the actions we plan to take to remove barriers at CAV. The rest of the plan includes more detailed explanations of the barriers we have identified and our plans to address them.

You can choose to read only the summary, read the entire plan, or go to the sections you are most interested in.

If you need this report in a different format, [please find out how to ask for alternative formats \(jumps to section in the document\)](#).

Definitions

The following definitions apply throughout this accessibility plan:

Video Relay Service (VRS): a telecommunications service that enables Sign language users (ASL or LSQ) and voice telephone users (English/French) to communicate with each other. A VRS call involves three parties: the caller, the person receiving the call, and the video interpreter. The video interpreter relays the conversation from Sign language to spoken language and vice versa.

American Sign Language (ASL): a language that has its own unique rules of grammar and syntax that includes handshapes and movements, facial expressions, and body positioning. It is used mainly by people who are Deaf and Hard-of-Hearing in anglophone regions of Canada.

Quebec Sign Language or langue des signes québécoise (LSQ): a language that has its own unique rules of grammar and syntax that includes handshapes and movements, facial expressions, and body positioning. It is used mainly by people who are Deaf and Hard-of-Hearing in Quebec, New Brunswick and other francophone regions of Canada.

Indigenous Sign Languages (ISLs): languages that have their own unique rules of grammar and syntax that includes handshapes and movements, facial expressions, and body positioning. ISL is not a single language. It refers to several unique ISLs used in Canada (for example, Oneida Sign Language, Inuit Sign Language, and Plains Sign Language). Indigenous Sign Languages are used mainly by people who are Deaf or Hard-of-Hearing in Indigenous communities. The CRTC has mandated

CAV to provide VRS to persons who use ASL or LSQ; however, CAV recognizes and respects the use of Indigenous Sign Languages by Indigenous peoples.

Barrier: Anything that might hinder people with disabilities' full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure.

Accessibility: The design of products, devices, services, environments, technologies, policies and rules in a way that allows all people, including people with a variety of disabilities, to access them.

Disability: Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary, or can change over time.

It is important to note that CAV recognizes that many Deaf people consider themselves a part of a cultural and linguistic minority, and not all persons who are deaf identify as having a disability. For the purposes of this accessibility plan, CAV is using the *Accessible Canada Act's* definition of disability, which includes deafness and hearing loss.

General

About the Accessible Canada Act

The *Accessible Canada Act* is a law that intends to reduce barriers for persons with disabilities. This law has a goal to make Canada barrier-free by 2040. This is CAV's first accessibility plan that outlines what we will do help achieve this goal. In this plan, we have organized information into seven sections, or "priority areas". These priority areas come from the *Accessible Canada Act*, they are:

- Employment
- The built environment
- Information and communication technologies (ICT)
- Communication, other than information and communication technologies
- The procurement of goods, services and facilities
- The design and delivery of programs and services
- Transportation

We will publish progress reports that describe our progress in addressing the barriers that we have identified.

Our Commitment to Accessibility

Accessibility is an important core value at CAV. We strive to be as accessible as possible, so any person with or without a disability can easily interact with us. Our purpose is to improve accessibility for people with disabilities (particularly Deaf, DeafBlind and Hard-of-Hearing communities), and most of our workforce are people with disabilities.

Accessibility is part of our core mission, and we have a deep commitment to empower the communities we serve. CAV is committed to identify, remove, and prevent barriers for people with disabilities.

About Canadian Administrator of Video Relay Service (CAV)

The Canadian Administrator of Video Relay Service (CAV), Inc. is a not-for-profit telecommunications services company with a mandate from the Canadian Radio-television and Telecommunications Commission to design, implement and oversee the delivery of Canada Video Relay Service in Canada.

Canada Video Relay Service is a telecommunications service that is offered to all individuals who use ASL and LSQ as their primary language of communication due to a disability. The service allows people to make telephone calls via Internet-based videoconferencing technology, connecting remotely to an ASL or LSQ interpreter. Video Relay Service enables sign language users and voice telephone users to communicate with each other.

Our vision: A connected Canada where people can reliably communicate across signed and spoken languages.

Our mission: Evolve inclusivity and diversity in telecommunications by collaborating with communities and partners to deliver an accessible, high-quality, and equitable Video Relay Service.

Our mandate: To design, implement and oversee the delivery of a national Video Relay Service in Canada to all individuals who use ASL and LSQ as their primary language of communication due to a disability.

For more information about CAV, please visit the [website](#).

How to contact us and share feedback

CAV welcomes feedback from our employees, customers, partners, and members of the public.

What can I give feedback about?

You can give feedback about:

- this accessibility plan, and
- barriers you have encountered when interacting with CAV.

Feedback can be given anonymously. We will acknowledge your feedback within five business days, unless you submitted the feedback anonymously.

How will my feedback be used?

Your feedback will be reviewed, and we will develop a plan to address it. Depending on what the feedback is, we may act right away, or we may need to consider it within our long-term plan.

A summary of the feedback we receive and how it was considered will be included in our progress reports. We will keep a record of your feedback for at least seven years. We will keep your feedback and contact information (if you chose to provide it) confidential and will adhere to the policies outlined in the *Personal Information Protection and Electronic Documents Act (PIPEDA)*.

Your feedback helps our efforts to ensure a barrier-free organization and service. Thank you for contributing to making CAV as accessible as it can be.

How can I give feedback?

The person responsible for receiving and storing feedback about accessibility is CAV's Human Resources Director.

If you would like to share your feedback with us, you can contact us in any of the following ways:

- Email: accessible@cav-acsc.ca
- Phone: 1-800-958-5856 (voicemail)

- Online feedback form: [Accessibility feedback form](#)
- Mail: 130 Albert Street, Suite 1210, Ottawa, ON, K1P 5G4
- Social media channels (Direct Messages):
 - [CAV Facebook Page](#)
 - [CAV LinkedIn Page](#)

Alternative formats of this plan and how to request them

You can request this plan in an alternative format if needed. Alternative formats that you can request are:

- **Print** (we will mail a copy to you)
- **Large print** (we will mail a copy with larger text to you)
- **Braille** (a system of raised dots that people who are blind or who have low vision can read with their fingers)
- **Audio** (a recording of someone reading the text out loud)

An ASL/LSQ version of this accessibility plan is available on the Canada VRS [website](#).

If you would like this accessibility plan or a description of our feedback process in alternative format, please contact CAV's Human Resources Director using any of the following contact methods:

- Email: accessible@cav-acsc.ca
- Phone: 1-800-958-5856 (voicemail)
- Online feedback form: [Accessibility feedback form](#)
- Mail: 130 Albert Street, Suite 1210, Ottawa, ON, K1P 5G4

When alternate formats will be ready

The following alternative formats are available upon request:

Within 15 days of request:

- **Print**
- **Large print**

Within 45 days of request:

- **Braille**
- **Audio**

Consultations

In preparation for the development of this plan, CAV consulted with persons with disabilities to help identify barriers and solutions to improve accessibility. It is important that our work is guided by feedback from people with disabilities because they are the primary community we serve. We regularly seek feedback from the community to ensure their priorities are being considered, and their accessibility needs are being met.

We consulted with deaf Video Relay Service users, with our Consumer Consultation Panel (organizations representing the Deaf and DeafBlind communities who have sufficient vision to see a video interpreter), and with our employees (most of whom are people with disabilities). The DeafBlind individuals who were consulted are individuals with sufficient vision to see a video interpreter and who are current users of Canada Video Relay Service. These consultation activities and what we learned are described further below.

Customer Satisfaction Survey

Every year, we consult with our Video Relay Service users through a Customer Satisfaction Survey. To be an eligible Video Relay Service customer, users must be Deaf or hard of hearing or DeafBlind who use ASL or LSQ.

The Customer Satisfaction Survey was open from October 21 to November 13, 2025. A total of 1,161 people completed the survey, which represents 11% of the total registered users (10,592 registered users). The purpose of the survey was to evaluate the satisfaction

with the Video Relay Service, understand how the service is used, identify barriers to using the service and identify opportunities to improve accessibility.

Survey responses provided the following insights:

- 13% of respondents indicated that they have low vision.
- 12% identified as Indigenous.
- 23% identified as a person of colour.
- Video Relay Service is most frequently used for health-related calls.
- Calls are typically made to and from family and friends, government agencies and work-related calls.
- Video Relay Service is most often used at home.
- Overall satisfaction with Video Relay Service is 92% (continues to remain high compared to previous years)

The information that we learned from this survey highlighted a few challenges with the current Video Relay Service. This includes technical issues (such as app crashes and poor video quality), concerns with the effectiveness of the notification system, and interpreter knowledge and call management of VRS calls made by some users. We intend to act on this feedback by making some changes to the VRS platform.

Consumer Consultation Panel

Two times per year, we consult with our Consumer Consultation Panel which has representatives from various organizations within the Deaf Community. On November 19, 2025, CAV led a consultation session with the Consumer Consultation Panel.

Organizations represented included Deaf Services Canada (formerly Silent Voice Canada Inc)., Canadian Association of the Deaf, Canada Deaf Grassroots Movement, Greater Vancouver Association of the Deaf, Deaf Wireless Canada Consultative Committee and the Ontario Cultural Society of the Deaf.

The purpose of this consultation was to discuss ways to enhance Video Relay Service accessibility and how to improve system notifications for service outages and upgrades.

The feedback we heard through this panel included concerns about the connectivity of the Video Relay Service app, the reliability of the visual call notification system, difficult to understand policy documents. We plan to address these issues by making changes to our Video Relay Service platform and by making sure our future documents are written in plain language.

DeafBlind Consultation

In 2024, CAV hired an entity comprised of Deaf and DeafBlind experts to conduct a feasibility study to better understand the needs of people who are DeafBlind or have low vision, and to assess possible improvements to VRS. Currently our CRTC mandate to deliver VRS does not include inclusion of a text-based service. Establishing this would require a specific mandate from the CRTC to do so.

Employee Survey

CAV launched an internal employee survey in February 2026, which asked employees to share their observations and feedback about accessibility within the organization. We received responses from 16 employees (out of a total of 21 employees who work at CAV), 12 of them identified as having a disability (75% of survey respondents).

Generally, our employees report positive experiences while working at CAV, and many employees find the workplace to be accessible and highly accommodating to their needs. Some of the feedback we received from employees about how CAV could improve accessibility included increasing the accessibility of hybrid meeting practices, additional training about disability and culturally sensitive behaviours, a need to include a visual doorbell in our primary office space, and some desire for more information about emergency procedures when in the office. We plan to address this feedback through increasing knowledge and awareness of accessible meeting practices, providing additional

training for all employees, making minor changes to the Ottawa office, and providing more information about emergency procedures.

Barriers and our plans to remove them

The following sections of this plan are organized around the priority areas that are set out in the Accessible Canada Act. Those priority areas are:

- Employment
- The built environment
- Information and communication technologies (ICT)
- Communication, other than information and communication technologies
- The procurement of goods, services and facilities
- The design and delivery of programs and services
- Transportation

We will start with a brief introduction for each section below. We will then list the barriers that we have identified, followed by an explanation of our plans to remove the barriers.

Employment

CAV currently has 21 employees across Canada. Most of them work remotely and visit CAV's office at times during the year for in-person team meetings. Accessibility is a core organizational value as it is one the five values outlined in CAV's 2025-2030 strategic plan. This value guides our workplace culture, approach to work and interactions. Most employees at CAV are Deaf or Hard-of-Hearing.

Identified barriers

- Workplace accommodations are supported on a case-by-case basis. While we are usually able to provide requested accommodations, we do not currently have a formal accommodation policy or process in place.

- Some employees reported that they experience barriers when attending hybrid meetings (a hybrid meeting is when attendees are present both in-person and virtually). Hybrid meetings can be a barrier when interpreters are in person and virtual attendees cannot see interpreters and other participants at the same time.
- Not all employees might be aware of culturally and disability sensitive behaviours.

Our plans to remove barriers

- Finalize the development of a formal accommodation policy and process and share the official policy and process with all employees in 2026.
- The development of a guideline for best practices when running and participating in hybrid meetings that will be created and implemented in 2027.
- The provision of DeafBlind community awareness and sensitivity training in 2026, to CAV employees and video interpreters. Video Interpreters are employees of third-party vendors and not CAV, however, their awareness and sensitivity competence has a direct impact on Canada Video Relay Service users. CAV therefore includes video interpreters in their training plans. In 2026, CAV will also provide Indigenous awareness training for employees and video interpreters. There is also a plan to seek out other training opportunities related to different disability communities in the next few years.

The built environment

We currently have two office locations in Montreal, Quebec and Ottawa, Ontario. Most of our employees work remotely from their home office or preferred location. All employees gather for in-person meetings at the Ottawa office 3-5 times per year. Our customers, and other members of the public do not use or visit our office spaces.

Identified barriers

- There is no visual alert system connected to doorbells at the main office in Ottawa (for the main the entrance and for group meeting room). This has created barriers

for employees who are Deaf or Hard-of-Hearing since they are not made aware when visitors arrive.

- There appears to be low awareness among employees about emergency accessibility features available in CAV's offices (for example, some employees were not aware that visual fire alarm notifications exist).

Our plans to remove barriers

- CAV will explore options for a visual notification system to be connected to the doorbell that will be implemented by 2026.
- CAV will develop an emergency response plan which will include information about the accessible emergency features of the office space. This plan will be shared with all employees in 2026.

Information and communication technologies (ICT)

CAV uses a variety of technologies. This includes the organizational website, social media channels (LinkedIn, Facebook, YouTube) and internal platforms for employees (such as Zendesk, Zoom, and SharePoint). This section of the accessibility plan will focus on these technologies.

CAV's main service offered is its Video Relay Service platform (including the Video Relay Service smartphone app). Although this service is an information communication technology, we include information about the Video Relay Service platform in the programs and services section of this accessibility plan. To review information related to barriers and our plans to improve accessibility of the Video Relay Service platform, please visit [the design and delivery of programs and services](#) section of this plan.

Identified barriers

CAV's current website may not be fully accessible, and we are aware that there may be barriers for people with disabilities.

Our plans to remove barriers:

- Starting in 2027, CAV will begin the process of replacing and rebranding our website. We will ensure that accessibility is integrated into the website development from the beginning. The website will meet Web Content Accessibility Guidelines 2.1 AA and we will use the new Canadian Standard for Information and Communication Technologies ([CAN/ASC - EN 301 549:2024 Accessibility requirements for ICT products and services](#)) as a guideline. We will launch the new accessible website in 2028.

Communication, other than information and communication technologies

It is important that all CAV's communications (including e-newsletters, emails and published documents) are accessible to persons with disabilities.

CAV uses several ways to communicate with Video Relay Service users. This includes the Canada Video Relay Service e-newsletters, e-blasts, website, and social media channels (Facebook, YouTube channel and LinkedIn). Based on our 2025 Customer Satisfaction Survey, users show high interest in receiving notifications about both planned and unplanned service outages, with email being the preferred communication channel.

CAV publishes important documents on our website for reference within the Video Relay Service community. We strive to make document content available in ASL, LSQ, English and French. This has been an ongoing goal to ensure accessibility for the communities we serve.

Identified barriers

- Not all documents published externally and internally are fully accessible. For example, someone with low vision may not be able to fully access the content with their screen reader. Document content also does not consistently follow best

practices in accessibility. For instance, some documents have single line spacing, small font sizes, the use of block capital letters for full paragraphs or no heading structure.

- There is an inconsistent use of plain language on internal and external communications (including presentations, documents and other communications).

Our plans to remove barriers

- Starting in 2027, CAV will explore ways to ensure that future documents are created in an accessible way. We will implement clear internal guidelines to ensure that documents are created with accessibility in mind. These initiatives will be completed in 2027.
- Starting in 2027, CAV will revise important and frequently used documents, such as the user agreement, to make sure they are accessible and use principals of plain language. For other existing documents, CAV will share accessible documents upon request.
- Starting in 2028, CAV will explore ways to use plain language for new documents or future communications, where possible. We will use the Plain Language Standards developed by Accessibility Standards Canada ([CAN-ASC-3.1:2025 Plain Language](#)) as guidance. We will source and then implement guidelines for the use of plain language for organizational communications and document content, and we will assess where plain language training may be necessary within the organization. We will complete initiatives to improve the use of plain language by 2028.

The procurement of goods, services and facilities

CAV buys products to support operations and service provision. The process of buying is called “procurement”. When accessible products are purchased, more people can use them easily, and it becomes less expensive to adjust them later. At CAV, because accessibility is a core organizational value, accessibility is always considered when buying goods, services and facilities.

Identified barriers

- Procurement documents can sometimes be written in complex language, and documents are not always created to be fully accessible. Procurement documents often have legal language that can be hard to read and understand.

Our plans to remove barriers

- Starting in 2028, we will strive to make procurement documents we create as accessible as possible. The documents will follow the internal guidelines and accessible document training as identified in the [Communications section](#) of this plan. Where possible we will reduce the complexity of the language and content of the documents. Where there is legal wording that is required, we will do our best to create accessible summaries of that information.

The design and delivery of programs and services

The main service provided by CAV is the Video Relay Service. The people who are eligible to use this service are people who use ASL and LSQ as their primary language of communication due to a disability.

Identified barriers

- The current Video Relay Service technology can sometimes be unstable and unreliable. Users have reported concerns including call disconnections, call notification system not working well and poor video quality.
- There is not enough awareness in the general public about what Video Relay Service is and how it works. This has led to several challenges experienced by Video Relay Service users, including people refusing their calls because they do not understand the technology.
- Video Relay Services users reported that their experiences with Video Interpreters is not always consistent. It is important that Video Interpreters be experienced and engaged to have a good Video Relay Service experience. Video Interpreters support

callers in many different situations from simple conversations to urgent or complex calls.

Our plans to remove barriers

- In 2026, CAV started the process of updating or replacing the current Video Relay Service platform. We are currently making decisions about this process and have begun exploring partners to help us upgrade or replace the system. This process will be completed in collaboration with a digital accessibility consultant to ensure accessibility is evaluated and prioritized. CAV will finalize its plans for updating or replacing the system in 2026 and we plan to launch the new or updated platform by the end of 2027.
- CAV aims to increase awareness and understanding of Video Relay Service in Canada. Starting in Spring 2026, we will identify specific outreach priorities to include in our planning (in accordance with our Strategic Plan). This information will then be used to create a communications plan by the end of 2026. We will then begin to action the communications plan in 2027.
- We will review and update organizational policies that affect Video Interpreters and callers to ensure clarity, fairness and accessibility. We will begin this review in 2027 and will update policies by end of 2027.
- In 2026, CAV will be undertaking a research project to engage Video Interpreters through a survey and focus groups. This research project will help us to identify where the gaps are in Video Interpreter support, and how CAV could contribute to strengthening the Video Interpreter workforce by removing barriers.

Transportation

We have carefully reviewed our policies, practices, programs and services, and have not identified barriers in the area of transportation at this time.

Conclusion

We look forward to continuing our commitment to accessibility through the actions outlined in this plan. CAV is committed to identifying, preventing, and removing barriers for all persons with disabilities who interact with our organization. This includes our customers, employees, partners, and stakeholders. Our work will continue to be guided by the feedback and perspectives from persons with disabilities.