



Canadian
Administrator of
VRS (CAV), Inc.

Administrateur
canadien du
SRV (ACS), inc.

Consumer Consultation Panel Terms of Reference

Scope

The Consumer Consultation Panel (CCP) is comprised of nominated members of registered Deaf and Hard of Hearing stakeholder organizations and appointed by the Chief Executive Officer (CEO) to exchange with CAV senior management and to share user experiences and provide advice in support of the CAV mandate and commitment to delivering high quality and reliable VRS services. The members are registered users of Canada VRS and will contribute diverse perspectives from consumer groups and represent members of ASL, LSQ, and Indigenous sign language communities.

Purpose

The purpose of the CCP is to provide a place for dialogue between CAV and Deaf VRS consumers to build mutual understanding about the CAV mandate, operations, performance and reporting and/or identifying opportunities to collaborate to enhance the CAV consumer outreach activities. The Panel will bring feedback, perspectives and advice and discuss with CAV various topics relating to 1) Quality Service Delivery, 2) Community Engagement 3) Innovation. Discussion topics could include:

- The consumer experience, including minorities, remotely located, and hard-to-reach consumers.
- Key issues in the telecommunication or sign language interpreting industry that may impact Canada VRS.
- Current or future policy needs.
- Innovative ideas for new features, services, or technologies.
- Canada VRS policies and practices.

Composition

The CCP will have a maximum of 10 members, 7 ASL and 3 LSQ. CAV encourages nominations of members identifying from the following under-represented groups: women, Indigenous peoples, members of visible minorities or racialized groups and members of the LGBTQ2+ community. The composition of ASL vs LSQ members reflects, on average, CAV's usage data and reflects the % of usage by each language group. The member term is for one (1) year.

Each meeting will be facilitated by an external facilitator. The facilitator will be appointed by the CEO and will work to promote a safe space and a productive meeting.

CAV may invite non-members to attend CCP meetings to discuss specific issues requiring outside expertise.



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Responsibilities

Conduct: A member should approach panel discussions in a constructive and positive manner and with a cooperative spirit.

Conflict of Interest: Each member must avoid, report, and address any situation or related work that may result in a real, potential, or apparent conflict of interest.

Use of Information: A member shall not directly or indirectly use or allow the use of information obtained during the members term, for anything other than Panel related activities. This requirement applies even after a member cease to serve on the CCP.

Recruitment and Selection

CAV will solicit member nominations from its registered stakeholder groups representing deaf and hard-of-hearing communities in Canada. Each stakeholder group can nominate one (1) participant per year. The member must hold an active Canada VRS account at all times during their term and must have made and/or received calls over the previous year.

Interested stakeholder groups must complete and submit the CCP Member application form within the timeframe requested by the CAV. If the maximum number of members of each language is exceeded, the selection of members will be made in order of the date of receipt of the completed form.

Meeting Schedule

CCP meetings are bi-annual and will be conducted, in virtual format, or as determined by the CEO.

Meetings will include all members, both ASL and LSQ. The first CCP meeting will be in Q4 and second meeting in Q2, of the following year.

CAV will provide sign language interpreting. During the Panel, CAV will record the discussions via manual notetaking. These notes will be reported publicly and based on the Chatham House Rule that produces a report that is anonymous and does not to reveal the names of those who made the comment. This approach is designed to protect participants anonymity and to encourage open and honest discussion.

Tenure and Termination

Members are appointed to serve a term of one (1) year. A term may be extended.

If the nominee leaves before the term, the stakeholder can inform us of the replacement, but must respect the criteria from the nomination form.



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Remuneration and Reimbursement

An honorarium will be paid at \$60 per meeting hour attended. No travel will be required for virtual meetings and thus there is no compensation for travel or accommodations. This fee structure is based on the Stakeholder Compensation policy set by the Canadian Human Rights Commission.

Panel Participants

(Section will include a list of Stakeholder names)

*To facilitate communication and knowledge sharing between CAV, Canada VRS Stakeholders and the CRTC, the Panel will include one observational seat designated for a CRTC representative. During open CRTC proceedings, such as during reviews of CAV, this representative will not be present.

Review

After every CCP meeting, the CAV will invite participants to fill out a brief survey sharing their experience and feedback on the event. This survey will help the CAV to understand whether the discussions were valuable to participants, any areas of improvement, and provide an opportunity for suggestions or comments.

Changes to Terms of Reference

These terms of reference may be revised by the CEO, and any changes will take effect upon notice to the members of the CCP.