

# MINUTES | Community Advisory Group | Meeting 8

## 9 September 2020

Meeting 1 pm – 4 pm

Location: Zoom Meeting

Present: Amar Mangat (Lower Mainland), Craig MacLean (Lower Mainland), Dan Braun (Lower Mainland), Gordon Rattray (the Interior), Leanor Vlug (Lower Mainland), Monika Lane (Vancouver Island), Nancy Zavaglia (the North), Sarah Taylor (Lower Mainland), Kiran Malli (Provincial Language Services).

Facilitator: Scott Jeffery (Provincial Language Services)

Note-Taker: Brittany Mason (Delaney + Associates)

1. **New Member Welcome**

* Introductions of all participants, welcome to Amar Mangat, the newest member of Community Advisory Group

1. **Updates**

* Staffing Changes
  + Francisca Phan, Provincial Language Services administrative assistant, has left Provincial Health Services Authority
  + Emina Dervisevic has left Delaney, and Brittany Mason has taken her spot in supporting the work with Provincial Language Services
* Service Mapping
  + Provincial Language Services has been working on mapping interpreting services that are offered by Provincial Language Services and Vancouver Coastal Health’s Deaf Well-Being Program (DWBP) for the Deaf, Deaf-Blind, and Hard of Hearing
  + This has been done in partnership with Deaf Well Being Program, and has been ongoing for some time
  + The goal is to have an in-depth service map of when interpreting services are and are not offered
  + Provincial Language Services and Deaf Well Being Program recently met to clarify some final items
  + This information will be shared on a website, with American Sign Language vlogs accompanying written English and infographics
  + Included on the website will be a “History” page that will provide context for why services are offered, including court decisions
* Provincial Medical Sign Language Interpreting Service projects
  + Provincial Medical Sign Language Interpreting Service is beginning a program to place Video Remote Interpreting in BC Ambulances. Anytime there is a Deaf individual there, Video Remote Interpreting will be available.
  + When a Video Remote Interpreting is not available, Provincial Medical Sign Language Interpreting Service is also working to create a visual communication tool to support emergency care workers to communicate with patients. A Deaf graphic designer will be hired to develop this.
  + Provincial Medical Sign Language Interpreting Service is developing a neutral screening process for interpreters who are looking to work as medical interpreters in British Columbia. The process for such a screening is currently being researched and recommended process will be put forward this fall.
* Scott has been providing a presentation with Provincial Language Services Language Coordinator to health providers on how to use interpreters and Video Remote Interpreting, as needed: iap2 Award
  + Provincial Language Services and Delaney have achieved second place for an iap2 Award.
  + The video has been created to share at the awards ceremony and was shared with Community Advisory Group members.
  + Community Advisory Group members discussed the use of the terminology “limited English proficiency” and how this may not be well-received by those in the Deaf, Deaf-Blind, and hard of hearing community, as it reinforces negative stereotypes.
  + If this video is to be used outside of the awards ceremony, the terminology will be re-examined, and perhaps more context provided in the video itself.

Action Item: Scott and Brittany to review the video and see where changes can be made.

* Communications
  + Provincial Language Services will be setting up bi-weekly meetings with the Provincial Health Services Authority Communications team and the Sign Language Coordinator will take part in the meetings.
  + Primary feedback brought forward by Community Advisory Group members in the mid-term evaluation is that more information needs to be shared with the public.
  + Setting up of a Facebook page will help to support this and will help to combat misinformation.
* Request For Proposal process
  + Evaluation of the Request For Proposal respondents continues. A decision will be made by the end of September.

1. **CAG Evaluation Results**

* A mid-term evaluation was sent out to Community Advisory Group members regarding the Community Advisory Group process.
* Biggest feedback was that not enough promoting has been going to the public. Members are wanting more updates to be going to the community.
* Vlogging will be a big piece of communicating with the community. The hope is to do introduction videos for each Community Advisory Group member to be shared with the community, as well as videos about how to become a Community Advisory Group member.
* Other feedback regarded lack of information being provided to the community regarding Covid-19.
* There were also comments about wanting to make British Columbia a model for the rest of Canada – and to ensure that this is promoted.
* Discussion regarding prioritization of updates and the possibility of holding an Autumn Town Hall to provide updates and information

Action Item: Any members who haven’t already, please complete the mid-term evaluation.

1. **Community Advisory Group Meeting Seven Minutes**

* Error on page 7 of the minutes under number 4 – the word “support” is missing
* Discussion about bringing more voices of Black, Indigenous, People of Color (BIPOC) individuals in the work of the Community Advisory Group. Community Advisory Group members are encourages to bring any ideas forward.
* Discussion about supporting Black, Indigenous, People Of Color members of the Deaf, Deaf-Blind and hard of hearing community to feel safe
* Discussion about the importance of training and how training courses also need to be accessible.

Action Item: Brittany to update minutes with suggested changes.

1. **Review of final Terms of Reference**

* According to our last meeting, the Terms of Reference were updated to include different vocabulary such as BIPOC, and changing “representatives” to “members”
* Discussion about maximum number of terms. The purpose of terms is to encourage diversity and rotation in the group to increase the number of perspectives and decrease stagnation.
* Members can serve up to two, three-year terms, but there is room for individual circumstances.
* Suggestions to do a copy-edit and look at formatting.

Action Item: Scott, Kiran, and Brittany to update ToR with suggested changes.

1. **American Sign Language Interpreting Usage Data**

* Kiran Malli shared American Sign Language interpreting usage data with the group.
* Request for members to begin thinking about how to reduce late cancellations (such as an awareness campaign or increased reminders from clinicians), as these have financial repercussions.
* Discussion about how numbers have gone down due to the COVID-19 pandemic, and projections see these numbers decreasing further.

1. **Meeting frequency, evaluation, next steps**

* Discussion about scheduling of future meetings. Provincial Medical Sign Language Interpreting Service Deaf Coordinator (Scott Jeffery) will send out Doodle polls a couple of weeks in advance to determine availability.
* Next meeting will be in October and then Community Advisory Group will meet every 2-3 months.
* Reminder to Community Advisory Group members to take the Provincial Health Services Authority training if they haven’t already.

Action Item: Community Advisory Group members to complete Provincial Health Service Authority training.

*Meeting adjourned at 3:40 pm.*