

# MINUTES | Community Advisory Group | Meeting 9

## 20 October 2020

Meeting 5 pm – 8 pm

Location: Zoom Meeting

Present: 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), Judy Hsiao (Provincial Language Services).

Facilitator: Scott Jeffery (Provincial Language Services)

Note-Taker: Brittany Mason (Delaney + Associates)

Absent: Amar Mangat (Lower Mainland)

1. **New Team Member Welcome**

* Introductions of all participants, welcome to Judy Hsiao, Provincial Language Services. Judy will be note-taker for Community Advisory Group meetings.

1. **Review Action Items from Minutes**

* *Iap2 Awards video* – we will be careful to use the term “limited English proficiency” for any materials shared by Provincial Language Services or Community Advisory Group.
  + There was a post on Facebook from Delaney + Associates – description included the phrase “hearing impaired” which is not an acceptable term.
  + The snap election that has been announced has paused any communications that can be shared now.
* *Midterm evaluation* – Scott will be reviewing the results to determine how the Community Advisory Group meetings can be improved in the future.
* *Meeting 8 Minutes* – Brittany has updated the previous minutes and they have been uploaded onto the website.
* *Terms of Reference* – These have been updated and will be discussed later in the meeting.
* *Community Advisory Group Member Courses* – Everyone has taken their courses. Thank you.
  + Is it possible to get access to a .pdf of the Provincial Health Services Authority Code of Ethics and Confidentiality Policy?
  + Are they applicable to all service providers and can we work that into our Request for Proposal process?

Action Item: Brittany to review the Delaney post regarding the iap2 award to ensure the terminology is correct.

Action Item: Scott will be reviewing the results of the mid-term evaluation and making changes for the next meeting.

Action Item: Scott will check to see if he is able to share the Provincial Health Services Authority Code of Ethics and Confidentiality Policy publicly.

1. **Review and approve Community Advisory Group Meeting Eight Minutes**

* Page 4 – grammatical error: change “to” to “of”.

Action Item: Brittany will update the minutes with edits.

1. **Update on Service Mapping**

* Scott and Kiran met with the Vancouver Coastal Health Deaf Well-Being Program to further discuss Service Mapping.
* Content is being clarified and finalized.
* Next step is to meet with the web design team to build out the Service Map online.
* English content will be uploaded, graphics will be designed, and then American Sign Language translation will be added.
* Provincial Language Services will be looking for as diverse a group as possible to do the American Sign Language interpreting, with the same background.
  + It is important to consider the signs that are used – to use American Sign Language signs and not other international signs, to ensure the videos are accessible to seniors and those who are grassroots.
  + Signing will be standardized, and interpreters will be as diverse as possible.
* The intent is to ensure that whether interpreting is under Deaf Well-Being Program or Provincial Health Service Authority, people know when their interpreting will be covered.
* Service Mapping should be ready for review by next meeting.
  + It will provide guidelines and links for people to find lists of what is provided and what is not.
  + It will not be a complete list, as was originally anticipated, as interpreting service provision is very complicated.
* Discussion regarding the proper spelling of “Hard of Hearing”
  + Previously it has been written as “hard of hearing”, but in order to be inclusive, the group has suggested instead “Hard of Hearing”
  + The lower case used previously was due to the lack of presence of a cultural group. But this has been shown differently in some places, where it’s been written with the acronym “Hard of Hearing”
  + We need to be careful about making decisions by someone who is Hard of Hearing but uses sign language that may impact someone who is hard of hearing and has a hearing aid and uses spoken English.
  + National standards will be looked into and then a rationale will be recorded for terminology use

Action Item: Scott to look into national standards, and then create a written rationale for using all capitals in “Hard of Hearing”.

1. **Update on Provincial Medical Service Language Interpreting Service projects**

* Video Remote Interpreting in ambulances – the Video Remote Interpreting technology has been set up in all British Columbia ambulances. Due to the election, we have not been able to announce it to the public. Once the election is done, we will be able to communicate that to all the paramedics.
* This program may not be the first in the world, but is certainly the first in all of Canada.
* Interpreting services are currently offered by Language Line Services. We are looking for Canadian interpreters, but we wanted to get the program out as soon as possible. The privacy process is quite extensive, and there may not be a Canadian provider who meets our requirements yet.
* Scott will keep the Community Advisory Group updated on the Video Remote Interpreting usage.
* All interpreters who are being used have been vetted at medical interpreters, though they are not members of Westcoast Association of Visual Language Interpreters
* In terms of recourse – we are under contract with Language Line Services, so if there are any quality issues, Language Line Service would undertake an investigation and depending on the results of the investigation, would undertake appropriate recourse.
* Stats will be collected for each interaction so we can continually improve.
* For areas with little or no connectivity, a visual tool will be used to support paramedics with communication. A focus group has been held with regards to this, and a report will be drafted. Deaf graphic designers will be hired to create the visual tool.
* Community Advisory Group is still recruiting for an Indigenous individual – a new vlog may be needed.
* Will also be looking for a new member from the North of British Columbia.

Action Item: Scott to provide an update next meeting on the ambulance Video Remote Interpreting usage.

Action Item: Craig to share his Intervenor handbook with Scott.

Action Item: Scott to create VLOG for Indigenous and Northern member.

1. **Update on Communications Plan**

* Election has put everything on hold – no updates currently.
* This work will resume after the election.
* The goal is to have Facebook page set up by the end of the year

1. **The role of Community Advisory Group members**

* A handbook for Community Advisory Group members will be created to accompany the Terms of Reference. This would outline the role of the Community Advisory Group members and would include infographics.
* The purpose of the handbook is to provide more easily-understandable content. We can put it online as well so others can see the role of members.
* Difference between advising and advocacy: The role for the Community Advisory Group is more about advising. Provincial Language Services then takes that information and allows it to inform their projects.
* Members’ role is to provide their thoughts on how we can best improve health care services to Deaf, Deaf-Blind, and Hard of Hearing individuals.
* Sometimes this means getting advice on how to achieve Provincial Medical Services Language Interpreting Services goals, or to get members’ thoughts on top priorities.
* As such, it is important that members come to the meetings prepared and having read the materials.
* We want diversity in the group to mirror the community.
* The role of the member is not to go out and tell the community that things are going to change or to provide medical advice.
* This is not the space for individuals who have issues or concerns in the community to raise those concerns here.
* The Community Advisory Group members are not meant to be the gate keepers to providing information to the individuals in the community. Complaints are to be passed on to the Privacy and Patient Care Quality Office (PCQO) departments.
* We have discussed safety for Community Advisory Group members. There is also a lot that is going directly to Scott even though it’s outside of his role.
* Members have the right to advocate for themselves, but also need to be mindful about their role as a Community Advisory Group member. Scott would be happy to discuss with anyone to help them navigate that role.
* Community Advisory Group’s Facebook page will be helpful to get the word out about Scott’s and the Community Advisory Group’s roles.

Action Item: Scott and Kiran will be creating a member handbook and will bring this to the next Community Advisory Group meeting.

1. **Request for Proposal Update**

* No additional updates currently.
* From engagement we have done, it was clear that the screening for medical interpreters needed to be separate from the vendor Request for Proposal process.
* We have engaged with DLR consulting to provide some recommendations on how that screening process should look. She will be doing an international scan and from there we will have recommendations by the end of November.
* Currently looking at trying to minimize the number of phone numbers for people to call/text. We want to keep the numbers consistent so that they stay the same no matter who the vendor is.

Action Item: Kiran and Scott to present the results of the DLR consulting research at the next meeting.

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

* Members with additional edits to send them to Brittany.

Action Item: Members to send their additional edits to Brittany. Brittany will then incorporate them.

1. **Next steps and wrap-up**

* A short meeting has been proposed for next month, to share an update on the Request for Proposal and to discuss strategies for communicating with the community. The meeting will be booked once more information is known. If people are not available for a meeting, we will send an email update.
* The next official meeting will likely be in January, 2021.

*Meeting adjourned at 7:50 pm.*