

**MINUTES | Community Advisory Group | Meeting 16**

## April 14, 2022

**Meeting:** 3:30 pm – 5:30 pm

**Location:** Virtual, Zoom Meeting

**Present**: Dan Braun (Lower Mainland),Leanor Vlug (Lower Mainland),Monika Lane (Vancouver Island),Paula Wesley (Indigenous), Sarah Taylor (Lower Mainland), Kiran Malli (Provincial Language Service)

**Facilitator:** Scott Jeffery (Provincial Language Service)

**Note-Taker:** Chelsea Numanga (Provincial Language Service)

**Regrets:** Craig MacLean (Lower Mainland),Gordon Rattray (the Interior)

1. **Review Action Items and Approve Community Advisory Group Meeting Minutes**

* **Community Advisory Group meeting #15 minutes approved.**
* **Acronyms and abbreviations were expanded and explained in previous minutes. All last minutes updated.**

1. **Fiscal Year 22/23 Goals and Objective Report**

* Reviewed year to date progress on goals and objectives for fiscal year 22/23 (see attached for an overview of goals and objectives).
* Most set goals will be completed by Quarter 4 of the Fiscal Year.
  + **Action Item:** Scott to look at trends in health and health-related issues for Deaf, Deaf-Blind and Hard of Hearing in British Columbia.
  + **Action Item:** Scott to provide visual and text versions for this roadmap.

1. **Updates Video Remote Interpreting (VRI)**

* Interior Health now has Video Remote Interpreting installed in Royal Inland Hospital (Kamloops) and Penticton. We are still working on Video Remote Interpreting implementation in other Emergency Departments in the Interior.
* Northern Health and Island Health continue to move forward in implementing VRI.  Video Remote Interpreting in Northern Health is pending the arrival of new equipment.
* Video Remote Interpreting interpreters hold the Registry of Interpreters for the Deaf certification. Patients are encouraged to use the rating system on Video Remote Interpreting after each call. Discuss sending a note out to the community about using the rating system after Video Remote Interpreting appointments.
* Office of Virtual Health and Provincial Language Service is holding a focus group for Deaf, Deaf-Blind & Hard of Hearing community members who used Video Remote Interpreting in British Columbia Emergency Health Services ambulances. These sessions will be held on April 20th and 23rd. See link: <http://www.phsa.ca/our-services/programs-services/provincial-language-service#In--the--community>
* *Terms of Reference, Updated March 25, 2021,* Provide that the ‘Community Advisory Group members are not representatives of any specific groups/areas, but rather, as members of different groups/areas, they offer their perspectives, world views and experiences.’
* Provincial Language Service is still working with BC Emergency Health Services to develop an education package for their new employee orientation. Deaf, Deaf-Blind & Hard of Hearing individuals are encouraged to identify themselves as Deaf, Deaf-Blind & Hard of Hearing individuals when calling 911 so that the emergency services can prepare. Video Remote Interpreting is accessible for all paramedics in BC.

1. **BC Centre for Disease Control**

* We have worked with Dr. Lavoie - Deputy Provincial Health Officer, to arrange an Update and Question & Answer forum (Q&A) on COVID-19 variants of concern. Previous events are recorded and posted on Facebook. The next one is May 18.
* We are working closely with British Columbia Centre for Disease Control to ensure that the information is translated into American Sign Language more frequently. We are currently working on wildfire, smoke inhalation and heatwave information.
* British Columbia Centre for Disease Control and Provincial Language Service will have a survey/focus group for Deaf, Deaf-Blind & Hard of Hearing community members give feedback on their experiences navigating the British Columbia Centre for Disease Control website and find out what barriers and which pages on British Columbia Centre for Disease Control are often visited.

1. **Violence Prevention Training**

* Two of the Provincial Language Service team (Sign Language Coordinator and Training & Resource Coordinator) took Provincial Violence Prevention Curriculum training to become trainers of violence prevention for American Sign Language and Spoken Language interpreters.

1. **Community Outreach**

* Provincial Language Service held four community outreach sessions in March; in Northern BC, the Interior, Lower Mainland and Vancouver Island. A total of 50 people attended all outreach sessions. Indigenous group sessions have been postponed to ensure that the Indigenous population is given the best experience possible. Similarly, Deaf-Blind sessions will be done later.
* Clarification on the role of Community Advisory Group members requested. As per the Terms of Reference provided Community Advisory Group members are not representatives to be seen as conduits for information for the community.
* Community Advisory Group members are welcome to join in focus groups, workshops, and other Provincial Language Service events involving the Deaf, Deaf-Blind & Hard of Hearing community. There is no conflict of interest with members’ participating and giving feedback in these spaces.

1. **Year End Statistics**Year end statistics for fiscal year 2021/2022 were reviewed.
2. **American Sign Language Request Count by Outcome**
   1. American Sign Language Total Request Count
      1. American Sign Language total requests reduced from 5,867 in Fiscal Year (Fiscal Year ) 2020 to 4,538 in the Fiscal Year 2021 and then increased in the Fiscal Year 2022 to 5,523.
      2. The dip in 2021 is related to COVID and closures.
   2. **American Sign Language Request Count – Completed**
      1. Due to the pandemic, American Sign Language, completed requests were reduced from 4,265 in Fiscal Year 2020 to 3,657 in the Fiscal Year 2021.
      2. This number rose to 4,057 completed American Sign Language requests in the Fiscal Year 2022.
   3. **American Sign Language Request Count – Other Outcomes**
      1. Short-notice cancellations reduced from 528 in Fiscal Year 2020 to 285 in the Fiscal Year 2021 and then rose again to 274 in the Fiscal Year 2022.
      2. Similarly, advanced-notice cancellations dipped from 528 in Fiscal Year 2020 to 394 in the Fiscal Year 2021 and then rose again in the Fiscal Year 2022 to 413 advanced-notice cancellations.
      3. Unmet American Sign Language requests dipped from 546 in Fiscal Year 2020 to 202 unmet requests in the Fiscal Year 2021 and then rose to 779 unmet American Sign Language requests in the Fiscal Year 2022.
      4. **Suggested addition:** In spoken language statistics, it is possible to correlate the rise in unmet requests with the improved awareness and implementation of virtual appointments. Unavailable in-person interpreters on the day could be captured as unmet requests; however, phone and virtual interpreters would be offered as an alternative, so the patient care would not necessarily be cancelled.
      5. Discussion included member requests to pull apart data according to health authority or region, the reason for cancellation, and requests to pull data per quarter as well as annually.
   4. **American Sign Language Request Count – Patient vs Health Care Provider Booking**
      1. American Sign Language Request Count
      2. Patient requests dipped from 4,250 in the Fiscal Year 2020 to 2,538 requests in the Fiscal Year 2021 and then increased to 4,114 patient requests in Fiscal Year 2022.
      3. By contrast, American Sign Language requests by healthcare providers increased from 1,617 in the Fiscal Year 2020 to 4,538 in the Fiscal Year 2021 and then decreased to 1,409 requests from healthcare providers in Fiscal Year 2022.
   5. **American Sign Language Request Percentages**
      1. American Sign Language requests made by patients decreased from 72% in the Fiscal Year 2020 to 56% in the Fiscal Year 2021 then increased in Fiscal Year 2022 to 74%.
      2. Conversely, 28% of American Sign Language requests in the Fiscal Year 2020 were made by healthcare professionals.
      3. In Fiscal Year 2021, the percentage of American Sign Language requests made by healthcare professionals increased to 44%, and then decreased in Fiscal Year 2022 to 26%.
3. **American Sign Language Request Count – In-person vs Remote**
   1. **American Sign Language Request Count**
      1. In-person American Sign Language requests decreased from 5,851 in the Fiscal Year 2020 to 3,723 in the Fiscal Year 2021 then increased to 4,977 in Fiscal Year 2022.
      2. By contrast, Remote requests increased from 16 requests in the Fiscal Year 2020 to 815 requests in the Fiscal Year 2021 and then decreased again in Fiscal Year 2022 to 547 requests.
   2. **American Sign Language Request Count for Fiscal Year 2022 – Service Type**
      1. In the 2022 Fiscal Year, we received 4,246 American Sign Language interpreter requests and 94 Deaf Interpreter requests. We received 0 requests for Intervenors this year.
      2. Action Item: Scott to connect with Craig about what type of data visualization most accessible for him.

Meeting adjourned at 5.30 pm