

# MINUTES | Community Advisory Group | Meeting 7

## 30 June 2020

Meeting 10 am – 1 pm

Location: Zoom Meeting

Present: Craig MacLean (Lower Mainland), Dan Braun (Lower Mainland), Gordon Rattray (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: Emina Dervisevic (Delaney + Associates)

Guest Presenters: Jose Vargas (Provincial Health Services Authority Communications), Gary Carr (Provincial Health Services Authority Communications)

1. **Provincial Medical Sign Language Interpreting Services Communications Plan**

* Update from Jose and Gary and a conversation about communications.
* Jose: Community Advisory Group has helped the Communications team get to the stage they are in right now, and they would like to have a conversation about the next steps in the execution plan.
* Because of the Covid response, the communications team has not had much time for the execution; the team has started with some beginning tactics, and the priority now is what Community Advisory Group sees as the most important tactics.
* Jose: question about the vlog announcement of Scott as coordinator – how has that landed with the community, what feedback can they take from that?
* Community Advisory Group: It was great the vlog, members saw it on social media (Facebook), a lot of people were very impressed with the choice of Scott as the individual, but there was not a lot of context around the role of the position and how important it is; British Columbia is the first province to have a Deaf person in this position, and it would be valuable to show the importance of it (in the form of a flow chart) as it is setting a precedent.
* It was noticed in the video that Scott continued to sign at some point, but the signing was cut off.
* Jose: the video was sent for the second cut, and this has been fixed. If there is anything else that needs to be fixed, please let us know.
* Kiran: the intent of this video was to introduce Scott, but our plan is to send out more vlogs to the community on a regular basis. We need to make sure that we are always updating the community about what we are doing, so that there is transparency about the work that Community Advisory Group does.
* Jose: thanks for the great feedback; Communications Plan is a living document and it will continue evolving.
* Jose met with Kiran and Scott a couple of weeks ago, and they also met with the social media team; the team is obtaining more seats for the Hootsuite platform (which is used to manage social media accounts); the team is also going through the process of creating a Facebook page; Community Advisory Group will be informed as soon as Facebook is created.
* Community Advisory Group: Who will monitor the Facebook page, and will it accept signed messages or only text?
* Jose: There is a blueprint in terms of how Facebook pages are managed. It will be Scott managing it, but Scott will have the Provincial Health Service Authority support. The content accessibility and signed content will need to be determined in partnership with Community Advisory Group; there are standard practices, response rates, and also the metrics that the team would like to determine, but that will be in the later stages of the Communications Plan. There will be a set list of guidelines so that Kiran and Scott can use this as social media leads.
* Any posts on the account will always be in English and American Sign Language.
* Community Advisory Group: We need to involve Deaf-Blind people to ensure that the background is right and to be mindful of the differences. With regards to transcript, Braille and other text forms should be considered.
* Scott: the goal is to provide both to make sure that language is accessible; when community members send messages, it will be tricky how to provide transcript.
* Jose: It is important to capture all of these suggestions as part of the minutes, and we can review the existing guidelines and check with the social media lead how to adapt to this audience and community, and to share the guidelines with the community so they can also follow the same guidelines.
* Community Advisory Group: In agreement that there should be standards for posts that can be easily found. Also, it would be helpful to know if there is technology that can help with backgrounds (if someone posts with a background that is not appropriate, so that it can be changed and/or improved).
* Community members should also be reminded about standards – colour of clothing and details like that.
* All the submissions should also be made fully accessible (with alt text).
* The guidelines should also provide examples.
* Close captioning should also be included for hard of hearing people who might not know Sign.
* Jose: many thanks for all the good suggestions; this group and program will lead the way in an era of accessibility that is new to so many of us.
* Jose: with the external-facing content, there is the approval process – when content is approved by Kiran and Angela Chirinian, the content comes to communications and then there is also the approvals process through the Ministry’s Communications team; their team can also escalate any communications for the Minister to have at hand.
* Gary works with Jose in the communications area – more on the hands-on tactical pieces, and he will be writing some messages for the Communications Plan. Gary wrote the write-up about Scott for internal use. Gary comes with a great deal of multi-industry experience; Jose and Gary are the support team for the Provincial Language Services, and they support Kiran on the strategic side.
* Community Advisory Group: Information about the Community Advisory Group or Scott should be shared with other health authorities.
* Jose: There will be more opportunity to do so as the Communications Plan unfolds. There will opportunities to escalate messages to the Minister as well.
* Scott’s role is unique within the system, and this can be a good example for other health authorities, provinces and the rest of the country.

1. **Sign Language Service Map**

* Kiran: During the engagement, it was often raised that community members were unclear in terms of when services when interpreting services were covered and when they were not covered; there was and still is a lot of confusion.
* We have been working on the Service Map for 8 months; we are not as far as where we would like to be, but the process was to first outline the process internally, and then to create a to create a patient-facing document so that it can be shared with the community.
* It is complicated to explain when interpreting services are covered as the coverage is related to the Medicare Act and Hospital Insurance Act.
* If physiotherapy is covered under Medicare – it is not as simple to state that interpreting for physiotherapy is covered (as in most cases it will not be).
* Scott: there are areas that are certainly confusing; we have also looked at the Medical Services Plan website, and tried to work with Medical Services Plan to explain what is covered.
* TransCare British Columbia has an interesting way of explaining process on their website, and the Provincial Language Services team is looking to do something similar.
* For instance, going to a private dentist is not covered, but receiving urgent dental care through a health authority it is covered; this and other examples need to be explained clearly to the community and other professionals.
* Video Remote Interpreting is another project that Provincial Language Services is working on; things will not change overnight.
* Community Advisory Group: The infographic that is created needs to be accessible to Deaf-Blind Braille readers and low-vision clients; it needs to be simple and styled as a flow chart.

1. **CAG Meeting Six Minutes**

* Approved.

1. **Finalize Revised Terms of Reference**

* Scott and Kiran met with TransCare British Columbia – they have gone through similar experience and Provincial Language Services is trying to establish how to protect the Community Advisory Group members, and how to support one another.
* Community Advisory Group: With the Black Lives Matter movement, we need to be reflective as individuals and try to look at systemic racism; the term used in the Terms of Reference - “racialized” might be problematic. Recently, Black, Indigenous, People of Color (BIPOC) has been used more frequently, and it shows diversity.
* Scott: Provincial Language Services is looking to recruit an Indigenous member for Community Advisory Group. The Communications team is also looking at the terminology and Provincial Language Services will need to align their terminology with Provincial Health Services Authority. After Provincial Language Services receives the input from Provincial Health Services Authority, the plan was to put it out to community and receive input from the community on what would be the best term.
* TransCare British Columbia is also not using the term “representative”; they use the term “member” of Community Advisory Group to protect individuals for feeling that they need to represent a larger community group.
* TransCare British Columbia Community Advisory Group members are also not required to share information with the community, and they do not publicly announce their Community Advisory Group members (they want to protect the identity of their Community Advisory Group members).
* Provincial Language Services is planning to do a mid-term evaluation; Delaney will prepare an evaluation survey and send it out to everyone.
* Provincial Language Services would like to know how your experience has been so far as well as members of Community Advisory Group, as well as in the community. The survey will not be related to a specific meeting, but it will be more about the overall process.
* There are some things that we have taken from the TransCare British Columbia Community Advisory Group Terms of Reference (changing the term “representative” to a “member”).
* When the Terms of Reference is completed, Scott will make a vlog about it so that there is no confusion about what a Community Advisory Group member does – Provincial Language Services wants to maintain transparency about Community Advisory Group.
* A Terms of Reference will always have some changes (it is a living document), but the team would like to finalize it so that a vlog can be created about the work that Community Advisory Group does and where minutes can be found.
* Community Advisory Group: It is important to keep in mind that Community Advisory Group members might not be comfortable sharing their gender identity.
* Scott: This is something that we would not be expecting Community Advisory Group members to do.
* If Community Advisory Group members are being targeted by the community, they should notify Scott and Provincial Language Services, and Provincial Language Services might be able to provide support and training to deal with such situations. What other kinds of support can Provincial Language Services/Provincial Health Services Authority provide?
* Community Advisory Group: Suggestion that mental health support be provided to Community Advisory Group members.
* Scott: Mental health support is a great suggestion; there will also be privacy and confidentiality training, and there may be self-care training as well.
* Community Advisory Group: When members plan to leave, they can start the process early so that there is time to recruit new members and membership can be staggered.
* Community Advisory Group members satisfied about all the revisions to the Terms of Reference; the only areas that need further consideration is the language about “racialized persons,” “gender identity”, “Indigenous representation,” and “disabilities” (many persons do not want to be described as “disabled.”)

Action Items: Clean up the Terms of Reference, check Provincial Health Services Authority regarding particular terminology, and recruit an Indigenous and BIPOC member.

1. **Updates**

* Scott sent a Doodle poll on preference for days for future meetings. Another Doodle poll will be sent in the second week of August as Community Advisory Group members will hopefully know their schedules by then; based on the input, Scott will book meetings from September to December.
* Scott is creating a vlog for BIPOC and Indigenous recruitment; hopefully, Provincial Language Services will have members recruited by Meeting Eight.
* The new members will be provided with information about the work done by Community Advisory Group so far, also Provincial Language Services might ask for a volunteer to work with that person to get them up to speed.
* Community Advisory Group: Once the person is recruited, Community Advisory Group members could create a short introduction in American Sign Language.
* Scott has created a YouTube account for the program.
* If Community Advisory Group members want to bring Agenda items forward, they can send their suggestions 2 weeks in advance.
* Request For Proposal is closing; Scott will be part of the team evaluating the applicants.
* Community Advisory Group: Vendors generally close at 4 pm, but there needs to be more continuous access to interpreters.
* Scott: Provincial Language Services has also been talking to BCEHS (Emergency Services) about a couple of project; the project is about Video Remote Interpreting and the audiences (911 calls, bringing Video Remote Interpreting into the hospitals; having Video Remote Interpreting with the ambulances, etc.)
* There is another project Provincial Language Services is working on - an app BC Emergency Health Services can have on their phones, also different tips and tools to communicate more effectively using the non-verbal communication piece / picture communication (somebody with autism, someone who hears, but might not have a larynx, etc.)
* Provincial Language Services is looking at what is happening in Europe because they have so many resources there; it quite exciting; we are looking to add more resources for paramedics).
* Community Advisory Group: The Deaf, Deaf-Blind and hard of hearing still do not have equal access when it comes to 911 (texting is glitchy). Even if you are registered, there are areas where ECom does not work; there are issues within the system. There area also efforts to convince Canadian Radio-television and Telecommunications to enable RTT (Real Time Text), and a direct 911 for text phones to call instead of Text to 911.

*Meeting adjourned at 1 pm.*