

# MINUTES | Community Advisory Group | Meeting 12

## 15 April 2020

Meeting 3:30 pm – 5:30 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), Sarah Taylor (Lower Mainland), Kiran Malli (Provincial Language Services).

Facilitator: Scott Jeffery (Provincial Language Services)

Note-Taker: Judy Hsiao (Provincial Language Services)

Absent: Amar Mangat (Lower Mainland)

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

* Any grammatical errors in the meeting minutes #9, #10, and #11 will be reviewed and edited offline. We will focus on the contents of these minutes during the meeting today.
* Minutes from meeting #9 will be reviewed and uploaded to the website once approved.
* Minutes from meetings #10 and #11 involve the winner of the Request For Proposal, which has not been officially announced yet. It will be posted once reviewed and approved after the Town Hall. The reason for postponing the Town Hall will be mentioned in the latter part of the meeting.
* The Handbook for Community Advisory Group members to accompany the Terms of Reference has been postponed to fall this year as we work through various priorities.
* Question: What is the outcome of whether to have photos of Community Advisory Group members posted publicly? (from discussion during meeting #11)  
  Answer: The decision was not to have Community Advisory Group members’ photos posted online.
* Question: Any plan for alternative options for Deaf-Blind people to join the Town Hall in person?

Answer: This will be discussed later during the meeting.

* Contents from meeting minutes #9, #10, and #11 are approved if no further concerns arise.

Action Item: Community Advisory Group members to send Scott any corrections to the minutes related to grammar and/or spelling.

Action Item: Scott to send a summary on the action items from these minutes, listing what has been completed and what remains pending.

1. **Update on Provincial Medical Sign Language Interpreting Service (PMSLIS)**
   1. Contract

* The contract has been signed off and now in the final stage of finalizing all details.
* Being part of a more clear procedure to manage the contract better. Provincial Language Service staff (PLS Manager Ming Yi Sung and Sign Language Coordinator Scott Jeffery) will be meeting with Wavefront bi-weekly for check-in and discuss any issues.
  1. Virtual Town Hall
* Provincial Health Services Authority (PHSA) was still in the negotiation process at the originally scheduled date of Town Hall. Thus the decision was made to postpone as no announcement could be made ahead of a signed contract.
* The Virtual Town Hall will be held on April 29 from 6:00 pm to 8:00 pm.   
  VLOG will go out shortly.
* Despite all attempts to work around different options to accommodate Deaf-Blind individuals, we must strictly follow Provincial Health Orders, which means no in-person meetings.

The solution is to stream the Town Hall to two platforms:

* + Webinar – for the public
  + Zoom meeting – for Deaf-Blind community. The PowerPoint presentation will be sent out beforehand (with the agency name blanked) and the interpreter on the screen during the meeting.
  1. American Sign Language (ASL) Implementation
* Provincial Language Services is the one-stop shop for PMSLIS moving forward.
* Provincial Language Services started soft launch on April 1st, and as of April 26th, all Health Care Professionals (HCPs) will go through Provincial Language Services (online booking or phone) to request ASL interpreters. They will no longer go through the vendor.
* Patients will continue to book interpreters through Wavefront.
* Clarification – Provincial Language Services provides Provincial Medical Sign Language Interpreting Service and has the accountability and responsibility to manage the contract with the vendor. More vigilant data will be available, which will enhance transparency.
* Various members raised concerns about the inconsistent availabilities of Video Relay Interpreting (VRI) through their experiences dealing with 911 dispatchers, Paramedics, and Emergency Departments in different areas.
* Response: VRI has just been rolled out to Health Authorities (HAs) in waves, currently still in progress of expanding to all areas of BC. The goal is to have VRI in all Emergency Rooms across BC.  
  As for Paramedics and dispatchers, Provincial Language Services is still meeting BC Paramedics bi-weekly to discuss any issues and opportunities. More education/training of dispatchers and new hires will be addressed.

1. **Update on Provincial Language Services Projects**
   1. Virtual Health Citizen Support Desk (VH-CiSD)

* working to ensure the support desk is accessible for Deaf, Deaf-Blind, and Hard of Hearing (DDBHH) when receiving Virtual Health appointments by HA or Doctors of BC (DoBC).
* DDBHH can call through VRS to reach the support desk to troubleshoot for Zoom for Health Care appointments
* Members were concerned about the popularity of Virtual Health appointments. E.g. not all doctors want to use video or Zoom for their appointments, or different platforms are used.
* Response: Virtual appointments will continue to play a big part in the healthcare system, so hopefully, more Healthcare Providers will be more open to Zoom once more education takes place.
  1. Accessibility in Health Care
     1. See-through masks:   
        in the process of approval, then to be available to use in HAs.
     2. Communication Access Real Time (CART) service:  
        - been approved to provide for HoH  
        - Provincial Language Services is now working on setting up guidelines and collecting information on how to provide CART service for this fall.
     3. Vaccines for Interpreters
  2. Communication Access Card
* Various options were considered to create something to provide the community with the ability to communicate easily with healthcare professionals, especially in emergency situations.
* A generic card has been created for now. The goal is for Emergency Departments equipped with VRI to start communication right away before interpreter arrives and for HCP to know how to book an interpreter immediately upon viewing the card.
* Clarification – the audience for the card is healthcare providers.   
  The goal is to provide a clear way for healthcare providers to request Sign Language interpreters as soon as a need is identified. One Provincial Language Services number to call / Provincial Language Services platform to request, regardless of hours.
* Different suggestions were brought up, including different versions of QR codes etc.

Welcome more feedback on the card, and will continue working on it.

* 1. Working with BC Centre for Disease Control (BCCDC) and Ministry of Health (MoH) on Translation to American Sign Language
* Major sources of COVID-19 information come from BCCDC, which has been working on having posted materials translated to ASL.
* As much of the information on COVID-19 are ever-changing, they are trying to streamline the process, i.e. have the translation ready when they post new information.
  1. Accessibility
     1. COVID-19 Immunization Information Sessions for DDBHH Community with Office of the Provincial Health Officer  
        - potential session in May
     2. At COVID-19 Test Sites and Vaccination Sites  
        - Provincial Language Services has been working on more VRI deployment at major testing sites and vaccination clinics.
  2. Service Mapping
     1. Working on making the website more accessible for all audiences. However, it is currently on hold until we find the right platform to make it fully accessible for everyone.

1. **Provincial Language Services Main Focus for 2021/22**

* Aligning Community Advisory Group meetings with PHSA fiscal year (April – March).   
  What deliverables would the Community Advisory Group members like Provincial Language Services to focus on during FY2022?
  + Improving linguistic access, especially during the pandemic
  + More accessibilities for doctors/healthcare professionals in general in terms of Virtual Health appointments
  + Addressing misinformation on social media – hoping to have more correct information available to the community in general
  + Increasing public awareness on the effort of Provincial Language Services and Community Advisory Group on increasing accessibility for the DDBHH community
  + More diverse representatives in Community Advisory Group, e.g. Deaf Black, Indigenous, People Of Colour (BIPOC) rep.

1. **Wrap-up**

* All future Community Advisory Group meetings will be held from 3:30 pm to 5:30 pm, and calendar invites will be sent for the whole fiscal year.

*Meeting adjourned at 5:32 pm.*