# **MINUTES | Community Advisory Group | Meeting 3**

## **31 January 2020**

Meeting 10 am – 1 pm

Location: Provincial Language Services,

1795 Willingdon Avenue, Burnaby

Present: Monika Lane (Vancouver Island), Nancy Zavaglia (North), Leanor Vlug (Lower Mainland), Dan Braun (Lower Mainland), Craig MacLean (Lower Mainland), Sarah Taylor (Lower Mainland), Paula Wesley (Kitimat), Kiran Malli (Provincial Language Services)

Regrets: Gordon Rattray (Interior)

Facilitator: Emina Dervisevic (Delaney +Associates)

Note Taker: Brittany Mason (Delaney +Associates)

1. **Review Community Advisory Group Meeting Minutes #1**

* Minutes should not contain any identifiable information but should notify whether particular issues impact people in rural or urban areas.
* Community Advisory Group members should not see themselves as representatives of different stakeholder groups (it is too much to ask to represent a large population; rather, Community Advisory Group members all bring their different perspectives.

1. **Tips from Provincial Health Service Authority Communications Team**

* Provincial Health Service Authority has two communications representatives who provide communications support to the Provincial Language Services.
* The communications representatives shared proposed key messages that Community Advisory Group members can use to share information about the work of the Community Advisory Group with their communities.
* The Community Advisory Group will have access to the Provincial Health Service Authority Corporate channels.
* Provincial Health Services Authority Communications team will be putting together a long-term communications plan and will be presenting it at the next meeting.
* Best channels/methods to use for communications (input from Community Advisory Group members):
  + American Sign Language vlogs are preferred with simple, accessible signs.
  + Diverse individuals should be used for American Sign Language vlogs/media clips.
  + Images and videos require written descriptions for Deaf-Blind individuals.
  + Websites are not preferred – people are more likely to use Facebook/email.

Action Item: Community Advisory Group members to review and provide feedback on the key messages prepared by the Communications Team.

Action Item: Community Advisory Group members to inform Provincial Language Services of any potentially inaccurate information shared in the community so it can be addressed by the communications team.

1. **Review of Request for Proposal survey results**

* Discussion about Request for Proposal components

*Meeting adjourned at 1 pm.*