

# MINUTES | Community Advisory Group | Meeting 5

## 4 May 2020

Meeting 10 am – 1 pm

Location: Zoom Virtual Health

Present: Monika Lane (Vancouver Island), Nancy Zavaglia (North), Gordon Rattray (Interior), Leanor Vlug (Lower Mainland), Dan Braun (Lower Mainland), Craig MacLean (Lower Mainland), Sarah Taylor (reinstated, Lower Mainland), Kiran Malli (Provincial Language Services)

Facilitator: Scott Jeffery (Provincial Language Services)

Note Taker: Emina Dervisevic (Delaney + Associates)

# Communications Plan and Tactics

* The Plan has been prepared by the Provincial Health Services Authority Communications, and it was sent to the Community Advisory Group (CAG) last week – asking for input.
* There are two questions for Community Advisory Group members:

Question 1: Are there any key audiences that might have been missed in the Plan?

The target audiences are listed as:

External

* Members of the Deaf, Deaf-Blind and hard of hearing communities in British Columbia.
* Deaf, Deaf-Blind and hard of hearing stakeholder groups including:
  + Interpreters & intervenors
  + Divisions of Family Practice (across British Columbia)
* Ministry of Health officials
  + Front-line caregivers at health authorities across the province

Internal

* Provincial Language Services Community Advisory Group
* Provincial Health Services Authority employees
  + Front-line caregivers

Input from Community Advisory Group:

* Audiences that are missing are:
  + Deaf organizations (Deaf organizations can further distribute the information to their members): Wavefront Centre for Communication Accessibility, Family Network of Deaf Children (FNDC), Greater Vancouver Association of the Deaf (GVAD), Canadian Hearing Society, Canadian Hard of Hearing Association, etc.
  + First Nations Health Authority (FNHA) + all other health authorities
  + British Columbia Hummingbird Society
  + Clinics that have Deaf clients – Seymour Health Centre, the Diabetic Clinic in New Westminster, etc.
  + The Deaf organizations on the Island (Mid-Island Deaf Association (MIDA) and the association in Victoria).
  + Deaf churches and organizations that have Deaf members (such as the Vancouver Christ Church Cathedral, Anglican Church, the Catholic Church, etc.).
* If Community Advisory Group members think of any additional groups, they will send them to the Communications team.
* In the North, it might be harder to reach out to community members. People in isolated areas should be able to sign up for the email list; also, they should be able to provide their mailing information (for updates via regular mail).
* There are also some people living in rural areas (Williams Lake and other areas around the province) who are unable to access Facebook; with them information can be shared through email, phone, or text message.
* Deaf-Blind groups can be reached through the drop-in on Fridays and the Facebook group.
* British Columbia can also be a role model to other provinces across Canada as other provinces are having issues with medical interpreting. British Columbia is leading the country in the interpreting service, support available and transparency.
* There is a lot of different groups and individuals; it would be good to build the master list of all the organizations and individuals, so that newsletters can be sent via email or in a printed format.

Kiran:

* With regards to specific clinics - information will be provided to all the health authorities, and they will be distributing it further through their regular communications.

Scott:

* Scott has had a meeting with the Communications team, and has suggested that family members of Deaf, Deaf-Blind and hard of hearing persons be added to the list.
* All the input has been very valuable; the Communications team and Scott are planning to have one central mailing list; in addition to the mailing list, the information will also be shared on Twitter, Facebook, with Deaf British Columbia, etc.

Question 2: Are you able to suggest events and dates to write about?

Tactic #1 is to develop an editorial plan writing about DeafBlind Awareness Month, International Week of the Deaf, Canada Deaf Expo, etc. Any other events?

Input from Community Advisory Group:

* The month of May is the Mental Health Awareness Month.
* If there are any other events that come to mind, Community Advisory Group members will send them.

Action Item: Emina will share all the input received with the Communications team.

Action Item: Community Advisory Group Members will share additional events if they think of any.

# Scott Jeffery’s Role as the New Coordinator

Kiran: Scott Jeffery is the new Sign language coordinator; in the next few months, Scott will be moving the Community Advisory Group forward with the planned agendas and the meetings, and in the three or four months’ time, Emina and Delaney will be moving from Community Advisory Group. We are all still working remotely, but even still, Scott’s contributions have been valuable, and we are all benefiting from Scott’s expertise.

Scott: Thanks to Kiran for the introduction; I am happy to join Provincial Language Services and move things forward; Provincial Health Services Authority has recently approved the use of Zoom, and it is definitely technology that is working well; hopefully, we can quickly improve interpreting services province-wide.

Kiran: For communications with Community Advisory Group, we will have a dedicated email address that the public will be able to email.

# Recruitment of Indigenous Member

Scott: Paula, a Community Advisory Group member needed to resign; if Community Advisory Group members have suggestions, we would like to recruit someone before our next meeting.

* A Community Advisory Group member has one person in mind. Hopefully, they will be interested in joining.
* British Columbia Hummingbird Society – could be contacted about the recruitment to see if anyone from the Society would be interested in joining the Community Advisory Group.

Other suggestions:

* Community Advisory Group gives preference to Deaf persons, but family members of Deaf persons who are hearing could also be asked.
* British Columbia School for the Deaf had children from outside of the Lower Mainland; they might have the list of names that could be reached out to.
* Community Advisory Group discussed looking for youth – suggestions to look for someone who is young and Indigenous (as youth perspective is missing on the Community Advisory Group).

Action Item: If Community Advisory Group Members think of any specific names who can be reached out to join the Community Advisory Group, they will email Scott.

# Provincial Language Services Video Remote Interpreting Strategy for Spoken Language

Kiran:

* In January 2020 (and even prior to that), Provincial Language Services started a Video Remote Interpreting (VRI) project for spoken languages in partnership with Provincial Health Service Authority Office of Virtual Health, Vancouver Coastal Health and Fraser Health. The project was to be piloted and the plan was after 12 months to come up with a province-wide strategy for Video Remote Interpreting. Wave 1 of Video Remote Interpreting service and device rollout started in a select few clinics in January (Vancouver Cancer Centre, Surrey Cancer, Surrey Emergency Department, etc.).
* Video Remote Interpreting is being assessed to determine its value in reducing cancellation costs and unmet appointments. Currently, cancellations cost the system significantly. Also, in some clinics and/or geographic areas, there are unmet appointments that may lead to a delay in care, i.e. when there is a call for an interpreter at a particular time and date, when interpreters are not willing to go to a particular location (often, it is difficult to get an interpreter to go a far distance).
* Health care services are obligated to look at all cost factors and create efficiencies wherever possible.
* All of this began as a need on the spoken language side, but reciprocal effect is that Video Remote Interpreting is also used for Sign language as it is available as one of the language options.
* Wave 2 of the project was to begin in April, but because of Covid-19, it has been stalled.
* Also, as a result of Covid-19, access to Video Remote Interpreting has been provided to any department that needs it, which has resulted in an increase in demand.
* In addition to Video Remote Interpreting, Provincial Languages Service is also organizing interpreters for Virtual Visits with health care providers. It took Provincial Language Services a week to get organized for virtual medical visits. Provincial Language Services sent information out to all organizations and departments that health care provider booking virtual visits can book interpreters to join the call. They need to provide the link and password for the interpreter to join.
* At the end of the Video Remote Interpreting pilot (12-months to 16 months), Provincial Language Services will be doing the evaluation and assessment of the program.
* Provincial Language Services is not choosing one modality over another, and the project is not about choosing Video Remote Interpreting RI as the way to go; it is about deciding when Video Remote Interpreting is most appropriate to use. Being in health care, we need to be fiscally responsible, and if it is a 15-minute appointment, it might be more cost-effective to use a Video Remote Interpreting.
* Video Remote Interpreting is not appropriate for Deaf-Blind patients, and it is not a replacement for tactile interpreting. Provincial Language Services is trying to set some guidelines – which Video Remote Interpreting might be appropriate for simple questions and short interactions (when a patient needs brief communication, and it may not work for Deaf-Blind individuals at all).
* Currently, there is not a Deaf person on the evaluation team as Video Remote Interpreting was not supposed to be for Deaf people (it was supposed to be only for spoken language), but now that Scott is on board, he will be involved.

# Summary of Input on Request For Proposal Contents

* Input received from all the Community Advisory Group members has been incorporated and consolidated.

# CAG Meeting Three and Four Minutes

* Community Advisory Group contact information should not be public, and the personal information of the Community Advisory Group members needs to be kept confidential.
* Any questions for the Community Advisory Group would need to go through the general email and be addressed by Scott.
* Everything else in Community Advisory Group Meeting Minutes 3 and 4 is approved.

Action Items: Community Advisory Group Meeting Minutes will be finalized with the edits received by email from Community Advisory Group members.

# Finalize Revised Terms of Reference (ToR)

* Two sections to be reviewed in the Terms of Reference: Purpose and Member Responsibilities:
  + Purpose reviewed and approved
  + Member responsibilities reviewed and approved with one section needing more clarification: “Sharing information about the group’s work with and listening to input from community members and other interested groups and individuals, while recognizing the confidentiality of certain matters brought to the group”.
* Recommendation to break it down – Community Advisory Group members’ role and directing all inquiries to the designated email at Provincial Language Services. Some people might not be comfortable reaching directly Provincial Language Services and might want to share their concerns with Community Advisory Group members instead.
  + The two courses outlined in the Terms of Reference will be organized once the Terms of Reference is finalized.

# International Association for Public Participation Award Submission

* The project has been submitted for the International Association for Public Participation (IAP2) Core Values Award in two categories – the Project of the Year (Diversity and Inclusion), and the Visual Engagement Award.
* Community Advisory Group members have been contacted to potentially be references (if they so wished).
* Receiving the awards would shine more light on the needs of Deaf, Deaf-Blind and hard of hearing communities.
* Emina: Many thanks to everyone who has agreed to be listed as a reference. References will only be emailed if the project is short-listed.

# Evaluation and Next Steps

* Many thanks to Scott for doing an excellent job facilitating the meeting and for innovative ways of doing things.
* Evaluation will be sent to all the Community Advisory Group members after the meeting.

*Meeting adjourned at 1 pm.*