

**MINUTES | Community Advisory Group | Meeting 17**

## June 16, 2022

**Meeting:** 3:30 pm – 5:30 pm

**Location:** Virtual, Zoom Meeting

**Present**: Craig MacLean (Lower Mainland),Dan Braun (Lower Mainland),Gordon Rattray (the Interior), Kiran Malli (Provincial Language Service), Leanor Vlug (Lower Mainland),Monika Lane (Vancouver Island),Paula Wesley (Indigenous)

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

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

**Regrets:** Sarah Taylor (Lower Mainland),

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

* **Community Advisory Group meeting #16 minutes approved.**
* **Action Item: All previous instances of ‘intervener’ are to be replaced with ‘intervenor’. – done.**

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

* Reviewed year to date progress on goals and objectives for fiscal year 22/23.
* Our first goal is to develop specific cultural competency training for Healthcare providers relating to Deaf, Deaf-Blind and Hard of Hearing (DDBHH) patients.
  + We have a one-page information sheet for Healthcare Professionals about Video Relay Service (VRS) and leaving a voice message, as many individuals that use VRS have not set up voice message capability. We tell Healthcare Professionals to leave a message with the direct phone number so that we can call them back. We can add this to the training too.
  + While we want all Provincial Language Services (PLS) staff, old and new, to take the training, it is impossible to train all staff in the first year. We are training all new hires this Financial Year, as a start.
* Our second goal is to expand virtual modalities, so that they are available as a back up when in-person interpreters are unavailable.

1. **Update on Video Remote Interpreting (VRI)**

* As of April 2022, VRI is available in Penticton Regional Hospital, Kelowna General Hospital, and Royal Inland Hospital.
* As of June 2022, VRI is available in Revelstoke, Lillooet, Golden, Clearwater, Barriere, 100 Miles, Princeton and South Okanagan Hospital. Additional VRI has been added to Penticton Regional Hospital.
* Northern Health will have 6 VRI devices delivered during the week of June 27, location TBA.
* More VRI devices will be available in August, prioritising larger DDBHH communities.
* These VRI devices are all in acute and emergency departments.

1. **Update on Wavefront After-Hours Zoom Access**

* Wavefront after-hours interpreters now have access to Zoom if no in-person interpreter is available.
* Vancouver Island, Lower Mainland, and Interior Health Authorities each have their own Zoom account available to them.
* The on-call after-hours interpreter can give the patient a Zoom link to use on the patient’s device.

1. **Update on British Columbia Centre for Disease Control (BCCDC)**

* We are encouraging BCCDC to ensure that information about natural disasters, like wildfires and flooding, is translated in advance as the information is created, rather than at the last minute.
* PLS is working with BCCDC to increase easier access to this information about events like natural disasters and pandemics. Translated material links are available on the BCCDC website home page.

1. **Update on After-Hours Interpreting Service**

* Wavefront after-hours is from 4:00 pm to 8:00 am on weekdays and 24 hours on weekends and STAT holidays. Wavefront is responsible for taking after-hours requests.
* Unfortunately, an after-hours request has been unmet more than it should, resulting in compromised patient care for the DDBHH community.
* We are planning to bring an after-hours interpreter in-house partially—more details to come.

Meeting adjourned at 5.30 pm