

# MINUTES | Community Advisory Group | Meeting 11

## 14 December 2020

Meeting 6 pm – 8 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: Judy Hsiao (Provincial Language Services)

Absent: Amar Mangat (Lower Mainland)

Guests: Jane Campbell (Provincial Health Services Authority Communication Team), Dominik Stoll (Office of Virtual Health), Nicholas Milton (Office of Virtual Health)

1. **Review Understanding Zoom Meeting**
* The goal for this test /dry run today is aiming to make the Town Hall webinar as fully accessible as possible to meet the needs of all Deaf, Deaf-Blind & Hard of Hearing individuals.
* During Town Hall, Closed Caption will be available.
* Deaf Interpreter will be available for Deaf-Blind individuals and will be mirroring questions during Questions & Answers
* QR codes to access links of additional information have been added to some slides
* We are looking into creating a “brochure” in Word format to attach to the email/invite so everyone has a chance to see contents of PowerPoint (PPT) prior to Town Hall.
* During the webinar, the size of the windows showing speaker and PPT can be adjusted by moving the vertical line in between – this is to be added to a “Tip sheet” to all registrants to enable more accessibility.
* It was discovered during the meeting that the abovementioned feature does not work on iPad. In the Town Hall invitation, we will recommend that participants use desktop or laptop instead of mobile/tablet devices to join webinar.

* The PowerPoint slides of the Town Hall were reviewed including:
	+ Agenda –
1. Introduction of Community Advisory Group Members
2. The role of Provincial Language Services Sign Language Coordinator
3. Provincial Language Services projects update
4. Provincial Medical Sign Language Interpreting Service (PMSLIS)
	* Provincial Medical Sign Language Interpreting Service Timeline
5. **Review Provincial Medical Sign Language Interpreting Service PowerPoint**
* What Provincial Medical Sign Language Interpreting Service used to look like, and what the service delivery will be moving forward with the new service model framework
* Briefly introduced Request For Proposal process
* New vendor announcement
1. **Feedback**
* Background. The presenters should have dark blue background as interpreters. In fact, all Community Advisory Group members should have plain dark background for clarity.
* When introducing Community Advisory Group members on the geographical map, it’s better not to mention that the member is “representative” of that area to minimize confusion – they are Community Advisory Group members in general
* The word “Indigenous” was spelled incorrectly on the slide
* The flow of presentation was quite fast and there were lots of information on the slides. Need to look into rules of maximum number of words on each slide and to break down into more slides. PPT should only contain important words and phrases. Need to know who the target audience is – general Deaf, Deaf-Blind & Hard of Hearing community members.

[Response] Provincial Medical Sign Language Interpreting Service should be spelled out instead of finger-spelling. The PPT will be available ahead of time for Community Advisory Group members. Provincial Language Services Language Service Coordinator Amelie will be assisting with all technical aspects during the actual webinar so Scott will be able to better focus on the flow of presentation itself.

Scott will gather all feedback on the PPT and re-work on the contents.

* It was discovered today that the webinar setup is not friendly for Deaf-Blind individuals. Suggestion was brought up such as a separate Zoom link with only Deaf Interpreter on full screen without PPT presentation.

Craig explained the challenges that Deaf-Blind individuals may face during virtual meeting especially a webinar, and mentioned that in-person Deaf interpreter or intervenor would be most ideal.

[Response] Provincial Language Services to look into options to include the Deaf-Blind individuals under current COVID restrictions. Scott to connect with Craig to come up with solution.

* Concerns were raised for potential off-point questions during open Q&A and how we manage the situation. The off-topic questions are usually asked by individuals who don’t use English well, and they may feel being discriminated against and Provincial Language Services is not listening, if they are responded by brief answers that their questions are irrelevant.

[Response] We will need to create a framework around the types of questions that can be asked to prevent out-of-scope questions. Or we can answer out-of-scope questions afterwards by sending a brief note to inquirer.

* Another 2 concerns were raised on the contents of PPT slides including the following points:
	+ Too much information on each slide
	+ Some terminology may not be necessary (e.g. not everyone understands or is interested in knowing Request For Proposal)
	+ Concepts and contents can be more simplified
	+ Suggestion that Request For Proposal in a pre-made video in more plain words
	+ QR codes are too small
	+ Flow is too fast
	+ Information should be divided up
	+ Larger fonts or fewer words may help
	+ Currently it’s visually challenging to absorb everything
* Well-being program should have support worker stand-by for emotional support. Is there breakout room in webinar?

[Response] After looking into various options, a webinar is the most viable way to run the Town Hall. There is no breakout room function at webinar.
We will look into having support worker from Well-being program.

* Concern about webinar – we don’t know who else is online listening, no sense of security. Not being able to see all attendees on screen creates sense of disconnection.
* Most Community Advisory Group members agreed to have their photos displayed at Community Advisory Group member introduction, although a few were not that comfortable with it.
1. **Wrap-up**
* A few options were explored, but the webinar formality is currently the most suitable way to deliver the Town Hall. There will be no livestream on YouTube, and the webinar will not be recorded due to privacy reason. Instead, Scott will be creating a Vlog summarizing the contents of webinar, to be sent out shortly after Town Hall.

* Group members would like to have a chance to preview the Vlog and provide feedback beforehand.

[Response] Due to the time constraint, Scott will have to work on the Vlog within short period of time. Any possible feedback will only apply to scripts.

* Scott will work on the flow. If anyone has further questions or concerns please feel free to connect with Scott to discuss.
* All feedbacks from Community Advisory Group members are greatly appreciated. We will take these valuable points back to revise areas of the presentation to make the webinar as accessible as possible for all members of the Deaf, Deaf-Blind & Hard of Hearing community.

*Meeting adjourned at 8:08 pm.*