

WAVLI Executive Meeting
March 19th, 2012 at 6:30pm at Douglas College, Room 3902
AGENDA

Attendees: Jessica Siegers, Julia Menzies, Trevor Leyenhorst, Robyn Albert, Heather Perry, Tess Peters, Stacey Kitteridge, Karly Sandboe, Bryan Carry,
Students: Jordan Goldman and Nadine Bruneau
Regrets: Simon Dorer, Barbara Zbeetnoff

6:40pm – meeting called to order

1. **Call to order:**
2. **Approval of Agenda: Darcie and Robin**
3. **Motion Accept Last Meeting's Minutes (including December, January and February):**
tabled until email accepted – secretary: please email each month individually to the members for approval.
4. **Housekeeping:**
STANDING MOTION: I move that we limit each topic of discussion to 10 minutes.
Seconded: Julia
Motion: Jessica
5. **Executive reports**
 - President – Jessica – Report and files Attached
 - Past President – Susi- Nothing to Report
 - Vice President – Julia- Report Attached
 - Treasurer – Simon –.Report Attached
 - Secretary – Barb – Report Attached
 - Member –at-Large – Darcie – Nothing to Report
6. **Committee Reports:**
 - **Professional Standards-** Robyn – Report and files Attached
 - **Professional Development** – Anita and Karly- Report Attached
 - **Public Relations** – Barbie – Report Attached
 - **Fundraising** – Carli and Tess- Report Attached
 - **Membership** – Rebecca – Nothing to Report
 - **Newsletter** – Suzie – Vacant
 - **Directory-** Stacey- Nothing to Report
 - **Technology Committee-** Report Attached

Motion to accept Reports:

Motion: Robyn
Second: Stacey

7. **Old Business**
 - **Updates on Action Items from the last meeting**
None

Motion to Close Old Business: Julia
Second: Karly

8. New Business:

- CSP meeting
 - Technology committee is curious about their involvement with video interpreting technology.
 - Discussion on how to reach out to interpreters and make sure that organizations know that they can/how contact WAVLI.
 - **Action Item** – MAL will contact the PR chair about writing a letter to contact agencies to educate them about WAVLI and how to contact us.
- Draft response for changes to BC Society's Act
 - A little language changed (certified and omissions and errors)
 - **Action Item** – Jessica will print and send out the letter!
- Partnership with Barb MH Interpreter Cafes
 - Tess and Karly were approached to organize the cafes.
 - **Action Item** – Will contact Barb M-H to talk more about her idea for cafes and possibly inviting agencies to come.
- 3 Documents from the Professional Standard Committee
 - Discussion about the 1 page letters.
 - **Action Item** – Will print and distribute the letter before the end of term (June)
- Discussion on nominations for professional standards
 - **Action Item** – Board members will send Jessica *two* names of people who are able to fill the professional standards chair and subcommittee. Ethics, code conducts etc.
- AGM motion
 - discussed
- AGM protocol
 - discussed
- Logo discussion
 - discussed
- Directory Questions
 - discussed

Motion to Close New Business:

Motion: Trevor

Second Julia

9. Announcements/Presentations:

Motion to Adjourn:

Motion:

10. Adjournment:

NEXT EXECUTIVE MEETING: None in April (AGM April 14th, 2012)

May 2 2012

President's Report

March 10, 2012

Jessica Siegers

ACTIVITIES TO DATE

1. Attended Council of Service Providers March 2012 Mtg, report attached
2. Worked with legal counsel on a response to the proposed changes to the BC Society's Act, draft response attached for Board approval
3. Fielded questions and responded to member concerns
4. Met with Deaf community representatives on the issues around VRS provision
5. Met with WAVLI VP for planning purposes
6. Consulted with OASLI re their Title Protection concerns and the writing of a Bill for the Ontario government
7. Worked with AVLIC around compiling information.
8. Started planning AGM, and have gotten some guidance for the upcoming AGM re parliamentary procedures

ONGOING ACTIVITIES

1. Continuing correspondence with George Bryce re: Title Protection and WAVLI Files/Bylaws, etc
2. Continuing involvement with AVLIC Board as we strive to increase the flow of information from provincial to national levels and back again
3. Applying governance training to WAVLI Board processes by writing up an accountability plan and a “process” plan for monthly meetings
4. Liaising with the AVLIC Admin Manager re changes to WAVLI’s dues and cards
5. Answer emails and respond to member/board requests
6. Attend and chair the WAVLI Board meetings

FUTURE INITIATIVES

1. Assist as needed in meetings being planned for the Okanagan
2. Planning for the future structure of WAVLI Board communications

WAVLI’s President’s Perspective...

I was just at the first meeting of the Council of Service Providers (CSP) meeting for 2012. The CSP is a conglomerate of (mostly) non-profit organizations who “*serve the needs of the Deaf, Deafened, Deaf-Blind, and Hard of Hearing individuals and their families*” in the province of BC.

The goal of this report is to 1) educate members of WAVLI on the predominant issues being faced by service providers in BC and 2) draw parallels between the issues and what interpreters experience in their daily practice.

The 2012 CSP meeting opened with a discussion about the barriers faced both by both the consumers of the CSP organizations and the organizations themselves. After sharing what barriers are being faced, the representatives present broke into focus groups to look at the top five most common barriers identified throughout the reports from the various CSP organizations.

The first issue identified as a barrier was the minimal language and/or a large delay in language learning that individuals who are accessing programs come to those programs with. This language delay is being identified as a barrier because without language there is little else that a program or organization can do until language is learned and communication can happen. For interpreters, this plays into the need for either a large range of linguistic knowledge and/or Deaf Interpreters (DI's); even with DI's present in a situation with individuals with language delays, knowing that an idea has been fully communicated is difficult, as communication itself is not fluent for these individuals.

Another barrier identified by the CSP members is the number of people accessing services who have additional challenges outside of their ability to hear. Statistics were given of approximately 40-70% (depending on the organization) of persons served who have additional needs, whether they are physical needs (such as feeding tubes, mobility limitations, etc) or cognitive needs (mental health inconsistencies, cognitive delay, etc). Service providers are noticing many families being overwhelmed by whatever the additional physical/mental challenges are to the point where language acquisition and communication ability are no longer a priority. This feeds into the first identifiable barrier – language delays. For interpreters, this poses the challenge of role clarity as an interpreter, the challenge of “extra” responsibilities, the need for possible training regarding the additional challenges, all that in addition to the challenge of knowing how to set respectful and ethical boundaries.

A third identified barrier is poverty; people with a hearing loss (and with additional challenges) who live on or below the poverty line do not have the means to access many of the services provided. There are many families, children, youth and adults needing to access services who cannot afford to do so, whether it is being able to afford the program itself or the transportation costs or simply being able to afford the time that it takes to access services. The noticeable impact of the economy on the users of service has been noted. The additional impact of budget restraint and economic fallout is that many agencies are experiencing funding shortfalls and inadequate resources. This impacts job availability and wages for interpreters.

The last prevalent issue was identified as the geographical challenge of being provincial organizations. Most organizations and agencies have their headquarters, offices and employees stationed in the Metro Vancouver area. This is a barrier to families and individuals who live in isolated or rural areas of the province, particularly in Northern BC. Many organizations work hard to enable participation, either by providing transportation to the service provision area, or by sending representatives out to the rural areas to provide service. The geographical barrier is one that WAVLI recognizes within its own membership, acknowledging the need for provision of professional development and support outside of larger centres such as Metro Vancouver, the Fraser Valley, or the Kelowna area of the Okanagan. The geographical barriers were addressed in ways that WAVLI would be best advised to keep an eye on.

Many of the organizations (particularly those who provide oral and speech therapy training to children) have been granted or are in the process of submitting applications for money/equipment from telecommunications companies for the purpose of reaching those clients that live in rural areas and in Northern communities. There also seems to be many doubled and tripled efforts by separate organizations that are now willing to work in tandem with each other to provide some kind of video

relayed services. This quite naturally feeds into the idea of video relay services (ie Sorenson) or the idea of video relayed interpreting (VRI) that is not a call service, but an appointment based idea, visually linking an interpreter from one community to an appointment happening in another community.

Movement is coming from the service providing agencies and WAVLI needs to be in on the ground floor of building services that will impact both our consumer base and our members. WAVLI members will be the best equipped people to advise on how remote interpreting can be accomplished and can be of help to establish ethical practices around VRI as well.

LETTER TO BE PRODUCED OVER WAVLI LETTERHEAD

*DRAFT: prepared by George K, Bryce, legal counsel
Current to: February 27, 2012*

NOTE: THE FINAL VERSION OF THIS RESPONSE SHOULD BE SENT TO THE MINISTRY BEFORE APRIL 30, 2012

Financial and Corporate Sector Policy Branch
Ministry of Finance
PO Box 9418

Stn Prov Govt
Victoria BC V8W 9V1

To whom it may concern:

Re: Society Act Review Discussion Paper: Occupational Title Protection

I am writing on behalf of the Westcoast Association of Visual Language Interpreters (WAVLI) to respond to the Ministry's December 2011 discussion paper concerning proposed changes to the *Society Act*. The Association's Board has approved this response.

WAVLI is a society registered under the *Society Act*, and on July 13, 2011, was granted occupational title protection pursuant to Part 10.

WAVLI believes that the three titles granted for the exclusive use of its members recognizes that the public associates those titles with competent and responsible visual language (sign language) interpretation provided by our members. While the granted titles do not prevent other non-certified interpreters from providing visual language services to the public, the controlled use of these titles gives the public some assurance that our members have completed appropriate educational requirements in visual language interpretation, and – more importantly – adhere to professional codes and are accountable for errors or omissions through our complaint investigation/resolution processes.

When the *Society Act* review was first announced, WAVLI was concerned that the result might be the repeal of what is currently Part 10 of the *Society Act*. Therefore, we were glad to see that the Discussion Paper is proposing to retain the current title protection provisions for the near future.

The Discussion Paper, however, goes on to state: "Longer term, consideration will be given to developing a different approach, such as a separate statutory framework, to ensure that emergent or otherwise unregulated occupations meet minimal standards." Our response to this should be fairly obvious. WAVLI would like to be consulted about whatever alternative legislative approach the Ministry may be considering to replace current Part 10.

In the mean time, WAVLI fully endorses the Ministry's position that Part 10 of the *Society Act* should be retained in any future, revised version of the Act.

Thank you for your consideration of WAVLI's response to the Discussion Paper. We would be pleased to participate in any future legislative discussions may affect the Association's current grant of title protection.

Yours truly,

Jessica Siegers
President, WAVLI

cc WAVLI Board

Vice President's Report

Julia Menzies

March 19, 2012

ACTIVITIES TO DATE

1. Requested a short article submission from all Committee chairs to put together an issue of the Ripple before the April 2012 AGM.
2. Partook in email discussions regarding website maintenance and updating with the Technology Committee.
3. Signed up for WAVLI Member Communication, the latest test version of WAVLI Listserv.
4. Revised and compiled the Executive Board and Committee Chair portfolios up for election at the end of this term, so that they can be send to the Membership before the April 2012 AGM.

ONGOING ACTIVITIES

1. Continue to monitor general requests coming through "Contact WAVLI" as well as the "Members Only" username and password request from the WAVLI website.

2. Answer emails at wavli@wavli.com, or forward messages on to the appropriate board members, contacts, listserv, etc.
3. Answer emails at vicepresident@wavli.com .

FUTURE INITIATIVES

1. To be in contact with the chairs of the Directory Committee, Membership Committee, Newsletter Committee, Professional Development Committee, Public Relations Committee and Technology Committee in order to check in where everyone stands before the April 20120 AGM. This is to follow the order of the recently developed Connectability Chart.

March Meeting: Secretary Report

Activities To Date:

WAVLI was contacted by BC211, a database of community resources (used for free community referrals through 211, the Red Book Online, and other services). I contacted Suzie, she was our contact person. She would like to remain as a contact person so I sent BC211 her updated contact information. BC211 confirmed that they received our updated information and we will be included in their database.

I sent out December, January (including In Camera) and February minutes for the board to review. I received some revisions for the In camera minutes and sent out a revised copy. With no further revisions from the board, I am waiting for the Board to accept the minutes.

Sent blurb to vice president for the Ripple.

On Going Activities:

AGM and elections (with portfolios attached) reminder emails have been sent out periodically.

Future Initiatives:

Prepare the 2012 AGM package. Reports, motions and agenda items must be in by March 18th.

TREASURER REPORT MAR 19, 2012

ACTIVITIES TO DATE:

- Reconciled month of January 2012. February bank statements have not been received in time to submit for this meeting.
- Finished researching gift and donation money motion from 2007(?) (with help of other board members!). No information was found in the archives.
- Received letter from TD stating a cheque from 2009 was not deposited for interest gained on our GIC's. Investigated this and has resulted in WAVLI receiving a new issued cheque for the amount of \$60.82. It has not been received as yet.

ONGOING ACTIVITIES:

- Regular email correspondence with board members
- Emptying the WAVLI PO Box

FUTURE INITIATIVES:

- Creating the 2012-1213 Budget and Year-to-Date numbers

Professional Standards Report March 2012 (Robyn, Heather, Marna)

To Date:

- Attended February Board meeting
- Responded to board emails
- Drafted a letter to ITP programs regarding what it means to have their program recognised by AVLIC for membership criteria therefore meeting the requirements for WAVLI OTP as well.
- Drafted a one pager on how to find/hire an interpreter
- Drafted a brief FAQ list for the AVLIC website.
- Responded to consumer complaint (no resolution yet – still in progress)

Future activities:

- Develop video for WAVLI website with OTP information in ASL
- Continue educating the public regarding OTP
- Meet with committee members
- Respond to concerns re: UUT or grievances

AVLIC
FAQ's

BC has Occupational Title Protection-what is it?

Occupational Title Protection is part of BC's Society Act, which grants title protection to different occupations in BC as a way of protecting consumers when they are looking to hire the right professional.

WAVLI holds the rights to the titles of:

- Registered ASL-English Interpreter, or
- Registered Sign Language Interpreter, or
- Registered Visual Language Interpreter

Interpreters in BC using one of the above titles need to be WAVLI members, as WAVLI has these titles registered with the BC government.

What qualifications does a registered interpreter in BC have?

A WAVLI member has graduated from an interpreter education program and is bound by the association's Code of Ethics and Guidelines for Professional Conduct.

Is there a reciprocal work agreement between WAVLI and other chapters?

No, there is no reciprocal work agreement.

Under the provincial Society Act rules, interpreters in BC using any of our titles must be WAVLI members.

Does the Code of Ethics and Guidelines for Professional Conduct apply to WAVLI members?

Yes

Does the AVLIC Dispute Resolution Process apply to WAVLI members?

No, oversight of professional standards under the Society Act is provincial. Disputes are handled by the process outlined in WAVLI By-Law 5.0.

HIRING AN ASL-ENGLISH INTERPRETER

[Find an interpreter at www.wavli.com](http://www.wavli.com)

Hiring an ASL-English interpreter in BC has just become easier.

The BC government has recognized the importance of sign language interpreting, requiring everyone who works as an interpreter in BC to be registered. Being registered means being an Active member of the Westcoast Association of Visual Language Interpreters (WAVLI). The BC government has granted WAVLI with Occupational Title Protection and includes the following terms:

- Registered ASL-English Interpreter,

- Registered Sign Language Interpreter,
- Registered Visual Language Interpreter

This means anyone using the above terms to identify their work will need to meet the membership requirements.

The requirements are:

- To have graduated from an acceptable American Sign Language-English interpreter education program
- And to be an Active WAVLI member in good standing

To confirm you have chosen the right individual, simply ask to see their current WAVLI membership card!

For Programs

Recently the Westcoast Association of Visual Language Interpreters (WAVLI) was granted Occupational Title Protection from the British Columbia government, under the Society Act. Henceforth, any person using the terms:

1. Registered ASL-English Interpreter ,or
2. Registered Sign Language Interpreter, or
3. Registered Visual Language Interpreter

working in BC needs to be an Active WAVLI member.

This is exciting news for your students and past graduates, should they wish to become WAVLI members and work in BC, as your program is listed as a recognized educational program in our by-laws and on our website.

A main reason for WAVLI pursuing Occupational Title Protection was to address consumer confidence when hiring an ASL-English interpreter. With Occupational Title Protection an interpreter using one of the three above mentioned titles can provide ASL-English interpreting services, as they are educated professionals, having graduated from a recognized program and are bound by AVLIC's Code of Ethics and Guidelines for Professional Conduct.

We look forward to partnering with your program in any way we can, with the goals of quality service to, and a duty to protect, the Deaf and hearing communities in BC.

Should you have any questions or would like more information please contact WAVLI's Professional Standards Committee at professionalstandards@wavli.com

Sincerely

WAVLI

WAVLI Professional Development

Board Report

This winter has been busy for us.

CES Interpretation of Interactive Interviews January, 2012

Failed to get enough registrants

Cancelled

CES Interpretation of Narratives May, 2012

Failed to get enough registrants

Cancelled

Prepped to Go and Going for Prep Workshop with Deb Russell February 23, 2012

Very successful. Total profit of over \$900. Net profit approximately \$400.00.

*See PD Committee Report

Sent followup to workshop attendees (including Deb's Powerpoint & hiring agency questionnaire)

Ethics Workshop with Karen Malcolm slated for March 24, 2012

Advert out on the listserv

Some registrants so far but lacking big numbers

Cancelled

Workshop for the AGM in April:

Sub-Cultures in the Deaf Community: Adolescents, April 14, 2012

Presented by Alayna Finley

We've been having trouble nailing this one down. Communication seems to be happening rather slowly.

Let's Talk Okanagan, facilitated by Rhys McCormick, April 22, 2012

Have been in dialogue with Rhys regarding location, time, etc.

Contacted Marie Clark, COI. She will be sending out a "save the date" to interpreters that she is in regular contact with

Advert out to the listserv for "save the date" as well

We are in dialogue with Erin Wilkinson from Winnipeg around a workshop here in the lower mainland

We are in talks with Paul Dudas regarding a workshop here in the lower mainland

Our past activities have included:

ASL the Neglected Treasure with Paul LeDrew, July 10, 2011

Fairly substantial registration and good feedback

Grief Recovery Workshop with Heather Perry and Susan Dahlgren, November 10, 2011

Heard back from attendees that the workshop was very beneficial

Let's Talk Vancouver Island, facilitated by Robyn Albert, October 15, 2011

Resulted in some focussed discussion of issues island interpreters are facing & some direct outcomes

Interpreter Cafe, facilitated by Lizz Killean and Barb Mykle-Hotzen, December 10, 2011

Nice Saturday morning dialogue

Followup sent to attendees

Thank you,

Anita Warren & Karly Sandboe, Co-Chairs

Fundraising Report

WAVLI Board Meeting

Monday March 19, 2012

Activities to Date

1. Contacted Professional Development to dialogue about future "Let's Talk" sessions. PD has planned a "Let's Talk" in Kelowna. We will continue to discuss the possibility of sharing the responsibility
2. Jessica contacted us after her CSP meeting regarding community education.
3. Jessica contacted us about working with Barb Mykle-Hotzon to establish ongoing "Interpreter Cafes"
4. Sourcing out local companies to use for WAVLI wear. It is a wise financial decision to have a local company work with WAVLI to cut down on shipping costs.
5. Wrote 'article' for the Ripple

Ongoing Activities

1. Discuss CSP meeting outcome at the upcoming board meeting
2. Holding off on ordering WAVLI wear because of the potential logo change
3. Potential partnership with Barb Mykle-Hotzon regarding an "Interpreter Cafe": Agency Evening

Future Initiatives

1. Launch WAVLI wear when logo and branding has been finalized
2. Work with Professional Standards, Public Relations and local agencies to educate the public about interpreters role, hiring, etc.
3. Work collaboratively with Barb MH re: Interpreter Cafes

Directory

March 11, 2012

Activities to date

Directories finally received (March 8th & 9th).

No adjusted price as of yet.

Advised Jason that we wouldn't be paying the full invoice fee due to extended wait times, and errors beyond my control. Requested 50% reductions, he said he couldn't do that but would be able to get back to me on Monday March 12th, with a "great" deal for us.

Public Relations Committee Report

ACTIVITIES TO DATE –

1. Attended Feb meeting
2. Contacted AVLIC MAL re; PIPA - they referred me to Shelly Williams, who is the contact for PIPA at AVLIC. It was her understanding is that she has been in contact with all of the chapter Presidents in regards to the PIPA document but I am not sure as to what the progress for it is at the moment. We can connect with her further. @ mal1@avlic.ca
3. Drafted Ripple submission for AGM
4. Discussion with VP re: end of term for PR Chair: this was news to me when Barb sent out the email as I did not know that I was stepping in half way into Sarah's term.
5. After much consideration I have decided to end my term as PR Chair. I will however continue to remain on the committee.

FUTURE INITIATIVES –

1. Put feelers out for new PR Chair
2. Prep for the AGM
3. Call a committee meeting
4. Draft a portfolio for the new PR Chair

Tech Report March 19th 2012

Important Note: Request interpreter form needs update and currently is not working (webmaster has been contacted)

Action Items:

-All positions need a two paragraph synopsis on what they have been up to and are planning in the future and send it to Suzie within the next two weeks. **Completed**

-Trevor will look into when the distance reps schedule and other locations for meetings that might be able to host broadcasting. **Ongoing**

(this is basically ongoing for now, but could be taken off the ACTION ITEM list, as we're just working on improving broadcasting in general.)

-The Tech committee will investigate getting three distinctly different designs ready so that we can present the idea at the AGM. **Tabled due to current workload of Technology Committee**

Activities to date:

- Discussed changes and design ideas with Website designer in regard to the WAVLI.com website.
- Drafted, with support from the Vice-president, a service contract for website design

Ongoing activities:

- Maintaining contact and working with remote community representatives
- Providing Technology related information and support to Board members and committees on an as needed basis.
- Liaising between the web-master of www.WAVLI.com and the WAVLI executive board.
- Maintaining listserv

Future Initiatives:

- Maintain ongoing communication with website designer throughout the creation of the new wavli.com website.