

MEDIA RELEASE: VANCOUVER COASTAL HEALTH HONOURED FOR HELPING TO BREAK DOWN LANGUAGE BARRIERS

(no placeline -- Sept. 14, 2021) Ongoing work to ensure that people in the ethnically- and linguistically-diverse Lower Mainland has earned top honours for Vancouver Coastal Health (VCH) from the International Association for Public Participation (IAP2) Canada. VCH received the 2021 Award for Respect for Diversity, Inclusion and Culture at the annual IAP2 Core Values Awards, announced Monday in an online celebration.

The project, “VCH Translation and Interpretation Engagement”, addresses the challenge of having an inconsistent language-interpretation system in a region where approximately a third of the population do not have English as their mother tongue. Being hampered in communicating about their health-care needs can be a barrier to accessing safe, timely care.

“Vancouver Coastal Health serves a diverse patient population of more than 1.25 million people across 12 municipalities and four regional districts,” notes Charlene Chiang, VCH’s Vice President of Communications and Strategic Partnerships. “Insights from this engagement will inform the creation of a regional framework that will enhance translation and interpretation practices across all our communities of care. The outcome of this engagement will change the way our organization communicates with some of our most vulnerable patients and clients, and support culturally safe, quality care by improving access to health information.”

The IAP2 Canada judges noted that the process engaged with patients, communities and service providers to better understand the diverse communities that VCH serves, and create more accessible materials. Moreover, “A demonstration of the strength of the input was that it was immediately put to use as part of the Phase 2 COVID-19 response.”

All of the 2021 IAP2 Canada Core Values Award winners can be viewed online, at <https://www.iap2canada.ca/cva-2021>.

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About Vancouver Coastal Health: VCH is responsible for the delivery of \$4.1 billion in community, hospital and long-term care to more than one million people in communities including Richmond, Vancouver, the North Shore, Sunshine Coast, Sea to Sky corridor, Powell River, Bella Bella and Bella Coola. VCH also provides specialized care and services for people throughout B.C., and is the province's hub of health-care education and research.

About IAP2 Canada: IAP2 Canada is the country’s preeminent organization dedicated to promoting, supporting and improving the practice of Public Participation. Its 1100 members in all thirteen provinces and territories, working in all levels of government as well as industries and

academia, seek to ensure that people affected by a decision are consulted in the making of that decision and are informed of the way their input affected the outcome. IAP2 Canada is part of a worldwide organization, with regional affiliates in Australasia, Indonesia, the USA, Southern Africa, and individual members in Italy and Latin America.