



## **Dispute Resolution Process (DRP) Review: Frequently Asked Questions**



### **WHY DO WE NEED A DISPUTE RESOLUTION PROCESS (DRP)?**

Consumers and members need an avenue to address potential breaches of ethics, i.e., behaviour or business practices of AVLIC members. A dispute resolution process by which consumers and colleagues feel comfortable in addressing concerns will build trust and strengthen working relationships.

The process by which disputes are resolved is the backbone of our Code of Ethics and Guidelines for Professional Conduct. It also provides assurances of ethical conduct and strengthens the reasons why only AVLIC members should be hired as interpreters.

AVLIC needs a legally binding process to revoke an interpreter's membership in cases where they have been found in direct conflict with our ethical principles and whereby such a sanction is required and appropriate.



### **WHY DO WE NEED A REVIEW?**

The current DRP was fully implemented in 2008 and was due for a review in 2012. However, during the time since implementation, we have received feedback indicating the system is not working for some of those who enter into the process. Additionally, we have received feedback that some consumers and some members are reluctant to even enter into the process. This is a clear indicator that the system needs to be reviewed.

Lastly, we have received informal advice from a legal consultant that our current DRP is not legally binding. The current review will include further legal investigation to ensure the DRP has a legal foundation, thus furthering the success of the process.



### **WHY WAS THE REVIEW NOT INCLUDED IN THE CURRENT STRATEGIC PLAN?**

When the Board determined the strategic plan in 2009, the DRP had only been in place for one year. Time was needed to allow the program to unfold. We were confident that if needed, the DRP could be included in a subsequent strategic plan. However, after the strategic plan was ratified, we began to receive feedback that clearly indicated a review was necessary. Trust-based relationships within our profession and the communities we work with are paramount.



## **WHAT ARE THE COSTS INVOLVED IN RESTRUCTURING THE DRP?**

The review includes detailed consultation with stakeholders, consumers and members. Extensive time and effort is needed to collect said information, analyze the data, consult with parallel organizations, and produce recommendations to improve our system. For more information on the cost, please review the DRP Review and Recommendations RFP on the AVLIC website.



## **WHAT IS HAPPENING WITH THE CURRENT DRP WHILE THE REVIEW IS HAPPENING?**

The current DRP has three levels. At this time, Level Two – Mediation and Level Three – Arbitration have been suspended. Level One continues to be in effect with a skeleton crew of only six people.



## **WHAT HAPPENS IF A CONSUMER OR COLLEAGUE NEEDS TO USE THE DRP DURING THE REVIEW?**

Level One is still functioning with limited volunteers. Internal Resource Persons (IRPs) and an Acting DRP Coordinator are available to assist members and consumers with addressing concerns directly with individuals. However, our Internal Resource Persons and the AVLIC Board of Directors are very familiar with the original DRP process and all three levels. If a case is not resolvable at Level One, the Internal Resource Team (IRT) and Acting Coordinator will make recommendations for next steps to the Board of Directors. The Board of Directors will consider these recommendations and actions will be determined on a case-by-case basis with the appropriate resources used to attempt a resolution that is amenable to both parties. The Board and the IRT will act in the spirit and intent of restoring the relationship between both parties with a safe and low risk approach.



## **WHAT ABOUT WAVLI AND BRITISH COLUMBIA'S OCCUPATIONAL TITLE PROTECTION?**

WAVLI in British Columbia has successfully attained occupation title protection and within that legislation is the need for the WAVLI board to have their own process to resolve disputes. The DRP review will include considerations regarding how the AVLIC Board of Directors may address sanctions determined by the WAVLI Board.



## **WHAT HAPPENS AFTER THE REVIEW?**

When the review is complete, the consultants will bring recommendations to the Board and to the membership at the 2014 AGM in Winnipeg. The Board will review those recommendations and will implement some immediately and include others into the next strategic plan as volunteer/staffing, and funds allow.