



## **December 2013 Update on the Dispute Resolution Process (DRP)**

The AVLIC Dispute Resolution Process (DRP) is a vital part of our organization; it benefits all members and stakeholders. The DRP is the foundation of bringing people together to resolve issues and to ultimately uphold our professional values. Unfortunately, from the feedback we have received to date, it is clear that the current process is not producing the results we anticipated; thus leaving some of our members as well as the Deaf community and other stakeholders dissatisfied with our only process for dispute resolution. Our feedback shows that there may also be resistance to entering into the process. Additionally, we have received informal legal counsel indicating that our current process requires modifications to ensure it is legally binding in cases where a member advances through all levels of the DRP and it is determined that their membership needs to be revoked. Of course, this would be a last resort and AVLIC would attempt to resolve the issue at hand prior to taking this step.

In late spring of 2013, a Request For Proposal was developed and distributed by AVLIC to solicit proposals for the review of the current DRP system. At the 2013 AGM in June, the membership ratified a motion (TO13G-17<sup>1</sup>) to hire a project manager to review the DRP.

Your AVLIC Board of Directors is pleased to announce the contracting of Sylvie Lemay and Madeleine Mcbrearty to conduct the DRP review and to provide recommendations for the implementation of a restructured DRP.



### **HIGHLIGHTS FROM THE PROPOSAL:**

There are eight stages within the project scope of restructuring the DRP in a way that reflect the needs of the community and AVLIC's parameters. For this part of the project, Phases 1-4 will be completed and findings will be presented at our AGM in 2014.

Phases 1-4 will be done in two parts as following:

#### ***PART 1: REVIEW OF CURRENT REALITY: ASSESSING NEEDS***

- Determine the intent and process of the originators of the current DRP in order to accurately grasp the roots of the program
- Clearly delineate the current DRP as it actually unfolds

- Identify strengths and insufficiencies of current DRP and determine the needs for a restructured / new DRP model

## ***PART 2: RESTRUCTURED DRP DESIGN AND RECOMMENDATIONS FOR IMPLEMENTATION AND EVALUATION***

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- Identifying the objectives and desired results of a highly effective DRP (community input)
- Identifying what currently stands in the way of achieving the desired results
- Clarifying the boundaries of the restructured DRP
- Ascertaining the factors that might influence the implementation of the DRP; identifying 'best practices' from other professional organizations
- Provide recommendations for implementation and evaluations of the DRP

There will be ongoing collaboration between the project leaders and the AVLIC president. Reports and updates will be submitted to the Board at all steps of the project. A final report containing a restructured DRP design and recommendations for implementation and evaluation will constitute the final deliverable for the project.

The consultants have begun arrangements to host Town Hall meetings or other means of obtaining community input in several Affiliate Chapters. Our goal is to have the recommendations ready by the 2014 AGM in Winnipeg.

To have a process that is worthy of our national association, your AVLIC board believes that Sylvie and Madeleine's education, experience and approach will be instrumental in redefining the DRP. We are excited and wholeheartedly looking forward to working with Sylvie, Madeleine, members, the Deaf community and other stakeholders to redevelop our DRP.

If you have any questions or would like to see a full copy of the proposal, please contact the AVLIC office at [avlic@avlic.ca](mailto:avlic@avlic.ca).

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**\*MOTION TO13G-17 (AMENDED):** I move that AVLIC hire a project manager to review the Dispute Resolution Process (DRP), to recommend changes for ratification by the membership at our next AGM in July 2014, and in accordance to ratification, establish implementation protocols to include training, specific to the DRP, of all AVLIC volunteers/Board members/coordinators (as needed) and educating our members and the communities we serve on the revised changes to the DRP.

Colleen Friel (Jocelyn Mark Blanchet)

Rationale: Over the last 3-4 years the AVLIC Board of Directors has received a variety of feedback from members, consumers, Internal Resource Persons (IRPs), coordinators of the DRP and legal advice to prove that this DRP system needs to be revised. Currently, the AVLIC Board has made a decision to suspend levels two and three of the DRP based on this feedback.

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The Board is currently operating the DRP in Level One only because our human resources (IRPs) are extremely low - only six nationwide. The original group of trained IRP contracts were up in 2012. A review was to be done by volunteers between 2011 and 2012; however, due to limited resources the review was never completed. The AVLIC Board of Directors needs to continue to do its due diligence and reduce legal risk by performing the review, answer to and incorporate the feedback received thus far into a new and improve DRP for ratification by the members at our next AGM -2014. After which time, AVLIC Board of Directors needs to retrain current IRPs and newly recruited IRPs to restore the system and educate our members and the public on the new system.

AVLIC has a responsibility to uphold its mission, vision and core values in which the DRP is the cornerstone of all three of these components and constitutes the backbone of AVLIC as an organization. The cost of this review is currently unknown. The AVLIC Board of Directors has issued a Request For Proposals (RFP) to find a successful bid on this project. The complexity and breath of such a project can only be successful with dedicated resources – both human and monetary. The successful proponent of this RFP will be a proponent who meets the criteria and whose fees are appropriate.