

SUMMARY OF DISCUSSION
ACCESSIBILITY ADVISORY COUNCIL MEETING
Monday, February 3, 2014, 12 Noon – 3:00 p.m.
2nd Floor Boardroom, Norquay Bldg., 401 York Avenue

Present: Jim Derksen, Lanny McInnes, Scott Jocelyn, Jim Baker, Diane Driedger, Doug Momotiuk, Judy Redmond, Eileen Clarke

Absent: Yvonne Peters, Diane Scribe Niiganii, Chris Summerville, Karen Pirnie

Following the November 28, 2013 meeting, the Council provided the Minister with recommendations on a process for the development of the first accessibility standard. Among the recommendations were:

- Customer service be the first accessibility standard developed
- Council would serve as the committee to develop the customer service standard
- Individual appointed by the Minister serve as Chairperson/facilitator of the committee
- Terms of Reference be developed for the Minister approval and be posted publicly

The Minister agreed to all the proposed recommendations of the Council. With a moratorium on all outside consultants for 2014, it was suggested a senior manager (DM/ADM) serve in the Chairperson/facilitator capacity. An official within Finance compiled a list of 7 candidates who could fill the role of the position we were seeking. With the approval of the Minister, a senior Deputy Minister was chosen to serve as Chairperson/Facilitator to the Customer Service Standard Development Committee. The Secretary to the Council has arranged to speak with the Chairperson in the near future regarding her role and a number of documents prepared for the Council in its development of a customer service standard. It is expected the Chairperson will begin her duties in the coming weeks. The Chairperson will serve the committee until a proposed customer service standard has been developed for consultation with the community.

Two members of the Council, Karen Pirnie and Chris Summerville, have chosen to resign from the Accessibility Advisory Council. It is the intent of the Council to fill those positions with individuals from their designated field; seniors and mental health. The Minister has been apprised of this situation, and with the discussions with the Disabilities Issues Office, has identified individuals from these communities to serve on the Council. They will be contacted to assess their willingness to sit on the Council.

Three documents were prepared for the Council meeting; the draft Terms of Reference for the Customer Service Standard Development Committee, the draft “seed” document that will serve as the basis for the beginning of discussions and deliberations, and the draft Gantt chart outlining timelines for actions related to the development of the Customer Service Standard. With the exception of a couple additions and amendments, the revised draft Terms of Reference will be forwarded to the Minister for approval. Given approval by the Minister, the Terms of Reference will be posted publicly on the Disabilities Issues Office website, www.gov.mb.ca/dio

The draft timelines for several of the activities in the Gantt chart were discussed. Most notable was the time dedicated to the development of a proposed standard for consultation and the lead time required for proper stakeholder notification. The suggested timelines will be an item of business between the Secretary to the Council and the Chairperson of the Customer Service Standard Development Committee at their first meeting.

The “seed” document will serve as a starting point for discussion and deliberation on a proposed customer service standard in Manitoba. The basis of the “seed” document are the highlighted legal requirements established in Ontario for their Customer Service Accessibility Standard. It is expected there will be a lot of discussion related to how much we may choose to stray or vary from the Ontario standard. They will be considerations we apply to our discussions on our proposed standard in customer service. It is agreed that it is the Council’s responsibility to seek consensus on a set of recommendations that best reflect the interests of Manitoba.

The next meeting will be determined following discussions between the Secretary of the Council and the Chairperson of the Customer Service Standard Development Committee.