

SUMMARY OF DISCUSSIONS
ACCESSIBILITY ADVISORY COUNCIL MEETING
FRIDAY, OCTOBER 23, 2020
ONLINE FORUM

Present: John Graham (Chairperson), Scott Jocelyn, Dianna Scarth, Martin Harder, Josh Watt, Brad Robertson, Laurel Repski, Kris Cowley, John Wyndels/Colleen Watters (DIO), Heidi Wurmman, (Assistant Deputy Minister of Families) and Lucia Madariaga-Vignudo (Assistant Director of Compliance).

Absent: None.

The chairperson welcomed everyone to the meeting and members introduced themselves. The Assistant Deputy Minister thanked the Council for its ambitious work and provided an update on standard development. Input from the Accessibility Advisory Council assists in that process. The Council will also begin its mandatory five-year review of the Customer Service Standard. This important work will ensure the standard is achieving its established objectives.

A representative from the Compliance Secretariat provided an overview of its work, a power point presentation on the compliance framework and ideas for future involvements.

The Chairperson guided Council through the terms of reference for the mandatory review of the Accessibility Standard for Customer Service. Council agreed that the review should be a collaborative process. Consultation must be comprehensive and province-wide and may include surveys, be virtual and use the Zoom Platform.

Decision: At the next meeting, Council will brainstorm what to include in the review, how to conduct the consultation and develop a draft timeline.

Action: The Secretary will contact Ontario and invite a representative to the November 20, 2020 Council meeting.

Decision: Council members approved the Terms of Reference for the Customer Service Standard Review by consensus.

Action: Prior to the November meeting, the Chairperson and Secretary will develop a draft work plan and timelines for the Customer Service Standard Review to be shared with Council.

Council was reminded about the DIO's webinar about [The Future of Work: Accessible & Inclusive Employment during COVID-19 & Beyond](#). The session features Shane Kanady of SourceAmerica and will take place on Thursday, October 29, 2020, from 2:00 to 3:00 pm. Those wishing to attend must register using Eventbrite or contact the DIO.

The next meeting will take place on Friday, November 20, 2020, from 10:00 am to Noon.