

**SUMMARY OF DISCUSSIONS**  
**ACCESSIBILITY ADVISORY COUNCIL MEETING**  
**TUESDAY, APRIL 6, 2021**  
**9:00 – 11:00 AM**

**(ONLINE FORUM)**

**Present:** John Graham (Chairperson), Scott Jocelyn, Kelly Cook, Josh Watt, Kris Cowley, Dianna Scarth, Nicholas Borodenko, (Prairie Research Associates), John Wyndels, Emily Walker and Colleen Watters (Manitoba Accessibility Office)

**Absent:** Brad Robertson and Laurel Repski

The Chair welcomed everyone to the meeting.

With respect to public consultations for the Customer Service Standard Review, six focus groups were booked, with the possibility of a seventh group should another sector request a separate session.

Council discussed options for holding two public webinars as part of the review.

**Decision:** Council recommended keeping all options open, including holding two webinars with breakout sessions.

Nicholas Borodenko, Partner at Prairie Research, provided Council with an overview of preliminary findings of a survey of 200 Manitoba businesses on the Accessibility for Manitobans Act, knowledge of accessibility standards and the most effective ways of outreach.

**Action:** The Secretary will send the PowerPoint of the Prairie Research findings to Council members.

The Chair walked Council through the potential questions developed with assistance from Prairie Research for the EngageMB survey, as part of the Customer Service Standard Review.

**Action:** Council will submit feedback on the draft survey to MAO by Thursday, April 8, 2021.

The Council did not set a date for the next meeting. The Chair encouraged members to attend the focus groups and webinars.