

SUMMARY OF DISCUSSION
ACCESSIBILITY ADVISORY COUNCIL MEETING
CUSTOMER SERVICE STANDARD DEVELOPMENT COMMITTEE
Thursday, February 20, 2014, 11:00 a.m. – 1:00 p.m.
Room 314, Legislative Building, 450 Broadway

Present: Jan Sanderson (Chairperson), Jim Derksen, Scott Jocelyn, Lanny McInnes, John Wyndels (Secretary), Yutta Fricke (DIO)

Absent: Diane Scribe Niiganii, Diane Driedger, Jim Baker, Yvonne Peters, Judy Redmond, Eileen Clarke, Doug Momotiuk

This was the first meeting of the selected Chairperson of the Customer Service Standard Committee and the Council.

Changes to the draft Terms of Reference were incorporated following the last Council meeting. A further review took place and final changes suggested. A revised Terms of Reference will be e-mailed to seek approval from all members and posted on the Disabilities Issues Office (DIO) website for public viewing.

Once the Order in Council is approved, two new members will join the Council replacing members who have chosen to step down from the Council. The new members represent the designated fields of the former members; seniors and mental health. Secretary to the Council will provide training and orientation for the new members prior to beginning their term on the Council.

A Gantt chart was presented as a basis for discussion of actions and time line for the standard's development. It was suggested an additional action on the Gantt chart indicate advance notice to all stakeholders prior to the beginning of public consultations. Given the scope of who will have responsibilities under the standard, it is in the best interests of all parties involved to be adequately notified of consultations. Much more so than the public consultation leading to the Council's report on accessibility legislation, these consultations will draw out a more diverse and concerned audience. There are a number of national organizations with operations across the country who will want to participate. It was suggested a webinar be staged to reach the organizations/sectors with obligations under the standard.

Yutta Fricke described the promotional material that the DIO is preparing as part of public awareness of the legislation. Fashioned around a similar document prepared in

Ontario, the 5" x 7" brochure will outline in broad strokes the purpose of the act, who it applies to, and how the objectives of the legislation will be achieved.

The "seed" document, which spells out in point form the customer service requirements in Ontario, will serve as the starting point for discussion and deliberation on a proposed customer service standard in Manitoba. Members present agreed our standard should be consistent with the standard in Ontario. A lot of work was done in developing an Ontario standard that works for all parties involved: persons with disabilities, the public sector and private and not-for-profit sectors. Consistency of standards makes sense from a customer perspective as well as a business perspective. National organizations that operate facilities across the country would like standards to be harmonized from province to province.

Businesses and organizations in Ontario with more than 20 employees have a different set of requirements than smaller operations. Sources within government have provided some resources regarding the size of businesses in Manitoba. They will be made available next meeting.

An Executive Committee will be formed to determine agenda for the Customer Service Accessibility Committee, as well as any other issue that requires attention. They will meet/conference call in the week prior to Council meetings or as required.

The next meeting of the Customer Service Accessibility Committee is Thursday, March 20, at the 2nd floor Boardroom of the Norquay building.