

**SUMMARY OF DISCUSSIONS OF THE  
INFORMATION AND COMMUNICATION  
STANDARD DEVELOPMENT SUB-COMMITTEE  
8:30 A.M. – 12:00 P.M., THURSDAY, MARCH 1 , 2018  
DXC TECHNOLOGY, 6<sup>TH</sup> FLOOR, 200 GRAHAM AVENUE**

**Present:** Lisa Snider (Chairperson), Tanis Woodland, Jim Hounslow, Tony Sailor, John Wyndels (DIO)

**Regrets:** Carol Bartmanovich

Using the customer service standard as a template, Lisa prepared the proposed the proposed information and communications standard. It is written in a formalized manner, including what organizations must be in compliance with the standard and associated timelines. There was the suggestion that emergency services (police, paramedics, hospitals) be included along with government as the first organizations that must comply with the information and communications standard. This does not follow the compliance schedule of other standards. The Secretary identified some of his concerns with changing the schedule. There is further discussion required to identify who has to comply by and when.

Training is a separate section unto itself. It should apply to certain people in the organization. But what does the training consist of? Does it incorporate a lot of the areas that organizations are already be trained in under customer service, such as what is the act, what is attempting to accomplish, the human rights code? Or is the training more refined to those areas or sections in the information and communications standard that aren't covered under customer service, such as diital technology.

We discussed scenarios of who could/should be required to receive training. We have to be clear on what the training consist of and how it apply to. Following the customer service standard, documentation of when the training is done and what the training consists of is required. The three questions that have to be answered in this area is: who receives the training, what does the training consist of and how often is ti done.

It is agreed that Emergency procedures, plans and public safety information is important and a required component of the standard. Organizations do not necessarily have to make the information tactile, but the information must be available. Organizations have to have an accessible digital format or other means as necessary, if they only have paper or analog now. If you don't have emergency procedures, plans and public safety information, you are not required to create it.

When an organization creates, provides and/or receives information and communications, it has to make them accessible. This includes print / digital and in-person. Anything new, either purchased or made in-house, must be accessible. Current (in-use) applies. The organizations must schedule or plan changes or upgrades to make the information accessible. There is a recognition that not everything can be made accessible. If an organization can't make a document accessible, it must say why. Legacy and archive materials are made accessible on-request.

We have to define appropriate terms at the front end of the standard (content / information / communication / authoring).

The next meeting of the sub-committee will be Wednesday, March 7 from 8:30 a.m. - 10:45 a.m. at DXC Technology, 6<sup>th</sup> floor, 200 Graham Avenue.