**SUMMARY OF DISCUSSIONS OF THE
INFORMATION AND COMMUNICATION
STANDARD DEVELOPMENT COMMITTEE
9:30 A.M. – 12:00 P.M., WEDNESDAY, JANUARY 31, 2018
DXC TECHNOLOGY, 6TH FLOOR, 200 GRAHAM AVENUE**

Present: Lisa Snider (Chairperson), Tanis Woodland, Jeff Buhse, Jim Hounslow, Carol Bartmanovich, Doris Koop, Paul Knapp, Chris Bohemier, Allen Mankewich, John Wyndels (DIO)

Regrets: None

The public input session worked out well. The Committee was pleased by the turnout of individuals and organizations, and there was a good mix of participants. Thanks to the DIO, facilitators and committee members for their work in this input session. Transcribed notes of all input were sent to all Committee members. The Committee felt the discussion was at a lower level than what the committee has been discussing in the development of the standard. Most of the participants are concerned with the deliverables, and not nearly as much with the details. Common themes of training, awareness and attitudes came up again and again, as did education and resources. Privacy and emergency situations came up, as well as a good range of print and digital accessibility issues.

Section 15-19 of the Information and Communications standard in Ontario apply to educators, libraries and trainers (called 'three areas' below). These sections were used in Ontario mainly to develop champions for this standard.

The Committee considered many questions. Should we parse out these particular organizations and have specific requirements assigned just to their work and materials? Do we need these champions? Why is it important that the standard apply to one sector more so than another? Would there be less confusion if they weren't parsed out? If parse them out, where draw the line on who to include or not to include? What about critical services?

It was clear that training, awareness, knowledge and attitudes were important common themes in the Public Input Session. As well, training is part of the Customer Service Standard and Employment Standard Final Draft and it was felt that this Standard should have it as well. The training under the customer service standard in Manitoba is very broad and applies to all employees and volunteers of an organization. Training in the employment standard applies to human resources and supervisory positions. So, the training in the ICS would not be a duplicate, and could be specific to information and communications, so it would be additional to the Customer Service and Employment trainings.

As far as training in the information and communications standard, a print designer is considerably different than a digital designer, so print and digital would be important to include in training. The question of whether alternative formats should be included was also considered. What kind of training is performed is particular to different businesses

and sectors, so it could be individualized to suit each environment. It was agreed that people responsible for procurement, delivery, design, development and support are areas of an organization who it will be recommended take training under the information and communications standard. Topics could include: why accessible IC is important? Who faces barriers? What to do for support and procurement? It was noted that the training should be generic and not frozen in time, in terms of technologies discussed.

The topic of authoring was discussed. The Committee felt that authoring was not the same as content delivery, as authoring was production based and delivery was different. The authoring tool needs to be accessible for those who use it to create content, and the authoring practices help make that content more accessible to the viewer. This involves both the front and back end and includes both customers and employees.

Tools are under procurement, as it can be bought or made, and they need to be accessible. When a person with a disability receives his content in an accessible manner in an employment setting, the employer is reasonably accommodating that individual. Procurement is making sure when you hire a person that they have the necessary information and communications skills to do the job that is required of them. Whereas the employment standard is an individual-based standard system, accessible procurement would be more of a systemic change.

The meeting was adjourned at 12:00 p.m. The next meeting is scheduled for Wednesday, February 14 at 9:30 a.m. at DXC Technology, 6th Floor, 200 Graham Avenue.