

**SUMMARY OF DISCUSSIONS OF THE
INFORMATION AND COMMUNICATION
STANDARD DEVELOPMENT COMMITTEE
9:30 A.M – 11:30 A.M., TUESDAY, JULY 13, 2017
DXC TECHNOLOGY, 200 GRAHAM AVENUE**

Present: Lisa Snider (Chairperson), Jeff Buhse, Doris Koop, Paul Knapp, Tanis Woodland, Allen Mankewich, John Wyndels (DIO)

Regrets: Chris Bohemier, Jim Hounslow

The Chairperson has attempted to reach the Accessibility Directorate of Ontario (ADO) regarding apps and clarification of other issues. The realm of Information and Communications (IC) is rapidly changing with everything from driving cars and holograms. With the ever-changing landscape of IC, maybe the standard should be designed to be more general, rather than specific. Lisa has connected with one member of the Ontario IC review committee and they are discussing the same issues.

The committee picked up their discussion of the side-by-side in Section 1 – Exemptions. What about shelving in stores? For example, what about product pricing? Should this be applicable? What is reasonable? This will be added to the parking lot. Prescriptions and information for patients on various medications provided by pharmacists should be made available in alternate formats. This is directly referenced in the Guide.

We returned to the question of unconvertible information, for example, mathematical or scientific equations may be considered unconvertible. It may be a question of the availability of the equipment required to convert material. Another example is floppy discs or Facebook's interface (as this isn't in the control of anyone but Facebook). Should the term 'unconvertible' be included in the definitions section? Should it be used or should another term be used instead? There is also a question of intellectual property and confidentiality, and how this would apply to places such as health care facilities. Again, a lot of this comes down to what is reasonable in given situations.

The Committee agreed that Feedback was important enough to keep it in the Standard and have it as its own Section. Inconsistencies were found in this Section between the Guide and the current online e-Laws standard. In this situation, the online current e-Laws standard should serve as the definitive version and be seen as our version until told otherwise. As well, there was discussion about feedback and what it was, in terms of whether a website Contact Us form would be considered feedback, versus a Feedback or Survey Form. This information could be noted in an Official Government Guide to the standard.

A number of committee members objected to the word "reasonable" and "upon request" in the Customer Service Standard established in Manitoba. The Secretary strongly urges our "feedback" section to be closely aligned with what has already been set out in the Customer Service Standard. We cannot have conflicting or contradictory interpretations of feedback depending on the standard.

The meeting was adjourned at 11:30 a.m. The next meeting of the committee is Thursday, July 27 at 9:30 a.m. at the Disabilities Issues Office, 630-240 Graham Avenue.