**SUMMARY OF DISCUSSIONS OF THE
INFORMATION AND COMMUNICATION
STANDARD DEVELOPMENT COMMITTEE
9:30 A.M – 11:30 A.M., TUESDAY, JULY 27, 2017
DXC TECHNOLOGY, 200 GRAHAM AVENUE**

Present: Lisa Snider (Chairperson), Jeff Buhse, Doris Koop, Tanis Woodland, Tony Sailor, Jim Hounslow, Allen Mankewich, John Wyndels (DIO), Rocco Scarcella (DIO)

Regrets: Paul Knapp, Chris Bohemier

Lisa continues to seek clarification from the Accessibility Directorate of Ontario (ADO) regarding language used in the information and communication standard and the consumer guide. In the Feedback section of the guide, there is an addition provision not found in the standard as codified in the e-laws section of the Government of Ontario website. Lisa and the DIO will reach out to the ADO on clarification of the issue. It should be assumed that the IC standard marked as the most current one that was found on the Ontario e-Laws website represents the proper language.

Prescription labels and how they fit under the Ontario IC standard was noted. Apps are unaccounted for in the Ontario regulation. Coming into force in 2010, the IC standard does not apply to many recent electronic applications related to the internet that have become prevalent. Ontario is currently conducting their 5-year review of the information and communication (IC) standard. How the IC standard applies to apps is among the issues requiring attention.

Barrier-Free Manitoba (BFM) has commissioned the Public Institute Law Centre (PILC) to do a jurisdiction scan of information and communications standards. It will be shared with the committee when it is complete. The current Administration in the United States has stalled the impending addition of website regulations into the ADA.

The committee picked up discussion of the side-by-side in Section 3 – Feedback. The key point in feedback section is the term 'upon request'. Processes for receiving and responding to feedback must be accessible to persons with disabilities, upon request. If an organization does not have a feedback practice, they are not required to establish one. The Secretary stresses that the committee remain consistent with the requirements of and what is contained in the feedback section of the customer service standard. We looked at the AMA Customer Service Standard wording under Section 10 Feedback.

When consumer guides are developed to assist organizations with understanding the IC standard, it is imperative to provide examples of what is reasonable. Reasonable accommodation is a recurring theme of both the customer service and employment standards and a central tenet of the human rights code.

The Committee talked about the difference between the feedback and the accessibility of the mechanisms to get that feedback. The Committee agreed that the process, providing and/or receiving of feedback should be accessible and be provided in multiple methods, with the mechanism of provision of that feedback be accessible.

It was accepted that the committee will come to agreement on concept and sections to be contained in the proposed IC standard, before deciding on timelines.

The committee moved into Section 4 - Accessible formats and communication supports. Discussions took place about whether the term 'reasonable' or 'best effort' should be included, to again fit with the AMA Customer Service standard. There was a discussion about whether the IC standard should note specifics in terms of formats (ie: PDF or Word) or be more broad, as formats can change in the future.

Discussions included looking at the physical (analog) and digital in the IC and this section and how that relates to formats, as printed formats are different from digital ones. As well, documents were discussed as they are not strictly included in the AODA IC, and their importance should be noted.

Discussions about how IC applies to broad format types (including ASL, printed Braille, etc.) and broad disabilities and we need to consider both in our next discussion. As well, the Committee talked about how content was different than the container/interface/technology that was attached to it, or was needed to access the content.

Finally, the Committee discussed what would be covered under the IC in terms of a list of items, such as 3D printing, holograms, smart cars, etc. We will list out more possibilities in the next meeting.

The meeting was adjourned at 11:30 a.m. The next meeting time was not agreed to at the time the meeting adjourned. It has subsequently been scheduled for Wednesday, August 16 at 9:30 a.m. at DXC Technology, 6th Floor, 200 Graham Avenue.