

# Accessibility Standards Advisory Board April 17, 2023, Meeting Summary Report

## **Attendance:**

Debbie Ryan (Chair), Juanita Ford, Joshua Menchions, Trisha Rose, Jeffrey Normore, Terri Jean Murray (Director, DPO), Karen Davis (DPO), Kate Dawe (DPO)

## **Regrets:**

Dr. Shawna Matthews (Vice Chair), Les Gilholme, Camille Rose

## **Introduction:**

The Board Chair and Director of DPO brought greetings and welcomed members to the meeting.

Documents were provided for review including the Accessibility Plan Guide Draft, as well as a Draft Terms of Reference for the Accessible Customer Service Standard Committee.

## **Accessibility Plans:**

An update provided to the Board on the progress of work related to the accessibility plan guidelines and template for the public bodies. As per the **Accessibility Act**, public bodies including government departments, agencies, boards, and commissions are required to develop and make public accessibility plans by December 31, 2023. Potential learning opportunities and resources will be available soon.

## **Activity Plans:**

Activity Plans are prepared in accordance with the requirements for a category three (3) entity under the **Transparency and Accountability Act**. The Board is required to submit an Activity Plan for 2023-2026. An update was provided to the Board regarding the process for creating the Activity Plan as well as the approval process.

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### **Accessible Customer Service Standard Development Committee:**

Customer Service is the first standard approved for development by the Minister Responsible for the Accessibility Act. Discussion was held regarding the establishment of the Accessible Customer Service Standard Development Committee including expression of interest, selection process, committee support and coordination.

### **Action Items:**

- Model First Land Acknowledgement for future meetings.
- Revise jurisdictional scan for Manitoba to include lessons learned and best practices as identified in the development and implementation of Customer Service Standard(s).
- Update Terms of Reference for the Board and the Accessible Customer Service Standard Development Committee.
- Next meeting will take place on Wednesday, September 27, 2023. Coordination to be determined.