

**Accessibility Standards Advisory Board
November 18, 2025, Virtual Meeting Summary Report**

Attendees: Jeffrey Normore (Chair), Kathleen Parewick, Josh Menchions, Trisha Rose, Juanita Ford, Allison Noseworthy, Les Gilholme, Terri Jean Murray (Director, DPO), Kate Dawe (DPO), Karen Davis (DPO), Rhiannon Macdonald (DPO)

Regrets: Camille Rose

Opening Remarks

Board Chair welcomed members and acknowledged that the Board reviewed and approved the May 30, 2025, meeting summary via email.

DPO Update(s)

The province has a new Government sworn in and the Department of Social Supports and Well-Being (SSWB) has been established. The Disability Policy Office remains a division of the new department.

Hon. Joedy Wall is the new Minister of SSWB and the Minister Responsible for the Status of Persons with Disabilities. He has confirmed that he will be attending the in-person Board meeting in January 2026.

Information and Communication Standard Development Committee

The Expression of Interest (EOI) for the Information and Communication Standard Development Committee is currently in the final stage of the approval process and is anticipated to be ready to share publicly in 2026.

Vice Chair

The Minister is currently engaged in the process of recommending the appointment of a new Vice Chair to the Board. An update will be provided once the process is complete.

New Business

Draft Letter to the Minister

The Board reviewed their letter to the Minister seeking direction on the future standards for development and the request to increase the Board's meeting schedule. Board Chair will complete edits and send to the Minister.

Accessible Customer Service Standard Recommendations

Accessible Customer Service Standard Development Committee Lead advised that the Board's recommendations to the Accessible Customer Service Standard were reviewed

by the Standard Development Committee. It is anticipated that the Board will complete their feedback prior to the next Board meeting.

Technical and Economic Considerations

The Accessible Customer Service Standard Development Committee Lead also provided the Board with technical and economic considerations for the standard recommendations. The Board will finish reviewing at the next Board meeting.

Action Items

- The Board will complete their feedback on the updated draft of the accessible customer service standard recommendations prior to next Board meeting.
- The Board Chair will send a letter to the Minister seeking direction as noted above.

Next Board Meeting

The next in-person Board meeting will be scheduled for January 2026 in St. John's.