

Accessibility Standards Advisory Board
May 30, 2025 Virtual Meeting Summary Report

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

Regrets: Camille Rose, Les Gilholme

Opening Remarks: Board Chair welcomed members. The Board reviewed the March 3, 2025 Board Meeting Summary. All were in favour of posting online once approved by executive.

Updates:

Annual Report

The Board's Annual Report 2024-25 was drafted, reviewed by Board and currently being reviewed by executives. The Disability Policy Office (DPO) will update the Board on its progress. The report will be tabled in the House of Assembly at the end of September 2025.

NL Disability Benefit and Supported Decision-Making Framework Sessions

DPO, in partnership with Seniors and Aging and the Department of Justice and Public Safety, will be hosting sessions across the province to provide information on the Newfoundland and Labrador Disability Benefit (NLDB). There will also be public consultation and engagement sessions to help inform a Framework of Decision-Making. Sessions will be held both virtually and in person.

Standard Development Committee Documents Review

The Board provided input on the Information and Communication Standard Development Committee Expression of Interest and Terms of Reference. DPO will make further edits to the Terms of Reference scope to ensure that it has the similar structure of the Accessible Customer Service Standard Development Committee Terms of Reference.

Correspondence Response to Minister

Chair Jeffrey Normore shared a draft letter to the Minister for members' input. The draft letter provided clarification to the Minister Responsible for the Status of Persons with Disabilities on how the recommendation for the development of built environment standards under the Accessibility Act differs from the Buildings Accessibility Act (BAA) and how it will complement the BAA. The letter also provided further information on the integration of accommodations in all areas of current and future areas for standard

development. The Board agreed that the letter was precise and provided a clear vision for the Board and Committees moving forward in recommending standards for development.

Accessible Customer Service Standard Outline Discussion:

The Committee Lead provided an overview of the Committee's progress toward developing a draft outline of the Accessible Customer Service Standards for recommendation. The Committee reviewed several resources and completed a jurisdictional review to help inform the standard development process. Resources include, and are not limited to, existing relevant provincial legislation: Buildings Accessibility Act, Service Animal Act and Human Rights Act; accessible service delivery standards across Canada; as well as Accessibility Standard Canada's Part One: Design and Delivery of Accessible Programs and Services: Accessible Service Delivery. The Committee consulted with the Board for feedback. The Board approved the outline by consensus and requested the Committee move forward with developing content for the standard development recommendations.

Action Items

- Board Chair will send letter to Minister providing additional information, as requested, regarding the Board's previous correspondence pertaining to recommendations for the next standards for development.
- DPO will update the Board on progress of the Board's Annual Report 2024-25.
- DPO will revise the Information and Communication Standard Development Committee Terms of Reference and Expression of Interest.

Next Board Meeting:

The next in person meeting will be September 2025 in St. John's.