

**Accessibility Standards Advisory Board**  
**September 16, 2025, Meeting Summary Report**  
**Emera Innovation Exchange, 100 Signal Hill Road, St. John's, NL**

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

**Regrets:** None

**Opening Remarks:** Board Chair welcomed members. The Board was informed of its responsibilities during the caretaker period due to upcoming provincial election.

**DPO Updates:**

**Annual Report**

The Accessibility Standards Advisory Board Annual Report was approved in the House of Assembly and can be found on the House of Assembly website.

**Disability Advocate**

Prior to the provincial general election being called, the Minister Responsible for the Status of Persons with Disabilities met with a number of community stakeholders of and for persons with disabilities to get their feedback on what they would like to see as the role, mandate and structure of a Disability Advocate in Newfoundland and Labrador.

**Decision Making Framework Public Engagement and Consultation Sessions**

In May and June 2025 public consultations to seek feedback on the Decision-Making Framework were facilitated. A questionnaire seeking further public feedback has been prepared.

**Board and DPO Activities**

The Information and Communication Standard Development Committee Terms of Reference (TOR) and Expression of Interest (EOI) have been edited and reviewed by the Board. Final edits were made during the meeting. Drafts to be sent for approval.

**Accessible Customer Service Standard Development Committee Update**

The Committee Lead provided a brief update on the Committee's progress which included:

- Jurisdictional review for Accessible Customer Service is complete.
- Draft recommendations for the Customer Service Standard(s) were submitted for review by the Board. Recommendations will go back to the Committee for edits.

**Accessible Customer Service Standard(s):**

The Board reviewed draft recommendations for the Accessible Customer Service Standard(s) from the Standard Development Committee to be recommended to the Minister.

**Action Items:**

- The Board will continue to review draft recommended Accessible Customer Service Standard(s) and send revisions for Sections 4.9 to 4.16 to DPO by Wednesday, September 24, 2025.
- DPO will compile and re-circulate feedback to the Board on September 29, 2025. The Board will review and forward any further feedback to DPO by October 2, 2025.
- DPO will send the recommended edits to the Committee on October 3, 2025, for review in advance of the October 10, 2025, Committee meeting.

**Next Meeting:**

The next meeting will be virtual and take place in November 2025.