

**SUMMARY OF DISCUSSIONS OF THE
INFORMATION AND COMMUNICATION
STANDARD DEVELOPMENT COMMITTEE
9:30 A.M. – 12:00 P.M., WEDNESDAY, FEBRUARY 14, 2018
DXC TECHNOLOGY, 6TH FLOOR, 200 GRAHAM AVENUE**

Present: Lisa Snider (Chairperson), Tanis Woodland, Jeff Buhse, Jim Hounslow, Paul Knapp, Tony Sailor, John Wyndels (DIO)

Regrets: Carol Bartmanovich, Allen Mankewich, Doris Koop

Tony Sailor has replaced Chris Bohemier on the committee. Chris will be assuming different responsibilities with the government. The work of sub-committee will start next week. The sub-committee will prepare a proposed standard built upon the concepts and components discussed for the past seven months.

This standard does not follow the templates previously utilized in the development of the customer service and proposed employment standard. The Ontario model, which has served as a starting point in past areas of standard development, is outdated and doesn't provide future guidance to the committee in how the IC standard should be structured.

The four outstanding areas to be discussed by the committee are exemptions, privacy, critical services, emergency plans and public safety, and definitions. What kind of exemptions should be considered? In Ontario, there have been problems dealing with exemptions with organizations doing what they can to be exempt or not having to comply with requirements of the Information and Communications (IC) standard. Customer Service and Employment standards are based on a human rights perspective.

For instance, insurance companies. What content will have to re-formatted to comply with IC standard? Large IT costs will be prohibitive. At the same time, we want organizations to do what they can in order to avoid human rights complaints. Do we try and raise the bar with the standard? Develop a path to further improvements as time goes on. Undue hardship is usually the bar that must be crossed. Can the standard be drafted in a manner that is positive and get organizations to willingly comply.

The Committee talked about ideas such as exemptions in terms of 'you have to do something, but if you can't, then provide alternatives or if those aren't available, then provide evidence as to why they aren't required.

It is important we read over the Customer Service and proposed Employment standards to ensure that areas where there are overlap have consistency in language.

Emergency plans and public safety information are considered important. But is this a thing we want to parse out? Emergency should be its own section because of its importance to persons with disabilities. We're talking about risk.

The Committee decided that emergency services would be parsed out in the deadline area, where a stricter deadline would be imposed due to the life or death nature of those services, and that this was the best way to highlight this important area.

Privacy is an area that Ontario is looking to have included in the IC standard. The federal government has a privacy act. Organizations must be very careful with information provided to them. Freedom of Information Protection and Privacy Act (FIPPA) and Personal Health Information Act (PHIA) are acts within Manitoba and must be complied with. Do we include something in the standard that says organizations must be mindful of personal information acts? A number of organizations may already have privacy legislation they must comply with, so the provision should be phrased in a manner that states that these organizations with such privacy rules already in place remain applicable. The Committee decided that privacy legislation should only be referenced in the Standard, and this would highlight its importance with information and communications, such as touch screens, etc.

The meeting was adjourned at 11:00 p.m. Members of the sub-committee remained behind to discuss the upcoming activities and a schedule of meetings.