

Accessibility Working Group meeting notes

September 4, 2024

1. Introductions
2. Recap of initial plan and revisions to-date (please see PowerPoint presentation)
 - Initial objectives set, some have been achieved
 - Software developed
 - Additional objectives set with some completion
3. Four questionnaires were developed for 2021-2022 plan
 - Are these accessible anywhere?
 - Need to search for them
4. Five government-required mandates
5. 2023/2024 draft created but not published
 - Includes five commitments from MGAP; worked on three
6. General discussion points:
 - Has been lots of turnover, has affected working group and training
 - Merrilea should be involved
 - Customer Service standard training is not being delivered
 - Couple of options, one currently being offered as part of Onboarding
 - What about for existing employees?
 - Include seven required components
 - There is a link that could be sent for self-directed learning, there are approximately 200 City employees without computer access
 - Could it be rolled into the hiring process to create an audit trail?
 - Colin sent an email May 1, 2024 around legislative requirements for digital accessibility
 - ITC will review but not necessarily correct digital materials
 - Nothing currently being done about accessibility complaints
 - Would a feedback activity be appropriate for this plan review, or should it wait until 2027-2028?

- Transportation standards come into effect January 1, 2027, will be incorporated into 2025/2026 plan
- Who pays for accessibility? What resources are available? Is it possible to establish a separate GL?
- Who is the working group – is there representation from all departments? Is there a desired number?

7. Action items:

- Azeem will review the current training and develop a mechanism for new employees, create a way to train existing employees (ideally, an in-depth process with an acknowledgement)
- Everyone should think about solutions for the next meeting
 - How to go about the 2025/2026 plan
 - What info do you have from previous plans or previous working members?
 - Collect insight from within your departments
- Think about a long-term budget; will need to discuss more, maybe with Lola?
- Create a Teams channel with all working group members and upload documents