1. Welcome

   - The Council welcomed Charmaine Valbuena-Ayson who will be replacing Jamie Cook (maternity leave).

2. Minutes

   - The Minutes of May 25, 2017 were reviewed and accepted but did not have quorum.

3. Tracer Exercise-Service Animals (UHN)

   - The Council was in agreement that a tracer exercise would be beneficial and necessary to help determine how service animals navigate through our hospital environment across all UHN sites.
   - Patient Relations, Patient Experience, Infection Prevention and Control (IPAC), Volunteer Resources and Security were identified as possible internal partners.
   - CNIB, Canadian Hearing Society, Lions, Ontario Hospital Association and the AODA Alliance were identified as possible external partners.
   - Further planning, including determining AODA Council member leadership in this process, will ensue in the upcoming months.
4. AODA Feedback Forms

- The Council discussed the current process of obtaining AODA feedback forms from the various UHN sites and agreed that changes need to be made in order to increase reliability.

- Jacqueline Silvera, with agreement from the Council, highlighted that the following steps are needed to achieve change: address the current process of how feedback is collected, stored, and sent to Patient Relations, initiate AODA education refresher sessions with the Information Desk team and all other relevant teams, and obtain message of support from UHN Senior Leaders.

5. Hearing Toolkit

- Sent to Council members via email to provide feedback.

6. 1NU Outpatient Pharmacy renovation project

- The Council examined the floor plan and millwork drawings related to the front part of the 1NU Outpatient Pharmacy renovation project.
- Jamie Cook had some concerns related to door space. Jacqueline Silvera will address this feedback with renovation team.

7. Next Meeting: 

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