

OFFICE OF FRANCOPHONE AFFAIRS

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Office of Francophone Affairs 2011-2012 ODA Accessibility Plan

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Introduction

Each year, the Government of Ontario sets a course to prevent, identify and remove barriers for persons with disabilities. Every ministry participates through its annual accessibility plans, as required under the Ontarians with Disabilities Act, 2001 (ODA).

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is Ontario's roadmap to become barrier-free by 2025. It includes accessibility standards in:

- customer service
- information and communications
- employment

- transportation
- built environment

This year the accessibility plans will help to inform planning requirements under the new Integrated Accessibility Standards Regulation (IASR) enacted this summer under the AODA. The IASR requires the Government of Ontario to develop a multi-year plan to prevent and remove barriers for persons with disabilities.

Our annual accessibility plan outlines the specific steps the government is taking to improve opportunities for persons with disabilities.

Building on last year's plan, our 2011-12 accessibility plan will continue moving the Office of Francophone Affairs toward the goal of an accessible province for all Ontarians.

The Office of Francophone Affairs (OFA) on-going commitment is to make programs, policies and services that are inclusive of all people. Our practice has always been to provide accommodation as requested. OFA will continue to ensure provision of services to persons with disabilities and undertake a review of current practices and procedures.

To view other ministries' Accessibility Plans, visit Ontario.ca.

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Section One:
Report on Measures to Identify, Remove and Prevent Barriers in 2010-11

The Government of Ontario is working to achieve an accessible province by 2025.

In 2010-11, the government continued to comply with the Accessibility Standards for Customer Service regulation and continued to implement initiatives to enhance accessibility in other areas: employment, information and communication, transportation, the built environment and procurement.

This document includes a summary of the initiatives the Office of Francophone Affairs implemented in 2010-11.

Customer Service

In 2010-11, the Office of Francophone Affairs remained in compliance with the Customer Service Standard.

Information and Communications

Incorporated accessibility considerations into the preparation of communication materials, to ensure that communication products are accessible to everyone.

Accessible formats were made available or offered when posting documents on websites or sending attachments to stakeholders.

Employment

The OFA continues to be committed to fair and accessible employment practices, and to ensure that there are no potential barriers in employment policies, processes for people with disabilities.

Built Environment

The OFA's office space is designed to be wheelchair accessible and has a full spectrum of lighting throughout the office.

Procurement

The OFA continues to ensure that when procuring goods and services, accessible options are requested and included in the evaluation criteria.

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Section Two: Measures Planned for 2011-12 and Beyond

This year, the Office of Francophone Affairs' accessibility plan focuses on the areas below. These initiatives will support compliance with the existing Accessibility Standards for Customer Service. They will also help us enhance accessibility in other areas:

- [Customer Service](#)
- [Information & Communications](#)
- [Employment](#)
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Customer Service

The Office of Francophone Affairs is committed to ensuring that people with disabilities receive accessible services from us. This means people with disabilities will receive services with the same high quality and timeliness.

The Office is committed to providing quality services to those who are Deaf, deafened and hard of hearing within the Francophone community. It should be noted that Francophones use LSQ (Langue des signes québécoise).

Actions Planned:

1. All staff will receive training covering areas outlined in the Accessibility Standard for Customer Service Regulation (i.e. *May I Help You*) and front line staff will also receive training on the TTY line.
2. Assist our clients in accessing our services whether in person or through remote access (web, telephone, TTY line, etc.)
3. Allow people to use their own personal assistive devices, such as wheelchairs, scooters, voice activated computers etc., to use our services.
4. People with disabilities are also allowed to be accompanied by their guide dog or service animal in our offices and/or are permitted to bring a support person with them while accessing our services.
5. There is also a particular effort to make the staff more sensitive to attitudinal barriers, especially in dealing with customers with developmental/intellectual or invisible disabilities.
6. A Common Service Standards (English and French) policy has been developed, for the general public to comment on our services. The public can file a complaint either in person, by telephone, internet, mail, fax and/or e-mail. So far, our office has not received any complaints or feedbacks from the general public.

Implementation Timeframe: Ongoing – 2011-2013

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Information and Communications

The Office of Francophone Affairs is committed to making government information and communications accessible to people with disabilities. The information we provide and the ways we communicate are key to delivering our programs and services to the public.

Actions Planned:

1. The Office will continue to print the TTY number on the Office's letterhead, on all staff business cards and on its web site.
2. Review and take action on feedback received about accessibility, respond and report as required.
3. Continue to incorporate accessibility considerations into the preparation of communication materials to ensure that communications products are accessible to everyone.
4. Continue to use OPS I&IT resources as they become available, e.g. guidelines, e-learning videos, etc.
5. Ensure that accessible formats continue to be made available or offered when posting documents on websites or sending attachments to stakeholders.
6. Ensure all staff is kept informed of new directives/best practices, as they are received.

- 7. Staff to include learning about accessible formats in their learning plans, and/or providing training to staff on producing accessible documents.
- 8. Ensure Notices of Service Disruptions are posted in a timely manner, consistent with regulatory requirements.

Implementation Timeframe: Ongoing – 2011-2013

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Employment

The Office of Francophone Affairs is committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

Actions Planned:

- 1. Continue to meet with our Human Resource Consultant of HROntario, before starting any hiring process, to ensure there are no potential barriers in employment policies, processes and practices for people with disabilities.
- 2. Inform the public that workplace accommodation is available upon request; and provide accommodation to all applicants, as requested, during the entire recruitment process.
- 3. When advised that a co-worker is sensitive to scented products, the OFA will ask employees to be considerate of people with scented product sensitivities and minimize their use and avoid applying them in the workplace.

Implementation Timeframe: Ongoing – 2011-2013

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Built Environment

The Office of Francophone Affairs is committed to greater accessibility in, out of and around the building we use. The Office strives to be responsive to staff needs and ensures that the work environment provides accessibility in accordance with the Accessibility requirements.

Actions Planned:

- 1. Each office space is designed to accommodate wheelchairs.
- 2. The location of our office enables us to have the full spectrum of natural light throughout the office.

Implementation Timeframe: Ongoing – 2011-2013

Procurement

The Office of Francophone Affairs is committed to integrating accessibility considerations into our procurement processes.

Actions Planned:

- 1. Staff are encouraged to use the Inclusion Lens when developing ministry RFPs.
- 2. Accessibility requirements will be embedded into ministry RFPs and all new contracts.
- 3. Discuss with suppliers accessible options to the goods and services they are offering.
- 4. Accessibility will be included in the evaluation criteria.

Implementation Timeframe: Ongoing – 2011-2013

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Section Three: Review of Acts, Regulations and Policies

In support of our commitment to improve accessibility for people with disabilities, the Office of Francophone Affairs will continue to review government initiatives, including legislation and policies, to identify and remove barriers.

Acts, Regulations and Policies Reviewed in 2010-11

Acts and Regulations

In April 2011, the Office of Francophone Affairs participated in a training session for multidisciplinary teams from all ministries on how to use the OPS Inclusion Lens to review laws for barriers to accessibility. Going forward, the OPS Diversity Office and the Ministry of the Attorney General will be working together to support a coordinated approach to legislative review across government.

Acts, Regulations and Policies to Be Reviewed in 2011-12

Acts, Regulations and Policies

The Office of Francophone Affairs is committed to ensuring that our acts and regulations are reviewed for potential barriers to accessibility and will ensure that the Inclusion Lens developed by the OPS Diversity Office is utilized when reviewing and developing new policies, programs, legislation and regulations.

Inclusion Lens

In 2011, the Ontario Public Service launched the Inclusion Lens. The Lens is an innovative tool to help address diversity and accessibility. With this tool, ministries can identify and address potential barriers to people with disabilities, and others that may be present in existing or proposed legislation, policies, programs, practices or services.

In 2010-11, the Office of Francophone Affairs:

- Ensured that a multidisciplinary team attended the one-day training session on using the Inclusion Lens, to review legislation for barriers to persons with disabilities.

In the future, our ministry will:

- Continue to use the Inclusion Lens when reviewing acts, regulations, policies, programs, practices and services.
- Encourage staff to include in their yearly learning plans the Inclusion Lens e-course available through the Centre for Leadership and Learning.

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Glossary of Terms / Acronyms

AODA – Accessibility for Ontarians with Disabilities Act

OPS – Ontario Public Service

ODA – Ontarians with Disabilities Act

OFA – Office of Francophone Affairs

IASR – Integrated Accessibility Standards Regulation

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For More Information

Questions or comments about the Office of Francophone Affairs accessibility plan are always welcome.

Please phone:

General inquiry number: 416-325-4949

TTY number: 416-325-0017

1-800 number: 1-800-268-7507

E-mail: ofa@ontario.ca

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Visit the [Ministry of Community and Social Services Accessibility Ontario](#) web portal. The site promotes accessibility and provides information and resources on how to make Ontario an accessible province for everyone.

Alternate formats of this document are available free upon request from:
[ServiceOntario Publications](#)

Phone: 1-800-668-9938
TTY: 1-800-268-7095

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