

OFFICE OF FRANCOPHONE AFFAIRS

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Office of Francophone Affairs 2012-2013 Annual Accessibility Plan

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Introduction

Each year, the Ontario Public Service (OPS) sets a course to prevent, identify and remove barriers for persons with disabilities. Every ministry participates through the preparation of 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 accessible by 2025. It includes accessibility standards in:

- customer service
- information and communications

employment
transportation
built environment

This year, the accessibility plans must also address the [Integrated Accessibility Regulation \(IASR\)](#) under the AODA enacted June 2011. The IASR required the OPS to develop a multi-year accessibility plan (MYAP) to prevent and remove barriers for persons with disabilities. It published the [OPS MYAP](#) on January 1, 2012. This included a statement of commitment for the OPS to demonstrate leadership for accessibility:

The OPS endeavours to demonstrate leadership for accessibility in Ontario. Our goal is to ensure accessibility for our employees and the public we serve in our services, products and facilities.

Building on the OPS Statement of Commitment, the OPS Multi-Year Accessibility Plan, and the Ministry's 2011-2012 former Accessibility plan, the new 2012-13 accessibility plan will continue moving the Office of Francophone Affairs and the OPS to the goal of demonstrating leadership in becoming an accessible province for all Ontarians.

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

To view every ministry's Accessibility Plans, visit [Ontario.ca](#).

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Section One:
Report on Measures to Identify, Remove and Prevent Barriers in 2011-12

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

Since 2001, the OPS has been complying with the obligations of the ODA and prepared an annual accessibility plan, which it has made available to the public through the Government of Ontario's public website.

During the last ten years, the Office of Francophone Affairs has been a leader in accessibility. Some of its memorable moments were:

Since 2003, OFA's public web site was made accessible to persons with disabilities, as required under section 6 of the ODA, and all updates to the site take into account the requirements of the ODA.

All new publications were designed to allow for the provision of alternate formats, upon request.

Since 2005, OFA, ensured a TTY (text telephone) is available for people who are deaf, and staff working at the reception area are train to use it. The Office has since published its TTY number on employees' business cards and letterhead.

In March 2005, the Office developed a guide called *Planification de réunions accessibles* to ensure that community events, meetings and conferences organized by the Office in partnership with Francophone organizations include an active offer of accommodation to people with disabilities. The guide was translated and distributed to French-language services coordinators.

In February 2006, the *French Language Services Guidelines* were revised to include provisions on services to Francophones with disabilities.

In 2007, accessibility awareness training session with a representative of the Accessibility Directorate was provided to all staff of the Office.

OFA ensured that front line staff and anyone who works on policies, practices or procedures completed the two parts of "May I help you?" courses by December 31, 2009.

In 2010, OFA moved to a larger office ensuring the design of the new office space was fully accessible

and that the new location also had a full spectrum of natural lights throughout the office.

OFA ensured that all new staff has received training covering areas outlined in the Accessibility Standard for Customer Service Regulation (i.e. *May I Help You I and II*).

In 2011-12, the government continued to comply with the [Accessibility Standards for Customer Service regulation](#). As well, it had begun applying initiatives to meet compliance of some of the requirements of the [Integrated Accessibility Standards Regulation](#) in the areas of employment, information and communications, transportation and procurement. The government continues to implement initiatives to enhance accessibility in other areas such as the built environment.

The following is a summary of the accessibility initiatives the Office of Francophone Affairs implemented last year, as a result of the [2011-2012 annual accessibility plan](#).

Reporting on 2011-2012 AODA obligations

Customer Service

In 2011-12, the Office of Francophone Affairs:

Remained in compliance with the Accessible Customer Service Standard.

Remained in compliance with the 2011 and 2012 requirements of the Integrated Accessibility Standards Regulation (IASR).

The public can file a complaint or provide feedback in person at the office, by telephone, internet, standard mail, fax and/or e-mail. So far, the Office has not received any complaints or feedback from either the general public or the OPS staff.

The Office has made it mandatory for all staff to complete the online training "How May I help You, I and II"?

Staff was reminded that policies, practices and procedures must be compliant with the AODA.

Information and Communications

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

Ensured that printed materials and materials posted on the Office website were accessible to all and in compliance with the AODA.

Employment

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

OFA worked closely with Human Resource Recruitment Centre to eliminate all potential barriers in its employment policies, processes and practices.

As part of the hiring process, the Office informed the candidate(s) that accommodation is available on request during the entire hiring process.

Built Environment

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

Procurement

The OFA continued 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 2012-13 and Beyond

Our Statement of Commitment:

The OPS endeavours to demonstrate leadership for accessibility in Ontario. Our goal is to ensure accessibility for our employees and the public we serve in our services, products and facilities.

This year, the Office of Francophone Affairs' accessibility plan focuses on the following areas. In order to demonstrate leadership in accessibility, our ministry is planning to undertake the activities described below. At a minimum, these initiatives will support compliance with the existing Accessibility Standards for Customer Service and Integrated Accessibility Standards under the AODA and other areas.

- [Customer Service](#)
- [Information & Communications](#)
- [Employment](#)
- [Built Environment](#)
- [Procurement](#)
- [Accessibility Training](#)

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Customer Service

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

Actions Planned:

All new staff will receive training covering areas outlined in the Accessibility Standard for Customer Service Regulation (i.e. May I Help You I and II) and front line staff will also receive training on the TTY line and procedures, as required.

Assist our clients in accessing our services whether in person or through remote access (web, telephone, TTY line, etc.)

People are welcome to use their own personal assistive devices, such as wheelchairs, scooters, voice activated computers etc., when using our services.

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.

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.

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 or comment either through our Internet site, in person, by telephone, TTY, mail, fax and/or e-mail. So far, our office has not received any complaints or feedbacks from the general public.

Implementation Timeframe: Ongoing

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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 how we communicate it are key to delivering our programs and services to the public.

Actions Planned:

The Office will continue to print the TTY number on the Office's letterhead, on all staff business cards and on its web site.

Review and take action on feedback received regarding accessibility, respond and report as required.

Continue to incorporate accessibility considerations into the preparation of communication materials to ensure that communications products are accessible to everyone taking into account the requirements of the ODA and AODA.

Continue to use OPS I&IT resources as they become available, e.g. guidelines, e-learning videos, etc.

Ensure that accessible formats continue to be made available or offered when posting documents on websites or sending (electronic files) attachments to stakeholders.

Ensure all staff are kept informed of new directives/best practices, as they are received by the accessibility lead.

Staff to include learning about accessible formats in their learning plans, and/or providing training to staff on producing accessible documents.

Ensure Notices of Service Disruptions are posted in a timely manner, consistent with regulatory requirements.

Implementation Timeframe: Ongoing

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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. People with disabilities who are OPS employees know they can participate fully and meaningfully in services and employment.

Actions Planned:

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.

As part of the hiring process, the OFA will continue to inform its candidate(s) that accommodation is available on request; and will provide accommodations to all applicants during the entire hiring process. All new staff are encouraged to familiarize themselves with the Act. Training, such as "How May I help You" I and II will continue to be mandatory for new staff.

Implementation Timeframe: Ongoing

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Built Environment

The Office of Francophone Affairs is committed to greater accessibility in, out of and around the buildings we use.

Each office space is designed to accommodate wheelchairs.

The location of our office enables us to have the full spectrum of natural light throughout the office.

Actions Planned:

OFA will explore the installation of an automatic push button, at the main entrance of the office, to assist people with reduced mobility or in wheelchair. The Office currently has a press button at the reception desk that can unlock the entrance door.

OFA currently has a phone installed outside the door, where visitors can use to contact the person they are meeting with. The height of the phone was installed taking into consideration people in wheelchair.

Implementation Timeframe: Ongoing

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Procurement

The Office of Francophone Affairs is committed to integrating accessibility considerations into our procurement processes. We ask potential suppliers to tell us about the accessible options they offer. We include accessibility considerations in our evaluation criteria.

Actions Planned:

Employees are encouraged to use the Inclusion Lens if/when developing ministry RFPs.

OFA will continue to seek guidance from MGS for the inclusion of AODA in its procurement practices.

The Office will continue to ensure Accessibility requirements are embedded into their RFPs and all new contracts, as required.

Discuss with potential suppliers accessible options to the goods and services they are offering.

Accessibility requirements will be included in the evaluation criteria.

Implementation Timeframe: Ongoing

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Accessibility Training

Implementing training to ministry staff or volunteers, as appropriate to their duties, on the requirements of the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code as it pertains to persons with disabilities

Implementation Timeframe: 2012-2013

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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 2011-12

Acts and Regulations

The Office of Francophone Affairs is committed to ensuring that its acts and regulations are reviewed for potential accessibility barriers 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.

OFA 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 2011-12, the Office of Francophone Affairs worked in consultation with the ministry's Legal Services branch, to review one of its Acts for potential accessibility barriers using the OPS Inclusion Lens. There were no barriers to persons with disabilities found when reviewing the Act.

Acts, Regulations and Policies to Be Reviewed in 2012-13

Acts and Regulations

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.

Identifying, Removing and Preventing Barriers with the OPS Inclusion Lens

In 2011, the Ontario Public Service (OPS) launched the OPS Inclusion Lens. The OPS Inclusion Lens is an analytical tool that helps staff incorporate elements of inclusion into their work through an enhanced understanding of diversity and accessibility. The Inclusion Lens can be used when initiating a project or reviewing policies, programs, legislation, guidelines and procedures. The OPS Inclusion Lens can assist in identifying, removing and preventing barriers to accessibility and other dimensions of diversity.

In 2011-12, the Office of Francophone Affairs

Used the Inclusion Lens when reviewing acts, regulations, policies, programs, practices and services

In the future, the Office of Francophone Affairs will:

Continue to use, and encourage all staff to use, the OPS Inclusion Lens to review acts, regulations, policies, programs, practices and services.

In 2013 and beyond, senior managers and direct reports will encourage all staff to include in their yearly learning plans the OPS Inclusion Lens e-course available through the Centre for Leadership and Learning.

The OFA aims to have all of its staff to have taken OPS Inclusion Lens training by December 31, 2013.

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Glossary of Terms / Acronyms

AODA – Accessibility for Ontarians with Disabilities Act, 2005

IASR – Integrated Accessibility Standards Regulation

MYAP – Multi-Year Accessibility Plan

OFA – Office of Francophone Affairs

OPS – Ontario Public Service

ODA – Ontarians with Disabilities Act, 2001

WCAG - Web Content Accessibility Guidelines

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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

General inquiry TTY number: 416-325-0017

General toll-free inquiry number: 1-800-268-7507

E-mail: ofa@ontario.ca

Ministry website address: www.ofa.gov.on.ca

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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