

# OFFICE OF FRANCOPHONE AFFAIRS

[HOME](#) | [NEWS](#) | [CONTACT US](#)

You are here > [Home](#) > [About the OFA](#) > [Plans and reports](#) > Accessibility Plan 2013-2014

## Office of Francophone Affairs

▶ [Minister's Office](#)

▶ [About the OFA and its Programs](#)

▶ [Mission and Vision](#)

▶ [Deputy Minister & OFA Employees](#)

▶ [Plans and Reports](#)

▶ [Programs and Initiatives](#)

▶ [OFA & Canadian & International Francophonie](#)

▶ [Work for the OFA](#)

▶ [French Language Services Act](#)

▶ [Francophones in Ontario](#)

▶ [News and Announcements](#)

▶ [Frequently Asked Questions](#)

▶ [Contact Us](#)

▶ [Explore Government](#)

▶ [Contacts](#)


## Office of Francophone Affairs 2013-2014 Annual Accessibility Plan

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### Table of Contents

[Introduction](#)
[Section One: Report on Measures Taken in 2012 - 13](#)
[Section Two: Measures Planned for 2013 - 14](#)
[Section Three: Report on Legislative Review](#)
[Glossary of Terms/Acronyms](#)
[How to Contact Us](#)
[TOP](#)

### Introduction

For over ten years, every ministry has set a course to prevent, identify and remove barriers for persons with disabilities. Ministries achieve this through the preparation of their annual Accessibility Plan (Plan) as required under the [Ontarians with Disabilities Act, 2001 \(ODA\)](#).

Recently, the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) established Ontario's roadmap to become accessible by 2025. It includes standards in areas such as: customer service, information and communications, employment, transportation and the built environment. In 2010 the Office of Francophone Affairs complied with the requirements of the first standard on [customer service](#).

In 2011, ministries began to meet the requirements of the other four standards found in the [Integrated Accessibility Standards Regulation \(IASR\)](#).

On January 1, 2012, the Ontario Public Service (OPS) published a single [Multi-Year Accessibility Plan \(MYAP\)](#). The MYAP included the following 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 Plan will build on these laws and the MYAP. It will outline how the Office of Francophone Affairs will contribute to a barrier-free Ontario by 2025.

To access this and other ministries' 2013 –14 Accessibility Plans, visit [Ontario.ca](http://Ontario.ca).

[TOP](#)

**Section One:**  
**Report on Measures Taken in 2012-13**

The following is a list of the commitments made in last year's Plan and the measures taken.

**Reporting on 2012-13 Accessibility Plan**

| 2012 – 13 Commitments for Customer Service                                                                                                                                                                                                   | Measures Taken                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| 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. | <ul style="list-style-type: none"><li>• OFA has established a policy for all new employees to include training, as part of their orientation, covering areas outlined in the Accessibility Standard for Customer Service Regulation (i.e. May I Help You I and II, IASR, Working Together).</li><li>• OFA clients can access our services whether in person or through remote access (web, telephone, TTY line, etc.), when required.</li><li>• People were welcome to use their own personal assistive devices, such as wheelchairs, scooters, voice activated computers etc., when using our services.</li><li>• People with disabilities were also allowed to be accompanied by their guide dog or service animal in our offices and/or permitted to bring a support person with them while accessing our services.</li><li>• Staff was encouraged to be more sensitive to attitudinal barriers and invisible disabilities, especially in dealing with customers with developmental/intellectual.</li><li>• 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. As of September 2013, our office has not received any complaints or feedbacks from the general public.</li></ul> |

| 2012 – 13 Commitments for Information and Communications                                                                                                                                                                                                       | Measures Taken                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| 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. | <ul style="list-style-type: none"><li>• The Office continues to include the TTY number on the Office's letterhead, on all staff business cards and on its web site.</li><li>• Reviewed and took action on feedback received regarding accessibility, respond and report as required.</li><li>• Continued to incorporate accessibility considerations into the preparation of communication materials and ensured communications products were accessible to everyone taking into account the requirements of the ODA and AODA.</li><li>• Ensured that accessible formats were made available or offered when posting documents on websites or sending electronic files to</li></ul> |

|  |                                                                                                                                                                                                                                                                                                                         |
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|  | <p>stakeholders.</p> <ul style="list-style-type: none"><li>Continued to use OPS I&amp;IT accessibility resources as they become available, e.g. guidelines, e-learning videos, etc.</li><li>Ensured all staff was informed of new directives/best practices, as they were received by the accessibility lead.</li></ul> |
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| 2012 – 13 Commitments for Employment                                                                                                                                                                                                                                                 | Measures Taken                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| 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. | <ul style="list-style-type: none"><li>Continued to meet with our Human Resource Consultant of HROntario, before starting any hiring process, to ensure there were no potential barriers in employment policies, processes and practices for people with disabilities.</li><li>As part of the hiring process, the OFA continued 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 was encouraged to familiarize themselves with the act (AODA).</li><li>Training, such as “How May I help You” I and II, IASR and Working Together continued to be mandatory for new staff.</li></ul> |

| 2012 – 13 Commitments for Built Environment                                                                         | Measures Taken                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| The Office of Francophone Affairs is committed to greater accessibility in, out of and around the buildings we use. | <ul style="list-style-type: none"><li>Each office space is designed to accommodate staff who uses mobility devices such as wheelchairs, and those who have other accessibility needs.</li><li>The location of our office enables us to have the full spectrum of natural light throughout the office which benefits staff with low vision.</li><li>OFA continues to explore the installation of an automatic push button, at the main entrance of the office, to assist people with reduced mobility including those who use wheelchairs. OFA currently has a phone installed outside the door, which visitors can use to contact the person they are meeting with. The height of the phone which was installed took into consideration people who use mobility devices such as wheelchairs or scooters.</li></ul> <p>A TTY machine with auto-answer option was installed at the reception desk to ensure calls are not missed.</p> |

| 2012 – 13 Commitments for Procurement             | Measures Taken                                                                                                                 |
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| The Office of Francophone Affairs is committed to | <ul style="list-style-type: none"><li>We ask potential suppliers to tell us about the accessible options they offer.</li></ul> |

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| integrating accessibility considerations into our procurement processes. | <ul style="list-style-type: none"><li>• Employees are encouraged to use the OPS Inclusion Lens if/when developing ministry RFPs. OFA promotes the OPS Inclusion Lens e-Learning through training and group e-mails.</li><li>• OFA continued to seek guidance from MGS Supply Chain Management Division on the inclusion of AODA in its procurement practices.</li><li>• The Office, through emails and/or discussions, ensure accessibility requirements were embedded into their RFPs and all new contracts, as required.</li><li>• Accessibility requirements were included in the evaluation criteria.</li></ul> |
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[TOP](#)

Section Two: Report on Measures Planned for 2013-14

Last year, the OPS published a [Multi-Year Accessibility Plan \(MYAP\)](#) that outlines how the government will identify, prevent and remove barriers for persons with disabilities. In this section, although we highlight the deliverables and timelines of the MYAP until 2016, the Office of Francophone Affairs is only reporting on measures it will take or initiate during the 2013 -14 reporting period.

Measures Planned for 2013 - 14

| MYAP Outcomes                                                                                                                   | MYAP Deliverables and Timelines                                                                                                                                                                                                                                                                                                | Ministry Proposed Measures for 2013 -14                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <b>Customer Service</b><br>People with disabilities who are OPS customers receive quality goods and services in a timely manner | <b>2013</b> - New staff trained on accessibility<br><b>2013</b> - Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I & IT and training<br><b>2013</b> - Increased awareness in OPS of accessibility best practices in <b>customer service</b> and the workplace | <ul style="list-style-type: none"><li>• Identify what accessible devices are available on site to people with disabilities and ensure that staff know how to use them, including training covering areas outlined in the Accessibility Standard for Customer Service Regulation (i.e. May I Help You I and II, IASR, etc).</li><li>• Ensure notice disruption policies are in place when services are unavailable.</li><li>• Analyze and respond to complaints/feedback received.</li><li>• Use the OPS Inclusion Lens when reviewing Ministry policies, decision-making processes and administrative procedures.</li></ul> |
|                                                                                                                                 | <b>2014-16</b> – Staff and customer feedback sought on accessibility innovations and improvements<br><b>2014 – 16</b> - Inclusion Lens applied to all policies and practices<br><b>2014 – 16</b> - Accessibility is part of all OPS business                                                                                   | <ul style="list-style-type: none"><li>• Require 100% of OFA staff to have taken OPS Inclusion Lens training by December 31, 2015.</li><li>• Review internal policies, procedures and practices to assure that accessibility is considered whenever OPS business is conducted.</li></ul>                                                                                                                                                                                                                                                                                                                                     |
| <b>Employment Accommodation</b>                                                                                                 | <b>2013</b> - Conduct management review on accommodation for                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"><li>• Increase awareness of employment</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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| People with disabilities who are OPS employees participate fully and meaningfully in services and employment                               | <p>employees with disabilities</p> <p><b>2013</b> - Increased awareness in OPS of accessibility best practices in customer service and the workplace</p> <p><b>2013</b> - Senior managers have accessibility performance commitments</p>                                                              | <p>accommodation directives, policies and plans with managers. As well as, inform candidate(s), before interview, (and upon their arrival?) that accommodation is available on request.</p> <ul style="list-style-type: none"><li>Assure the availability of accessible formats and communication supports for employees by January 1, 2014.</li><li>Complete walk around of the OFA's worksite to ensure accessibility requirements are met and non-compliance are resolved within a suitable timeframe.</li></ul>                                      |
|                                                                                                                                            | <p><b>2014-16</b> – Best practices on employment accommodation and return to work implemented</p> <p><b>2014-16</b> – Better accommodation for employees with disabilities resulting from management review</p> <p><b>2014-16</b> – Managers and staff have accessibility performance commitments</p> | <ul style="list-style-type: none"><li>Analyze Employee Survey results to assess potential barriers to employees with disabilities.</li><li>Develop protocols and procedures to implement recommendations resulting from review.</li><li>Revise performance plan template to include accessibility commitments for staff and managers.</li></ul>                                                                                                                                                                                                          |
| <b>Information and Communications</b><br>Information and Communications are available in accessible formats to all OPS staff and customers | <p><b>2013</b> - Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I &amp; IT and training</p> <p><b>2013</b> – Accessibility Expo</p>                                                                                                  | <ul style="list-style-type: none"><li>Continue to meet Web Content Accessibility Guidelines (WCAG) standards.</li><li>Communicate the availability of accessible formats and communication supports to the public by January 1, 2014.</li><li>Senior Managements strongly encourage the Diversity and Accessibility Lead to attend the Expo/JOIN conference in the Fall of 2013.</li></ul>                                                                                                                                                               |
|                                                                                                                                            | <p><b>2014-16</b> – Communications, websites, technology solutions and documents employ accessibility best practices</p> <p><b>2014-16</b> – Accessibility Expo continues annually</p>                                                                                                                | <ul style="list-style-type: none"><li>Update accessible format policies and templates based on best practices, e.g., Business card templates require Braille, email addresses and TTY listings.</li><li>Ensure staff are informed about Vendors of record and protocols to create accessible events to assure that clients' accommodation needs are met (ie., LSQ / ASL interpreters).</li><li>Commit to sending the Diversity and Accessibility Lead, and other staff including employees with disabilities, to future Expo/JOIN conferences.</li></ul> |
| <b>Built Environment</b><br>There is greater accessibility into,                                                                           | <p><b>2013</b> - Continue to develop strategies to address infrastructure barriers</p>                                                                                                                                                                                                                | <ul style="list-style-type: none"><li>OFA purchased a new TTY machine with an auto-answer option for the reception desk to ensure calls are not missed from persons</li></ul>                                                                                                                                                                                                                                                                                                                                                                            |

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| out of and around OPS facilities and public spaces                                             |                                                                                           | <p>who are Deaf.</p> <ul style="list-style-type: none"><li>• OFA continues to explore the installation of an automatic push button, at the main entrance of the office, to assist people with reduced mobility, such as those who use wheelchairs or scooters.</li></ul>                                                                                                                                                                         |
|                                                                                                | <b>2014-16</b> – OPS ready to implement requirements of AODA built environment regulation | <b>Barrier-free design of the interior of buildings and the Design of Public Spaces</b> <ul style="list-style-type: none"><li>• Prepare for January 1, 2015 implementation by the OPS of the AODA Design of Public Spaces Standards and updates to the barrier-free design requirements of the Ontario Building Code.</li></ul>                                                                                                                  |
| <b>Leadership</b><br>The OPS endeavours to demonstrate leadership for accessibility in Ontario | <b>2013</b> - Ministries continue to publish annual accessibility plans                   | <ul style="list-style-type: none"><li>• Ensure annual accessibility plan is published and encourage senior management team to provide ongoing input and advice.</li></ul>                                                                                                                                                                                                                                                                        |
|                                                                                                | <b>2014 - 16</b> – Accessibility continues as strong organizational commitment            | <ul style="list-style-type: none"><li>• Ensure that the OFA meets its upcoming AODA obligations in areas such as web accessibility and maintaining our current accessibility practices in areas like procurement.</li><li>• Management will ensure that all new employees complete the mandatory trainings.</li><li>• OFA will inform the public, through its website, that alternate formats of documents are available upon request.</li></ul> |

[TOP](#)

### Section Three: Report on Legislative Review

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

#### Acts, Regulations and Policies Reviewed in 2013-14

Recognizing the importance of addressing accessibility barriers in laws that have a high impact on members of the public and persons with disabilities, the government is following a three-pronged strategy that will prioritize the review of high impact legislation including:

1. Development of a standardized process and tools for identifying and addressing accessibility barriers;
2. By the end of 2014, review of 52 targeted high-impact statutes that meet the following criteria:
  - a. Statutes that affect persons with disabilities directly;
  - b. Statutes that provide for the delivery of widely applicable services or programs;
  - c. Statutes that provide benefits or protections; or
  - d. Statutes that affect a democratic or civic right or duty; and
3. Review procedural rules, policies and guidelines for select high-impact legislation, where necessary.

This phase of the review will be completed by the end of 2014. The government has decided to review these statutes because it is anticipated that changes in these areas will have the highest impact on those

Ontarians who have accessibility needs.  
As part of this process, the Office of Francophone Affairs was not selected to review its acts, regulations and policies.

We will however, continue to report on the progress of the review in our annual accessibility plan.

[TOP](#)

**Glossary of Terms / Acronyms**

- AODA** – Accessibility for Ontarians with Disabilities Act, 2005
- ASCS** - Accessibility Standards for Customer Service Regulation
- IASR** – Integrated Accessibility Standards Regulation
- MYAP** – Multi-Year Accessibility Plan
- OPS** – Ontario Public Service
- ODA** – Ontarians with Disabilities Act, 2001
- OFA** – Office of Francophone Affairs
- TTY** – Telephone Typewriter or Telecommunication Device for the Deaf
- WCAG** - Web Content Accessibility Guidelines

[TOP](#)

**How to Contact Us**

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

- General inquiry number: 416-325-4949
- General inquiry TTY number: 416-325-0017
- General toll-free 1-800 number: 1-800-268-7507
- E-mail: [ofa@ontario.ca](mailto:ofa@ontario.ca)
- Ministry website address: [www.ofa.gov.on.ca](http://www.ofa.gov.on.ca)

Visit the [AccessOn web portal](#) found on the Ministry of Economic Development and Trade's website. AccessOn promotes accessibility and provides information and resources on how to make Ontario an accessible province for everyone."

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[TOP](#)

