



OFFICE OF FRANCOPHONE AFFAIRS

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Office of Francophone Affairs
2014 ODA Accessibility Plan

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Executive Summary

The Office of Francophone Affairs continues to support the Ontario government's commitment towards an inclusive and accessible province where everyone has an opportunity to reach their full potential.

Together with other ministries and its stakeholders, the Office of Francophone Affairs is committed to improving accessibility by identifying, removing and preventing barriers in the following key areas: customer service, employment, communications and information, and the built environment.

The Office of Francophone Affairs continues to enhance service delivery and educational programs for staff reflecting a commitment to recognize and meet the needs of people with disabilities, including staff members, the general public and stakeholders

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Introduction

The [Ontarians with Disabilities Act, 2001 \("ODA"\)](#) requires each ministry to produce, and make available to the public, annual plans that identify how the ministry will identify and remove barriers to accessibility.

The ODA Accessibility Plan (the "Plan") is an opportunity to showcase how the Office of Francophone's (OFA) is achieving compliance with such requirements.

In 2010, the OFA began complying with the first accessibility requirements established under the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) - [Accessibility Standards for Customer Service](#).

In 2011, [the Integrated Accessibility Standards Regulation \(IASR\)](#) was introduced establishing phased-in requirements related to the following accessibility standards:

- Information and Communications;
- Employment;
- Transportation; and
- Design of Public Spaces

Each year, the Ontario Public Service (“OPS”) is required to report on compliance with the requirements of these standards to the Accessibility Directorate of Ontario. The ODA Plan provides an opportunity for the OFA to go beyond simple compliance with these regulated minimum requirements. Specifically, the Plan allows us to highlight the measures undertaken to identify and remove barriers that may have existed in the previous year while proposing new measures to build upon prior achievements, and continues to make the OFA more accessible.

The IASR also requires that each ministry create and maintain a multi-year accessibility plan (“MYAP”) that outlines such ministry’s strategies to prevent and remove barriers to accessibility.

Ministries are also required to develop an annual status report that highlights progress in advancing the MYAP strategy and reveals how the requirements of the IASR are being met.

In 2013, the OPS released its first [Annual Status Report](#), highlighting progress made during the previous financial year in 2012.

The Office of Francophone Affairs has met and will continue to meet such requirements.

To access the 2014 ODA Accessibility Plans developed by the Office of Francophone Affairs and other ministries, please visit [Ontario.ca](#).

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Section One:
Report on Measures Taken by the Office of Francophone Affairs in 2014

1. Customer Service

A. OPS MYAP Key Outcome:

People with disabilities who are OPS customers receive quality goods and services in a timely manner.

B. Measures Taken by OFA in 2014

- All current and newly hired staff were required to complete the mandatory training outlined in the Accessibility Standard for Customer Service Regulation: “May I Help You” 1 and “May I Help” 2; the Integrated Accessibility Standards Regulation (“IASR”); the IASR – Information and Communications Standards; and the IASR – Employment Standards.
- OFA has purchased a TTY machine involving staff and/or clients with a hearing disability. User training for the TTY is being provided accordingly.
- OFA has ensured that policies are in place to inform the public of any disruption of services and/or accessible obligations by posting information on the OFA website.
- To date, three (3) staff have taken the OPS Inclusion Lens training. OFA aims to have all of its staff trained by December 31, 2015.
- Accessibility requirements were integrated into the OFA operational planning and OPS business processes including advisory committee meetings, conferences and receptions. Likewise, client invitations sent by OFA ask recipients to indicate if they have special needs such as accommodation requirements and/or dietary restrictions.

II. Information and Communications

A. MYAP Key Outcome:

Information and communications to all OPS staff and clients are available in alternate formats or with necessary supports.

B. Measures Taken by OFA in 2014:

- The OFA continues to include the TTY number on its letterhead, staff business cards and website.
- The OFA continues to meet the Web Content Accessibility Guidelines (WCAG) standards (WCAG 2.0 Level AA). The OFA Web coordinator ensures that all documents are in an Accessible HTML format before they are posted.
- The OFA continues to ensure that its communication materials are available in alternate formats.
- OFA staff has been informed via email about Vendors of Record requirements and protocols to follow to ensure client accommodation needs are met, including the use of LSQ / ASL interpreters, when organizing events/conferences.
- In 2013, the OFA's Diversity and Accessibility Lead attended the Expo/JOIN conference. The conference is offered by the Ontario Job Opportunity Information Network (JOIN). In 2014, the theme for the conference was *Focus on the AODA through a Disability Lens* and included topics such as, hiring and promoting the hiring of persons with disabilities. Additional staff will be encouraged to attend future conferences of this nature.

III. Employment

A. MYAP Key Outcome:

OPS employees with disabilities participate fully and meaningfully in their employment.

B. Measures Taken by OAF in 2014

- OFA's management must complete the mandatory IASR Information and Communications Standards and the IASR Employment Standards training thereby increasing their awareness of employment accommodation directives, policies and plans.
- OFA staff have, for some time, been required to complete the IASR Information and Communications Standards training and are strongly encouraged to complete the IASR Employment Standards training. To date, 75% of staff have completed the Integrated Accessibility Standards Regulation ("IASR") training.
- OFA continued to consult with HR Ontario Recruitment Consultant to ensure there are no potential barriers in OFA's employment processes and practices for people with disabilities.
- Candidates are informed throughout the hiring process that accommodation, alternate formats and communication supports are available upon request during interviews.

IV. Built Environment

A. MYAP Key Outcome:

Greater accessibility in, to, out of, and around OPS facilities and public spaces.

B. Measures Taken by the Office of Francophone Affairs in 2014:

- A phone with a contact list was installed outside the main entrance door to OFA offices which allows visitors to contact the person with whom they are meeting. When the phone was installed, accessibility considerations were taken into account with regard to the height of both the telephone and contact list.
- OFA continues to comply with the AODA Design of Public Spaces Standards and updates to the Ontario Building Code barrier-free design requirements.

V. Other Commitments

A. MYAP Key Outcome:

OPS staff are able to identify and seek solutions regarding barriers to accessibility, in term of OPS policies, programs, services and facilities.

B. Measures Taken by OFA in 2014:

Procurement

- Accessibility considerations were taking into account when RFPs were developed.

Leadership

- Continued solicitation of senior management with respect to OFA Annual Accessibility Plan. Continued inclusion of accessibility commitments in OFA management performance plan.
- Implementation of compliance auditing tools to ensure that the OFA meets the upcoming (and evolving) AODA obligations in areas such as web accessibility and procurement.
- Implementation of internal controls to ensure that all new employees complete all mandatory training.
- Publication of OFA accessibility measures and resources on OFA website which informs that documents in alternate formats are available upon request.

VI. Complaints and Feedback received

Complaints/feedback may be submitted to OFA either through its website, in person, by telephone, TTY, mail, fax and/or email. OFA did not receive any complaints/feedback with regard to Accessibility in 2013-14.

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Section Two: Report on Measures Proposed by Ministry for 2015 & 2016

I. Customer Service

A. OPS MYAP Key Outcomes

People with disabilities who are OPS customers receive quality goods and services in a timely manner.

B. Measures Proposed by OFA for 2015 / 16

- The OFA to continue to require all employees to complete the e-learning sessions as outlined in the Accessibility Standard for Customer Service Regulation and the AODA (ie., “May I Help You” 1 and “May I Help You” 2, the Integrated Accessibility Standards Regulation (IASR) – Working Together, Information and Communications Standards and Employment Standards, etc.
- OFA staff to complete the OPS Inclusion lens training by December 31, 2015.
- OFA to continue to ensure that accessibility is considered in its internal policies, procedures and practices when conducting business with its stakeholders. This will include inquiring about special requirements, accommodation needs and/or dietary restrictions in invitations to OFA meetings, conferences and other events).

II. Information and Communications

A. MYAP Key Outcome:

Information and Communications are available in alternate formats or with necessary supports to all OPS staff and customers.

B. Measures Proposed by OFA for 2015 / 16

- Continued consideration of accessibility requirement in the preparation and dissemination of OFA communication materials and planning initiatives. Four (4) employees will be trained on how to make documents accessible by December 2015.
- The OFA is committed to providing quality services to those who are Deaf, deafened and hard of hearing within the Francophone community by ensuring that qualified sign language interpreters are retained when required. It should be noted that the sign language used by Francophones is the LSQ

(Langue des signes québécoise).

- Continued adherence to the Web Content Accessibility Guidelines (WCAG) standards (WCAG 2.0 Level AA).
- Continued capability to offer documents in alternate formats on websites or when electronically sent to stakeholders.
- Improved communication and collaboration between OFA and the OPS Diversity Office for the purpose of continuing education and process improvements.
- Continued implementation of accessibility best practices within OFA.
- Continued participation in the annual Expo/JOIN conference by the OFA Diversity and Accessibility Lead and other staff members.

III. Employment

A. MYAP Key Outcome:

OPS employees with disabilities participate fully and meaningfully in their employment.

B. Measures Proposed by OFA for 2015 / 2016

- Ensure discussions with the Recruitment Centre at HR Ontario occur prior to the commencement of the hiring process to ensure there are no potential barriers in employment policies, processes and practices for people with disabilities.
- Continued implementation of procedures and quality assurance measures to ensure that all candidates are informed throughout the hiring process that accommodation, alternate formats and communication support are available upon request.
- Continued implementation of accessibility and employment accommodation best practices.

IV. Built Environment

A. MYAP Key Outcome:

Greater accessibility into, out of, and around OPS facilities and public spaces.

B. Measures Proposed by OFA for 2015 / 2016

- OFA to schedule a meeting with its Accommodation Unit to explore the possibility of installing an automatic door at the main entrance of its office, to provide greater accessibility to people with reduced mobility.

V. Other Outcomes Deliverables

A. MYAP Key Outcome

OPS staff are able to identify barriers to accessibility, in OPS policies, programs, services and facilities, and actively seek solutions to prevent or remove them on a continuing basis throughout the organization.

B. Measures Proposed by OFA for 2015 / 16:

- Continue communication through OFA website to inform and remind the public that documents are available in alternate formats upon request.
- Continue to seek guidance from Supply Chain Ontario on accessible procurement practices.
- Continue to encourage staff to use the OPS Inclusion Lens if/when developing OFA policies, programs and RFPs.

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Section Three: Addressing the identification of barriers

In support of our commitment to improve accessibility for people with disabilities, the OFA will continue to review applicable government initiatives, including legislation, regulations, policies, programs, practices and services to identify and remove barriers. The OFA will also ensure that the Inclusion Lens developed by the OPS Diversity Office is utilized when reviewing and developing new policies, programs, legislation

and regulations.

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 prioritizes the review of high impact legislation which includes:

1. Development of a standardized process and tools for identifying and addressing accessibility barriers;
2. By the end of 2014, review of 51 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.
3. Review procedural rules, policies and guidelines for select high-impact legislation, where necessary.

In 2013-14 the OPS made significant progress in conducting this phase of the review which is estimated to be completed by the end of 2014.

- In 2013, the OFA reviewed the *French Language Services Act* and no barriers to persons with disabilities were found.

Glossary of Terms and / or Acronyms

AODA – Accessibility for Ontarians with Disabilities Act, 2005

ASCS - Accessibility Standards for Customer Service Regulation

ASL/LSQ – American Sign Language / langue des signes québécoise

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

RFP – Request for Proposal

TTY – Telephone Typewriter or Telecommunication Device for the Deaf

WCAG - Web Content Accessibility Guidelines

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Links

[OPS Multi-Year Accessibility Plan - Leading the Way Forward](#)

[Ontarians with Disabilities Act, 2001](#)

[Accessibility for Ontarians with Disabilities Act, 2005](#)

[Integrated Accessibility Standards Regulation](#)

[Accessibility Standards for Customer Service](#)

[Ontario Accessibility Website](#)

[Accessible, Fair and Sustainable Services for People with Developmental Disabilities program](#)

[Web Content Accessibility Guidelines](#)

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How to Contact Us

Questions or comments about the ministry's accessibility plan are welcome.

General inquiries: 416-325-4949

TTY number: 416-325-0017

Toll-free number: 1-800-268-7507

Email: OFA@ontario.ca

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

Visit the [Ministry of Economic Development, Employment and Infrastructure 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 upon request from:

[ServiceOntario Publications](#)

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