

Commissariat aux
services en français
de l'Ontario



Office of the
French Language Services
Commissioner of Ontario

OFFICE OF THE FRENCH LANGUAGE SERVICES COMMISSIONER

2014 – 2016

Accessibility Plan

ISBN 978-1-4606-8940-0

La voix d'accès. Your Voice Matters.





2014 - 16 Accessibility Plan

Introduction

Under the Accessibility for Ontarians with Disabilities Act, 2005, and specifically Regulation 191/11 “Integrated Accessibility Standards” (“Regulation”), the Government of Ontario, Legislative Assembly, designated public sector organizations and large organizations, including the Office of the French Language Services Commissioner (OFLSC), are required to develop multiyear accessibility plans outlining their strategy to prevent and remove barriers, and to meet requirements under the Regulation. (O.Reg. 191/11, s.4) The OFLSC’s Plan sets out time frames for action, where appropriate, and in accordance with the Regulation. This Plan will be posted on the Office of the Ombudsman’s website

Since the creation of the Office of the French Language Services Commissioner (the Office) in 2007, the Office has been committed to creating a barrier-free environment as required under the [Ontarians with Disabilities Act, 2001 \(“ODA”\)](#)

In 2010, the Office began complying with the 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

On January 1, 2012, the Office, under the Ontario Public Service (OPS) guidance, published [Multi-Year Accessibility Plan \(MYAP\)](#). The MYAP included the following commitment:

The Office has since endeavoured to demonstrate leadership for accessibility in Ontario. The Office’s goal is to ensure accessibility for our employees and the public we serve, in all communications materials and facilities.

This Plan will outline how the Office of the French Language Services Commissioner (OFLSC) will contribute to a barrier-free Ontario by 2025.

To access the Office’s Accessibility Plan, visit [CSFontario.ca](#)



Report on Measures Taken in 2014-2016

The following is a list of the commitments made in 2014-2016's Plan and the measures taken.

Reporting on 2014 - 16 Accessibility Plan

2014 – 16 Commitments for Customer Service	Measures Taken
<p>The OFLSC continued to review and follow policies, practices, procedures in accordance with the guidelines coming from the Diversity Office to ensure compliance with any new requirements.</p> <p>The OFLSC continued to ensure that all staff communicate and interact with any person with a disability in a manner that takes into account his or her disability (i.e., TTY line, service dogs, interpreter, etc.) at all times.</p>	<ul style="list-style-type: none"> • All new hired, interns and unclassified, staff must communicate and interact with any person with a disability in a manner that takes into account his or her disability (i.e., TTY line, service dogs, etc.) at all times. • New staff are encouraged to familiarize themselves with the AODA. • Staff were made aware of how to respond to persons with disabilities who use their own personal assistive devices such as, wheelchairs, scooters, assistive listening devices and voice activated computers. • Staff were trained on how to respond to persons with disabilities accompanied by guide animals or support persons such as, guide dogs, interveners and interpreters. • Staff were reminded of policies, practices and procedures to be compliant with the Act • The FLSC has developed a complaint/feedback form for the general public and encouraged the general public and ministries' staff to comment as a form of quality control mechanism.

2014 – 16 Commitments for Information and Communications	Measures Taken
<p>The OFLSC continued to monitor and require staff to incorporate accessibility considerations into the preparation of communications materials to ensure that communications products are accessible to everyone.</p> <p>The OFLSC committed to preventing any possible barriers to persons with disabilities when conveying information (in any method) to the public.</p> <p>The OFLSC continued to ensure that all staff are kept informed of new directives/best practices, as they are received.</p> <p>The OFLSC continued to keep staff up-to-date on possible barriers and edit and/or modify communications products to ensure there are no barriers to anyone, particularly persons with disabilities.</p>	<ul style="list-style-type: none"> • The OFLSC’s Communications Officer incorporated accessibility considerations into the preparation of communications materials and ensured that communications products were accessible. • The entire OFLSC’s website is AODA compliant. • The Communications Officer ensured all new publications and postings on the OFLSC website were accessible. • New and updated information regarding accessibility obligations, policies, practices and procedures were distributed to all staff as soon as the material was received. • As part of new hire on-boarding procedure, the OFLSC informs new staff of the Office’s Accessibility policies.

2014 – 16 Commitments for Employment	Measures Taken
<p>The OFLSC was committed to fair and accessible employment practices that attract and retain talented employees with disabilities.</p> <p>The OFLSC as an Independent Office of the Legislative Assembly is committed to fair and equitable hiring process to eliminate all barriers in employment policies, processes and practices.</p> <p>All new staff are encouraged to familiarize themselves with the Office's Accessibility policies and procedure.</p> <p>The OFLSC staff and management are committed to excel in the area of customer service.</p>	<ul style="list-style-type: none"> • The Office of the French Language Services Commissioner revises its policies on a regular basis to eliminate all potential barriers in its employment policies, processes and practices. • As part of the hiring process, the OFLSC informed candidate(s) that accommodation was available on request during the entire recruitment process.

2014-16 Commitments for Build Environment	Measures Taken
<p>Spring of 2016 the Office has been relocated to 800 Bay which involved major renovation of office space. The Office has mandated the contractors and project managers to respect and apply OADA clauses.</p>	<ul style="list-style-type: none"> • As of June 2016, the OFLSC is relocated to 800 Bay Street on the 4th floor, on the North West corner of Bay & College Street; therefore, it has a full spectrum of natural light throughout the office. • The OFLSC is equipped with a door bell and a mechanical door to assist members of the public with reduced mobility. • The entire office space was designed to be wheelchair accessible including the shower and the kitchen area to comply with the Act. • Each individual Office space was designed to be wheelchair accessible • Light harmonization distribution principle theory was implemented during the renovation process. • The entire office space was designed with tempered glass wherever possible to maximize natural light spectrum throughout the office.

2014 – 16 Commitments for Procurement	Measures Taken
<p>The OFLSC continued to ensure Accessibility requirements are embedded into the Office’s RFPs and all new contracts.</p>	<ul style="list-style-type: none"> • The OFLSC has worked closely with the Legislative Assembly procurement staff to include accessibility criteria when procuring goods and services.

Accessibility Plan barrier-free by 2025

To achieve our objective of barrier-free by 2025, the OFLSC is committed in the following areas for 2016-2025:

Customer Service - individuals with disabilities receive quality goods and services in a timely manner

- When needed, Notices of Service Disruptions were communicated in a timely manner by way of electronic mail and in person, consistent with regulatory requirements and best practices.
- AODA clauses will be included in decision-making, project management and in procuring goods and services as well as employment.
- The OFLSC is committed to continue to monitor and respond to accessibility concerns from the general public.
- The OFLSC will continue to have complaint forms so that the public can file concerns at the reception area, via telephone, TTY, internet, standard mail, and/or e-mail.
- The OFLSC will continue to offer all options to the general public, persons with disabilities, and OPS staff so they can choose a suitable method to contact our office.
- The OFLSC will continue to train staff to recognize and address a person with disabilities with respect and dignity.

Employment Accommodation - individuals with disabilities who are employees of the OFLSC participate fully and meaningfully in services and employment

- The OFLSC will continue to ensure there are no potential barriers in employment policies, processes, practices or tools for people with disabilities.
- As part of the hiring process, the OFLSC will inform the candidate(s) that accommodation is available on request; and provide accommodations to all applicants during the entire recruitment process
- The OFLSC is committed to eliminate all potential of barriers in employment policies, processes, practices.

Information and Communications - Information and Communications are available in accessible formats to the general public.

- The Communications Unit is committed to ensure compliance with the Web Content Accessibility Guidelines (WCAG) when posting new materials.
- The Communications unit in collaboration with the Office's external Webmaster will continue to post all documents on our website in an accessible format.
- The OFLSC will continue to monitor and require staff to incorporate accessibility considerations into the preparation of communication materials.
- The OFLSC is committed to removing any possible barriers to persons with disabilities when conveying information to the public.
- The OFLSC will continue to ensure that all staff are kept informed of new directives/best practices.
- Our Office will continue to keep staff up-to-date on possible barriers to persons with disabilities and edit and/or modify communications to prevent and remove these barriers.
- The OFLSC will encourage staff to familiarize themselves with the Diversity Office's Inclusion Lens.
- The OFLSC will continue to monitor and respond to complaints and feedback from the general public or the OPS staff. The staff at the Office will continue to have complaint forms so that the public can file complaints with the office either in-person, via telephone, TTY, internet, standard mail, and/or e-mail. The OFLSC will continue to offer all options to the general public, persons with disabilities, and OPS staff so they can choose a suitable method to contact the OFLSC.

Built Environment - There is greater accessibility into around public spaces

- The OFLSC is equipped with a door bell and mechanical door to assist members of the public with reduced mobility.
- The entire office space was designed to be wheelchair accessible specially the common shared areas such as the kitchen, the shower room, the foyer, etc. to comply with the Act.
- The OFLSC is equipped with a TTY telephone line, located in the reception area, to allow staff to communicate and interact with any person with hearing loss.

How to Contact us

Questions or comments about the Office of the French Language Services Commissioner's Plan are always welcome.

Please phone: 416-847-1515

General inquiry number: 416-847-1515

General inquiry TTY number: 416-640-0093

Toll free 1-800 number: 1-866-246-5262

E-mail: flsc-csf@flscontario.ca

Website address: FLSContario.ca

Ce document est disponible en français.