

# 2017-2020 Strategic Plan

Commissariat aux  
services en français  
de l'Ontario



Office of the  
French Language Services  
Commissioner of Ontario

## Mandate

Ontario's French Language Services Commissioner is an independent officer of the Legislative Assembly and reports directly to it. The Commissioner ensures that the rights of Ontario citizens and the obligations of the Government are respected according to the *French Language Services Act*. The Commissioner makes recommendations for improving the delivery of services in French and monitors progress. To carry out his mandate, the Commissioner conducts independent investigations, following complaints or on his own initiative, prepares monitoring and audit reports, and advises the government and MPPs in order to foster compliance with the *law*.

## Mission

The citizen is at the heart of the French Language Services Commissioner's work, with special attention paid to vulnerable individuals. The Commissioner intervenes, during the planning stages of government measures and after their implementation, to prevent or flag situations where Ontarians are not receiving the French-language services they require and are entitled to.

The Commissioner is an agent of change, focusing on systemic, structural actions that are results-oriented. The Commissioner's work is proactive, pragmatic, collaborative, and innovative. In fulfilling his mission, the Commissioner contributes to the improvement of quality French-language services delivery and therefore, the development of a thriving Ontario, with its francophone communities.

## Vision for the Future

French-Language services are a priority for all Ontarians, they are acknowledged as a key contributor to the development of a thriving Ontario, and flourishing francophone and francophile communities.

Every citizen of Ontario can obtain the government services he or she needs, in French, when they need it, and where they need it.



## Values of the Office of the Commissioner

### ORGANIZATIONAL

- › The respect of citizens' rights
- › Independence and impartiality
- › Openness and compassion
- › Innovation
- › Adaptability
- › Quality and rigour

### EMPLOYER/EMPLOYEES

- › Individual responsibility
- › Excellence
- › Integrity
- › Respect
- › Transparency
- › Active listening and mutual support

## The Office's Aspirations for 2020

- › French-language services are considered a mainstay of an open, inclusive, prosperous, and dynamic Ontario.
- › The Government has a new legislative and operational framework for communicating and delivering services in French.



### AXIS 1: Engagement and collective awareness of Ontario citizens

- › Promote French-language services as a cornerstone of an open, inclusive, prosperous and dynamic Ontario.
- › Engage the majority of citizens, including francophones and francophiles, to renew and increase their support for improving the delivery of French-language services.



### DESIRED OUTCOME

Francophone and francophile stakeholders and Ontario public opinion leaders support the improvement of French-language services delivery.



### AXIS 2: Systemic integration of French-language services by ministries and government agencies

- › Maintain continuous and constructive communication with strategic decision-makers within the public service.
- › Adopt a strategic and systemic perspective/ approach to encourage and, when necessary, require improvements in French-language services.
- › Optimize complaints management as a tool for continuous improvement in the quality of French-language services delivery.



### DESIRED OUTCOME

Government planning, policy formulation, and program design activities proactively include measures to ensure citizens' rights to French-language services.



### AXIS 3: Systemic role and influence of the Legislative Assembly / Government and its structures in the delivery of French-language services

- › Support and inform the work of the Legislative Assembly.
- › Foster continuous and constructive dialogue with MPPs and the government on improving the delivery of French-language services.



### DESIRED OUTCOME

The Legislative Assembly is involved proactively and systematically in improving the delivery of French-language services.