



## **Annual Report of the French Language Services Commissioner 2022-2023 – Highlights**

### **By the numbers – cases received**

**386** cases (complaints and inquiries) received, October 1, 2022 to September 30, 2023

### **Top organizations by case volume**

Ministry of Colleges and Universities (35.8%)

Ministry of Transportation (6.7%)

Ministry of Public and Business Service Delivery (6.1%)

Metrolinx (5.5%)

### **Top case topics**

In-person services 48.2%

Written communications 23.9%

Online services 7.6%

Telephone services 7%

Social media 5.5%

Signage 3.9%

For more case statistics, see pages 22-23, 55 and 58-59

### **Key developments and trends in cases**

- All recommendations made in Annual Reports since 2020 have been accepted and the government has made great strides in implementing them (p. 28).
- Progress has been made on recommendations stemming from 2022 investigation report regarding Laurentian University (p. 26).
- 115 cases regarding the government's University of Sudbury funding decision are in progress (p. 24).
- New investigation ongoing into government's out-of-home advertising (p. 25).
- Review of a complaint about 600 highway signs has prompted several changes, with more to come (p. 35).
- Proactive review of government social media accounts revealed few were in French, despite the new requirements for "active offer" set out in Regulation 544/22 (p. 31).
- Proactive analysis of cases showed a lack of awareness among frontline staff of their obligations to provide services in French (p. 49).

### **Commissioner's new recommendations**

**1. That, within the next 12 months, the Ministry of Francophone Affairs develop and communicate guidelines for all government agencies, third parties and institutions of the**

*Aussi disponible en français*

**Legislature to ensure all social media accounts comply with Regulation 544/22, and provide a copy of these guidelines to the Commissioner (p.32).**

**2. That Treasury Board direct every government ministry and agency within its mandate to provide regular training and reminders to all frontline staff where an obligation exists to provide services in French (p. 51).**

**3. That, as part of the directions, Treasury Board require these government ministries and agencies to attest annually that they are compliant (p. 51).**

**4. That, within the next 12 months, Treasury Board provide the Commissioner with a copy of the directions, and confirmation of their implementation (p. 51).**

List of all recommendations since 2020: Appendix, pages 56-57

### **How we helped:**

#### **Highlights of individual cases resolved by the French Language Services Unit**

- Emergency Management Ontario translated an English-only survey intended for all 444 municipal governments on the quality of municipal and provincial emergency management programs and sent a second bilingual invitation to all participants (p. 30).
- The Ministry of Public and Business Service Delivery committed to making sure Francophones have access to relevant documents in French for future public consultations on real estate regulatory reform (p. 30).
- The Interprovincial Lottery Corporation (partially owned by the Ontario Lottery Corporation) made all of its national lottery social media accounts bilingual (p. 32).
- Infrastructure Ontario created a French X (twitter.com) account in the wake of a complaint about its English-only tweets about Ontario Place redevelopment (p. 32).
- The Ministry of Health committed to providing a better French translation of an exam for emergency medical care assistants after complaints that its poor quality put Francophone students' careers in jeopardy (p. 33).
- Metrolinx replaced English-only signs about construction of a future Ontario Line station with bilingual ones (p. 34).
- The Ministry of Transportation installed a bilingual sign to mark the French River (p. 36).
- The Liquor Control Board of Ontario adopted a new system for routing French-language calls to bilingual agents and hired more bilingual staff (p. 37).
- The Ontario Provincial Police created a separate 911 phone call platform dedicated to French calls after a woman complained that she was forced to wait when she requested service in French (p. 39).

- Emergency Management Ontario improved its emergency weather alerts after a Francophone driver complained that the French versions were garbled and unintelligible (p. 40).
- A Francophone teen was given access to services in French at a secure treatment centre of an organization designated under the *FLSA* (p. 40).
- The Ministry of the Attorney General improved access to the French language option on the CaseLines landing page platform (used by Ontario courts) (p. 41).
- ServiceOntario corrected a missing French accent on a woman's photo ID card and sent instructions to all its branches on how to issue cards with accents (p. 41-42).
- A DriveTest Centre committed to ensuring services are offered in French throughout the week and hiring more bilingual staff after a man said he could not be served in French despite making an appointment in advance (p. 43).
- The Ministry of Transportation implemented a new automated system for 511 with quality control that ensures the accuracy and intelligibility of the information it provides in French (p.43).
- The Ministry of Transportation's Driver Medical Review Office now sends bilingual letters to users of its portal, explaining how to create an account on its portal (p. 44).
- A hospital designated under the *FLSA* improved its signage, patient referral to bilingual staff and other services after a woman complained she could not access services in French (p. 45).
- Another designated hospital corrected misspelled French posters and brought in a new policy to ensure all such communications are reviewed in future (p. 46).
- A partially designated hospital confirmed it would capture patients' language preferences to ensure Francophones receive follow-up calls in French (p. 47).
- A blind Francophone man received appropriate services in French from a designated community health centre after he complained that it sent him confidential, encrypted documents regarding his health in English only (p. 47).
- Metrolinx now issues its construction notices and posters in both English and French, after a woman complained about its English-only notice about tree removal in her neighbourhood (p. 49).
- A ServiceOntario location in Toronto added bilingual staff and signage after a man complained that no bilingual agents were available to serve him in French (p. 49-50).