

Annual Report of the French Language Services Commissioner 2021-2022 – Highlights

By the numbers – cases received

277 cases (complaints and inquiries) received, **October 1, 2021 to September 30, 2022**

Top organizations by case volume

Ministry of Public and Business Service Delivery (21.4%)

Ministry of the Attorney General (14.4%)

Ministry of Health (12.9%)

Ministry of Transportation (11.4%)

Disposition of closed cases

Organizations subject to the *French Language Services Act (FLSA)*: 67.4%

Federal, private, outside Ontario: 10.5%

Provincial public sector not subject to *FLSA*: 19.3%

Information submissions: 2.8%

For more case statistics, see pages 18-19, 46 and 51

Commissioner's new recommendations (pages 31, 36 and 47)

Recommendation 1: That the Treasury Board Secretariat review the Ontario Public Service employment policy to ensure that job postings in French are not limited to designated bilingual positions.

Recommendation 2: That, by September 30, 2023, the Ministry of Francophone Affairs develop a plan, addressed to the Commissioner, to update Regulation 398/93.

List of all recommendations since 2020: Appendix, page 47

How we helped: Highlights of individual cases resolved by the French Language Services Unit

- Metrolinx now publishes its e-newsletter about the Ontario Line in French every week, thanks to a Francophone subscriber who complained to us that the newsletter he had asked to receive in French only existed in English. (p. 29)
- The Ministry of Labour, Immigration, Training and Skills Development reinstated automatic French subtitles on its Facebook videos after a woman let us know that the only way to get them was to use Facebook's accessibility features. (p. 29)

- Ontario Health committed to posting jobs in French and English if they require French language skills, after a job seeker complained that applicants were being transferred to a third-party site where postings were in English only. (p. 30)
- The Office of the Registrar General committed to reviewing its list of acceptable French titles for professionals who sponsor identity changes, after one such application was rejected because the sponsor used a gender-neutral French title that was not on their approved list. (p. 32)
- The Ministry of Public and Business Service Delivery hired two permanent bilingual staff to provide services in French at a ServiceOntario office in a designated area after a man complained to us that he could not renew his licence plate in French. (p. 33)
- The Ministry of Finance committed to hiring a second full-time bilingual agent and reminded staff of the procedures to follow after a man complained that he had to wait an hour on the phone for an agent who could answer provincial property tax questions in French. (p. 33-34)
- Skilled Trades Ontario modified its phone system so that clients requesting services in French are now directed to bilingual operators, after a crane operator told us he could not obtain services from them in French. (p. 34)
- A local Home and Community Support Services office and home care service provider ensured services in French at all times for a Francophone man whose illness had left him unable to speak English. (p. 37)
- A hospital partially designated under the *French Language Services Act* committed to improving its planning and training for providing services in French after a man complained to us that he was not served in French at its COVID-19 clinic. (p. 38)
- A designated hospital in Northern Ontario took several measures to remedy the lack of French-speaking staff after the family of a dying Francophone woman told us they found a note at her bedside that said “Please speak in English.” (pages 38-39)
- Three independent officers of the Legislature – the Integrity Commissioner, the Information and Privacy Commissioner and the Auditor General – addressed several individual complaints that we raised with them, ensuring that website content, reports and other communications are provided in French and English. (pages 41-43)